October 2026

Corporate Operations Managers' Memo

Continuous Improvement Corner

Over the past few CI Corners, we have introduced some of the fundamentals of Continuous Improvement: recognizing defects, quantifying what we see, understanding standards, and questioning the workarounds we have learned to accept. Those concepts are part of a larger vision for where CI is going at PODS.

Our Goal is Simple:

Building PODS' ability to improve itself

Continuous Improvement should not only happen when a formal project is launched or when someone from CI gets involved. Over time, it should become part of how we identify problems, make decisions, and improve the way we operate every day.

Improvement Starts Where the Work Happens

The people closest to the work often see problems first: A driver notices a recurring issue. An SCW repeatedly sees an unnecessary extra step in RBMS. A Market Manager recognizes that the same issue keeps coming back.

Our future CI model starts there.

We Want Your Teams to Increasingly Ask:

What should be happening? What is actually happening? How often is the gap occurring? What impact is it creating?

Some problems should be solved locally. Others may affect multiple markets or the broader network. When that happens, territory leadership and our Operations Pillars provide a path to elevate and solve those problems at the right level.

What Is CI's Role?

CI is not intended to become the team that owns every difficult problem. Our role is to help build the problem solvers and the problem-solving system through coaching, practical tools, data, and structured problem solving.

The principle is simple: Operations owns the problem and the result. CI helps build the capability to solve it.

Where We're Headed

Our journey is: See → Solve → Prevent → Predict

See problems clearly. Solve their causes. Prevent recurrence. Eventually, anticipate problems before they happen.

With your buy-in, we can reduce painful defects, remove tedious rework and unnecessary headaches while elevating our collective problem-solving ability.

Management & Process

Long Idling Prevention: Email Notifications Live NOW LONG

As part of our continued focus to improve fleet efficiency and manage operating costs, **automated Long Idle Event email notifications launched Monday, October 19**. These notifications provide greater visibility into excessive vehicle idling and help identify opportunities to coach drivers and reduce unnecessary fuel consumption.

Why This Matters

With rising diesel costs putting added pressure on operating expenses, reducing unnecessary idling is a simple way to help control costs. These notifications will help identify excessive idling, reinforce our existing policy, and coach drivers toward better habits.

What's Changed?

- Automated email notifications are triggered when a driver exceeds **4 minutes of continuous idling** during an individual event.
- Notifications help field leaders identify drivers who may need additional coaching.
- Idle event data can be used to spot recurring behaviors and track improvement over time.

Manager Action Required

We are asking field leaders to:

- **Review Long Idle Event notifications** to identify drivers exceeding the 4-minute threshold.
- **Coach drivers** on the importance of minimizing unnecessary idle time and following our existing policy.
- **Address recurring behaviors** through regular conversations and reinforcement of expectations.
- **Track improvement** by monitoring whether excessive idle events decrease over time.

Our Goal

The goal isn't just to track idle events. It's to use the information to coach drivers, change behaviors, and reduce unnecessary fuel costs. Consistent follow-up from field leaders will be key to making a measurable impact on fleet efficiency and operating expenses.





Management & Process

Focus on CORE Process Before Pre-Batching

The transition into shoulder season is here, and with this, the focus to maximize efficiency and eliminate SODs is even more important. To ensure you have time to focus on these two needs, you should prioritize your time on following the **CORE Routing Process** *before* creating your routes each day.

Part of the CORE Routing Process helps us identify outlier jobs and consolidate them into more efficient batches and geographic clusters. For example, if there is a standalone FPU in one area on a Monday, we should evaluate whether a NEW or another FPU from a nearby day can be moved to create a more efficient route. When jobs are pre-batched too far in advance, these opportunities become much more difficult to identify and act on.

Recommended Pre-Batching Criteria Moving Forward

Pre-batching **up to 7 days in advance** should **only** be completed under the following circumstances:

- **The market is sold out**
- Identified using the **6.2.0 Sold Out Days (Live)** dashboard
- **The market is approaching capacity limits**
- Identified using the **6.2.3 Approaching Limits** report
- Suggested threshold: approximately **80-90% capacity** (final threshold to be determined)

Why This Matters

Pre-batching every market seven days in advance requires significant Market Manager time and can reduce visibility into routing optimization opportunities. By limiting pre-batching to markets that are sold out or nearing capacity, managers can continue using the CORE Routing Process to:

- Identify outlier jobs
- Build stronger geographic clusters
- Improve routing efficiency
- Create additional capacity before markets become sold out

This approach better supports the CORE Routing Process, improves route optimization, maximizes available capacity, and minimizes unnecessary work. Thank you for your partnership and continued focus on driving operational efficiency. Please reach out to Bryan Davidson or Tony Shepherd with any questions or concerns.

Management & Process

Apply Now for the PODS Cares Holiday Program!

The **PODS Cares Holiday Program** application is open now in UKG!

Thanks to the generosity of our team, this program helps associates and their families facing unexpected hardships by providing **Thanksgiving or Christmas meals** or **holiday gifts** for school-aged children.

Associates who need support may apply for either holiday meal or gift assistance. All applications are handled with complete confidentiality.

Please review the eligibility criteria below; all standard PODS Cares procedures apply.



I would like to apply

- The application period is open through **Wednesday, November 4**
- To apply for holiday meal or gift assistance, please follow the steps below **using your mobile app or computer**
  - Log into UKG and click on **HR Help**
  - There you will see the **"PODS Cares Holiday Program"** article
  - Click on the link to **apply** for assistance
  - From there, the form to fill out will populate



Eligibility criteria

- May not be on an active final disciplinary action
- Must have been employed by PODS for at least the past three months
- **Priority will be given to associates who did not receive holiday assistance in 2025**
- To ensure your application can be processed quickly, please include your most recent bank statement as a required document



Things to note

- **Week of November 9:** Approval status is sent to applicants
- **Week of December 14:** Gifts will be ready for pickup (local associates) or shipping (remote associates). Field associates can choose to have gifts mailed to their home or to the PODS facility
- Every gift will be wrapped and will include a list of what's inside



Want to Contribute?

The PODS Cares program has assisted over **550 associates.** The scale of what we can do together is amazing! Associates who would like to contribute may do so by completing the donation form on the PODS Cares site.

MANAGER ACTION

Please print out the poster on the following page, post it in your storage center, and encourage your associates to apply if they need assistance this holiday season.



WE CARE. IT'S IN OUR VALUES.

As the season of giving approaches, we're once again coming together to brighten the holidays for our fellow associates through the **PODS Cares Holiday Program.**

This program provides Thanksgiving or Christmas meals—as well as holiday gifts—for associates and families facing unexpected hardships.

Eligibility Criteria

To qualify for assistance:

- May not be on an active final disciplinary action
- Must have been employed by PODS for at least the past three months
- **Priority will be given to associates who did not receive holiday assistance in 2025**
- To provide documentation of the need, please upload your most recent bank statement with the application





Mark Your Calendars!

- **October 12:** Application window opens
- **November 4:** Application window closes
- **November 9:** Approval status sent to applicants
- **Week of December 14:** Gifts will be ready for pickup (local associates) or shipping (remote associates). Field associates can choose to have gifts mailed to their home or to the PODS facility.

Every gift will be wrapped and include a list of what's inside.

Need Help?

Scan QR code or email **PODS_Cares@pods.com** and our program administrators will be happy to assist you!

PODS® CARES

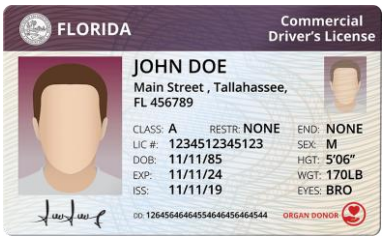
Management & Process

Reminder: All Drivers MUST Obtain CDL License by December 31

All PODS non-CDL drivers are required to obtain a Commercial Driver's License (CDL) by the end of the year.

How PODS Helps

- PODS will cover Class B CDL training costs up to **$3,650** per driver
- **Rate increase** to CDL rate will be applied upon completion and verification of the driver's license

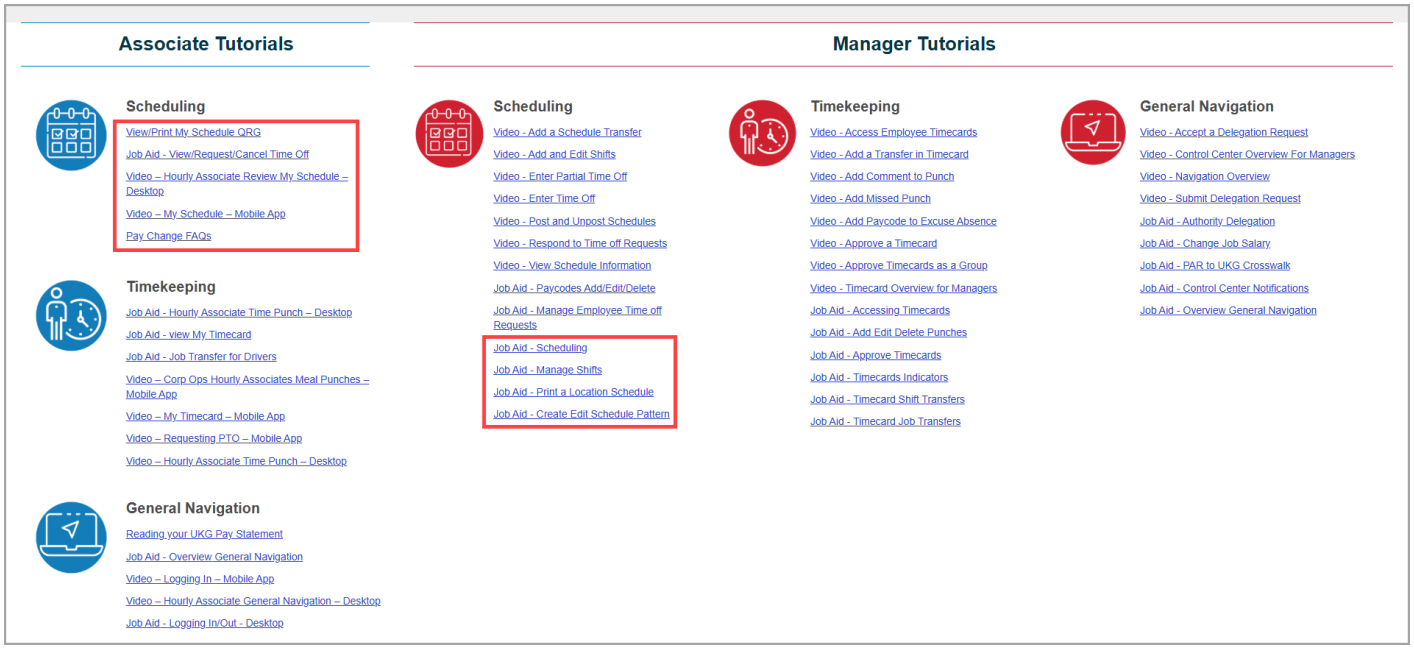


Upload All Schedules to UKG

Market Managers should be uploading all schedules for their associates.

The expectation is that managers should be scheduling at least two weeks out to ensure clarity for associates and proper staffing several weeks out at all our locations.

If you need assistance with scheduling, visit the Cheetah Resource Center. This page has several job aids to assist managers with scheduling for themselves, their teams, and getting these schedules uploaded to UKG. More details will follow as we standardize the process.



Associate Tutorials

Scheduling
- View/Print My Schedule QRG
- Job Aid - View/Request/Cancel Time Off
- Video – Hourly Associate Review My Schedule – Desktop
- Video – My Schedule – Mobile App
- Pay Change FAQs

Timekeeping
- Job Aid - Hourly Associate Time Punch – Desktop
- Job Aid - view My Timecard
- Job Aid - Job Transfer for Drivers
- Video – Corp Ops Hourly Associates Meal Punches – Mobile App
- Video – My Timecard – Mobile App
- Video – Requesting PTO – Mobile App
- Video – Hourly Associate Time Punch – Desktop

General Navigation
- Reading your UKG Pay Statement
- Job Aid - Overview General Navigation
- Video – Logging In – Mobile App
- Video – Hourly Associate General Navigation – Desktop
- Job Aid - Logging In/Out - Desktop

Manager Tutorials

Scheduling
- Video - Add a Schedule Transfer
- Video - Add and Edit Shifts
- Video - Enter Partial Time Off
- Video - Enter Time Off
- Video - Post and Unpost Schedules
- Video - Respond to Time off Requests
- Video - View Schedule Information
- Job Aid - Paycodes Add/Edit/Delete
- Job Aid - Manage Employee Time off Requests
- Job Aid - Scheduling
- Job Aid - Manage Shifts
- Job Aid - Print a Location Schedule
- Job Aid - Create Edit Schedule Pattern

Timekeeping
- Video - Access Employee Timecards
- Video - Add a Transfer in Timecard
- Video - Add Comment to Punch
- Video - Add Missed Punch
- Video - Add Paycode to Excuse Absence
- Video - Approve a Timecard
- Video - Approve Timecards as a Group
- Video - Timecard Overview for Managers
- Job Aid - Accessing Timecards
- Job Aid - Add Edit Delete Punches
- Job Aid - Approve Timecards
- Job Aid - Timecards Indicators
- Job Aid - Timecard Shift Transfers
- Job Aid - Timecard Job Transfers

General Navigation
- Video - Accept a Delegation Request
- Video - Control Center Overview For Managers
- Video - Navigation Overview
- Video - Submit Delegation Request
- Job Aid - Authority Delegation
- Job Aid - Change Job Salary
- Job Aid - PAR to UKG Crosswalk
- Job Aid - Control Center Notifications
- Job Aid - Overview General Navigation

Management & Process

Forklift Certification Update

We're changing how forklift certification enrollment works. Here's what you need to know:

No More Auto-Enrollment (Excluding SCWs)

Storage Center Workers are still auto-enrolled — no change there. All other roles (Driver, CRT, EMT) are **no longer automatically enrolled** in forklift training.

Enrollment is Now by Request

To get an associate certified, email PODSU@pods.com with:

- Employee name and ID
- Site
- Certified evaluator

The Training Specialist will process your request within 24 hours.

Keep Certificates Posted and Current

Print the Forklift Certification Card from PODS U for each certified operator and post it visibly at your site. Replace it whenever someone recertifies.

Manager Action: Flag Non-Operators

If anyone on your team is currently enrolled in forklift coursework but does not actually operate a forklift, email their name(s) to PODSU@pods.com so they can be removed from that coursework. You no longer need to complete the Non-Qualified Forklift Operator Acknowledgement to get them removed.

If you have any further questions, please contact PODSU@pods.com.

Schedule Time for Annual Compliance Training

In addition to the current training that you have assigned to you, two additional mandatory, enterprise-wide trainings must be completed in the coming weeks. Please set time aside in advance to complete the following training modules:

Cybersecurity Training

This training has already been assigned to you in UKG. This training should take less than 30 minutes to complete. The deadline to complete is **Tuesday, November 3**.

Workplace Harassment

This training is generally longer than your Cybersecurity training and can vary in length depending on your state, so it is important to schedule time for you and your team to complete this training in advance. This training will launch on **Monday, November 30,** and must be completed by **Friday, December 18**.

Management & Process

Hub/Storage Center Inventory Count Due November 20

Due to differences between our records and actual inventory, we are requiring a physical count of all inventory to be completed at each of our hub/storage center locations.

Action Required

Each hub/storage center will need to count and report the quantities physically on hand. All counts and reports must be completed by **Friday, November 20**.

This timeline gives you plenty of time to plan and execute the counts and gives accounting and leadership time to review the results and update our inventory and parts records before the end of the year. **Accounting will send out the list of parts to be counted and the mechanism for recording and returning your results**.

Please start planning now (staffing, timing, access to storage areas) so you are ready when those materials arrive.



Why This Matters

Inventory counts have previously not been requested or performed consistently, and until recently, we have had no systematic way to record any of our parts as they were used. As a result, the on-hand quantities recorded in our records are higher than the actual numbers.

Jeff Cass will be coordinating this effort along with our Territory Managers and there will be an on-going program to continue accurate inventory counts in the future, but the priority is getting caught up **now**. Once we have the results, the frequency and scope of future inventory counts will be planned and communicated to you. Please contact Jeff Cass or your Territory Manager if you have any further questions.