Name: _____



City Service Participant Guide

OCTOBER 2026

These materials were made in collaboration with the Continuous Improvement and Safety teams. Many thanks to all of the Driver Trainers, Market Managers, and Territory Managers who provided us with feedback that greatly improved the quality of this program.

Contents

Day 1 Checklist 5
Uniform Guidelines 5
Log-In Cheat Sheet 6
Introduction 7
What is City Service? 7
A Typical Day on the Job 8
90 Day Goals 8
City Service Training Plan 9
Example Schedule 9
Safety's Greatest Hits 10
Motive Safety Score Overview 11
Score Impact 11
View Safety Score 13
In-Cab Alerts Are On 13
Fueling & Idle Reduction Policies 14
Driver Incentive Plan Criteria: 15
Training Checklist | City Service 16
City Service Procedures 18
Storage Center Preparation Before Departure 18
Arrival at the Service Location 19
Liftgate Operation and Cargo Handling 19
Monitoring Customer Loading or Unloading 19
Responding to Situations 20
Job Completion and Post-Service Tasks 20
Bathroom Policy for City Service Drivers 20
City Service Customer Instructions 21
General Safety Instructions 23
Cheetah Photo Guide - City Service 26
City Service Arrival - Initial Delivery (NEW) or Redelivery (RDL) 26
City Service Departure - Warehouse Return (WRT) or Final Pickup (FPU) (6) 27
Lift Gate Operation Guides 28
Anthony Liftgate Operations 28

Dhollandia Liftgate Operations 31
WALTCO Liftgate Operations 34
MAXON Liftgate Operations 38
Guidelines 38
Procedures 39
Resources - CMV 45
CMV-DVIR Evaluation Criteria 46
PODS Truck Equipment Checklist 51
Resources - Miscellaneous 52
Driver Log Overview 53
Container Tags Overview 54
PODS Acronyms 55
Container Condition Job Aid 57
Revision History 60

Day 1 Checklist

WELCOME TO

PODS® Moving & Storage

We are thrilled to have you on board as a new member of our team. As an associate at PODS, you play a vital role in ensuring that we solve how people move, store and so much more.

Today you should: ✓

Complete I9 verification and all other onboarding paperwork	
Get your hi-vis vest, gloves, etc. & review uniform requirements	
Meet your wingman/trainer	
Review your location's leadership (AMM, MM, TM, RVP)	
Review Participant Guide Introduction ☐ Role Overview ☐ 90 Day Goals ☐ Safety's Best Hits ☐ Training Plan ☐ Motive ☐ Fuel/Idling Policy ☐ Training Schedule ☐ Incentive Plan (if applicable)	
Review the Login Cheat Sheet with your MM/Wingman	
Get a tour of the storage center	
Review location's Emergency Action Plan	
Get a lift gate demo	

Uniform Guidelines

Uniform standards	
Mandatory	**Optional**
Cintas shirts and pants or shorts.	Uniform outerwear and hats are optional; however, if any hat or outerwear is worn, it must be the approved brand standard
Black leather belts with a gold or silver buckle no larger than 2" and must not contain any inappropriate/offensive wording or pictures.	
Black socks must be worn and should be visible not less than 1" above the top of the shoe.	
Black steel-toes shoes with black laces, anything with another brand logo should not be visible	

Region: _____ **Regional Vice President:** _____

Territory Manager: _____

Market Manager: _____

Assistant Market Manager: _____

Wingman/Trainer: _____

Log-In Cheat Sheet

	Clock in/out**, schedules, PTO, tax documents, eLearning.	Username	PODS + Employee ID (ex. PODS1234567)
		Password	Your Password: _____

****NOTE:** Clocking in and out MUST be done on a computer at the warehouse.

samsara	Safe Driving Score.	Fleet ID	pods-corporate
		Username	UKG employee number
		Password	First four letters of your last name followed by 1234

CHEETAH Logistics Technology	Routes, Driver Notes, Recording Breaks, etc.	Driver ID	Last six digits of your UKG employee number
		Pin	Last six digits of your UKG employee number

whip around	Forklift Pre-Op/ CMV DVIR/ PODZILLA Pre-Op	Username	UKG employee number
		Password	Pods1234

PODS RBMS		Username	First two letters of your first name followed by your last name
		Password	(create your own passowrd and verify loging with sms verification code on every log-in attempt)

	Get Gas	Last six digits of your UKG employee number
	Write it here →	

If you need further assistance, please contact PODS University at podsu@pods.com.

Introduction

What is City Service?

Unlike standard delivery, City Service will keep the customer's belongings mobile. The container stays on the truck while the customer loads or unloads. This helps many of our customers avoid the need for permits, a driveway, or a container placement location.

Before you arrive with the container the customer is communicated the following:

Prior to your appointment

- Please allow a 30-minute timeframe for your City Service to begin. The four-hour time window begins when your driver arrives with your container. **If you need more time over your allotted four hours, you can add up to one additional hour for a fee.**
- Your Driver will call to confirm their arrival time and provide any additional information. Please be sure to answer.

During your appointment

- Once your driver arrives, they stay with you for the four-hour appointment as you load or unload your container.*
- Our City Service trucks feature liftgates to carry you, your helpers, and your belongings from the ground to the container on the truck. No need for carrying your heavy items up a ramp.
- Our liftgate-trained drivers stay with you during the appointment to operate the liftgate and move the truck as needed. For your safety, only PODS' drivers are permitted to operate the liftgate.†

After your appointment

- *If you used PODS City Service to load a container*: Once loaded, we deliver your container to your new home or a secure PODS Storage Center until you need it.
- *If you used PODS City Service to unload a container*: We will haul your empty container away, leaving you to settle into your new home.

A Typical Day on the Job

Below we've outlined what a typical day can look like for a PODS driver. **Actual schedules vary based on the driver, location, and season.** Talk to your manager about what a typical day might like look for you.

Morning
- Arrive dressed in uniform with proper PPE - Clock in at the warehouse - Sign in to Cheetah and review your assigned route (compare to the Driver Log provided by your Manager) and clarify any issues or concerns
Gather with the team for a Huddle (the manager will review safety updates, company updates, daily business items, etc.)
Complete CMV DVIR and in Whiparound
- Review driver's log for placement instructions and ancillary items (locks or blankets) - Review delivery/pickup location in Google maps - Load your first job onto your CMV (if applicable)
Call your first customer with an estimated time of arrival
Depart from the warehouse
Complete 1- 2 jobs
Afternoon
Break for Lunch
Complete 1-2 jobs
Refuel the CMV on the way back to the warehouse
- Perform post-trip using Whiparound - Close out driver log and give to MM for review
Clock-out

90 Day Goals

The training you'll be provided will help you to achieve the following goals:

90 Day Goals

- Have a Motive Safety score 95 or greater.
- Have zero safety incidents
- Have zero CSA violations
- Complete daily vehicle DVIRs
- Have on on-time delivery rate of 92.5% or higher.
- Have zero corrective actions issued.

City Service Training Plan

The training for your role includes three major elements:

eLearning

- Completed in PODS U (UKG Pro Learning), which is accessed through UKG.
- On the PODS U home page, check the "Curricula in Progress" section.
- Complete all of the courses in each curriculum up to the Practical Assessment.

On-the-Job Training

- Completed on ride-alongs with your Wingman/trainer using the training checklists in this guide.
- As your trainer demonstrates tasks, sign off next to the task on the Training Checklist in the "Observe" column.
- As you complete tasks**, correctly and consistently, your trainer will sign off in the "Prove" column that they observed you (**You should only ever be asked to complete a task once it's been explained to and demonstrated for you).
- This is the stage where you should listen closely and ask lots of questions.

Practical Assessment

- Completed by your manager on a ride-along with you where you'll be completing jobs as if on a normal route.
- If you pass, you'll be ready to go on solo routes.
- If you don't pass, your manager will set and review new training goals with you.
- To preview what you'll be assessed on. you can review the Practical Assessment in PODS U. It's the last course in your City Service Training Curriculum.

Example Schedule

Onboarding & Observation	
New Hire Day 1	- Onboarding - Start eLearning - PODZILLA Demo & Practice
Training	
New Hire Days 2 – 3	- Work on required eLearning - New Hire Orientation
New Hire Days 4 – 9	- City Service Training Checklist - Forklift Training Checklist (if applicable)
Practical Assessment	
New Hire Day 10	- New Driver Training Practical - Forklift Operator Practical I (if applicable)
Solo	
New Hire Day 11	- Followed up by 30-Day Check In and 6-Month Ride-Along

SAFETY'S GREATEST HITS

The Top 10 Rules Every New Hire Should Know



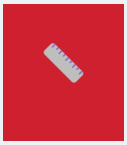
G.O.A.L. — Get Out And Look

Backing up or running the PODZILLA? Get out and look before you move. Every time. No exceptions.



3 Points of Contact

Two hands + one foot, or two feet + one hand — always, getting on or off equipment.



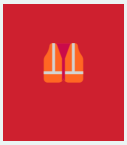
The 4-Ft Rule

Drop a cone 4 ft from any structure. That zone is hands-off — no equipment operates inside it.



25-Ft No-Go Zone

Equipment's running? Pedestrians stay back 25 ft. If you're on foot, that circle isn't for you.



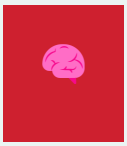
Suit Up (PPE)

High-vis vest, gloves, safety-toe shoes. Every shift, every task, no shortcuts.



Mind the Pinch Points

Never stand between equipment and something that isn't moving. Never stand downhill of it either.



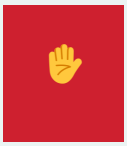
Eyes Up, Mind On It

Distracted driving isn't just phones — daydreaming, snacking, fiddling with the radio all count. Stay locked in.



NO Phone. While Driving. Period.

Not in your hand, not on speaker, not "just checking." Phone down until you're parked.



Stop Work Authority

Something feels unsafe? You have full authority to stop and say so. Period.



When in Doubt, Call the Manager

Need help or a judgment call? Call your manager — always. The customer doesn't set our safety rules.

Safety First, Always.

Motive Safety Score Overview

Your Safety Score is a reflection of your driving behavior over a 4-week period. It's calculated using data from safety events triggered while you're on the road — such as cell phone usage, stop sign/stop light violations, and seatbelt violations. The score is then weighted against how many miles you have driven to ensure fairness across different driving distances.

The fewer safety events you generate, the higher your score will be. This scoring system is designed to recognize safe driving and highlight opportunities for coaching and improvement.

Score Impact

Severities have four values critical, high, medium, low. The table below provides a detailed description of severity definitions for each safety event.

Safety event	Severity type	Severity definition
Collision	**Critical**	Collisions are always critical severity events.
Near Collision	**High**	Near collisions are always high severity events.
Driver capture	**High**	Driver captures are always high severity events because the driver is proactively sharing footage.
Forward Collision Warning	**High**	Forward Collision Warnings are always high severity events.
Unsafe Parking	**High**	Unsafe parking events are always high severity.
Hard Acceleration	**Low**	Our AI algorithm determines the event's severity using unsafe driver behavior and telematics data.
	Medium	Our AI algorithm determines the event's severity using unsafe driver behavior and telematics data.
	High	Our AI algorithm determines the event's severity using unsafe driver behavior and telematics data.
Hard Cornering	**Low**	Our AI algorithm determined this event's severity using unsafe driver behavior and telematics data.
	Medium	Our AI algorithm determined this event's severity using unsafe driver behavior and telematics data.
	High	Our AI algorithm determined this event's severity using unsafe driver behavior and telematics data.
Speeding Over Posted	**Low**	Vehicle speed is less than 6 mph over the posted limit.
	Medium	Vehicle speed is between 6-10 mph over the posted limit.
	High	Vehicle speed is between 11-14 mph over the posted speed limit.
	Critical	Vehicle speed is greater than or equal to 15mph over the posted speed limit.

Close Following	**Low**	Driver does not maintain a safe following distance while driving less than 10 mph.
	Medium	Driver does not maintain a safe following distance while driving between 10-45 mph.
	High	Driver does not maintain a safe following distance while driving over 45 mph.
Stop Sign Violation	**Low**	Driver runs a stop sign going less than 10 mph.
	Medium	Driver runs a stop sign going between 10-20 mph.
	High	Driver runs a stop sign going over 20 mph.
Cell Phone Usage	**Low**	Driver uses a cell phone while driving less than 5 mph.
	Medium	Driver uses a cell phone while driving between 5-20 mph.
	High	Driver uses a cell phone while driving over 20 mph.
Distraction	**Low**	Diver appears distracted while driving less than 30 mph.
	Medium	Driver appears distracted while driving between 30-60 mph.
	High	Driver appears distracted while driving over 60 mph.
Seatbelt Violation	**Low**	Driver does not wear a seatbelt while driving between 0-35 mph.
	Medium	Driver does not wear a seatbelt while driving between 35-45 mph.
	High	Driver does not wear a seatbelt while driving over 45 mph.
Unsafe Lane Change	**Low**	Driver does not maintain a safe following distance while changing lanes & driving between 0-30 mph.
	Medium	Driver does not maintain a safe following distance while changing lanes & driving between 30-45 mph.
	High	Driver does not maintain a safe following distance while changing lanes & driving over 45 mph.
Obstructed Camera	**Low**	Vehicle travels with an obstructed camera between 0-15 mph which may have prevented the detection of additional unsafe behaviors.
	Medium	Vehicle travels with an obstructed camera between 15-45 mph which may have prevented the detection of additional unsafe behaviors.
	High	Vehicle travels with an obstructed camera over 45 mph which may have prevented the detection of additional unsafe behaviors.
Drowsiness	**Low**	Driver appears drowsy or fatigued while driving between 10-25 mph.
	Medium	Driver appears drowsy or fatigued while driving between 25-45 mph.
	High	Driver appears drowsy or fatigued while driving above 45 mph.

View Safety Score

Drivers can view their Safety Score in the Motive app by scrolling down on the main screen or by selecting Safety from the left side menu. From here drivers can see their latest score and which behaviors had the biggest negative impact.

Safety Event Details

Drivers can review unsafe events by selecting the behavior from the tasks-to-review card at the top. Here, the drivers can see all the coachable events for this safety behavior as well as a pro tip. After reviewing all events, the driver can **Mark as reviewed**. It will then appear under completed tasks.

Safety Score Insights

Drivers can learn more about their Safety Score by tapping on the Safety Score card within Safety. Here, drivers can see their latest score, rankings amongst other drivers, behaviors impacting their score, and a 12-week score trend.

In-Cab Alerts Are On

In-cab alerts in Motive are real-time notifications delivered directly to drivers via the **AI Dashcam** and **Fleet Dashboard settings**, designed to improve safety and compliance by addressing risky driving behaviors as they happen. These may vary based on current safety initiatives and the focus set by leadership.

- **In-cab alerts** are **real-time audio and visual warnings** triggered when a driver crosses a predefined threshold for unsafe behavior (e.g., speeding, cell phone use, close following).
- These alerts are meant to **give the driver a chance to self-correct** before the behavior escalates or is logged as a coachable event.
- **Coachable events** are then generated if the behavior continues or meets the severity criteria defined in the system.

Fueling & Idle Reduction Policies

Fueling Policy

Where & When

- Fuel at an approved location every shift, before returning to the warehouse.
- Ask your Market Manager which locations are approved.

Fuel Type

- **Trucks:** diesel only (DEF filled at warehouse, not the pump).
- **PodZillas:** 87-octane gas only.
- **Never:** midgrade, premium, or off-road diesel.

Card & PIN

- Fuel card stays with the truck — never taken home.
- Use only your own WEX PIN. Never share it.
- Enter accurate odometer/hour readings at every fill-up.

Receipts & Issues

- Submit fuel receipts to your Market Manager daily.
- Report any fueling issue the same day it happens.

If You Don't Comply

Unapproved fueling or skipped steps without documented approval = policy violation → review and possible corrective action, up to loss of driving privileges.

Idle Reduction Policy

The Rule

- Shut the engine off within 4 consecutive minutes of stopping.
- Clock starts the moment you're fully stopped and not maneuvering.
- If you already know a stop will run long, shut off right away — don't wait it out.

Exceptions (idling OK)

- Traffic delays you can't safely exit.
- Emergencies or law-enforcement directive to stay put.
- Extreme heat/cold — genuine cabin safety risk.
- Manufacturer-required warm-up/diagnostics.
- Running a lift gate, or other required equipment.
- Cold-climate PodZillas may run all shift to protect hydraulics.

Know Local Law

- Some states/cities limit idling to 1–3 minutes. Stricter local law always wins.

If You Don't Comply

1st: verbal coaching (documented) → 2nd: written warning + policy review → Continued: further action up to termination. Reckless idling causing a safety incident can skip straight to expedited discipline.

Bottom line: Fuel at approved stops, protect your PIN, and shut it off within 4 minutes. Questions go to your supervisor, Market Manager, or Fleet Safety & Operations.

Driver Incentive Plan Criteria:

Incentives reward associates for their leadership and contributions to the company's success. At PODS, incentive plans recognize outstanding performance and encourage associates to help achieve business goals. Because every associate plays a role in the company's financial success, these incentives reward hard work, dedication, and the achievement of key business objectives.

Ask your manager about your eligibility and for details on the current Driver Incentive Plan.

As of 1/1/2026, incentive eligibility will be contingent on the following metrics:

- Motive Safety score 95 or greater
- Driver vehicle inspection reports compliance of 97% or greater (When working as SCW-304, Forklift DVIR must be completed)*
- Safety – no CSA violations
- Safety – no preventable incidents or accidents (includes injuries, Podzilla or forklift incidents), (accident preventability determined by SRB)
- No corrective actions issued (including attendance)
- Must meet hours requirement

Questions? Reach out to Compensation@pods.com.

Training Checklist | City Service



eLearning

- ☐ **Curriculum** – **City Service Driver Training**
- ☐ **Courses –** all other required courses as assigned (Workplace Harassment, Cybersecurity, etc.)

Review:

- ☐ City Service Procedures – **pgs 18 - 22**
- ☐ General Safety Instructions – **pgs 23 - 27**
- ☐ Lift Gate Operations Guides – **pgs 28 – 44**

New Hire: Signs "Observe" column after Wingman explains/demonstrates task.

Wingman/MM/Trainer:

- Signs "Prove" column after New Hire performs task.
- Fills out "Comments" section after Phase is completed.

Phase 1:

Tasks	Observe	Prove
CMV DVIR Pre-Op using Whip Around (check guard rails and any lift gate tools)		
Complete the Driver's Log		
Place safety cones to indicate safe work zone around the lift		
Set out cones for traffic safety		
Assess the quality of the container based on brand standards		
Tag the container		
Identify ideal loading/unloading points		
Use wheel chocks to stabilize truck		
CMV Post-Trip using Whip Around		
Identify pinch points		
Explain lift gate procedures & guidelines to customer		
Comments:		

Phase 2:

Tasks	Observe	Prove
Call ahead to customer		
Complete arrival reminders checklist in Cheetah		
Complete a departure checklist in Cheetah		
Record breaks in Cheetah		
Input a signed waiver into Cheetah		
Positioning the truck at the loading site		
Install/secure guard rails		
Operate the lift gate		
Secure the container to the truck (at warehouse prior to departure)		
Comments:		

City Service Procedures

Operational Guidelines

These procedures outline the critical step that drivers must follow, from pre-trip inspections to job completion. Adhering to these guidelines will help maintain safety, improve service quality, and streamline operations. Each section provides clear instructions to support Market Managers in executing their responsibilities effectively.

Storage Center Preparation Before Departure

Before setting out for the day, ensuring your truck is in top condition is crucial for safety and efficiency. This section covers essential pre-trip checks, required equipment, and safety protocols to follow before departure.

1. **Pre-Trip Inspection**: The driver must perform a full inspection of the truck, with a specific focus on the liftgate's functionality, following these steps:
   1.1. **Battery Check:** Ensure the battery powering the liftgate is fully charged.
   1.2. **Guard Rails and Safety Features:** Verify that guard rails and all other safety components are intact and functional.
   1.3. **Visual Inspection:** Look for any visible signs of wear or damage that might affect operation.
2. **1.2 Documentation**: Log any issues found in the pre-trip DVIR and notify the Fleet team if any repairs or checks are needed before departure.
3. **Verify Equipment:** Confirm that the truck is equipped with:
   3.1. **Safety Cones:** Minimum of four cones to section off the work area.
   3.2. **High-Visibility (Hi-Vis) Gear:** Reflective vest, gloves, and other necessary PPE.
   3.3. **Guard Rails and Tool Kit:** Guard rails for the liftgate (if removable) and tools needed for installation or adjustment.
   3.4. **Liftgate Manufacturer's Manual:** Keep a copy in the truck in case emergency operating instructions are needed.
4. **Review Safety Protocols:** Review with your Market Manager any new updates to safety protocols or tips before starting the day. Familiarize yourself with the specific safety protocols for operating in an urban environment. These include guidance on:
   4.1. **Traffic Awareness:** Be vigilant about high pedestrian and vehicle traffic around the truck.
   4.2. **Working Area Boundaries:** Understand where cones should be placed to create a visible, safe work zone.
5. **Verify Customer Location and Plan:** Before leaving, review any special notes or requirements for the customer's location, such as:
   5.1. **Parking Restrictions:** Be aware of any parking limitations or permits required.
   5.2. **Access Points:** Identify the ideal loading/unloading points.
   5.3. **Special Instructions:** Note any location-specific instructions for unloading.

Arrival at the Service Location

Proper setup at the service location is essential for safety and efficiency. This section outlines parking guidelines, safety setup, and hazard identification.

1. **Parking and Safety Setup:**
    1.1. **Position the truck** to allow easy access to the container while minimizing disruption to traffic.
    1.2. **Place safety cones** at each corner of the truck to visually mark the boundaries of the work area.
    1.3. **Check for Hazards:** Survey the area for any additional hazards (e.g., uneven pavement, construction areas) and address them if within control.
    1.4. **Engage Wheel Chocks:** Use wheel chocks to stabilize the truck, unless specified otherwise in equipment manuals.
2. **Wear Safety Gear:** Always wear high-visibility gear, including a reflective vest and gloves, to increase visibility and reduce risk while working in busy environments.

Liftgate Operation and Cargo Handling

Proper operation of the liftgate ensures smooth and safe loading/unloading. This section details guard rail use, liftgate operation, and safety briefings.

1. **Guard Rails:**
    1.1. **Ensure that guard rails are secured** on both sides of the platform to create a safe barrier.
    1.2. If **items are oversized** and require guard rail removal, ensure a waiver is signed by the customer, acknowledging the adjusted safety setup.
    1.3. **If the guardrails need to be removed, nobody must ride the liftgate.** It is recommended that one person stays up on the truck with the container and one person stays on the ground while the container contents are loaded or unloaded.
2. **Liftgate Usage**:
    2.1. **Driver-Only Operation:** Only the driver is authorized to operate liftgate controls, ensuring consistent handling by trained personnel.
    2.2. **Platform Positioning:** When not actively loading or unloading, ensure the platform is fully raised (vertical) or fully lowered to the ground. This prevents it from creating a tripping hazard or unintended step for anyone around the truck.
    2.3. **Customers, movers, and loaders are permitted to stand on the liftgate for loading and unloading**.
    2.4. **Safety Briefing with Customers and Loaders:** Before operating, provide a quick safety overview to anyone assisting in the loading/unloading, which should include:
        - Standing at least 15 feet away from the liftgate when it is in motion.
        - Never use the liftgate as a seat or step and never lean on the guard rails.

Monitoring Customer Loading or Unloading

While customers and loaders handle cargo, drivers must ensure proper loading procedures are followed for safety and efficiency.

1. **Cargo Placement and Security:** Ensure that cargo is positioned securely on the platform before lifting or lowering. If you use a dolly, stabilize it by chocking the wheels before lifting.
    1.1. **Temporary Moves**: If the truck needs to be temporarily moved (e.g., circling the block while loading continues), inform the customer that they are responsible for securing items in the container. Make sure the liftgate and platform are properly stowed for travel.
2. **Periodic Check-Ins:**
    2.1. As a **lone worker safety measure**, complete check-ins with your Market Manager every two hours and at job completion.
    2.2. Call, text or SMS your Market Manager with your **check-ins**. If the job is expected to exceed the allotted 4-hour window, contact your Market Manager immediately.

Responding to Situations

Unexpected conditions can arise during service. This section covers how to handle adverse weather and liftgate malfunctions.

1. **Weather Conditions:** Follow adverse weather guidelines:
    1.1. High Wind: Stop operations if sustained winds exceed 35 mph.
    1.2. Severe Weather: In lightning or other dangerous conditions, halt operations until safe to resume. Use common sense, stay safe.
2. **In the event of a liftgate malfunction, contact your Market Manager** to report on the issue and request support if necessary. Document the malfunction in the post-trip DVIR.

Job Completion and Post-Service Tasks

After completing the job, following proper post-trip procedures ensures truck readiness and accurate reporting.

1. **Post-Trip Inspection:** Conduct a post-trip inspection similar to the pre-trip checklist:
    1.1. **Battery and Controls:** Confirm they are in good working order.
    1.2. **Guard Rails and Safety Features:** Ensure guard rails and other safety features are accounted for and in good condition.
    1.3. **Report any issues** or maintenance needs to Fleet team.
2. **Documentation and Reporting:**
    2.1. **Cheetah Pictures:** Follow the guidelines in the City Service Cheetah Picture Guide to document the setup at the start and end of the job and upload them in Cheetah for record-keeping.
    2.2. **Equipment or Safety Issues:** Log any equipment issues in Whip Around, report delays to your Market Manager, and call the Ops Support line at 855-640-4853 for any urgent customer issues.

Bathroom Policy for City Service Drivers

Planning ahead for restroom breaks is important for personal well-being and operational efficiency. This section outlines best practices for restroom stops and truck security.

1. **Pre-Service Planning:**
    1.1. use the restroom before leaving for a job, especially for long-distance or extended services where stops may be inconvenient or unsafe.

1.2. **Plan restroom breaks** at gas stations or rest areas en route whenever possible.

2. **On-Site Restroom Stops:**
   2.1. **Notify the customer and your Market Manager** before securing and leaving the truck.
   2.2. **Avoid leaving the truck unattended** for extended periods unless absolutely necessary.
   2.3. In unsafe neighborhoods, **prioritize personal safety** by limiting stops and only using secure locations.
3. **Truck and Equipment Security:**
   3.1. **Lock both cab doors before stepping away** from the vehicle with keys in the driver's possession.
   3.2. **Ensure the liftgate is secured** to prevent unauthorized use or tampering. Stow the liftgate when unattended on roadway with heavy traffic.
4. **Neighborhood Awareness:**
   4.1. Minimize stops in areas with higher safety risks, even if the stop is brief.

City Service Customer Instructions

Guiding a Customer on Using the Lift Gate

You will be responsible for safely operating the lift gate while guiding the customer on how to position and manage their belongings. Follow these steps to ensure a smooth and secure loading process:

1. Positioning the Customer and Belongings

- Ask the customer to position their items securely on the platform, ensuring that nothing is hanging off the edges.
- If applicable, suggest that heavier or bulkier items be placed near the truck to prevent tipping.
- Instruct the customer to step onto the lift gate, standing securely with feet shoulder-width apart for balance.
- Advise them to hold onto their belongings and use the truck's railing for added stability.
- Ensure that nothing is overhanging off the edge of the lift bed. Especially body parts as they could be put in a pinch point.
- Instruct the customer that in the case their items do tip over and fall off do not try to stop them. You will go down with your things and be injured.

2. Operating the Lift Gate

- Inform the customer that you will be raising the lift slowly and that they should remain still.
- Begin lifting the platform gradually, keeping an eye on the customer and their items to ensure stability.
- If anything shifts or becomes unstable, pause the lift and assist in readjusting as needed.

3. Unloading at Truck Level

- Only once the platform reaches the truck bed and comes to a complete stop will it be safe for the customer to step off the platform and onto the truck bed.
- Remind them to clear the area before lowering the lift gate back down for the next load.

4. Safety Reminders

- Customers should never jump on or off the lift gate.
- No more than one person should ride the lift at a time.
- The customer should always follow your instructions to avoid injury or damage to their belongings.

Instructions to the customer could sound like;

> "Alright, we're going to use the lift gate to get your items up into the truck. I'll be operating the controls, and you'll ride up with your belongings. I'll guide you through it step by step to keep everything safe.
>
> First, let's make sure your items are balanced on the platform. Try to keep heavier things toward the back near the truck so they don't tip. Go ahead and step onto the lift with your items and keep your feet about shoulder-width apart for balance. You can hold onto your belongings or grab the handhold on the truck for extra stability.
>
> I'm going to raise the platform now. Just stay still and let me know if anything shifts or feels unsteady. Here we go—lifting up nice and easy…
>
> Alright, we're at truck level. Go ahead and step off carefully, then move your items into the truck. Once you're clear, I'll bring the lift gate back down for the next load.
>
> Just a couple of quick safety reminders—always step on and off carefully, never jump, and only one person should ride the lift at a time. If you have any questions, just let me know! Ready for the next load?"

General Safety Instructions

⚠ WARNING ⚠

To avoid serious bodily injury or death, the operator must use appropriate work clothes. NEVER wear loose-fitting clothes that may be trapped in the moving parts of the tail lift. ALWAYS wear professional safety-toe shoes, protective gloves, and eye protection. Use of hardhat is recommended.

Must wear:



Recommended:



Slipping (and falling) can result in serious bodily injury and death. To prevent injury by slipping:



- ALWAYS wear professional safety-toe shoes with a good non-slip sole.
- DO NOT use the tail lift if it is covered with snow, mud, dirt, debris, liquids, or other substances.
- DO NOT run on the platform.

Tripping (and falling) can result in serious bodily injury and death. To prevent injury by tripping:



- DO NOT use tail lift platform as a step. NEVER leave the tail lift unattended in partially deployed position.
- Pay attention to protruding items on the platform surface at all times (e.g., platform lights, roll stops, and their levers, foreign objects, etc.).
- DO NOT run on the platform.

Falling from the platform can result in serious bodily injury and death. To prevent injury by falling:



- Make sure your footing is solid, and you maintain 3 points of contact.
- Use guard rails where available.
- NEVER move the vehicle while a person is standing on the platform or inside the vehicle body.
- NEVER use the platform as an elevated working platform.

To prevent people from being hit by the platform, by objects falling off the platform or being caught in pinch points or being pinched by the moving parts of the tail lift:



- Keep visual control over the entire working area of the tail lift and its platform at all times, including the area DIRECTLY BEHIND and UNDER the platform.



- DO NOT allow any other person to stand in the proximity of the tail lift and its platform. ENSURE AT ALL TIMES THAT NOBODY STANDS UNDER OR WITHIN REACH OF THE MOVING PLATFORM.



- Depending on your physical condition and on the maintenance of the tail lift, the manual deployment and stowage of the platform can put serious strain on the operator's back. To prevent a back injury, seek 3 points of support to fold and unfold the platform. Place your free hand on the top side or outside of the floor plate to support your upper body.



- While doing so, prevent crushing or shearing. Keep your hands clear from the pinch point between the rotating platform and the underside of the floor plate or vehicle body.

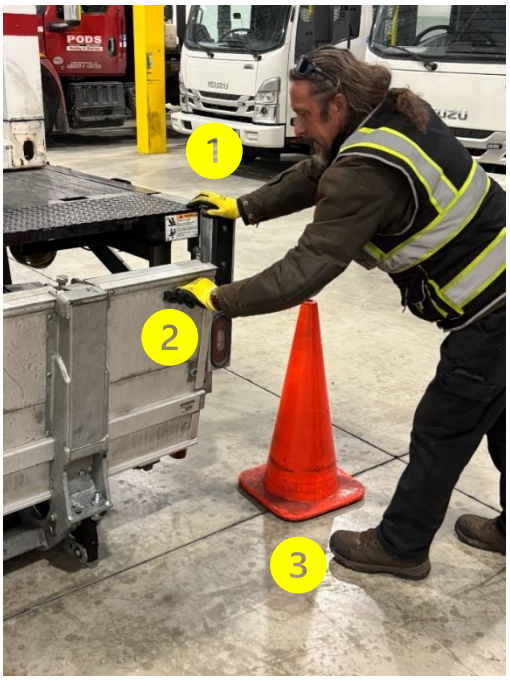


Figure 1: Liftgate in down position. Guard rails and Warning cones around the work area

Figure 2: Liftgate in up position



Figure 1



Figure 2

Figure 3: Ramps are prohibited



Figure 3

Cheetah Photo Guide - City Service

City Service Arrival- Initial Delivery (NEW) or Redelivery (RDL)

Angled Pictures of Container secured to truck--one (1) from Rear passenger corner and One (1) from front driver corner

- Must be able to see straps/chains securing container
- Include 2 pictures showing both sides secured

DO	DON'T
	

Container Number (All deliveries) & Container Locked w/ Orange Tag (Redelivery Only)

- Close and clear picture of the container number
- Container locked with the Orange tag (side with customer information)

DO	DON'T
	

"Safety Perimeter" is clearly defined

- The driver has identified the "Safety Perimeter," lowered the lift gate, and installed safety rails with safety cones.
- Additionally, the driver shall take a picture of the container once the door has been opened.

DO	DON'T
	

City Service Departure- Warehouse Return (WRT) or Final Pickup (FPU) (6)

Job Complete, Lift Gate closed & Cones Removed

- Place safety cones back in truck and stow lift gate
- If container is now a FPU, driver shall take picture of empty container

DO	DON'T
	

Container Number (All containers) & Container Locked w/ Orange Tag (WRT Only)

- Close and clear picture of the container number
- Container has been locked properly and attached orange tag with customer information legible

DO	DON'T
	

Angled Pictures of Container secured to truck—one (1) from rear passenger corner and One (1) from front driver corner

- Must be able to see straps/chains securing container
- Include 2 pictures showing both sides secured

DO	DON'T
	

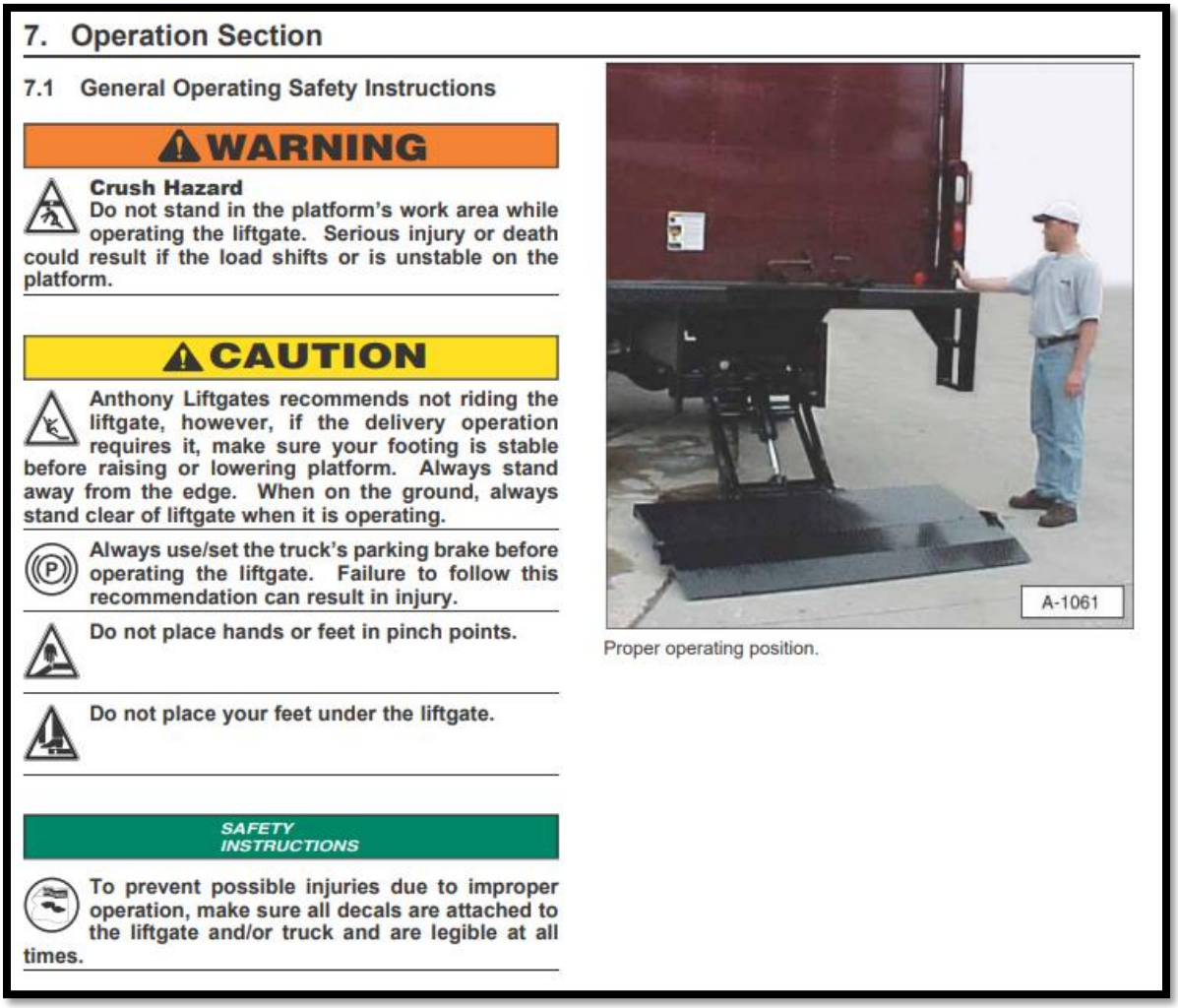
Lift Gate Operation Guides

Anthony Liftgate Operations

Maximum capacity/weight – 1500 lbs.



General Operating Safety Instructions



7. Operation Section

7.1 General Operating Safety Instructions

WARNING

Crush Hazard
Do not stand in the platform's work area while operating the liftgate. Serious injury or death could result if the load shifts or is unstable on the platform.

CAUTION

Anthony Liftgates recommends not riding the liftgate, however, if the delivery operation requires it, make sure your footing is stable before raising or lowering platform. Always stand away from the edge. When on the ground, always stand clear of liftgate when it is operating.

Always use/set the truck's parking brake before operating the liftgate. Failure to follow this recommendation can result in injury.

Do not place hands or feet in pinch points.

Do not place your feet under the liftgate.

SAFETY INSTRUCTIONS

To prevent possible injuries due to improper operation, make sure all decals are attached to the liftgate and/or truck and are legible at all times.

Proper operating position.

The following is a list of Do's and Don'ts for the operation of the liftgate:

✓ Do's

- ✓ Read and follow warning decals, operating decals, and owners manual.
- ✓ Keep all decals in place and legible and retain the owners manual with the vehicle or all Warranties are void.
- ✓ Make sure the vehicle is properly and securely braked before using the liftgate.
- ✓ Keep yourself clear of all moving parts.
- ✓ Make sure the area in which the platform will open and close is clear before opening, closing, raising, or lowering the platform.
- ✓ Make sure the platform area, including the area in which loads may fall from the platform, is clear before, during, and at all times while operating the liftgate.
- ✓ Always place the load as close to the center of the platform as possible. Also, position the load as close to the center of the truck's rear sill as possible.
- ✓ Only operate the liftgate with the switch controls mounted on the truck body unless an optional handheld remote is installed.
- ✓ Check the fluid level in the hydraulic reservoir monthly. Fill as required with Dexron VI, Dexron III or Hyken Glacial Blue. Change the fluid if it is contaminated or dirty.
- ✓ Visually inspect your liftgate frequently and keep it properly adjusted.
- ✓ Repair any damage to the liftgate to prevent accidents.
- ✓ When placing the liftgate in the storage position (folding), slowly fold the platform until it contacts the wheel arm assembly.
- ✓ Lock the liftgate into the storage position with the latch pin when the liftgate is not in use.

× Don'ts

- × Do not overload the platform. The maximum rated capacity is based on an evenly distributed load on the platform's flat surface.
- × Anthony Liftgates recommends not riding the liftgate. However, if the delivery operation requires it, make sure your footing is stable before raising or lowering, platform. Always stand away from the edge. When on the ground, always stand clear of the liftgate when it is operating.
- × Do not allow children to play around or operate the liftgate.
- × Do not allow the liftgate to be used by persons not familiar with its operation.
- × Do not use the liftgate if it shows signs of abuse or fails to operate freely.
- × Do not allow the motor/pump to run after the liftgate is closed, or in the up position.
- × Do not use brake fluid in the hydraulic reservoir.
- × Do not bounce the platform by pushing and releasing the control switch abruptly.
- × Do not use the liftgate for anything other than its intended use of loading and unloading cargo.
- × Do not operate lift trucks on or over any part of the platform.
- × Do not stand under or place any object under the liftgate work area.

7.2 Operating Instructions

1. Twist and slide the latch pin toward the curbside of the liftgate.
2. Stand clear of the platform and lower the liftgate by pressing "Down" on control switch.
3. Open the platform.
4. Open the flipover ramp.
5. Press the "Up" switch to raise platform or the "Down" switch to lower the platform.
6. To place the liftgate into its storage position after use, reverse Steps 1 2, 3, and 4 from ground level.

ANTHONY ATU, AST, ASTL, AXM, & LB LIFTGATE
OPERATING INSTRUCTIONS / INSTRUCCIONES DE MANEJO

1

UNLATCH LIFTGATE BY TWISTING, THEN SLIDING "LATCH PIN" IN DIRECTION OF ARROW.

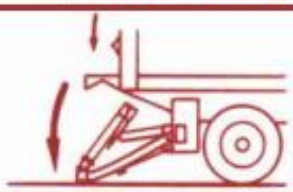


DESASEGURE EL ELEVADOR GIRANDO Y TIRANDO DEL PASADOR EN LA DIRECCION DE LA FLECHA.

2

LOWER PLATFORM BY PUSHING CONTROL SWITCH TO "DOWN" POSITION.

Platform will begin to open as it lowers.

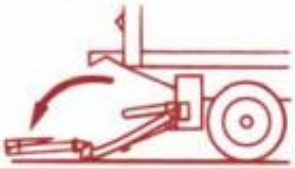


BAJE LA PLATAFORMA EMPUJANDO EL CONTROL HACIA LA POSICION "DOWN".

La plataforma empezará a abrirse a medida que baja.

3

UNFOLD PLATFORM BY PULLING PLATFORM HANDLE OUTWARD AND TOWARD GROUND.



DESDOBLE LA PLATAFORMA TIRANDO DE LA MANIJA HACIA AFUERA Y HACIA EL PISO.

4

UNFOLD "FLIP" SECTION.



DESDOBLE LA SECCION PLEGADA "FLIP"

5

FLIP SWITCH "UP" TO RAISE PLATFORM
-OR-
FLIP SWITCH "DOWN" TO LOWER PLATFORM



MANTENGA EL CONTROL EN "UP" PARA LEVANTAR LA PLATAFORMA
-O-
"DOWN" PARA BAJARLA

6

TO TUCK UNIT AFTER USE, LOWER PLATFORM TO GROUND AND REVERSE STEPS

1 2 3 4

PARA GUARDAR LA UNIDAD DESPUES DE USARLA, BAJELA AL PISO E INVIERTA LOS PASOS

1 2 3 4

ANTHONY LIFTGATES, INC.

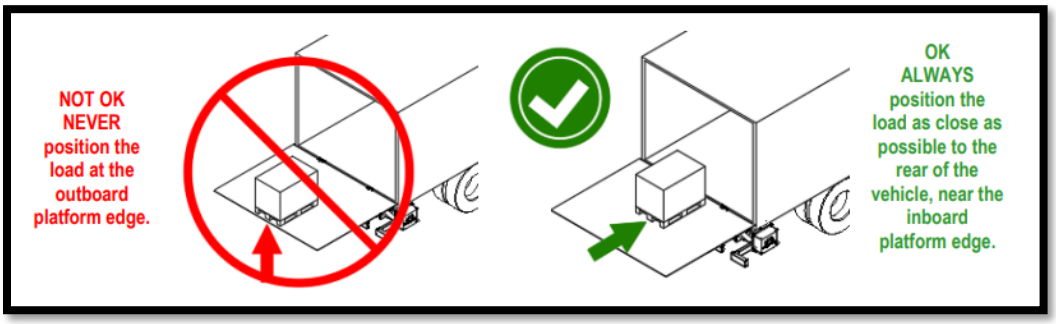
1037 WEST HOWARD ST. PONTIAC, IL 61764

A-131055 800-482-0003 05/2010

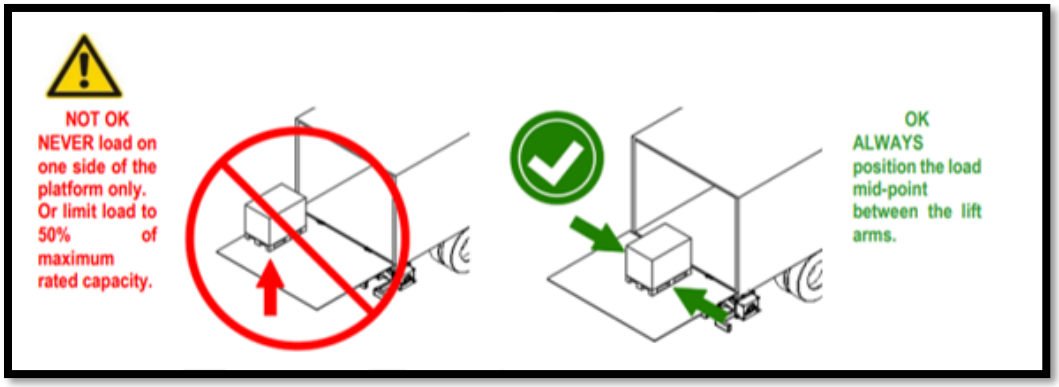
Dhollandia Liftgate Operations

The maximum rate capacity is the maximum weight that the tail lift can carry under the following best possible circumstances:

- The center of gravity of the load stands no further than the designated center point of maximum load of the tail lift, marked on the platform surface.
- The load stands mid-point between the lift arms and is at equal distance from both platform sides.



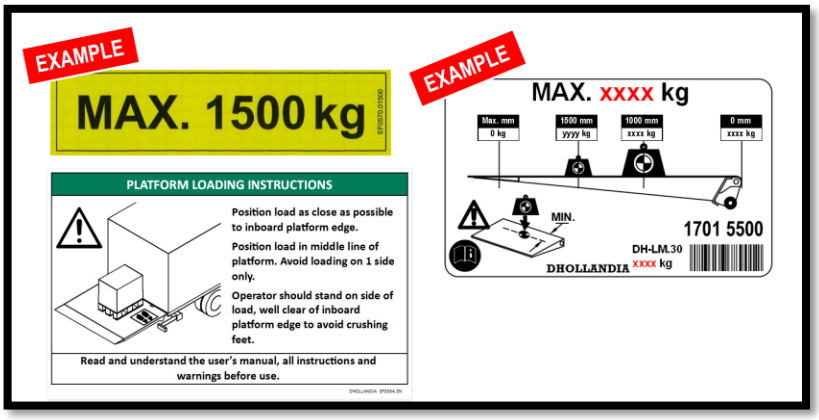
Uneven loading on one side of the platform should be avoided. Limit the load to 50% of the maximum rated capacity when loading on one side of the platform only.



The maximum safe working load GOES DOWN according to the load charts. The following type of load chart decals are supplied with the tail lift and must be duly observed.

1500 kg = 3,307 lbs.

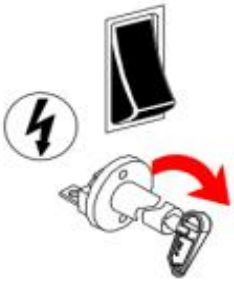
1 kg = 2.2 lbs.



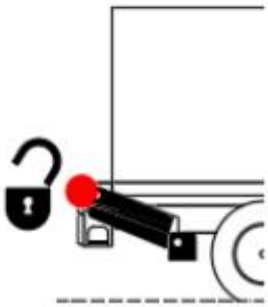
Deploying the platform



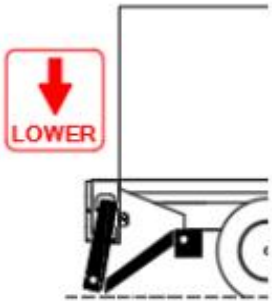
Consult the operation manual before getting started. Follow **ALL** safety and operation instructions.



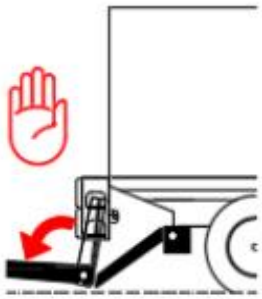
Switch on the electrical power to the tail lift (cabin switch or main battery disconnect switch in the external control box, or both if both are available).



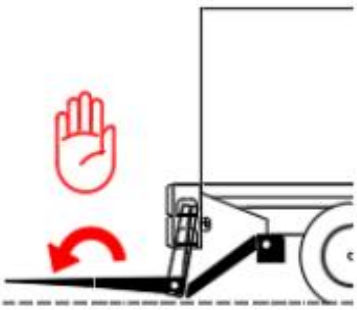
Observe all safety instructions and open the platform lock (if so equipped).



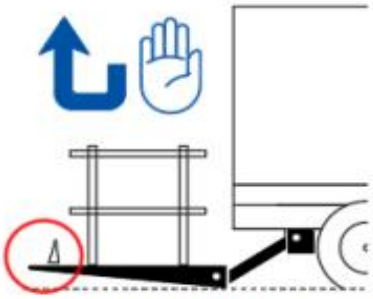
LOWER the platform to the ground. The platform opener will rotate the platform to almost vertical position, to make the manual unfolding easier.



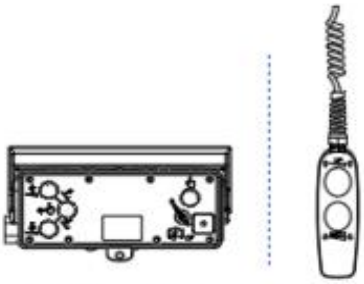
Pull back the complete, folded platform into horizontal position. Stand ON THE SIDE of the platform (not behind) and keep hands clear from the inside faces of the extension plate and side steps.



Unfold the flip-over point to transform the platform into one single, flat load surface.



LOWER the platform to get easy access. If so equipped, deploy the roll stops and guard rails.

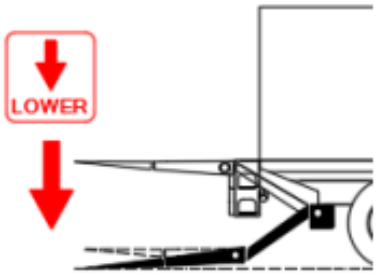


Select between main external control box or auxiliary control to continue [see 9.2-9.3 from page 29 onwards].

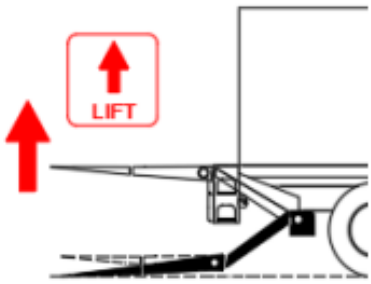


This is an operation to be executed manually (as opposed to an electrical function controlled by means of one of the control units).

Loading and unloading



LOWER the platform to the ground. If tail lift is level-ride, allow the automatic tilt to reach ground level.



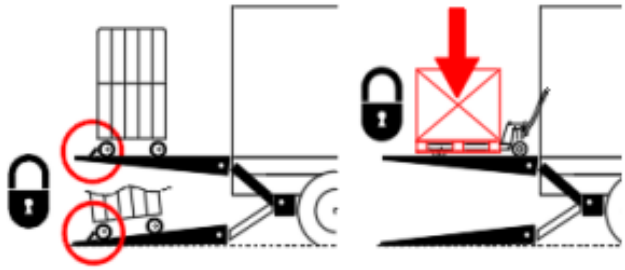
LIFT the platform off the ground. If tail lift is level-ride, allow the automatic tilt to return the platform to level orientation.



When riding on the platform, make sure you stand min. 25 cm away from the inboard platform edge, make sure your footing is solid, and ALWAYS maintain 3 points of contact. [see 7.4 from page 18 onwards].



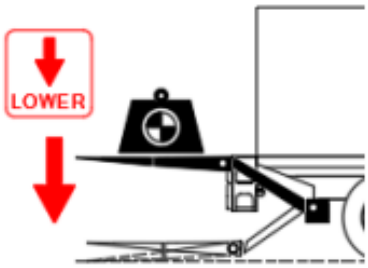
NEVER pull the load from the vehicle onto the platform. ALWAYS push it out. Pulling the load from the vehicle can result in a fall from the platform and cause serious injury or death.



Before lifting or lowering loads, make sure the loads are secured on the platform surface. Deploy the platform roll stops (if so equipped), lower loads on a pallet jack down on the platform surface or immobilise the load via equivalent securement device.

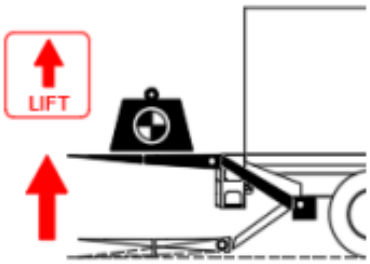


Make sure you comply with load charts and instructions at all times



LOWER the platform to the ground.

- If tail lift is level-ride, the AUTOMATIC TILT will decline the platform to the ground while you hold the LOWER buttons
- If tail lift is standard ramping ride, the platform will tilt down progressively as it is LOWERED.



LIFT the platform off the ground.

- If tail lift is level-ride, the AUTOMATIC TILT will return the platform to level orientation while you push the LIFT buttons
- If tail lift is standard ramping ride, the platform will tilt up progressively as it is LIFTED.

WALTCO Liftgate Operations

SAFETY INFORMATION

Liftgates with Tilt Function

- Proper use of the Control Switches is of extreme importance.
- Improper use of Tilt Switch could cause load to fall from the Platform or damage the liftgate.
- Platform should be in a generally horizontal position when raising or lowering with a load.
- In any tilt position, the Platform may vary from level while raising or lowering the Platform.

Liftgates equipped with spring operated Cam Closer

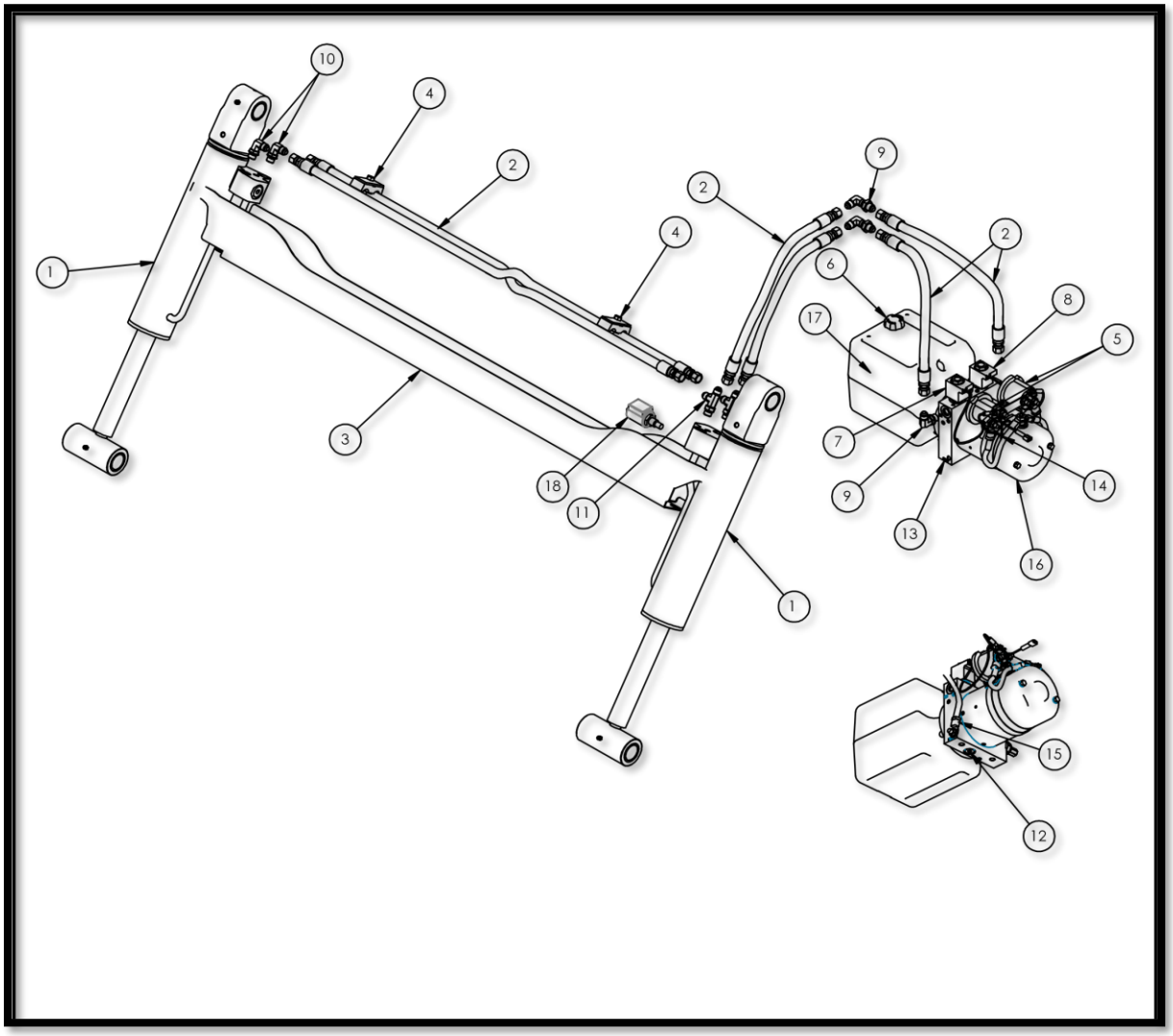
- Replace Cam Release Spring every five (5) years or 15,000 cycles, whichever comes first.

RGL-Series Liftgates

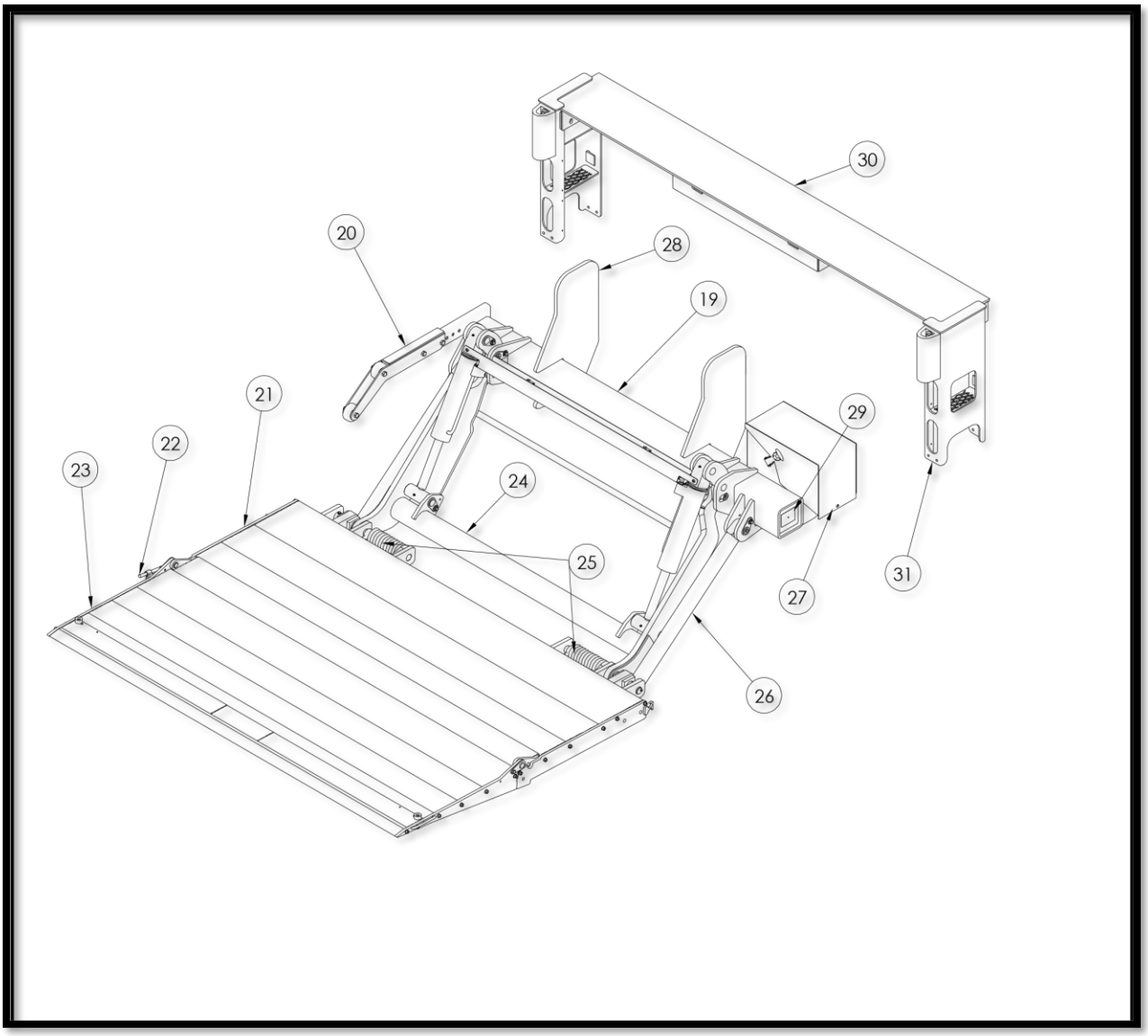
- Make certain Platform Brake mechanisms are operating properly.
- The Runners are always to remain powered up against the Upstops Pins when in transit.
- Inspect Cables every three (3) months or 750 cycles, whichever comes first. Cables must be replaced if they show signs of wear, distortion, kinking or if any broken wires are visible
- Replace cables every five (5) years or 10,000 cycles, whichever comes first.

LIFTGATE TERMINOLOGY

1. Hydraulic Cylinder 2. Hose Assembly 3. Hose Guard 4. Dual Hose Clamp 5. Pump Unit Starter Solenoid 6. Breather Cap 7. Lowering Valve Coil 8. Raise Valve Coil 9. Bulkhead Elbow, 90 Deg.	10. 90 Deg. Hose Fitting 11. Tee, Hose Fitting 12. Drain Plug 13. Pump 14. Thermal Switch (Inside Motor) 15. Ground Cable 16. Pump Unit Motor 17. Pump Unit Reservoir 18. Lock Valve



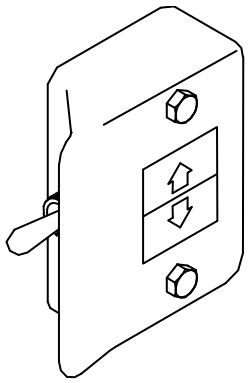
19. Mount Tube Assembly 20. Parting Bar Assembly 21. Deck Assembly 22. Torsion Bar 23. Deck Extension Assembly 24. Lift Arm Assembly 25. Folding Assist Springs 26. Parallel Arm	27. Pump Box 28. Mount Plate 29. Spec Tag 30. Bed Extension 31. Dock Bumper



TO OPERATE LIFTGATE

Use Raise and Lower Toggle Switch to raise and lower platform.

Load platform as close to vehicle and towards middle of platform as possible. Maximum rated capacity is based on an evenly distributed load on platform flat surface.



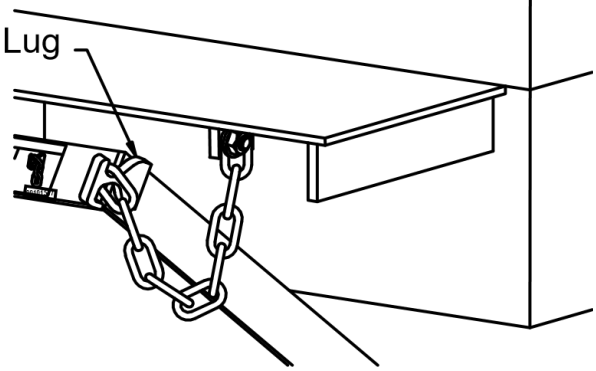
GR02680

IF EQUIPPED WITH OPTIONAL LATCH CHAIN

Rotate and remove transit chain off of transit chain lug.

Never force Latch Chain if platform weight is on chain. To slacken chain, push Raise Switch.

NOTE: All HLF liftgates are secured in the stored position hydraulically by a lock valve at the cylinder.



GR02567

MAXON Liftgate Operations Guidelines

WARNINGS

1. Incorrect operation of this Liftgate can result in serious personal injury. Comply with **WARNINGS** and Liftgate operating instructions in this manual. Do not allow untrained persons or children to operate the Liftgate. If you need to replace an **Operation Manual**, additional copies are available from:

MAXON Lift Corp.
11921 Slauson Ave Santa Fe Springs,
CA 90670 (800) 227-4116

NOTE: *For latest version manuals (and replacements), download manuals from Maxon's website at* www.maxonlift.com.

2. Do not exceed rated load capacity of the Liftgate which is **2000 LB for model TE-20, 2500 LB for model TE-25 and 3000 LB for model TE30**.

3. Do not allow any part of your body to be placed under, within, or around any portion of the moving Liftgate or its mechanisms, or in a position that would trap them between the platform and the floor of truck body (or between platform and the ground) when Liftgate is operated.

4. Consider the safety and location of bystanders and location of nearby objects when operating the Liftgate. Stand to one side of platform while operating the Liftgate. Be certain that the area the Liftgate will move through during operation is clear of all obstacles.

5. Comply with all attached instruction decals and warning decals.

6. Keep decals clean and legible. If decals are illegible or missing, have them replaced. **Get free replacement decals** from **Maxon.**

7. **Never drive a forklift on the Liftgate platform.**

8. Do not move vehicle unless Liftgate is correctly stowed.

9. **Correctly stow platform when not in use. Extended platforms could create a hazard for people and vehicles passing by.**

10. A correctly installed Liftgate will operate smoothly and reasonably quiet. The only noticeable noise, during Liftgate operation, is from the power unit while the platform is raised. Listen for scraping, grating and binding noises and have the problem corrected before continuing to operate the Liftgate.

11. Above all, **USE GOOD COMMON SENSE** when operating this Liftgate.

12. Never use a cell phone while operating the Liftgate.

! WARNING !

Never operate control switch while unfolding (and folding) platform and flipover. Always use handle on side of flipover to unfold (and fold) flipover. Holding the flipover any other way can create a hazard and injure operator.

1. Push the toggle switch to **DOWN** position **(FIG. 15-1A)** until shackles touch the ground.

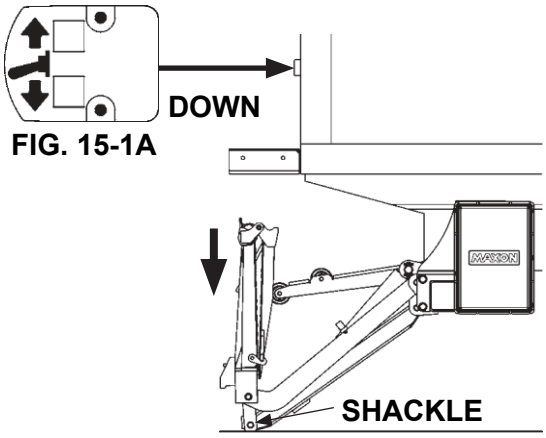


FIG. 15-1A

LOWERING PLATFORM

2. Use handle on bottom of platform **(FIG. 15-2A)** to unfold the platform and flipover **(FIG. 15-2).**

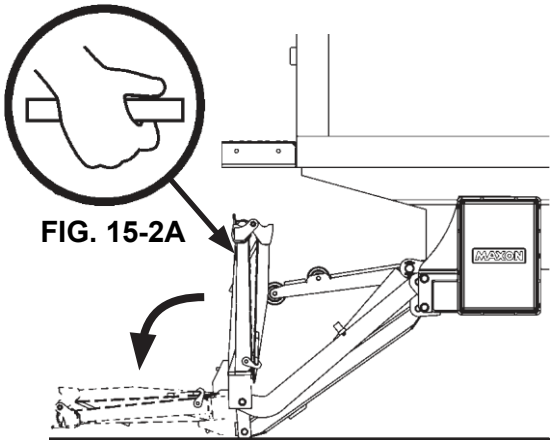
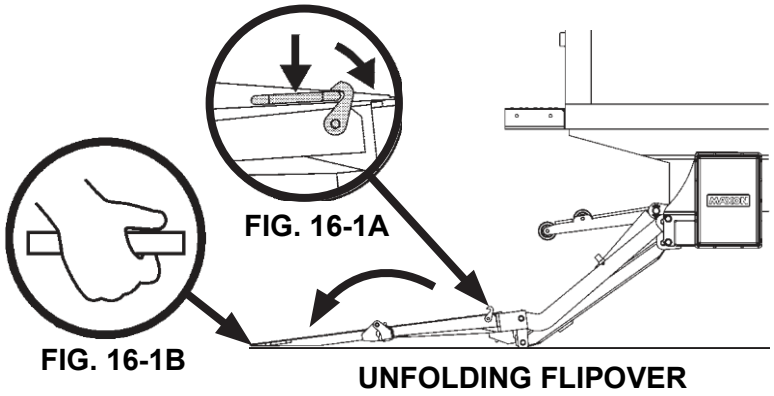


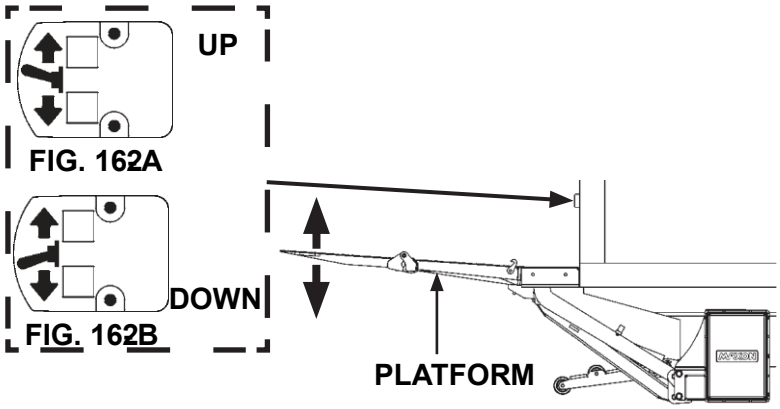
FIG. 15-2A

3. Unhook (if equipped) and unfold the flipover as follows. If equipped with hook, press down on the flipover and rotate hook away from the handle **(FIGS. 16-1 and 16-1A)**. Then, use handle **(FIG. 16-1B)** to unfold the flipover.



NOTE: *While operating the Liftgate, release toggle switch to stop the platform.*

4. Raise the platform **(FIG. 16-2)** by pushing the toggle switch to the **UP** position **(FIG. 16-2A)**. If loading (or unloading) the platform, wait a second before releasing the toggle switch, after platform reaches bed height. To lower the platform, push the toggle switch to the **DOWN** position **(FIG. 16-2B)**.

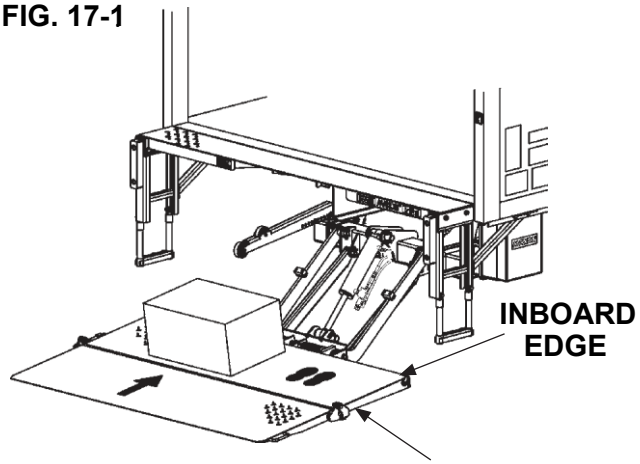


! WARNING !

A load should never extend past the edges of the platform. Do not place unstable loads on platform and do not allow load to exceed the lifting capacity of the Liftgate. If standing on platform, do not allow your feet to extend beyond the inboard edge of the platform.

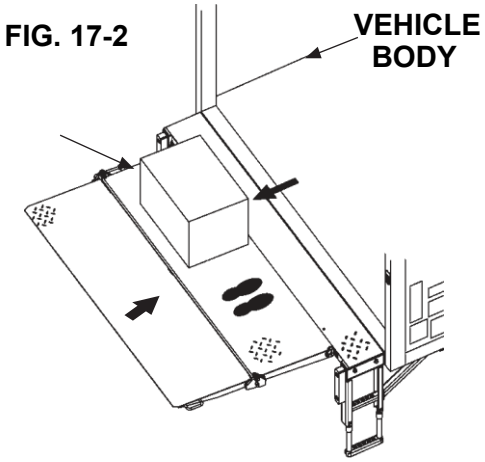
5. Load the platform at ground level as shown in **FIG. 17-1**

FIG. 17-1



6. Raise the platform to bed height **(FIG. 17-2).** Move the load of platform into vehicle **(FIG. 17-2).**

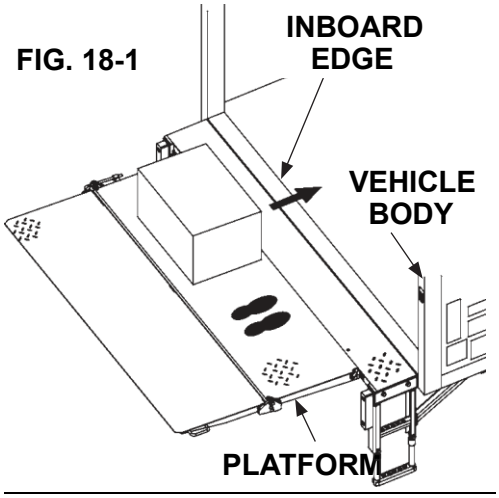
FIG. 17-2



! WARNING !

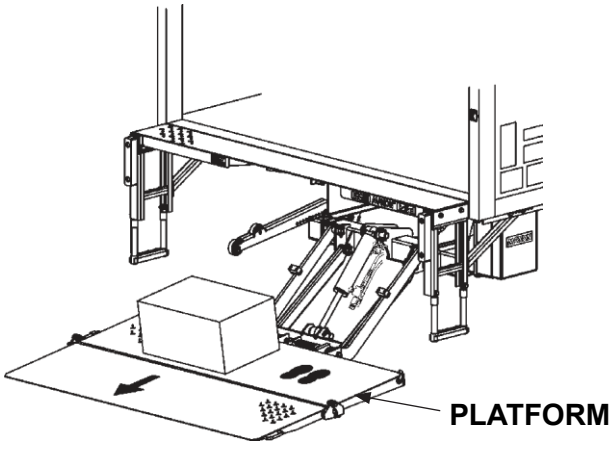
Pulling the load from vehicle to platform can result in a fall from platform and serious injury. When unloading vehicle, always push the load out on the platform.

7. Load the platform at bed height **(FIG. 18-1)** as follows. Push load out of the vehicle to correct position on the platform. Place all loads as close as possible to the inboard edge of the platform with heaviest part toward the truck body as shown in **FIG. 18-1**. If standing on platform with the load, stand in the footprint area shown and comply with the **WARNING** on previous page.



8. Lower the platform to ground level **(FIG. 18-2)**. Move load off the platform **(FIG. 18-2)**.

(FIG. 18-2)



NOTE: *Platform raised off the ground makes it easier to grasp and fold the flipover.*

! WARNING !

Never move the vehicle unless the Liftgate is properly stowed.

9. Before moving the vehicle, prepare the Liftgate as follows. Make sure load is removed from platform. If the platform is at bed height, push the toggle switch to the **DOWN** position as shown in **FIG. 19-1A**. Release toggle switch when platform 2” off the ground **(FIG 19-1).**

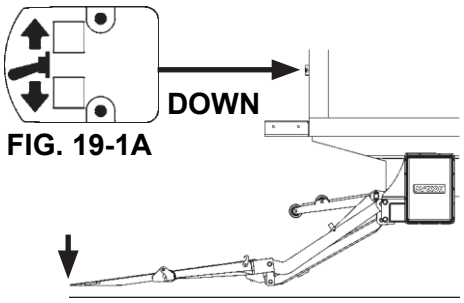


FIG. 19-1A

10. Fold flipover on the platform using handle on the flipover **(FIG 19-2A).** If equipped, hook the platform to handle on flipover **(FIG. 19-2B).**

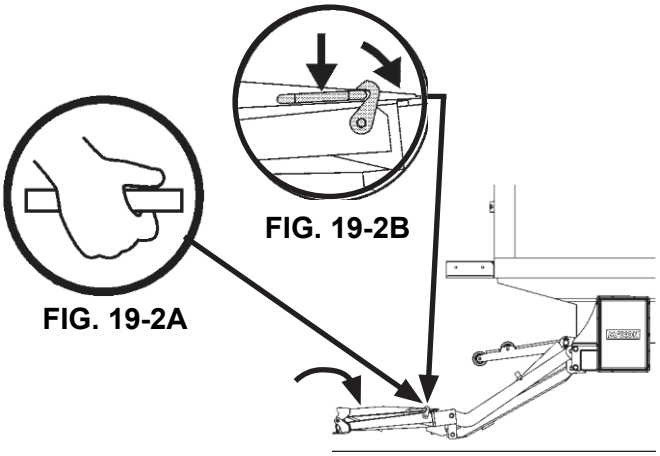


FIG. 19-2B

FIG. 19-2A

11. Use handle on bottom of platform **(FIG. 20-1A)** to lift and fold the platform and flipover **(FIG. 20-1).**

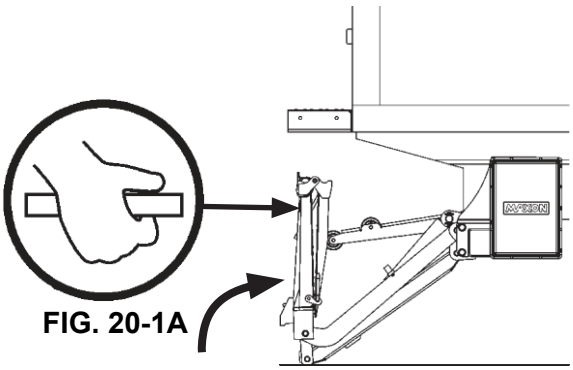


FIG. 20-1A

12. Stow the platform **(FIG. 20-2)** by pushing the toggle switch to the **UP** position **(FIG. 20-2A)**. Wait a second, after platform is stowed all the way, before releasing toggle switch.

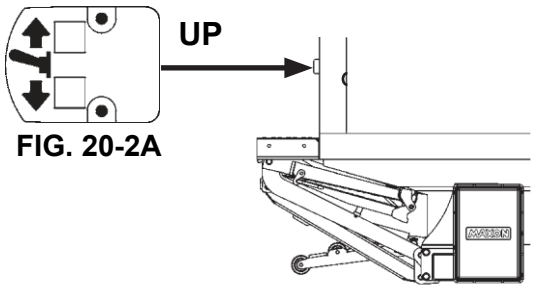


FIG. 20-2A

CORRECTLY STOWED PLATFORM

13. Liftgate is ready for transport.

RESOURCES

CMV

CMV DVIR Evaluation Criteria

Interior Cab Section	Adequate (No Defects)	Non-Adequate *(If Defect Identified Mark OOS)*
Dash Icon – ABS Light Operation	Light must display on dash during start up and should deactivate when ABS system is safe for use.	Vehicle must be marked out of service until evaluated and repaired.
Dash Icon – Check Engine Lights(s)	Lights must display on dash during start up. All check engine lights (red and amber) should disappear after system checks	Red – Check engine light stays luminated on dash after starting up. Vehicle must be marked out of service until evaluated and repaired Yellow – Check engine stay luminated on dash after starting up. Vehicle should be evaluated and repaired immediately
Emergency Brake	Must function properly when activated, must be luminated on dashboard	Vehicle must be marked out of service until evaluated and repaired
First Aid Kit/Emergency Equipment	**First-aid Kit** – Secured to prevent sliding, rolling, or vertical movement relative to the motor vehicle **Triangles** – 3 in red supply box under seat Fire Extinguisher – Must be secured in mount! 5 B:C must be filled and readily accessible **Spare Fuses** – must have at least one spare fuse for each type/size needed for parts and accessories	Vehicle must be marked out of service until evaluated and repaired.
Heater & Defroster	Must function properly – Test Daily	Please inform market manager and record defect in Whip Around DVIR
Mirrors	Secure and Clean – Not cracked, bent, broken. Mirrors must function properly	Vehicle must be marked out of service until evaluated and repaired.
Seat Belt	Functional, clips and secures, no tears Should be visible while driving down the road	Vehicle must be marked out of service until evaluated and repaired.
Horn	City/Air Horn must work properly	Vehicle must be marked out of service until evaluated and repaired.
Steering	Must be secured to steering column, not bent broken. No more than 10 degrees or 2 inches of free play in a 20" steering wheel	Vehicle must be marked out of service until evaluated and repaired.
Interior Cabin & Floors	Interior – Shall be free of excess trash and debris, no personal items left behind Floor – Shall be free of trash and excess debris	Please inform market manager and record defect in Whip Around DVIR

Interior Windows	Cleaned daily, must function properly. Can not be broken, cracked, or missing	Please inform market manager and record defect in Whip Around DVIR
Interior Doors	Must latch and function properly, handle cannot be bent, broken, or missing	Please inform market manager and record defect in Whip Around DVIR
Entrance Steps	Must be secure, not cracked broken, or damaged	Please inform market manager and record defect in Whip Around DVIR

Exterior Front Section	Adequate (No Defects)	If Defect Identified *(If Defect Identified Mark OOS)*
Lighting Devices and Reflectors • Low/High Beams • Turn Signals • Hazard Lights • Clearance/Marker Lamps	All lights must function properly	Vehicle must be marked out of service until evaluated and repaired.
Windshield & Wipers	**Windshield** – must be secure, not cracked bent or broken. No crack/chip longer than 1" is permitted. Must be clean and free of debris. **Reservoir – must at least be half full** **Wipers:** Must be secure, must function properly, not excessively worn, and in contact with the windshield	Vehicle must be marked out of service until evaluated and repaired.
Grill, Hood, and Fenders	Securely fastened to the vehicle, hood must latch, grill should not be bent, broken, or missing. Fenders should not be cracked, bent, or broken.	Please inform market manager and record defect in Whip Around DVIR
Front Tires	Must be same size and brand per axle. Can not be recapped or regrooved. Should be no less than 4/32 in all major grooves. Tire pressure between 100 – 110 PSI No Cuts or major signs of damage	Vehicle must be marked out of service until evaluated and repaired.
Front Wheels	**Rim** – Secure, not cracked, bent or broken, is round and no man-made welds. **Lug nuts** – Secure, none missing, and appear to be tight. On aluminum rims look for white powder, on steel rims look for rust, which would indicate a loose lug nut. If loose, tighten with a lug wrench. **Hub** – Secure, not cracked, broken or leaking. All bolts are present and tight.	Vehicle must be marked out of service until evaluated and repaired.

	If there is a sight leak, make sure the oil is at its proper level.	
Fluids under the hood	Must check daily and confirm proper operational levels. **Check daily – oil, transmission, brake, coolant, washer fluid**	Please inform market manager and record defect in Whip Around DVIR

Exterior Side and Underneath Section	Adequate (No Defects)	If Defect Identified *(If Defect Identified Mark OOS)*
Brakes	Ensure proper brake check(s) daily Tug-Test Service Brake – Test	Vehicle must be marked out of service until evaluated and repaired.
Decals & Stickers	**PODS branding/LOGO** – on doors, both sides of truck **DOT Number** (1397252) – on doors, both sides of trucks **Annual Inspection Sticker** – Inspection must be current and easily visible on CMV **IFTA Sticker**, if required by state (both sides of truck) Other state required tax decal/Inspection sticker – Front of truck or in windshield	Vehicle must be marked out of service until evaluated and repaired.
Battery Box – Driver or Passenger Side	Every storage battery on every vehicle, unless located in the engine compartment, shall be covered by a fixed part of the motor vehicle or protected by a removable cover or enclosure. Removable covers or enclosures shall be substantial and shall be securely latched or fastened	Please inform market manager and record defect in Whip Around DVIR
Side Marker Lights & Reflectors	Marker lights 3 each side (yellow front (may be sticker) and middle, red rear) Should be visible with PODZILLA in place PODZILLA spikes should not block side marker lights White and Red DOT Tape should be displayed on bed (2 each side)	Vehicle must be marked out of service until evaluated and repaired.
Fuel Tank	Cap must be secure, secured by straps, no leaks	Please inform market manager and record defect in Whip Around DVIR
Exhaust	No noticeable leak (sound/smell)	Please inform market manager and record defect in Whip Around DVIR
Load Securement	**Straps** – not frayed, no cuts or holes **Containers** – secured at 4 points	Vehicle must be marked out of service until evaluated and repaired.

	Unused straps – secured so not dangling **Carry one additional tie down strap in case of emergency**	
Frame	No visible cracks or welds U-Bolts secure. No movement	Please inform market manager and record defect in Whip Around DVIR

Exterior Rear Section	If Defect Identified	If Defect Identified *(If Defect Identified Mark OOS)*
Mud Flaps	Mud flap should not be damaged, torn, loose, hanging or missing. Mud Flaps should not contact the tires Mud flap should cover the width of the rear tires.	Vehicle must be marked out of service until evaluated and repaired.
Suspension & Air Bags	**(Observe w/o getting under the truck)** Ensure leaf springs are in place, not cracked or broken Listen for air leaks in rear suspension	Please inform market manager and record defect in Whip Around DVIR
Rear Tires	Must be same size and brand per axle. Can be recapped or regrooved. Should be no less than 2/32 in all major grooves Tire pressure between 100 – 110 PSI No Cuts or major signs of damage No more than 3" between duals, free of debris	
Wheels	Rim – Secure, not cracked, bent or broken, is round and no man-made welds Lug nuts – Secure, none missing, and appear to be tight. On aluminum rims look for white powder, on steel rims look for rust, which would indicate a loose lug nut. If loose, tighten with a lug wrench. Hub – Secure, not cracked, broken or leaking. All bolts are present and tight. If there is a sight leak, make sure the oil is at its proper level.	Vehicle must be marked out of service until evaluated and repaired.
Lighting Devices & Reflectors • Clearance/Marker Lamps • Taillights • Brake Lights • Turn Signals • Reverse Light	All lights must function properly	Vehicle must be marked out of service until evaluated and repaired.

• License Plate Light		
Back Up Alarm	Must sound when vehicle is placed in reverse	Please inform market manager and record defect in Whip Around DVIR
License Plate	Proper number of plates (State and GVW specific) Plate properly secure and visible at all times License plate light must work If a truck has Tennessee or Indiana apportioned plates in a state that requires 2 plates, only 1 apportioned plate is required.	Please inform market manager and record defect in Whip Around DVIR
DOT Bumper	Must be securely fastened to the vehicle Must be at least 18 inches off the ground	Please inform market manager and record defect in Whip Around DVIR

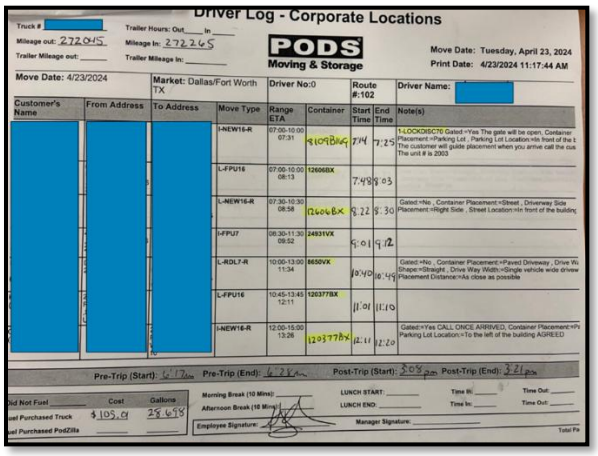
PODS Truck Equipment Checklist

Truck Cab			
12-inch Traffic Triangles x 3		Sharpie	
Spare Fuses (Truck specific)		Flashlight	
5B:C Fire Extinguisher – Charged		Hands free Headset	
Secured,		Cell Phone Holder	
Not Expired		Cell Phone Charger	
First Aid Kit		Trash Bag	
Spill Kit		Tags – Green, Orange & Red	
Spare Disc Locks (Minimum 10)		Tape Measure (Minimum 25ft)	
Spare Tie Down Strap		Snow/Ice Scraper (as needed)	
LEO Binder (Law Enforcement Officer)			
Registration		International Fuel Tax Agreement (IFTA) Certificate	
IRP Cab Card (International Registration Plan)		DOT Annual Inspection Report	
Proof of Insurance		Any State and Local Specific Docs/Permits	
Samsara ELD (Electronic Logging Device) Card		Registration (Trailer)	
Driver Binder			
Accident Kit (Liberty Mutual)		Weigh My Truck Instructions	
Post-Accident Checklist		Cheetah Picture Guide	
Whip Around DVIR instructions		FMCSA (Federal Motor Carrier Safety Administration) Regs and Restrictions	
Property & Container Placement Waivers		Reporting Property Damage Standard Work	
Whip Around User Guide		Copy of Lease/Rental Agreement or Letter (If applicable)	
Toolbox			
Wheel Chock		DOT Orange Traffic Cones (3 collapsible Triangles)	
PODS Customer Locks		Composite Track Mats (with handhold cutouts)	
Push Broom		Leveling kit (Commercial container)	
Dustpan		Track Mats 3x6 (4qty)	
Trash Bags (4 gallon)		Breaker Bar	
Shovel		Cam Buckle Straps	
Driver			
Gloves		Safety Toe Footwear	
Uniform		Inclement Weather Gear	
Hi visibility vest (Velcro closures)			

RESOURCES

Miscellaneous

Driver Log Overview


Driver Log - Corporate Locations

PODS Moving & Storage

Move Date: Tuesday, April 23, 2024
Print Date: 4/23/2024 11:17:44 AM

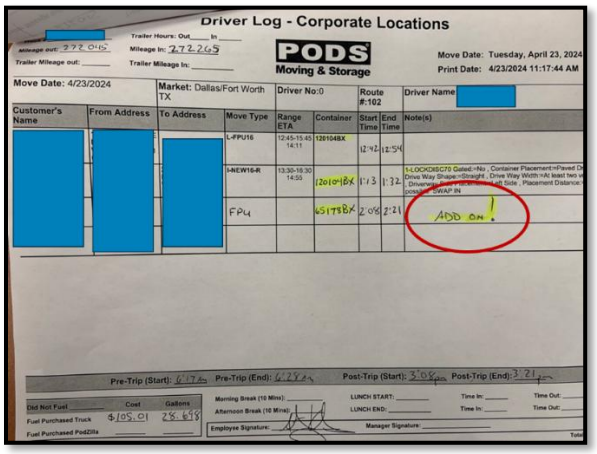
Move Date: 4/23/2024 | Market: Dallas/Fort Worth TX | Driver No:0 | Route #:102 | Driver Name:

Customer's Name	From Address	To Address	Move Type	Range ETA	Container	Start Time	End Time	Note(s)
			I-NEW16-R	07:00-10:00 07:31	410788AG	7:14	7:25	1-LOCKDISC70 Gated:=Yes The gate will be open, Container Placement:=Parking Lot , Parking Lot Location:=In front of the b The customer will guide placement when you arrive call the cus The unit # is 2003
			L-FPU16	07:00-10:00 08:13	126068X	7:49	8:03	
			L-NEW16-R	07:30-10:30 08:58	126068X	8:22	8:30	Gated:=No , Container Placement:=Street , Driveway Side Placement:=Right Side , Street Location:=In front of the building
			I-FPU7	08:30-11:30 09:52	24831VX	9:01	9:12	
			L-RDL7-R	10:00-13:00 11:34	8650VX	10:40	10:45	Gated:=No , Container Placement:=Paved Driveway , Drive Wa Shape:=Straight , Drive Way Width:=Single vehicle wide drivew Placement Distance:=As close as possible
			L-FPU16	10:45-13:45 12:11	120377BX	11:01	11:10	
			I-NEW16-R	12:00-15:00 13:26	120377BX	12:11	12:20	Gated:=Yes CALL ONCE ARRIVED, Container Placement:=It's Parking Lot Location:=To the left of the building AGREED

Pre-Trip (Start): 6:17a.m. Pre-Trip (End): 6:25a.m. Post-Trip (Start): 3:05p.m. Post-Trip (End): 3:21p.m.

Did Not Fuel | Cost | Gallons
Fuel Purchased Truck | $105.01 | 25.698
Fuel Purchased PodZilla

Morning Break (10 Mins): | LUNCH START: | Time In: | Time Out:
Afternoon Break (10 Mins): | LUNCH END: | Time In: | Time Out:
Employee Signature: | Manager Signature: | Total Pa


Driver Log - Corporate Locations

PODS Moving & Storage

Move Date: Tuesday, April 23, 2024
Print Date: 4/23/2024 11:17:44 AM

Move Date: 4/23/2024 | Market: Dallas/Fort Worth TX | Driver No:0 | Route #:102 | Driver Name

Customer's Name	From Address	To Address	Move Type	Range ETA	Container	Start Time	End Time	Note(s)
			L-FPU16	12:45-15:45 14:11	126104BX	12:42	12:54	
			I-NEW16-R	13:30-16:30 14:53	120104BX	1:13	1:32	1-LOCKDISC70 Gated:=No , Container Placement:=Paved Dr Drive Way Shape:=Straight , Drive Way Width:=At least two ve , Driveway Side Placement:=Left Side , Placement Distance: SWAP IN
			FPU		651788X	2:09	2:21	ADD on!

Pre-Trip (Start): 6:17a.m. Pre-Trip (End): 6:25a.m. Post-Trip (Start): 3:05p.m. Post-Trip (End): 3:21p.m.

Did Not Fuel | Cost | Gallons
Fuel Purchased Truck | $105.01 | 25.698
Fuel Purchased PodZilla

Morning Break (10 Mins): | LUNCH START: | Time In: | Time Out:
Afternoon Break (10 Mins): | LUNCH END: | Time In: | Time Out:
Employee Signature: | Manager Signature: | Tota

Daily log sheets are provided each day by your Market manager. These are used to keep a manual record of each day's events. **Much like Cheetah, they include information on all your jobs, in order, for a given day, to include the following:**

- Customer name, address, and phone number
- Job type i.e.
    - WRT, (full container returning to warehouse)
    - RDL, (full container being delivered from warehouse to customer)
    - NEW, (initial delivery of empty container)
    - FPU, (final pickup of empty container)
    - FPO, (final pickup of out of service container)
    - MOV, (move container from one address to another)
    - VRP, VLO, VRL, VO, etc. (reposition container, lock out, remove lock, or stuck door/latch).
    - PPE, PPF, (weight tickets E-empty, or F-full)
- Container number (when applicable)
- Container facing information, i.e., R- rear facing, or C- cab facing, (important for placement in given circumstances).
- Any ancillary items i.e., blankets, locks, etc...
- Special instructions, Street or driveway placement, any possible obstructions, overhead wires, or trees etc...
- ETA's – <u>This field differs from Cheetah in that it shows the expected ETA, but more importantly it includes the window time of delivery.</u> PODS offers its customers a three-hour window for delivery with an expected ETA right in the middle of that window. This provides the customer with an idea of our arrival while allowing for any issues that come up that might change our actual arrival versus our expected arrival.

Container Tags Overview



- **Orange Tags:** All rented containers need to have an orange tag.
- Orange tags are applied when the container is picked up for a Warehouse Return.
- **Tags must include:**
    a. Name
    b. Date
    c. CID
    d. Container #
- Tags can be reused!
- Put the tag through the lock instead of the latch so you don't have to cut the tag off for customer access and rewrite a new one!



- **Green Tag:** Container meets brand standards and is ready to rent!
- Green Tags are applied when a container is picked up as a Final Pick Up (going back to the warehouse).
- Install green tag as close to loading time as possible to increase status accuracy. **Include:**
    a. Inspector Name
    b. Storage Center
    c. Date MM/DD/YYYY





- **Red Tag:** OOS needs to be repositioned to a Repair Hub. **Tag should include:**
    a. Inspector Name
    b. Storage Center
    c. Date MM/DD/YYYY
    d. All defects found
- Include notes on back for any hidden issues, note where they're located.
- Be sure to mark container as OOS in RBMS.

PODS Acronyms

General PODS

Acronym	Definition
SRB	Safety Review Board
CCS	Commercial Client Services
Cheetah	Platform used for routing
COO	Container Only Option (Insurance-like option)
CorpOps	Corporate Operations, corporate-owned locations
CPO	Container Protection Option (Insurance-like option)
CRDE	Customer Rentals Data Export
CSAT	Overall Customer Satisfaction (Includes LSAT, SSC, Pricing, Website, etc.)
DJPH	Driver Hours (Total Jobs/Total Delivery Hours)
ERP	Enterprise Resource Planning
ESD	Earliest Ship Date (For IF container shipment)
ETA	Percentage of timely customer container deliveries
IF	Inter-Franchise
OTR	Over the Road
IFR	Incident Frequency Rate
LSAT	Local Customer Satisfaction (Operations related)
LSE	Logistics Service Exception (Delayed IF container shipment)
Medallia	Platform for measuring/reporting customer service
MPR	Monthly Performance Review
OE	Order Entry
OOS	Out of Service
Power BI	Platform for KPI reporting
RBMS	Retail Business Management System (Pre-2016)
Samsara	Platform for safety score measurement
SOP	Standard Operating Procedure
SSC/S&SC	Sales and Service Center (Call/Contact Center)
StoMo	Storage Mobility Acquired Markets
TMS	Transportation Management System
TMT	Company providing the TMS
UTD	Unable to Deliver
WJPH	Total Hours (Warehouse, Delivery, Repair, Development)
Xdel	Extended Delivery Fees (Transit fee for customers outside radius)

Job Codes/Move Types

WRT	Full container returning to warehouse
RDL	Full container being delivered from warehouse to customer
NEW	Initial delivery of empty container
FPU	Final pickup of empty container
FPO	Final pickup of out of service container
MOV	Move container from one address to another
VRP	Visit – reposition a container
VLO, VRL, VO	Visit – lock out, remove lock, stuck door/latch
PPE/PPF	Weight tickets – E - empty or F - full

General Business

AHT	Average Handling Time
ANI	Automatic Number Identification (Caller ID)
BU	Business Unit
CCS	Commercial Client Services (Team managing sales and service of commercial customers)
COB	Close of Business
CY	Current Year
DID	Direct Inward Dial (External published phone number)
DNIS	Dialed Number Identification Service (Represents TFN)
EBITDA	Earnings before interest, taxes, depreciation, and amortization
ECHI	External Call History Information
EOB	End of Business
EOD	End of Day
EOM	End of Month
HR	Human Resources
IVR	Interactive Voice Response
KPI	Key Performance Indicator
LOB	Line of Business
MTD	Month to Date
OA (DB)	Operational Analysis Database (Call data from Avaya)
PBX	Private Branch Exchange (Internal Phone Switch)
PY	Past Year
SST	Special Services Team (Includes Canada IF, Hawaii Sales, City Service Sales)
TFN	Toll Free Number
WE	Week End
YOY	Year over Year
YTD	Year to Date

Job Aid: Container Condition

Step	Acceptable	OOS
1. Inspect the container door.	• Light scratches, small dents, and light fading on door. • Weather strip show no signs of weathering or discoloration.	• Weathering or discoloration of weather strip. • Graffiti or other markings.
Acceptable  		
2. Open the container door.	• Door opens and closes without issue. • Latch operates properly. • Latch has beginning signs of rust.	• Door doesn't open/close properly. • Latch is severely rusted or damaged. • Latch doesn't operate properly.
Acceptable  		
3. Inspect container floor.	• Swept clean and free of debris. • All fasteners are intact and flush with flooring. • Undamaged, free of holes. • Clean appearance—no markings or stains. • If stained, painted with dark exterior gray paint to mask heavy staining. • Free of rot, swelling, cracks or warps.	• Fasteners are missing or damaged. • Damaged/holes • Stained • Rotted, swollen, cracked, or warped.
Acceptable 		

4. Inspect container roof.	• Plastic roof shows slight signs of wear. • Roof clip is being used as a temporary repair on a plastic roof (no more than 4 roof clips per container; no more than 2 roof clips per side). • Steel roof not excessively damaged, no holes.	• Plastic roof is cracked or incorrectly repaired with duct tape or other unapproved solution. • Missing or loose roof bolts. • Roof insulation tape exposed. • Signs of leaking or other damage.

Acceptable

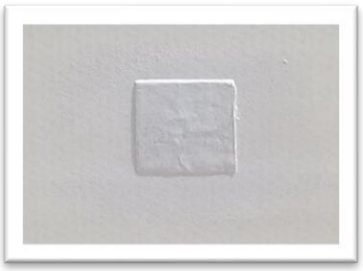






5. Inspect container walls (interior and exterior).	• No strong odors. • Updated interior signage, clearly displayed. • Any patches are properly installed and level in appearance (aluminum for traditional containers; ultraviolet for new generation)—should not exceed more than 8 patches per container or 4 patches per side. • Sign/decal shows only slight wear or fading.	• Strong odor. • Old legacy signage. • Poor quality patches, incorrectly applied. • More than 8 patches on container/more than 4 patches on one side. • Sign/decal is torn, severely faded, graffiti, or other noticeable markings.

Acceptable









6. Inspect container skids.	• Lights signs of wear.	• Skids are badly cracked, split, or broken. • Skid missing.
Acceptable 		
7. Inspect tie-down plate.	• Securely attached. • Connection hole is structurally sound with no extensive rust.	• Plate is bent, unsafe, excessively rusted, or otherwise not structurally sound.
Acceptable   		

Revision History

Date	Revision	Owner
Mar. 2025	Version 1 Published	Kara Delemeester
Mar. 2025	Added Customer Instructions	Kara Delemeester
Jun. 2025	Changed Samsara to Whip Around for pre-trips	Kara Delemeester
Oct 2026	Version 2 Published	Kara Delemeester