Name: _____



Driver Participant Guide

V2 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. Special thanks to Bob Varn, a Lead Driver out of St. Louis, who provided us with some outstanding training materials of his own creation.

Table of Contents

Day 1 Checklist 5
Uniform Guidelines 5
Log-In Cheat Sheet 6
Introduction 7
A Typical Day on the Job 7
90 Day Goals 7
Driver Training Plan 8
Safety's Greatest Hits 9
Motive Safety Score Overview 10
Score Impact 10
View Safety Score 12
In-Cab Alerts Are On 12
Fueling & Idle Reduction Policies 13
Driver Incentive Plan Criteria 14
Training Checklist | Driver 15
Resources - CMV 18
CMV-DVIR Evaluation Criteria 19
PODS Truck Equipment Checklist 24
Resources - PODZILLA 25
PODZILLA Components & Controls 26
Control Arm Assembly/Leg & Spreader Controls 27
Drive Arm Assembly 28
Motion Controls 28
PODZILLA Pre-Op Check Evaluation Criteria 29
Site Hazard Assessment Overview 30
PODZILLA Step-by-Step 33
Loading & Unloading the Lift 33
Container Placement 34
PODZILLA Wheel Chocks Instructions 40
Resources - Miscellaneous 41
Driver Log Overview 42
Container Tags Overview 43

Cheetah Photo Requirements 44
PODS Acronyms 46
Container Condition Job Aid 48
Driver FAQ | Customer Service 51
Revision History 54

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 ☐ Typical Day on the Job ☐ 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 PODZILLA walkthrough and 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

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 PODZILLA Pre-Op Check 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 3-6 jobs
Afternoon
Break for Lunch
Complete 2-5 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 and PODZILA DVIRs
- Have on on-time delivery rate of 92.5% or higher.
- Have zero corrective actions issued.

Driver Training Plan

The training for your role as a driver 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 New Driver Training Curriculum.

Example Schedule

Onboarding & Observation	
New Hire Day 1	- Onboarding - Start eLearning - PODZILLA Demo & Practice
Training	
New Hire Days 2 – 15	- Work on required eLearning - New Hire Orientation - Driver Training Checklist
Practical Assessment	
New Hire Day 16	- New Driver Training Practical
Solo	
New Hire Day 17	- Followed up by 30-Day Check In and 6-Month Ride-Along

***If you're getting certified to operate a forklift, you will require additional training time.

SAFETY'S GREATEST HITS

The Top 10 Rules Every New Hire Should Know



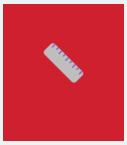
G.O.A.L. — Get Out And Look

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.



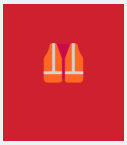
The 4-Ft Rule

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.



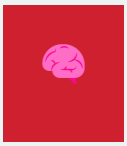
Suit Up (PPE)

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.



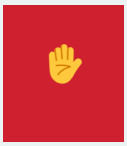
Eyes Up, Mind On It

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 | Driver



eLearning

- ☐ **Curriculum** – **New Driver Training | PODZILLA & CMV**
- ☐ **Courses –** all other required courses as assigned (Workplace Harassment, Cybersecurity, etc.)

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
Wear proper PPE		
Tag the container		
CMV DVIR & PODZILLA Pre-Op using Whip Around		
Enter/exit vehicle using 3 points of contact		
Adjust mirrors, seat, and steering for visibility & control		
Organize cab		
Review route in Cheetah		
Set out cones for traffic safety		
Use the safety cone for structural awareness		
Assess the quality of the container based on brand standards		
Complete the Driver's Log		
CMV & PODZILLA Post-Trip using Whip Around		
Comments:		

Phase 2:

Tasks	Observe	Prove
Call ahead to customer		
Complete arrival reminders checklist in Cheetah		
Conduct full site hazard assessment		
Input a signed waiver into Cheetah		
Use GOAL when backing the truck		
Record breaks in Cheetah		
Complete a departure checklist in Cheetah		
Comments:		

Phase 3:

Tasks	Observe	Prove
Make contact with customer on site		
Unload the PODZILLA from a CMV		
Load the PODZILLA onto a CMV		
Provide a customer container tour		
Comments:		

Phase 4:

Tasks	Observe	Prove
Move a loaded PODZILLA in a straight line		
Make a 90 degree turn with a loaded PODZILLA		
Deliver an empty container with PODZILLA (8ft, 12ft, and 16ft)		
Pick up an empty container with PODZILLA (8ft, 12ft, and 16ft)		

Secure container to the CMV (8ft, 12ft, 16ft)		
Chain choke with an empty container		
Conduct a container flip		
Comments:		

Phase 5:

Tasks	**Observe**	**Prove**
Present a FNPS waiver to the customer		
Deliver a full container with a PODZILLA		
Pick Up a full container with a PODZILLA		
Chain choke with a full container		
Comments:		

Phase 6:

Tasks	**Observe**	**Prove**
Operate the PODZILLA on a slope		
Use tracks/boards/skids to operate the PODZILLA on a soft surface		
Comments:		

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

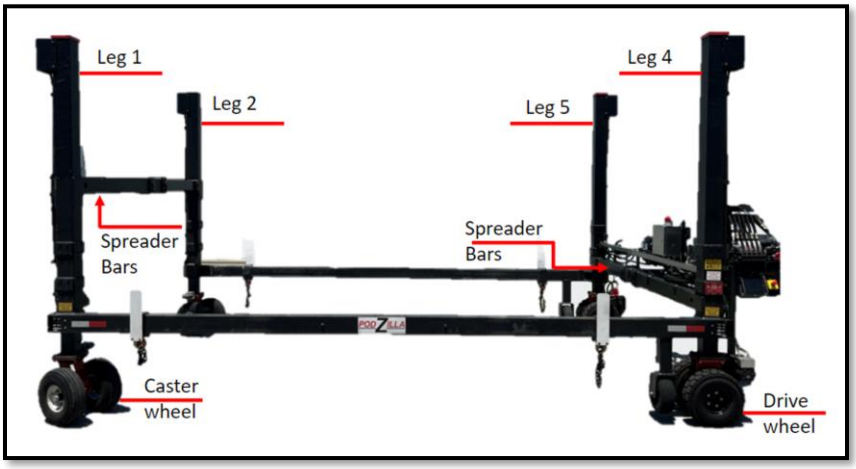
Truck Cab			
12-inch Traffic Triangles x 3		Sharpie	
Spare Fuses (Truck specific)		Flashlight	
5B:C Fire Extinguisher – Charged		Hands free Headset	
Secured,		Cell Phone Holder	
Not Expired		Cell Phone Charger	
First Aid Kit		Trash Bag	
Spill Kit		Tags - Green, Orange & Red	
Spare Disc Locks (Minimum 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)			

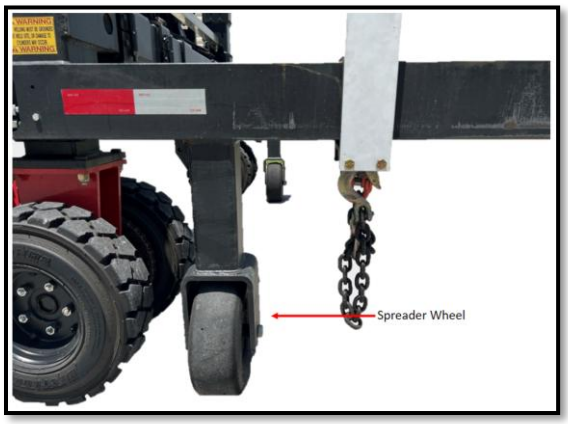
Uniform standards	
Mandatory	**Optional**
Cintas shirts and pants or shorts.	Uniform outerwear and hats are optional; however, if any hat or outerwear is worn, it must be the approved brand standard
Black leather belts with a gold or silver buckle no larger than 2” and must not contain any inappropriate/offensive 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	

RESOURCES

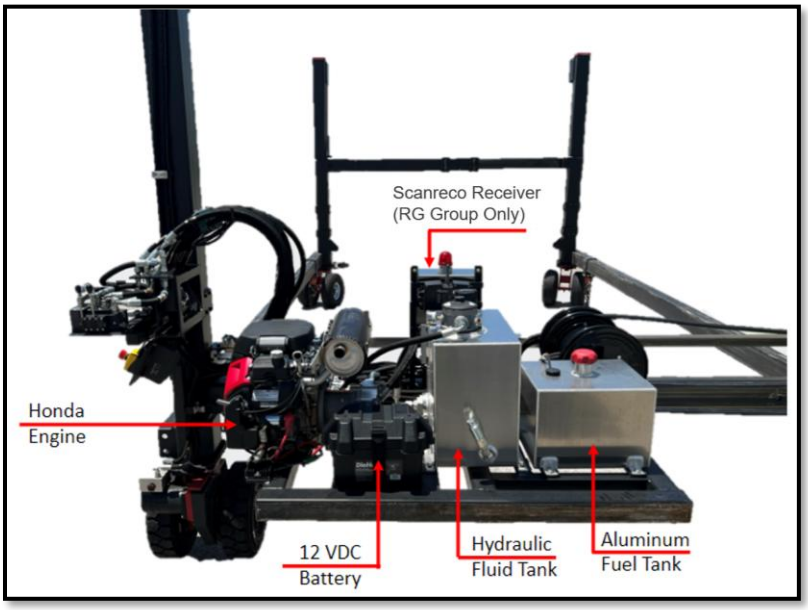
PODZILLA

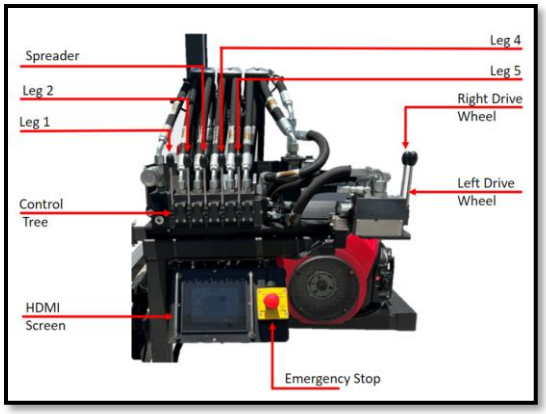
PODZILLA Components & Controls

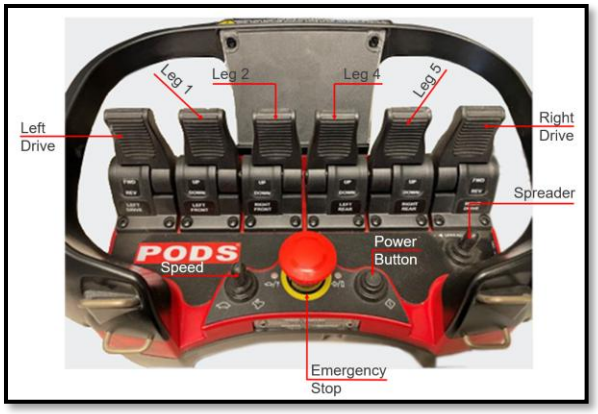












Control Arm Assembly/Leg & Spreader Controls

The control arm assembly on a PODZILLA manipulates each individual segment of the lift, allowing you to maneuver a PODS container up, down, left, or right without moving forward or backward. The controls are the same on an RG Group (Remote) PODZILLA, just laid out differently.

The arms control, from left to right, the following functions:

> ***NOTE:*** *Castor wheels are at the front and Drive wheels are at the rear.*
>
> ***NOTE:*** *Left indicates the side with the control arm assembly.*

1. The left front castor wheel vertical ram assembly (control arm #1).
2. The right front castor wheel vertical ram assembly (control arm #2).
3. (Center arm, front, and rear) The spreader rails (both move simultaneously) (control arm #3).
4. The left rear drive wheel vertical ram assembly (control arm #4).
5. The right rear drive wheel vertical ram assembly (control arm #5).

The controls work in a push/pull configuration.

Control #'s 1,2,4,5

If you pull the control arm the wheels will go down, raising the lift.

If you push the control arms the wheels will go up, lowering the lift.

Control # 3

If you pull, the spreader expands; and if you push, the spreader contracts.

> ***NOTE:*** *NEVER use control #3 with both drive wheels touching the ground*

Drive Arm Assembly

The Drive arm assembly provides maneuverability to the PODZILLA by allowing the operator to “drive” the unit into or out of a given placement location.

- The Drive arm assembly consists of two control arms, providing forward and reverse motion of the drive wheels.
- The left control arm operates the left drive wheel while the right control arm operates the right drive wheel.
- The amount of pressure applied to the control arms will directly affect the speed the unit moves forward or backwards.

Motion Controls

Forward or Reverse Movement

- To move the unit forward push both control arms forward.
- To move unit in reverse pull both control arms back.

To ensure unit moves in a straight line may require a bit of feathering of the control arms to maintain that straightforward line of travel.

Be advised, any motion created with the drive arm assembly can cause the castor wheel to turn in either direction creating an unexpected left or right motion. This will correct itself as you continue to move forward or back in a straight line.

Turning Motions

- To turn right:
  - While moving forward, push left control arm forward.
  - While moving in reverse, pull right control arm back.
- To turn left
  - While moving forward, push right control arm forward.
  - While moving in reverse, pull left control arm back.

To turn the unit in a tighter radius both levers can be used.

- While moving forward,
  - To turn right, push left control arm while simultaneously pulling right control arm.
  - To turn left, push right control arm while simultaneously pulling left control arm.
- While moving in reverse,
  - To turn right, pull right control arm while simultaneously pushing left control arm.
  - To turn left, pull left control arm while simultaneously pushing right control arm.

NOTE: Using this technique will increase the speed of the turn and the position of the PODZILLA from left to right as well as forward and back.

PODZILLA Pre-Op Evaluation Criteria

2023 - 2024		
Steps 1 -12	**Adequate**	**Non-Adequate** *(If Defect Identified Mark OOS)*
Input Serial Number	Identify and input proper PODZILLA Serial number	Serial number not visible on machine and serial number not captured in Whip Around workflow
Take Photo of Serial Number	Legible picture of serial number captured by photo in Whip Around workflow	Non-legible picture of serial number
Fluid Check	Adequate levels for oil, gasoline, and hydraulics 	Inadequate levels for oil, gasoline, and hydraulics 
Start Engine and Check Controls	PODZILLA motor and valve bank controls should start and function properly	PODZILLA motor and valve bank controls do not function properly *(If Defect Identified Mark OOS)*
Check Hydraulic Leaks	No leaks observed around the control legs or connection points	Signs of leak, or leaks observed around the control legs or connection points *(If Defect Identified Mark OOS)*
Check Frame Welds for Cracks and Corrosion	No structural cracks longer than 1” in length	Structural cracks longer than 1” in length *(If Defect Identified Mark OOS)*
Check Chain Lift Assemblies	No damage to lift chains, hooks, or eyelet. No observed signs of eyelet base wear	Damage to lift chains, hooks, or eyelet. Observable signs of eyelet base wear *(If Defect Identified Mark OOS)*
Check Caster Assemblies	Tires inflated above 75 PSI. Caster assembly locks into place under truck bed.	Tires not inflated to at least 75 PSI and/or Caster Assembly Wheels do not lock into place *(If Defect Identified Mark OOS)*
Check Drive Assemblies	Tires inflated above 75 PSI. Drive chain with no more ¾ of an inch of slack.	Tires not inflated to at least 75 PSI and/or Drive chain with more than ¾ of an inch of slack *(If Defect Identified Mark OOS)*
Check Spreader Wheels	No excessive damage, cuts, and bulges to tire	Excessive damage, cuts, and bulges to tire *(If Defect Identified Mark OOS)*
Check Ware Disk Plates	ALL Ware disk securely fastened to the PODZILLA and showing no signs of excessive wear	Ware disk not securely fastened to the PODZILLA and showing signs of excessive wear *(If Defect Identified Mark OOS)*
Certify and Submit Document	Properly submits document as a part of Whip Around workflow process	Document not submitted properly in workflow process

Site Hazard Assessment Overview

On foot, inspect all areas throughout the intended delivery path, both on the surface and in the air, to determine if the delivery can be done safely and in accordance with the following guidelines:

- Assess the placement area to determine if there is a need for a **Fragile/Unpaved Surface, Street Placement, or Parking Lot Waiver.**
- Measure out 4’ from any structure/obstacle and place an orange safety cone to mark where the container can be placed.



- Assess all ground-level and above-ground hazards to determine if there is a need for a **Placement Near Structure Waiver**.

Hazard	Considerations	Course of Action
Structures	Container may not be placed less than 4’ from any structure, such as: • A place of residence • Garage • Carport • Commercial building • Fence • Retaining wall • Support beams	
Tree Limbs	Must be at least 15’ high at the lowest point – be sure to also look for power lines that could be running through tree limbs.	**Obstacle cannot be overcome by waiver.** Container can only be delivered if customer is able to remove the overhanging limb(s) or alternative placement is agreed upon. 

<table>
<tr><td>Power/Utility Lines</td><td>Must be at least 15’ high at the lowest point (stand 10’ away and extend tape measure vertically 15’ to gauge clearance)</td><td rowspan="2">Obstacle cannot be overcome by waiver. Container can only be placed if alternative placement is agreed upon.
</td></tr>
<tr><td>Building Overhangs/Gutters/Car Ports/ Etc.</td><td>Associate cannot pass under any structure that has less than 15’ of clearance.</td></tr>
<tr><td>Fragile Surfaces</td><td>Weight or movement of equipment/container can crack, or otherwise damage, fragile surfaces such as:
Pavers
Stone
Bricks
Decorative (Pervious) Concrete
Tile
Cobblestone</td><td rowspan="2">Customer must sign a Damage Waiver & Release for Fragile And Non-Paved Surfaces PRIOR to delivery.

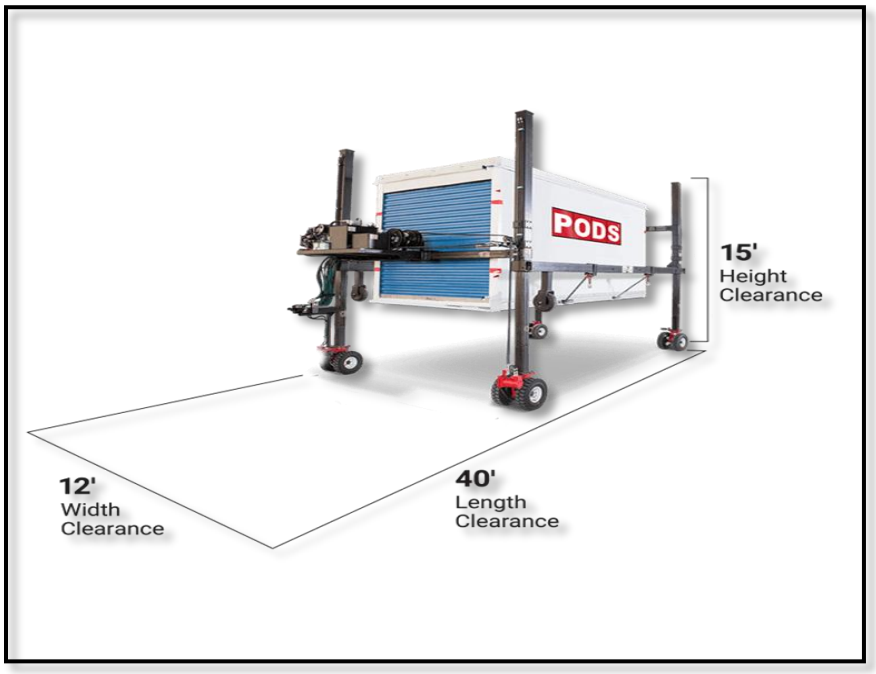
Use track mats, plywood, or other materials to protect surfaces from PODZILLA, when the opportunity allows.

If near edge of paved surface or transitioning from paved to unpaved, use protective materials to ensure integrity of the asphalt’s edge.

If customer is not present and no waiver has been signed, associate must find an alternative route for placement OR contact the Market Manager for further guidance.
</td></tr>
<tr><td>Unpaved Surfaces</td><td>Placement could pose damage to grass, underground pipes, sprinkler heads, septic tanks, and other hidden equipment, so be cautious of unpaved surfaces such as:
Dirt
Grass
Gravel (any type)
Crushed stone
Shell
Sand
Pine straw</td></tr>
</table>

Ground Level Accessories	Maintain a 4’ distance from above ground impediments such as: • Electrical boxes • Basketball goals • Trees • Bushes • Light posts • Mailboxes • Vehicles and trailers ALWAYS ASK THE CUSTOMER ABOUT SPRINKLER HEADS AND SEPTIC TANKS!	If unable to maintain a 4’ distance, find an alternative route for placement OR contact the Market Manager for further guidance. If MM approves placement, the customer must sign **a Damage Waiver & Release for Fragile And Non-Paved Surfaces** PRIOR to delivery. 

Remember, the PODZILLA needs an operating area that is at least 12 feet wide, 15 feet tall, and 40 feet long in order to place a container. If you do not have that clearance, you will have to find an alternative placement area.



PODZILLA Step-by-Step

Loading & Unloading the Lift

Starting the Engine - Traditional

Before starting the engine, ensure that all tools and equipment are clear, and it is safe to do so.

STEP 1: Start a cold engine by setting the engine speed at 3/4 and pulling out the choke. Turn the key to the start position until the engine runs on its own.

STEP 2: Once the engine begins to warm up and run on its own, push the choke in as far as it will go.

Starting the Engine – RG Group (Remote)

STEP 1: At the lift engine, pull the choke.

STEP 2: Turn the key in the ignition to start the engine.

STEP 3: Once the engine fires (starts), close the choke. It may be necessary to let the engine run for a while before it is used.

STEP 4: Adjust the throttle. For operating the lift, half throttle is appropriate. Exceeding this speed will not get more power from the lift engine.

Loading the Lift

STEP 1: Ensure the lift is fully expanded. Back the truck or walk the lift onto the truck bed until the lift is now 2" to 3" from the frame at the back of the cab. **STAY CLEAR OF THE POINT OF OPERATION.**

STEP 2: When the lift is lowered, it should settle on the nylon stops built into the frame of the truck bed. Using the nylon stops to position the frame will ensure the lift is at the correct position while guarding against the PODZILLA making contact with the frame, and possibly causing damage. **Use proper PPE in the form of leather gloves.**

STEP 3: Push levers #4 and #5 until both drive wheels are completely retracted.

STEP 4: Ensure the bars of the PODZILLA are level and in line with the truck bed before retracting the lift against the bed. Push lever #3 to retract the spreader bar and pull the lift against the bed of the truck.

STEP 5: Visually check to ensure the clips on legs 1 and 2 are above the bed of the truck and will rest on the bed when the legs are retracted. If the lift is too high or too low, it will not seat firmly on the bed of the truck.

STEP 6: STAY CLEAR OF THE POINT OF OPERATION. Push levers #1 and #2 until legs 1 and 2 are completely retracted, then rotate the caster wheels inward to the stowed position. Be sure the wheels engage the latch. The lift is now ready for transport to the next stop.

Container Placement

Removing Container from Truck

STEP 1: Start the PODZILLA lift engine to allow it to warm up. Lower castor wheels to the ground one at a time. Pull lever #1 to lower the first castor wheel leg until the wheel **slightly** bumps the ground, then release the lever. Pull lever #2 until the second castor wheel **slightly** bumps the ground, then release the lever.

STEP 2: Position the PODZILLA so that the lift can be spread outward, in preparation to back the container off the truck. To provide support for spreading the lift, lower the drive wheel opposite of the side that you want to extend. **Be careful to position yourself in a manner that protects you from being caught-in-between or struck by the PODZILLA or container.**

a. Lower the passenger-side drive wheel to extend the driver-side of the lift.
b. Lower the driver-side drive wheel to extend the passenger side of the lift.
c. **Lower drive wheel #5** (driver side) in order to **extend the passenger-side** of PODZILLA.
d. Pull lever #5 until the drive wheel is firmly on the ground and release the lever.

STEP 3: Leg 5 should be on the ground. **Pull lever #3** to spread the passenger-side of lift out until the control side drive wheels (#4 leg) clear the rear tires of the truck, then release the lever.

STEP 4: Pull lever #4 until the drive wheel on leg 4 is firmly on the ground. Release the lever. Leg 4 will now support the lift system and provide traction for extending the driver-side of the lift. **Push lever #5** until the driver-side drive wheel is clearly off the ground and then release the lever.

STEP 5: With drive wheel 4 down, pull the spreader lever #3 to spread the #5 leg outward until the lift is expanded approximately 12 inches.

STEP 6. The lift chains can now be moved into place. **Ensure that proper PPE in the form of leather gloves is worn at all times during the operation.** Slide the lift chain brackets in front of the container lift points and hook the chains to the container. Ensure the openings to the hooks are opposite of each other.

> Note: **The openings to the hooks should face toward each other or away from each other but should never face the same direction.** Having the hooks face away from each other will ensure that one of the hooks will provide resistance if the container begins to sway.

STEP 7: Once all four lift chains are attached, the lift can be fully expanded. Remember that currently, the castor wheels are already on the ground. Pull the drive wheel lever(s) until the drive wheel on legs 4 and 5 are firmly on the ground and release the lever(s). Pull levers #1, #2, #4, and #5 so the container is raised as evenly as possible.

> Note: **There may be a slight up and down motion between the 1 and 2 legs and the 4 and 5 legs, but the container should be kept as level as possible.**

Note: It is the driver's responsibility to keep the container as level as possible during maneuvers. Keeping the container level will help prevent the customer's possessions and the container from being damaged and provide stability for the PODZILLA.

STEP 8: Once the lift is fully expanded, the container should be above the truck bed and the truck can be driven away from the placement site out from under the container. The truck should be moved at least 18" away from the power rack so the lift does not hit the truck when it is being lowered. **Prior to moving the truck, it is the responsibility of the driver to ensure that persons are clear, and the path is free of obstacles.**

Note: If you notice the legs of the lift start to lean either way, the frame may be strained or stressed **which can cause damage and a potentially dangerous situation for persons and property.** To correct this, either push or pull the lever of the opposite leg to correct the lean, **while staying clear of the leaning side of the lift.**

Placing Container

Placing the container in the spot the customer identified is one of the most important aspects of the delivery process. Proper placement will minimize the possibility of damage to the contents of the container and the customer's property **and ensure safe operation.**

A driver should always be conscious of the areas surrounding the PODZILLA lift, especially the overhead clearance. Incorrect container placement is the single greatest cause of container damage claims, so the driver must take the time to place the container correctly and without causing damage. **This is best accomplished by the driver inspecting the area, completing a job hazard analysis (JHA), and ensuring that proper controls and mitigation measures are taken, prior to offloading.**

Once the PODZILLA is in position, the next step is to lower the container to the ground. **Ensure that you and other persons and property are safely located to avoid being struck by or caught-in-between the PODZILLA or container. Struck-by or caught-in-between injuries could result in SERIOUS INJURY or DEATH.**

STEP 1: Push levers #1, #2, #4, and #5 while the lift slowly lowers the container to the ground. Every attempt should be made to lower the container while keeping it as level as possible and with as little sway as possible.

STEP 2: Release the levers after the lift is fully contracted.

STEP 3: Remove the lift chains and slide the chain brackets away from the container lift points. **To avoid injury, proper PPE in the form of leather gloves should be worn at all times.**

CAUTION – Always keep one drive wheel on the ground at all times when expanding or contracting the lift to keep it from moving.

If the chains cannot be removed from the lift points, move to the following steps:

a. Pull lever #4 until the drive wheel on leg 4 is firmly on the ground, then release the lever.
b. Notice that the drive wheel on leg 5 is clearly off the ground. Spreader wheel #5 is now in use.
c. Push lever #3 until the drive wheel on leg 5 is approximately 1" from the container.
d. Remove the lift chains.
e. Pull lever #5 until the drive wheel on leg 5 is firmly on the ground, then release the lever.
f. Push lever #4 until the drive wheel on leg 4 is clearly off the ground and release the lever.
g. Spreader wheel #4 is now in use.
h. Push lever #3 until the drive wheel on leg 4 is approximately 1" from the container. The lift chains can be removed at this time.
i. After the chains have been removed, remember to slide the chain brackets away from the container lift points.

Removing Lift from Container

STEP 1: Expand the lift by ensuring the drive wheel on leg 5 is still firmly on the ground and pulling lever #3 until the guide wheel on the control side has 4-6 inches of clearance from the side of the container.

STEP 2: Pull lever #4 until the drive wheel on leg 4 is firmly on the ground and release the lever.

STEP 3: Push lever #5 until the drive wheel on leg 5 is clearly off the ground.

STEP 4: Pull lever #3 until the lift is fully expanded then release the lever.

PRIOR TO MOVING THE LIFT AWAY FROM THE CONTAINER, IT IS THE DRIVER'S RESPONSIBILITY TO ENSURE THAT THE PATH IS CLEAR OF PERSONS AND OBSTACLES.

STEP 5: Pull levers #1, #2, #4, and #5 to raise the rear spreader bar approximately 4"-6" above the container. This will allow the lift to clear the roof of the container.

STEP 6: Position the lift so that it has some lean toward the drive wheels but make sure the power bar is high enough to clear the bed of the truck. **STAY CLEAR OF THE POINT OF OPERATION.**

STEP 7: Pull both driver levers back and slowly guide the lift over and away from the container. Monitor the guide wheel on the control side of the lift to ensure it remains 4"-6" from the walls of the container. Pay close attention to the drive tires to monitor direction of travel and clearance around container. Continue moving the lift away from the container while monitoring the 4"-6" clearance between the guide wheels and the walls of the container.

Retrieving a Container

STEP 1: Back up the truck in front of the container, stopping 8-10 feet from the container. Remove the lift from the truck in the same manner as when delivering a container. **Ensure the path is clear of people and obstacles.**

STEP 2: Expand legs 1 and 2 so the spreader bar between leg 1 and 2 is 4-6 inches above the top of the container. From the Two-valve Bank, push both drive wheel levers together and walk the lift over the container, being sure to watch the guide wheel as it goes along the side of the container.

STEP 3: Aligning the lift's drive wheels to the edge of the container will ensure the spreader bar between RAMS 1 and 2 will clear the container. Walk to the rear of the lift and check that the spreader bar will clear the container as the lift is being lowered. Ensure the lift is level in all directions, allowing the lift to be lowered evenly and clear all sides of the container simultaneously.

STEP 4: Lower the lift all the way to its lowest position alternating levers #4 and #5 then levers #1 and #2 to lower the lift.

STEP 5: Push #5 lever until drive wheel 5 rises off the ground, causing the spreader wheel to contact the ground. Drive wheel #4 should still be making contact with the ground.

STEP 6: Push lever #3 until drive wheel #5 is about an inch from the container.

STEP 7: Push lever #5 until drive wheel contacts the ground, then release the lever. The picture illustrates the correct position of the #5 drive wheel.

STEP 8: Push lever #4 to raise drive wheel 4 off the ground.

STEP 9: Push lever #3 until drive wheel 4 is about an inch from the container.

STEP 10: Slide the four lift chain brackets in front of each container lift point and hook the chains to the container, making sure there is no twist or kink in the chains. The lift hooks should be facing opposite directions—either both facing out or both facing in. Hooks should NEVER be facing the same direction; this can cause the lift to twist. Be sure to wear **leather** gloves when handling chains to avoid being cut by the cotter pins. **Watch for pinch points.**

> **NOTE: When picking up or delivering a container on a steep driveway, the chains can be shortened by using the chain chokers on the lift to raise the container higher – but no more than 6 links. If it is necessary to choke any chains, be sure to use all 4 chokers for all 4 chains.** Be mindful of pinch points and wear leather gloves. Before doing a chain choke, utilize the truck's air dump to lower the truck bed and see if that provides enough clearance.
>
> **SAFETY ALERT: Be advised that the practices of continuously choking the chains and of moving containers while the PODZILLA is fully extended can cause damage to the PODZILLA lift system. These practices are not standard operating procedures and the PODZILLA is not to be used in this manner.**
>
> **NOTE: Only use the choke chains in occurrences where extra height clearance is required. Continuous use of the choke chains puts substantial strain on the PODZILLA and will cause premature damage to the lift system. Every chain link shortened changes the geometrics of the rails from a downward pull to more of side pull, causing the rails to bend inward.**

STEP 11: Pull on lever #3, expanding the side beam closest to you, causing the lift chains to be taut.

STEP 12: Pull on lever #4, lowering drive wheel 4 to the ground.

STEP 13: Push on lever #5, raising #5 drive wheel off the ground.

STEP 14: Pull on lever #3, continuing to expand the PODZILLA to its fullest extension point, causing all four lift chains to be taut.

STEP 15: Begin raising the lift and container evenly using levers #1 and #2 together with levers #4 and #5 to raise the lift to its fullest extension.

STEP 16: If the container is safe to transport, back the truck under the lift. As you are backing under the lift, **look** at both mirrors to see where the drive wheels of the truck are in relation to the drive wheels of the lift. **Ensure persons and obstacles are not in the pathway of the truck.**

STEP 17: Back up slowly until the lift is properly positioned in relation to the truck bed.

STEP 18: Begin lowering the container onto the flatbed of the truck by using the same method as previously described ("Unloading and Placing a Container"). Start lowering by pushing levers #4 and #5 together alternating with levers #1 and #2. Continue this procedure until the container is on the bed of the truck.

STEP 19: Once the container is on the bed, begin loading the lift using the same method as described in the process, "Loading the Lift on the Truck". Before completing the loading process, unhook the chains from the container and slide the lift chain brackets away from the lift points of the container. Continue loading the lift onto the truck until it is completely closed onto the truck.

STEP 20: Hook the truck tie down chains to the container, placing the hooks opposite of each other for each side. **Wear leather gloves while performing this task.**

STEP 21: Be sure to use the breaker bar to tighten the truck tie down chains before leaving. Tighten until the chain has no slack or movement in it, but **DO NOT OVER-CRANK THE TIE-DOWN DEVICES.** Be mindful of pinch points, struck-by, and caught-in-between hazards. Wear leather gloves.

PODZILLA Wheel Chocks Instructions

Two (2) Required per route truck. Available from Parts & Service.

When are the PODZILLA wheel chocks to be used per PODZILLA Safe Operations Training?

Operating on a Slope or Incline

Exercise extreme caution while operating on a sloped or inclined driveway. Follow the outlined safety procedures below for uphill pick-up and drop-off.

- Wheel chocks must be used on sloped or inclined driveways.
- You will have time to practice your skills in the field exercise portion of the training workflow.

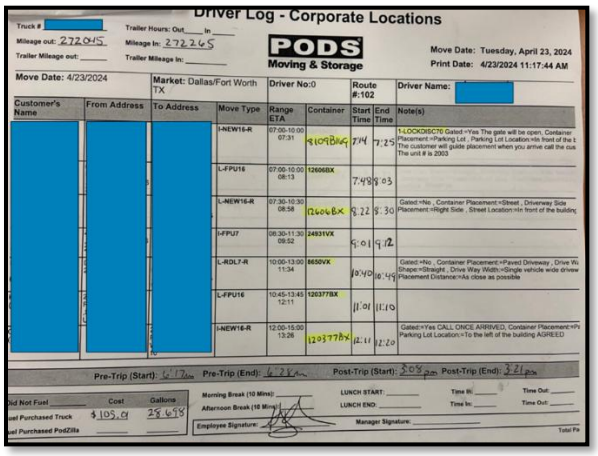
Pick-Up on Slope or Incline	Drop-Off on Slope or Incline
1. Lower lift completely to the ground.	1. Back up the truck onto the driveway.
2. Retract PODZILLA to within 1 foot of the container.	2. Detach PODZILLA from the truck bed.
3. Properly attach PODZILLA to the container.	3. Properly attach PODZILLA to the container.
4. Pickup control side drive wheel, no more than 6 inches above the ground, and spread until taught.	4. Pickup control side drive wheel, no more than 6 inches above the ground, and spread until taught.
5. Place control side drive wheel back onto the pavement.	5. Lower control side drive wheel.
6. Place chocks under the control side caster wheel.	6. Place chocks on the control side caster wheel.
7. Pickup non-control side drive wheel.	7. Pickup non-control side drive wheel, no more than 6 inches above the ground, and spread until taught.
8. Spread until taught.	8. Lower non-control side drive wheel.
9. Lower non-control side drive wheel.	9. Take levers 1, 2, 4, and 5 and lift the container, no more than 10 degrees at a time, until the container clears 6 inches above the truck bed.
10. Take levers 1, 2, 4, and 5 and lift the container, no more than 10 degrees at a time, until the container clears 6 inches above the truck bed.	10. Safely pull the truck out from under the container until clear.
11. Back up the truck under the container.	11. Take levers 1, 2, 4, and 5 and slowly lower the container to the ground.
12. Lower the container onto the truck bed evenly.	12. Remove chocks from caster wheel.
13. Detach PODZILLA from the container.	13. Contract PODZILLA, and then detach the container.
14. Safely store the PODZILLA back onto the truck.	14. Completely spread the PODZILLA.
	15. Use levers 1, 2, 4, and 5 to lift the PODZILLA until it clears the top of the container.
	16. Safely store the PODZILLA back onto the truck bed.

The above outlines when an operator is required to use wheel chocks during PODZILLA operation but may use at other times when want to prevent unintended movement of the PODZILLA.

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

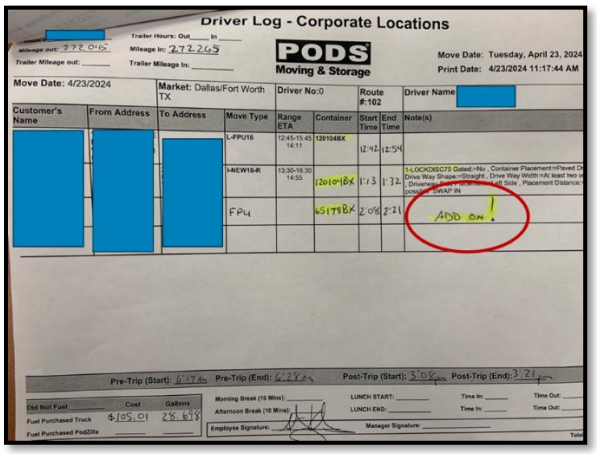
Move Date: 4/23/2024 | Market: Dallas/Fort Worth TX | Driver No:0 | Route #:102 | Driver Name:

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	4107BAG	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

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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		45178BX	2:09	2:21	ADD on !

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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

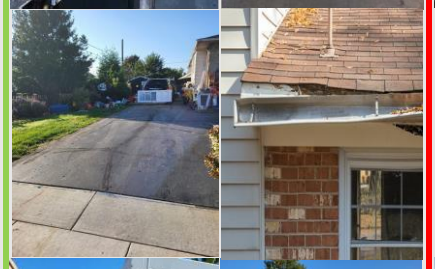


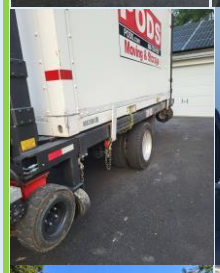


- **Red Tag:** OOS needs to be repositioned to a Repair Hub. **Tag should include:**
    a. Inspector Name
    b. Storage Center
    c. Date MM/DD/YYYY
    d. All defects found
- Include notes on back for any hidden issues, note where they're located.
- Be sure to mark container as OOS in RBMS.

Cheetah Photo Requirements

Cheetah Picture Guide

		Good	Bad	Key Points
New Container Delivery & Redelivery (6)	Container # with straps on Left & Right sides before leaving warehouse (2)			• lllMust be able to see straps secured with container # visible • lllInclude 2 pictures, showing both sides secured
	Where container will be placed before delivery (2+) Pre-existing Damage			• lllInclude where container will be placed (wide-angle) • lllAdditional pictures of all pre-existing damage
	Back & Side (1)			• lllPicture should include rear end of container with one side, including proximity to surrounding area and structures, vehicles, etc.
	Front & Other Side (1)			• lllPicture should include front end of container (door) with opposite side, including proximity to surrounding area and structures, vehicles, etc..
	Close up of container #			• lllContainer # should close up and legible

Warehouse Return & Final Pickup (5)	Surroundings of container before pickup with container # visible(2)	 	 
	Container # on truck with straps; from back of truck & side (1)	 	
	Container # on truck with straps; from front of truck & side (1)	 	
	Area where container was sitting (1)	 	

• lllPictures should include front, rear and both sides of container, with container # visible, to show area around container before pickup begins
• lllMust be able to see straps secured with container # visible • lllPicture is from rear of truck down side towards front of truck
• lllMust be able to see straps secured with container # visible • lllPicture is from front of truck down side towards front of rear end
• lllPicture(s) of area where container was, and immediate surrounding area. Ensure you are close enough to see detail, in case referencing is necessary

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

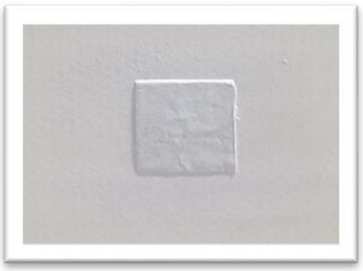






5. Inspect container walls (interior and exterior).	• No strong odors. • Updated interior signage, clearly displayed. • Any patches are properly installed and level in appearance (aluminum for traditional containers; ultraviolet for new generation)—should not exceed more than 8 patches per container 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   		

Driver FAQ

Ops Support: 855-640-4853

Placement Issues

In the event the driver has concerns about container placement, address the customer with the following:

- "I am unable to place the container in the requested location due to the present conditions and our equipment's limited capabilities. However, I am happy to work with you to find an alternate location to place your container that works best for both of us."

Placement Waivers

In the event the driver determines a placement waiver is required before delivery due to certain delivery conditions, please use one of the following statements, as applicable:

- **Fragile & Non-Paved Surface** – "Due to the increased risk involved in causing damage to your property with this specific delivery (ex. wet ground or fragile & decorative surface), PODS requests this waiver be acknowledged before I begin the delivery."
- **Placement Near Structure** – "Due to the increased risk involved in causing damage to your property with this specific delivery in close proximity of a structure, PODS requests this waiver be acknowledged before I begin the delivery."
- **Street Placement & Parking Lot** – "There are certain risks associated with your requested container placement.

  PODS request this waiver be acknowledged before I begin the delivery."
- ***Customer declines signing waiver** – "I certainly understand your reservations with the waiver. However, given the risks involved with your specific placement instructions , I just wanted to make you aware of the difficulties I am facing. If it would make you feel more comfortable, I am happy to work with you to find an alternate placement location that does not require you signing the waiver."

Property Damage Occurs

In the event the driver causes property damage, please respond to the customer with the following:

- "Unfortunately, damage was caused to your property while delivering/picking up your container. I will immediately report this incident to our service center who will follow up with you within 24-72 hours, with an email or phone call, to discuss next steps."
- ****Driver Only** – The difference between 24 and 72 hours' response time is based on the day the incident is reported. All claims filed on Monday-Thursday will be addressed within 24 hours. Claims filed on Friday or Saturday will be handled within 72 hours.

In the Event a Manager Needs to be Contacted

If a driver needs to call a manager for further guidance, please respond to the customer with the following:

- "Let me partner up with my manager to provide additional assistance in resolving this situation. Thank you in advance for your patience while I work on a solution for you."

Customer Needs to Contact SSC (Call Center)

If the customer requests information or support for one of the following scenarios:

- Missing ancillary items
- Scheduling & rescheduling
- Pricing concerns
- Content damage claim reporting
- Transit delays or timing

Please refer the customer to call the SSC by saying the following:

- "I'm sorry but I am unable to assist you with your request. We have another team that is dedicated to handle this type of request for you. Please contact our service center at **1-800-776-7637** or if you prefer to use SMS, please send us a text at **697637**."

Customer Not Ready, Asking the Driver to Wait

If the customer is not ready for PODS service when the driver arrives and asks the driver to wait, partner with your manager and respond to the customer with the following:

- "Please understand that I need to stay on schedule so I am not delayed in serving other customers. I am happy to wait 15 minutes for you. If you will require more time than that, I will have to coordinate with my manager and possibly return later today or find another time that works for both of us. Let me know what works best!"

3rd Party Interaction

In the event the driver is interacting with a 3rd party company or individual regarding the actions of the PODS' driver,

please respond with the following:

- "I understand you have concerns. We are acting on behalf of our customer. Please refer any issues or concerns you have directly to our customer. Our customer will contact us as needed."

On-Site Equipment Breakdown

If PODS' equipment breaks down at the customer's site and the customer will be impacted, please state the following:

- "Unfortunately, our equipment has broken down on your property. I have already contacted our support team for
  assistance, and we are working to resolve the issue as quickly as possible. We apologize in advance for any inconvenience that this may cause."

Container Condition Concern

If the customer is concerned about the condition or type of container being delivered, please respond to the customer with the following:

- "You can trust that all our containers have undergone a thorough physical inspection prior to your delivery. Nonetheless, we want our customers to have the best experience in using PODS. Should you discover any issues while you are loading your container, you can rest assured we will promptly address any concerns you may have with your container."

SSC Appears to Set Improper Expectations

If the customer is claiming that the SSC agent "promised" something that the driver is unable to complete, respond in an understanding manner with the following:

- "I understand your frustration. Our agents do their best to evaluate every unique situation from afar, but some things are unknown until we arrive on-site. For the safety of myself, our equipment and your property, I'm happy to work with you to find an alternate spot for placement that ensures a safe and successful delivery."

If a customer cannot be assured of a safe container delivery, please respond with the following:

- "I'd like to consult with my manager to explore any other options that meet your needs while maintaining our safety standards. I'll get back to you shortly with the best solution."

Delivery Timing Issue (missed window/day/availability)

If the customer is upset about PODS missing the delivery window, respond to the customer with the following:

- "I am truly sorry for arriving outside of your delivery window. I appreciate your patience. I understand the inconvenience and disruption this may have caused. PODS is committed to making sure everything goes smoothly from this point forward."

Adverse Conditions

If a job cannot be performed due to adverse conditions (weather, obstructions, surface, etc.), explain to the customer:

- "Due to changing conditions, we are unable to perform the requested service at this time as it could compromise the safety of everyone involved. We will need to reschedule the service at a time that works best for both of us when the adverse conditions have cleared. We appreciate your understanding and patience."

***As a reminder, please speak to customers and third parties in a courteous and professional manner.**

- If the customer has questions regarding scheduling or pricing, please refer to **Customer Needing to Contact SSC** section on page 1 of this document.

Revision History

Date	Revision	Owner
Nov. 2024	Version 1 Published	Kara Delemeester
March 2025	Consolidated training checklist	Kara Delemeester
June 2026	Added additional resources—site hazard assessment overview, updated Cheetah photo guide.	Kara Delemeester
Oct 2026	Version 2 Published	Kara Delemeester