

New Hire Training: Market Manager 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.

Contents

Introduction 6

Critical Training Procedures 7

How This Training Program Works 8

1. eLearning 8

2. Training Checklists 8

3. Practical Assessment 9

Example Schedule 10

Market Manager Checklist: New Hire Training 11

Prior to Start 11

Welcome & Onboarding 11

Training & Assessment 12

Training Requirements By Role 13

Driver Training Requirements 14

Participant Guide 14

Required eLearning 14

Training Checklists 14

Practical Assessments 14

Storage Center Worker Training Requirements 15

Participant Guide 15

Required eLearning 15

Training Checklists 15

Practical Assessments 15

City Service Driver Training Requirements 16

Participant Guide 16

Required eLearning 16

Training Checklists 16

Container Repair Technician Training Requirements 17

Participant Guide 17

Required eLearning 17

Training Checklists 17

Practical Assessments 17

Equipment Maintenance Technician Training Requirements 18

Participant Guide 18
Required eLearning 18
Training Checklists 18
Practical Assessments 18
Practical Assessments 19
Best Practices 20
Performance Rating Key 20
Evaluation Failure 20
How To: Complete the Practical on Your Phone 21
How To: Complete the Practical on Paper 24
How To: Complete the Practical on The Computer 25
How To: Driver Proficiency and Authorized Vehicles Form 27
How To: Forklift Certification 28
Downloading the Forklift Evaluation Form 29
Completing the Forklift Evaluation Form 29
Blind Spot Exercise 31
Uploading the Forklift Evaluation Form 32
Printing the Certification Card 34
Post Training 36
FOR DRIVERS ONLY Reduced Solo Routes 37
Schedule Reduced Workload Solo Routes 37
Post-Route Debrief (15min) 37
FOR ALL ASSOCIATES Follow Ups 38
30-Day Check In 38
90-Day Ride-Along 38
Resources 40
Day 1 PODZILLA Demo/Practice 41
The Wingman 42
Qualifications 42
Guidelines & Responsibilities 43
Wingman Certification Process 44
Clocking In for Training: Guidance for New Drivers and Wingmen 44
Wingman Compensation 45

Onboarding 49
After Offer Acceptance 49
Creating a SNOW ticket 51
Printable Training Materials 51
Location Tour 52
Form I-9 Instructions 54
Revision History 59



Introduction

Welcome to New Hire Training Program. This program is flexible and can easily be customized to fit the needs of the new hire in your location. There are a few key fixtures that must be followed so that your new hire has all the support they need to be successful. **The scheduling, the pace, and the style is all up to you, the manager, as long as you stick to the following:**

- Certify a Wingman and have the new hire spend most of their time in training with them.
- Give the new hire the Participant Guide for their role.
- Schedule the new hire time to complete all their required eLearning in PODS U.
- Have the Wingman and new hire complete the training checklists for their role (located in the Participant Guide).
- When the new hire is ready, you (or another manager) need to complete the required practical evaluations—which will require a ride-along and/or warehouse time.

The training team believes in continuous improvement. If you have any ideas on how to make this program better in any way, please reach out to the Corp Ops Training Team at PODSU@pods.com.

Critical Training Procedures

It is mandatory that all trainers adhere to the following guidelines during training sessions involving forklifts or any other heavy equipment:

1) **Trainer Certification:** Trainers must be fully certified on the specific equipment they are training others to operate. This ensures that they possess the expertise and knowledge required to effectively teach proper handling techniques and safety protocols.
2) **Demonstrations from the Trainer:** Trainers must physically demonstrate the operation of the equipment from the driver/operator seat. Trainees should observe the trainer's actions firsthand to understand proper techniques and safety procedures.
3) **Trainee Observation:** Trainees should not be seated in the driver/operator seat during demonstrations. Instead, they must observe the trainer's actions from a safe distance to grasp the necessary skills and procedures.
4) **Trainee Operation:** Only after clear instructions and a comprehensive demonstration has been completed can the trainee practice operate the unit themselves.

By enforcing these protocols, we aim to enhance the safety of our operations and minimize the risk of accidents or injuries associated with forklift and heavy equipment operations. Compliance with these guidelines is non-negotiable and failure to adhere to them will result in disciplinary action.

We understand the importance of thorough training in ensuring the safety and efficiency of our workplace. Therefore, we urge all trainers to prioritize adherence to these protocols and provide comprehensive and hands-on instruction to all trainees.

This is in alignment with OSHA mandates.

How This Training Program Works

The training program includes three major parts:

1. eLearning

Once the new hire's onboarding paperwork is completed and HR has been notified of their arrival, the new hire can be processed and loaded into UKG. The new hire typically appears in PODS U 24-48 hours after they've been onboarded.

Each new hire is auto-assigned their required eLearning curriculum(s) and courses based on their role. It its your responsibility as the manager to schedule time during their first 30 days to get their eLearning completed.

- HR Compliance eLearning must be completed within the new hire's first 7 days.
- All equipment/tool related eLearning must be completed BEFORE the new hire operates/handles equipment/tools.
- The Corp Ops New Hire curriculums must be 100% completed within the new hire's first 30 days.

2. Training Checklists

In quality training, delegating tasks happens after the learner has seen a demonstration and knows what to do, why it's important, and how to do it. The training checklist helps guide which tasks new drivers should take on first and which tasks they should do once they have more experience.

Guidelines:

- **Observations** start on the new hire's first or second day, and **delegations** from Phase 1 can start soon thereafter.
- **The new hire should observe the Wingman/trainer complete a task at least once before attempting that task themselves.** The trainee should initial in the Observations column when they've observed the Wingman/trainer complete a task***
- **A task is considered complete when both the trainer and the trainee agree that the trainee can do it accurately every time**. When a task is completed, the Wingman/trainer should initial next to the task in the Delegation column.
- This whole list should be completed within **5 to 10 working days.**

Note, the liability for incidents is mostly likely on the trainer during the training of a new employee. Both the trainer and the trainee should be diligent and use discretion when performing new tasks.

****The phases should be used as a guideline, but do not have to be rigidly followed. What MUST be followed is that a trainee MUST observe a demonstration of each task before the trainee attempts the task themselves. And any tasks the trainee attempts should have risk and difficulty level that matches the trainee's skills and experience (i.e. "Inputting a waiver into Cheetah" can happen before Phase 3 if there's a good opportunity, but "Unloading the PODZILLA from a CMV" should NOT happen prior to the trainee completing all the eLearning for Phases 1-3 and tasks for Phases 1 & 2).*

3. Practical Assessment

Before the new hire can operate equipment without supervision, they must be assessed and certified by the Market Manager (or another qualified associate who is *not* the Wingman).

All practical assessments are located in PODS U:

For Drivers - New Driver Training Practical

- Requires a 3-4 job ride long
- Includes:
    - Site Hazard Assessment
    - PODZILLA Placing a Container
    - Guest Container Tour
    - PODZILLA Retrieving a Container
    - Post Trip
    - Driver Proficiency and Authorized Vehicles form

For SCWs/Forklift Operators - Forklift Evaluation

- SCWs auto-enrolled; all other roles must request enrollment through PODSU@pods.com
- Requires a warehouse observation
- Evaluation must be completed by a forklift certified employee
- Evaluation must be uploaded to Forklift Certification Course in PODS U
- Separate evaluations MUST be completed and uploaded for each forklift model

For CRTs – Steel Roof Certification *(if applicable)*

- Required before any CRT performs a roof replacement
- Must be conducted by a certified Steel Roof Certification trainer
- Evaluation form must be uploaded to Steel Roof Certification course in PODS U

Completing these practical assessments is required for:

- Training completion
- OSHA compliance
- Wingman compensation

Example Schedule

The schedule below is an example and should be used as a starting point. Adjust the schedule based on scheduling, system access, new hire ability, site specific needs,etc.

Onboarding & Observation
Day 1 – Warehouse This is an onboarding and introduction day—get your new hire's onboarding paperwork complete and give them a sense of what working here will be like. Print a Participant Guide for their role and get it in their hands.
Training
~Days 2 – 15 **eLearning** As soon as the new hire has UKG access, get them logged in to PODS U and working on their required eLearning. **Hands-On Training** Pull the training checklist for their role from their Participant Guide and make sure their Wingman/trainer is working through it with them. The new hire signs off in the "Observe" column when they've had a task explained and demonstrated. The Wingman/trainer signs off in the "Prove" column when the new hire has correctly completed the task themselves.
Practical Assessment
~Day 16 Before the new hire goes solo, the Market Manager (or supervisor other than the Wingman) should assess the new hire. **For Drivers** – use the New Driver Practical in the New Driver Training Curriculum (PODS U) **For Forklift Operators** – use the Forklift Evaluation Form in the Forklift Certification Course (PODS U) **For EMTs –** conduct the Lock Out/Tag Out Evaluation – Coming Soon **For CRTs** – complete Steel Roof Certification (if applicable and if you are a certified to do so)
Solo
Day 17 The new hire should now be operating on their own with a reduced work load. The new hire is considered "done training" when they are operating at or above average job rates.

Notes:

Reduced Workload: This training program works best when the Wingman/trainer is allotted time to talk through procedures with the new hire, allow the new hire to attempt tasks, and provide feedback to the new hire. Please reduce Wingman/trainer routes/workload when able to allow that additional training time.

Forklift Certification: For forklift enrollment, email PODSU@pods.com. Any driver that will operate a forklift will require time in the warehouse for the new hire to complete the Forklift Training Checklist with a qualified trainer. This will increase the amount of training time needed.

Market Manager Checklist: New Hire Training

Page numbers are in reference to this Market Manager Guide unless otherwise stated.

*****Bolded items are only applicable to associates who will be operating a forklift.**

Prior to Start

	Task	More Info
☐	***Temps ONLY*** Submit SNOW ticket for system access (Teams, Cheetah, Motive, Whip Around) **Onboarding will complete this step for full- and part-time Drivers, SCWs, EMTs, CRTs.**	Pg 51
☐	Create a SNOW ticket to get your new hire any necessary technology (i.e. driver phone).	Pg 51
☐	Order/gather any items your new hire will need (hi-vis vest, gloves, etc.).	
☐	Print: ○ Wingman Facilitation Guide (if not already printed) ○ Participant Guide – based on role ○ Redwing Shoe Voucher (if needed)	Market Manager Resource Page PODS Intranet (New Hire Training tab)
☐	Advise current employees that a new employee will be starting.	
☐	Set up a designated space for the trainee to attend New Hire Orientation and complete their eLearning.	
☐	Order breakfast or lunch to welcome the new hire on their first day.	
☐	Assign a Wingman and schedule the new hire to ride along with them for at least 2 weeks.	Pg 44
☐	About three weeks out from their start date, schedule yourself time to complete a hands-on assessment with the new hire to ensure readiness for solo operation.	Pg 20

Welcome & Onboarding

	Task	More Info
☐	Set up breakfast/lunch (ordered by Market Manager).	
☐	Prepare onboarding paperwork, including W2.	
☐	Notify HR of candidate's arrival by emailing HRNewHire@pods.com	
☐	Complete the I-9 Verification Process.	Pg 54
☐	***FULL TIME ASSOCIATES ONLY*** Tell the new hire what to expect from Benefits—they should receive an email and a mailer from Benefits; they have 30 days from their first day to enroll in their benefits and should email Benefits@pods.com if they have questions.	
☐	Complete the Day 1 Checklist in the Participant Guide	Pg 5 in PG
	○ *Get your hi-vis vest, gloves, etc. & review uniform requirements*	Pg 5 in PG
	○ *Meet your wingman/trainer*	
	○ *Review your location's leadership (AMM, MM, TM, RVP)*	Pg 5 in PG
	○ *Review the Participant Guide Introduction*	Pgs 7-14 in PG
	○ *Review the Login Cheat Sheet with your MM/Wingman*	Pg 6 in PG
	○ *Get a tour of the storage center*	Pg 52

	○ *Review location's Emergency Action Plan*	
	○ ***DRIVERS ONLY*** *Get a PODZILLA walkthrough, demo, and practice session*	Pg 41
☐	Provide necessary contact information for additional questions/concerns and for on-the-job issues.	
☐	Introduce new hire at morning huddle on Day 2	
☐	***DRIVERS, CRTS, EMTS*** Request Forklift enrollment from PODSU@pods.com if associate will be operating a forklift	

Training & Assessment

	Task	More Info
☐	Ensure completion of training requirements based on associate role (See Training Requirements by Role section)	Pg 13-18
☐	Submit Wingman Bonus Form for 1st Spot Bonus ○ Attach photos/scans of completed training checklist(s) ○ Include Wingman and Trainee's names & employee numbers	Pg 46
☐	***DRIVERS ONLY*** Go on ride along with new hire to conduct New Driver Practical assessment.	Pg 20
☐	***DRIVERS ONLY*** Download Driver Proficiency Form from UKG and fill out.	Pg 27
☐	***DRIVERS ONLY*** Complete New Driver Practical Assessment in UKG (including uploading Driver Proficiency Form).	Pg 25
☐	***SCWs & Forklift Operators ONLY*** **Schedule warehouse time and evaluate using applicable Forklift Evaluation Form.**	Pgs 28-31
☐	**Upload Forklift Evaluation Form to PODSU.**	Pg 32
☐	***DRIVERS ONLY*** Schedule reduced routes for the new hire's first solo week.	Pg 37
☐	Complete 30-day check in with new hire.	Pg 38
☐	Conduct a 90-day ride along/observation to monitor new hire's progress.	Pg 38
☐	At 90 days, submit Wingman Bonus Form for 2nd Spot Bonus ○ Ensure all eLearning and Practicals are completed in PODS U ○ Include Wingman and Trainee's names & employee numbers	Pg 46

Questions? Concerns? Contact the Corp Ops Training Team at PODSU@pods.com.

Training Requirements By Role

Driver Training Requirements

Participant Guide

- ☐ **New Driver Participant Guide** – located on the Intranet under Corp Ops > Market Manager Resources > Corp Ops Training
- ☐ ***FORKLIFT OPERATORS ONLY*** **Forklift Operator Participant Guide** – located on the Intranet under Corp Ops > Market Manager Resources > Corp Ops Training

Required eLearning

Note: Employees MUST complete eLearning during work hours, NOT at home.

- ☐ **Curriculum** – **New Driver Training | PODZILLA & CMV**
- ☐ ***FORKLIFT OPERATORS ONLY*** **Curriculum – New Forklift Operator Training**
  - To request enrollment email PODSU@pods.com:
    - Name & ID of associate
    - Site
    - Certified trainer/evaluator
- ☐ **Courses –** all other required courses as assigned (Workplace Harassment, Cybersecurity, etc.)

Training Checklists

- ☐ New Driver Training Checklist – Located in **New Driver Participant Guide**
- ☐ ***FORKLIFT OPERATORS ONLY*** Forklift Operator Checklist – Located in **Forklift Operator Participant Guide**

Practical Assessments

- ☐ New Driver Practical – Located in **New Driver Training | PODZILLA & CMV** Curriculum
  - Driver Proficiency Form (Located in **New Driver Practical**)
- ☐ ***FORKLIFT OPERATORS ONLY*** Forklift Evaluation – Located in **Forklift Certification Course**

Storage Center Worker Training Requirements

Participant Guide

- ☐ **SCW Participant Guide** – located on the Intranet under Corp Ops > Market Manager Resources > Corp Ops Training

Required eLearning

Note: Employees MUST complete eLearning during work hours, NOT at home.

- ☐ **Curriculum** – **Storage Center Worker Training**
- ☐ **Courses –** all other required courses as assigned (Workplace Harassment, Cybersecurity, etc.)

Training Checklists

- ☐ Forklift Operator Checklist – Located in **SCW Participant Guide**

Practical Assessments

- ☐ Forklift Evaluation – Located in **Forklift Certification Course**

City Service Driver Training Requirements

Participant Guide

- ☐ **City Service Participant Guide** – located on the Intranet under Corp Ops > Market Manager Resources > Corp Ops Training

Required eLearning

Note: Employees MUST complete eLearning during work hours, NOT at home.

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

Training Checklists

- ☐ City Service Training Checklist – Located in **City Service Participant Guide**

Container Repair Technician Training Requirements

Participant Guide

- ☐ **CRT Participant Guide** – located on the Intranet under Corp Ops > Market Manager Resources > Corp Ops Training
- ☐ ***FORKLIFT OPERATORS ONLY*** **Forklift Operator Participant Guide** – located on the Intranet under Corp Ops > Market Manager Resources > Corp Ops Training

Required eLearning

Note: Employees MUST complete eLearning during work hours, NOT at home.

- ☐ **Curriculum** – **Container Repair Tech Training**
- ☐ ***FORKLIFT OPERATORS ONLY*** **Curriculum – New Forklift Operator Training**
    - To request enrollment email PODSU@pods.com:
        - Name & ID of associate
        - Site
        - Certified trainer/evaluator
- ☐ **Course:** Steel Roof Replacement Certification (if applicable)
    - To request enrollment email PODSU@pods.com:
        - Name & ID of associate
        - Site
        - Certified trainer/evaluator
- ☐ **Courses –** all other required courses as assigned (Workplace Harassment, Cybersecurity, etc.)

Training Checklists

- ☐ CRT Checklist – Located in **CRT Participant Guide**
- ☐ Steel Roof Replacement Checklist (if applicable—**must be completed by certified trainer**) – Located in **CRT Participant Guide**
- ☐ ***FORKLIFT OPERATORS ONLY*** Forklift Operator Checklist – Located in **Forklift Operator Participant Guide**

Practical Assessments

- ☐ Forklift Evaluation – Located in **Forklift Certification Course**
- ☐ Steel Roof Certification Evaluation Form (if applicable—**must be completed by certified trainer**) – Located on the **Intranet under Corp Ops > Market Managers > New Hire Training**

Equipment Maintenance Technician Training Requirements

Participant Guide

- ☐ **EMT Participant Guide** – located on the Intranet under Corp Ops > Market Manager Resources > Corp Ops Training
- ☐ ***FORKLIFT OPERATORS ONLY*** **Forklift Operator Participant Guide** – located on the Intranet under Corp Ops > Market Manager Resources > Corp Ops Training

Required eLearning

Note: Employees MUST complete eLearning during work hours, NOT at home.

- ☐ **Curriculum** – **Equipment Maintenance Tech Training**
- ☐ ***FORKLIFT OPERATORS ONLY*** **Curriculum – New Forklift Operator Training**
    - To request enrollment email PODSU@pods.com:
        - Name & ID of associate
        - Site
        - Certified trainer/evaluator
- ☐ **Courses –** all other required courses as assigned (Workplace Harassment, Cybersecurity, etc.)

Training Checklists

- ☐ ***FORKLIFT OPERATORS ONLY*** Forklift Operator Checklist – Located in **Forklift Operator Participant Guide**

Practical Assessments

- ☐ Forklift Evaluation – Located in **Forklift Certification Course**

Practical Assessments

(PODZILLA & Forklift Certification)

Best Practices

- Review the purpose of the practical.
- Ask the trainee to talk through what they're doing out loud.
- Stay quiet and give the trainee enough space to operate the equipment unobstructed
- Stay out of their line of sight to allow them to focus on the task at hand and to reduce the pressure of being evaluated.
- Be diligent, honest, and watchful.
- Any missed processes or procedures that you had to intervene on should be marked as a failure to execute.
- After the practical is completed review the score and specific feedback with the trainee.
- Every failed item should be reviewed and the correct procedure should be clearly stated.

Performance Rating Key

Outstanding	Consistently exceeds all job expectations. Demonstrates exceptional initiative, quality of work, and commitment. • Achieves results beyond defined goals and frequently seeks opportunities to go above and beyond. • Demonstrates leadership and innovation in tackling challenges. • Sets an example for others; regularly improves processes, and mentors peers.
Successful Plus	Frequently exceeds job expectations and occasionally goes beyond the typical requirements of the role. • Regularly meets and sometimes surpasses goals. • Shows initiative in taking on additional responsibilities or projects. • Often provides constructive input and demonstrates strong problem-solving skills.
Successful	Consistently meets all job expectations. Performs at the expected level for the role. • Accomplishes tasks as expected and on time. • Works effectively and collaboratively with team members. • Demonstrates a good understanding of responsibilities and shows reliability in execution.
Needs Improvement	Occasionally falls short of meeting job expectations. Needs to improve performance in specific areas to meet standards and are not related to safety. • Completes most tasks but may be too slow or require additional guidance. • Struggles to consistently meet certain job requirements. • Needs to develop skills or adjust behaviors to improve performance.
Unacceptable	Consistently fails to meet job expectations that are not related to safety. Performance does not meet the basic requirements of the role. **OR** Occasionally falls short of meeting job expectations that are related to safety (Note: Any items on the OJT that are BOLD are safety critical. If the driver does not perform those steps, then that task should be marked Unacceptable and you should NOT sign off). • Regularly misses deadlines or produces substandard work. • Requires significant improvement to meet the expectations of the position. • May have received warnings or guidance on areas needing improvement but has not shown sufficient progress.

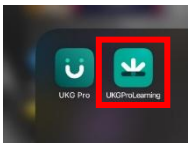
Evaluation Failure

If a trainee fails the evaluation (has any tasks marked "Unacceptable"), review the evaluation with them. There should be a full 24 hours before a reevaluation is conducted. If new hire needs additional training, make a training plan with the Wingman (reference notes and recommendations made by ALT if applicable).

How To: Complete the Practical on Your Phone

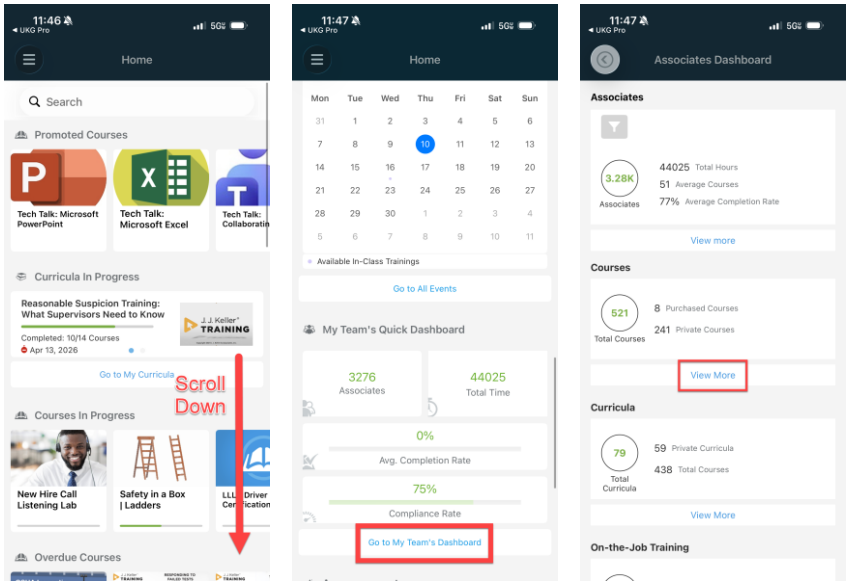
It is recommended that the Practical be completed using a phone and the "UKGProLearning" app. Follow the directions below to use the phone to complete the new driver practical while on a ride along:

Step 1: Open the **UKGProLearning** app and sign in using your **PODS single sign-on (SSO).**



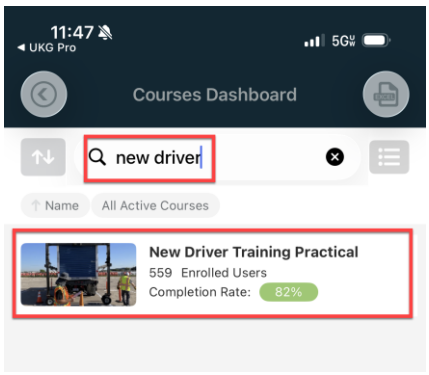
Access Code: PODSENT

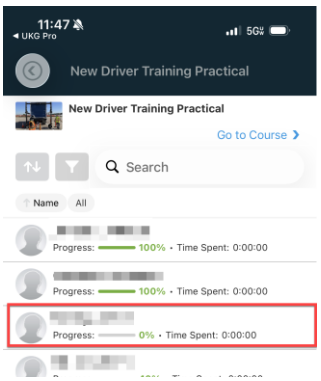
Step 2: From the home page, scroll down to "**My Team's Quick Dashboard**." Choose "**Go to My Team's Dashboard**." From the dashboard page, choose go to "**Courses**" and choose "**View More**."



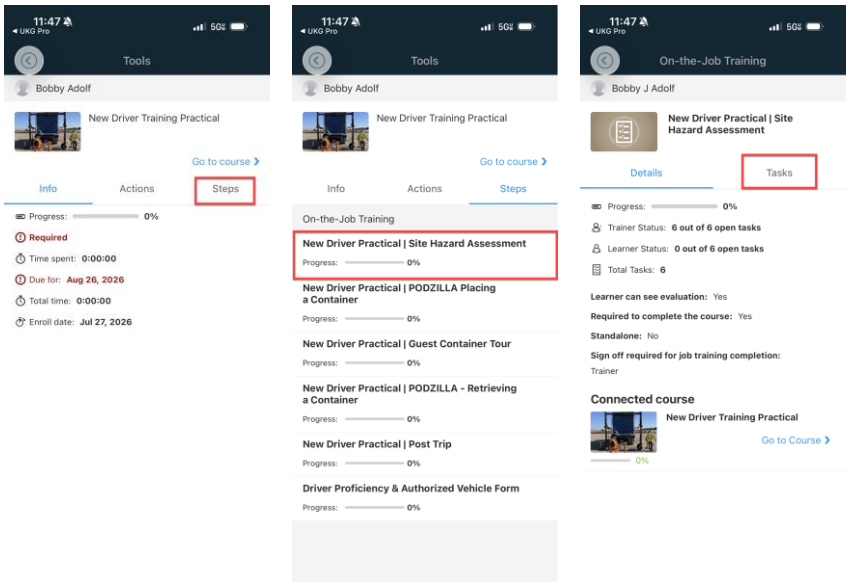
Step 3: From the Courses Dashboard, type "**new driver**" in the search bar. Choose the "**New Driver Training Practical.**"

Step 4: From the New Driver Training Practical screen, choose the associate who you're going to be riding along with.





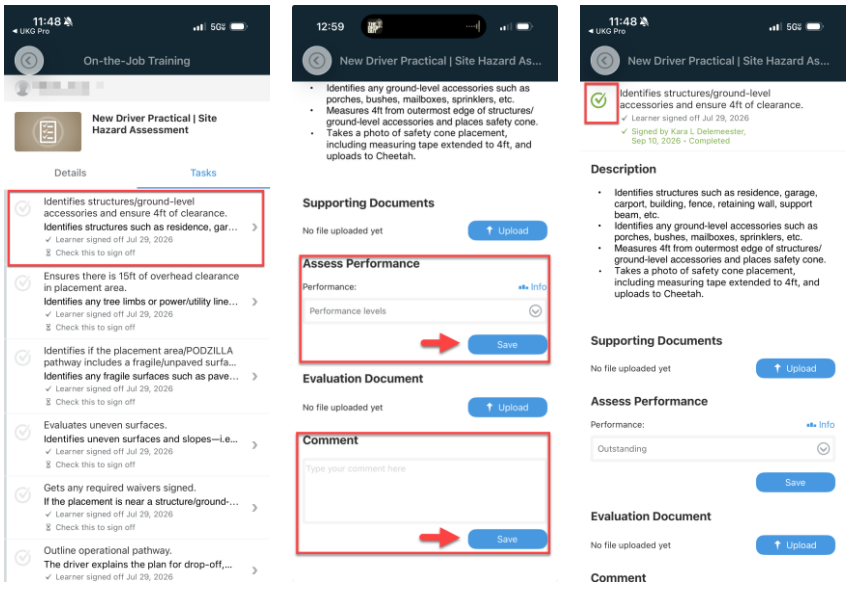
Step 5: On the Associate's page, go to Steps. On the Steps page, choose the On-the-Job Training you're ready to evaluate. From the On-the-Job Training, go to Tasks.



Step 6: Click on **each tas**k to open it and see the full description. From here you can:

- Choose a **Performance** rating (be sure to hit save after you select)
- Write in **Comments** (be sure to hit save)

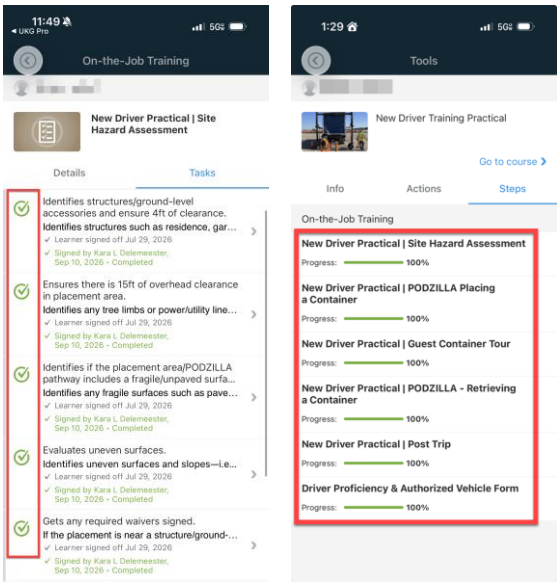
Tap the **check mark icon** to sign-off on the task. **If you miss this step, the task will not be marked complete.**



NOTE: Any bolded items are safety critical. If the driver misses these actions, then the task should be marked "Unacceptable." Note in the comments which task(s) were missed.

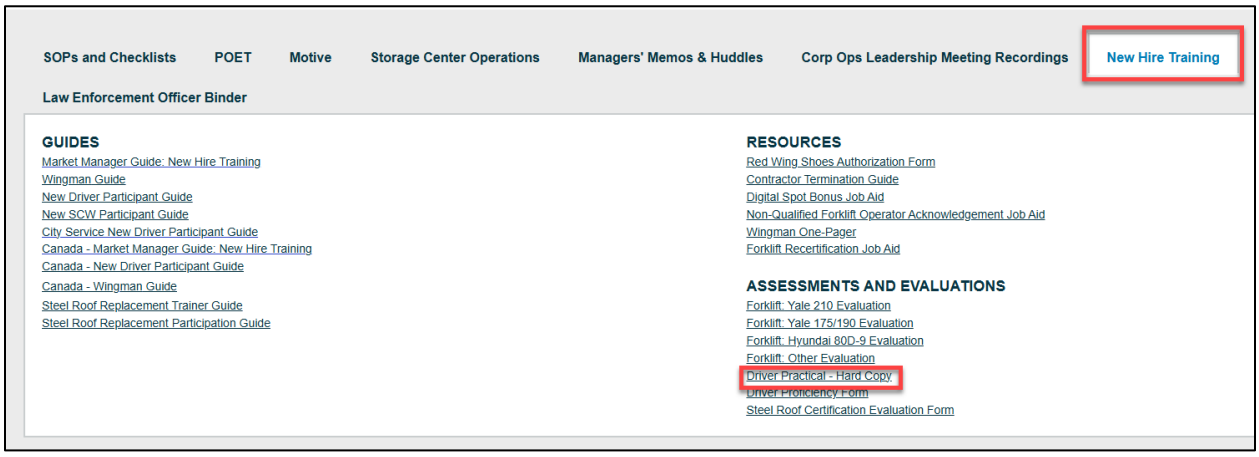
NOTE: If a driver performs at “Unacceptable” on a task, set that task’s Performance Level to “Unacceptable,” make any necessary notes, click “Save,” but DOT NOT check off the task. You should then continue training that driver and reassess them, when ready, on the tasks they failed. When they are performing at an acceptable level you can then adjust the Performance Level and check off the task to complete their Practical.

Step 7: Repeat Step 6 for **each task** and **each On-the-Job Training** until all of the tasks are checked off and marked 100% complete.

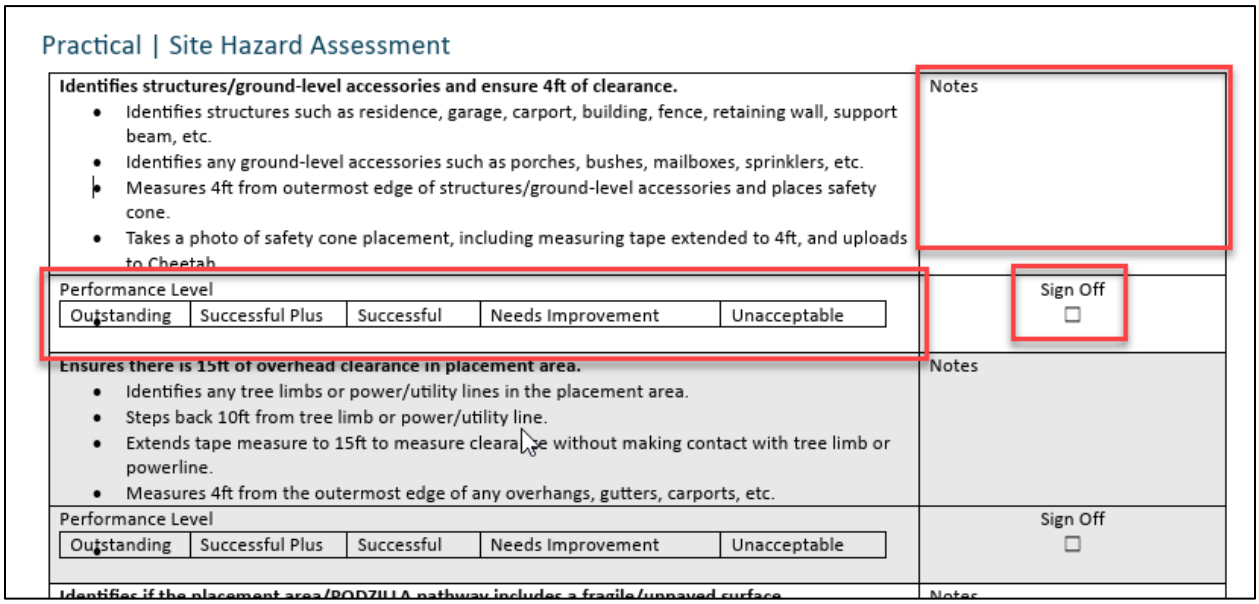


How To: Complete the Practical on Paper

The Practical Assessment can be completed on paper and the values can be inputted into UKG. The hard copy can be found on the Intranet under **Corporate Operations > Market Managers > New Hire Training**.



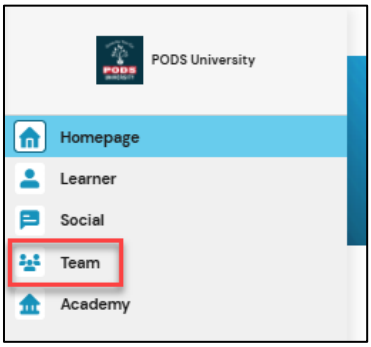
Fill out the hard copy with **Notes**, **Performance Rating**, and a **Sign-off** (if the associate performs at Needs Improvement or above).



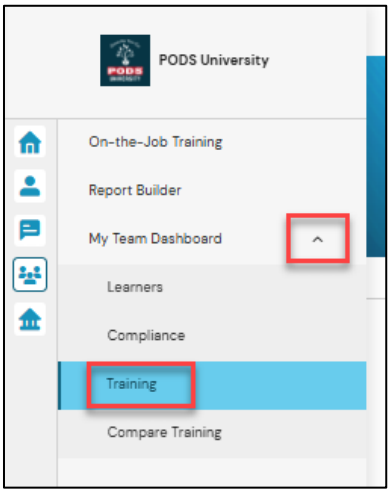
Once you have completed the ride along the results have to be manually entered by the manager into UKG. Follow the directions below to input the hard-copy practical into UKG:

How To: Complete the Practical on The Computer

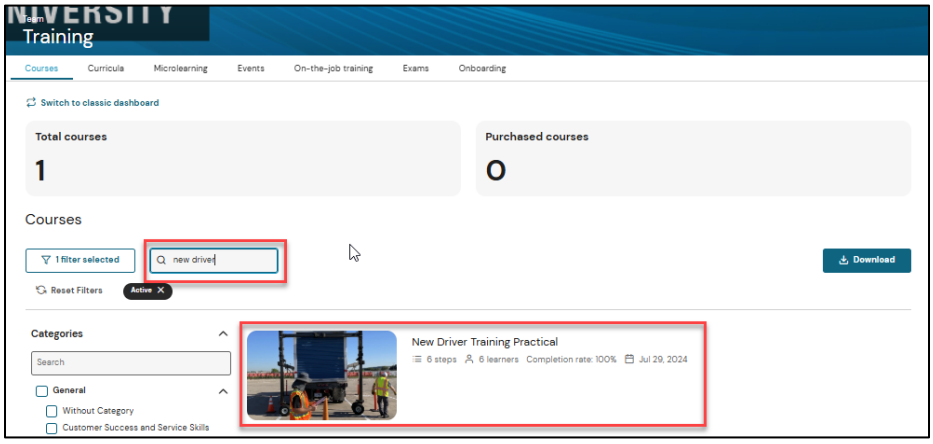
1. Go to **UKG > UKG Pro Learning**. From the home page, choose **Team**.



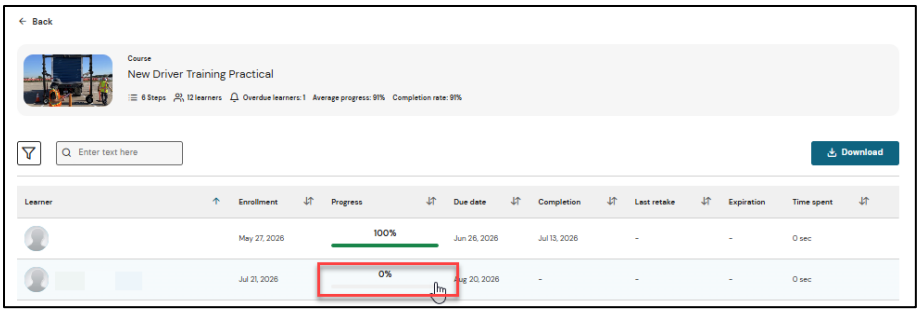
2. Open the **My Team Dashboard** drop down. Choose **Training**.



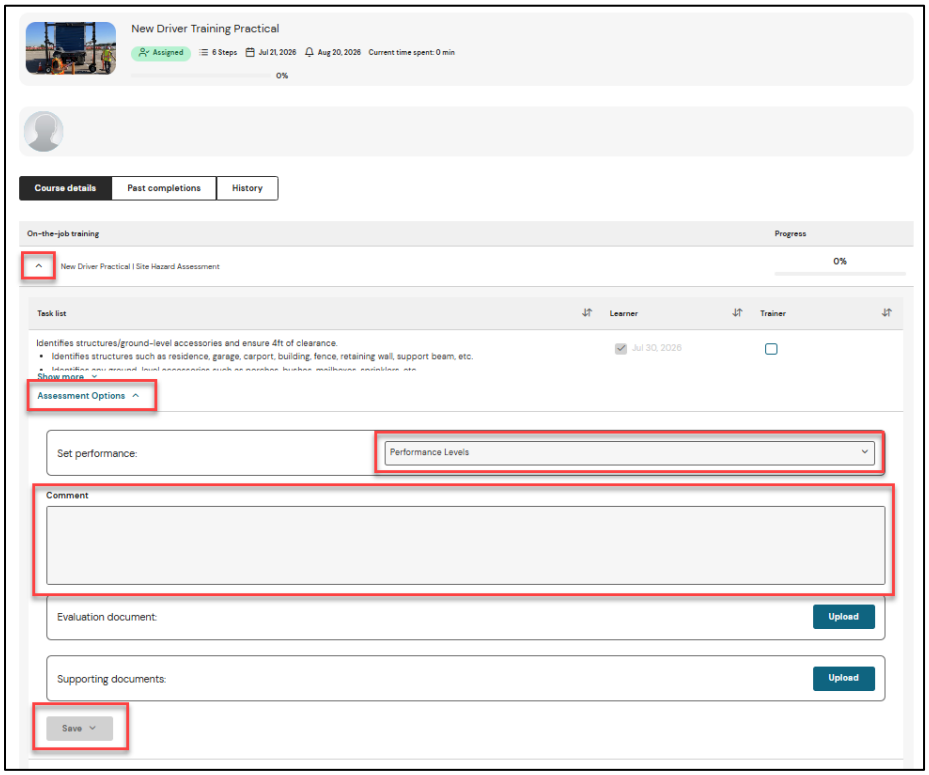
3. From the Training page, type "**new driver**" into the search bar under Courses. Choose the **New Driver Training Practical** course.



4. Click on the **progress bar** next to the associate whose evaluation you need to input.



5. Open each **On-the-Job Training**. Open the **Assessment Option**s drop down under each task. Complete the **Performance Level** and **Comments**. Then choose **Save & Sign-off** from the Save drop down. Make sure the check box next to each task gets checked under the Trainer column. **If you miss this step, the task will not be marked complete.**



Note: Any bolded items are safety critical. If the driver misses these actions, then the task should be marked “Unacceptable.” Note in the comments which task(s) were missed.

NOTE: If a driver performs at “Unacceptable” on a task, set that task’s Performance Level to “Unacceptable,” make any necessary notes, click “Save,” but DOT NOT check off the task. You should then continue training that driver and reassess them, when ready, on the tasks they failed. When they are performing at an acceptable level you can then adjust the Performance Level and check off the task to complete their Practical.

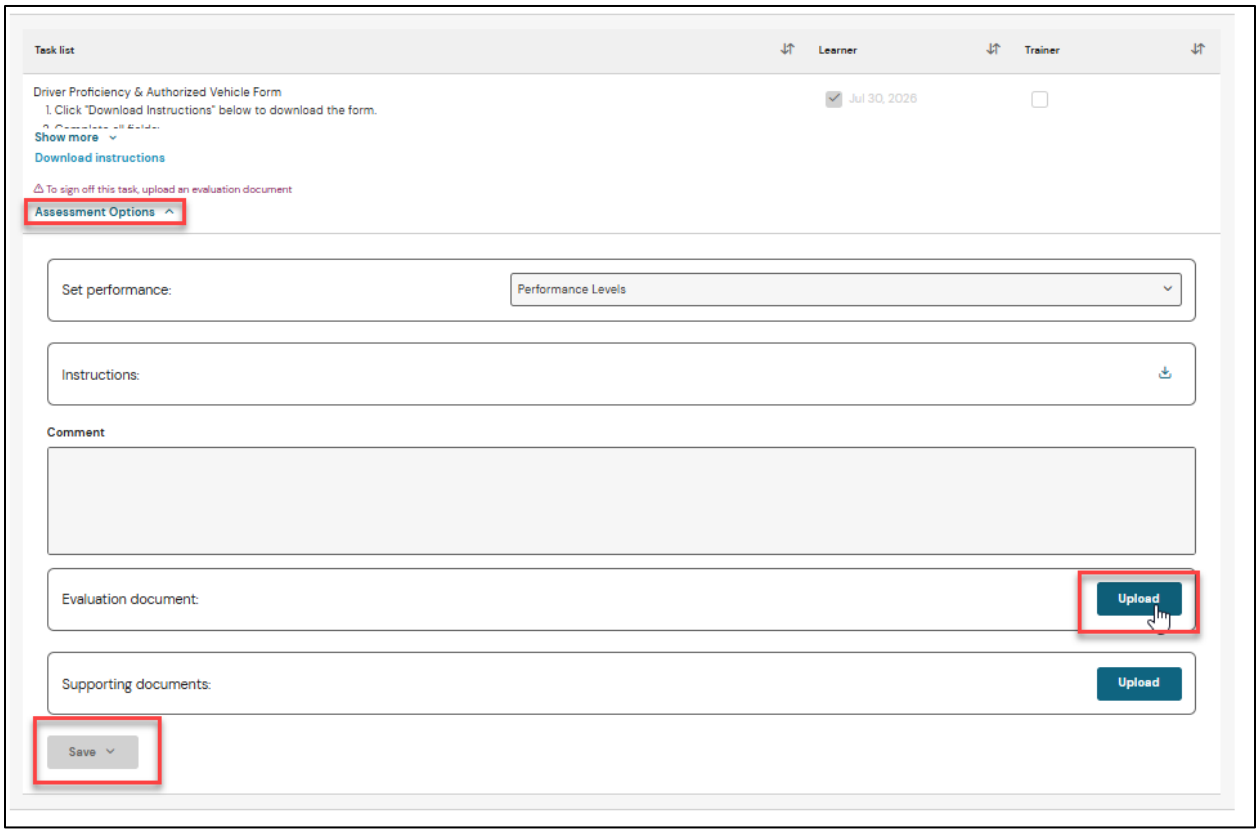
How To: Driver Proficiency and Authorized Vehicles Form

This form is required for DOT compliance and must be uploaded within 10 days of the employee's start date. The form is located inside the New Driver Training Practical as the last On the Job Training step.

1. From the **Driver Proficiency & Authorized Vehicle Form Task**, click **Download Instructions** to download the form to complete.



2. Once you've completed the form, open up the **Assessment Options** dropdown. Click the **Upload** button next to **Evaluation document**. Upload the completed form. Then choose **Save & Sign-Off** from the Save drop down. Make sure the check box next to the task gets checked under the Trainer column. **If you miss this step, the task will not be marked complete.**



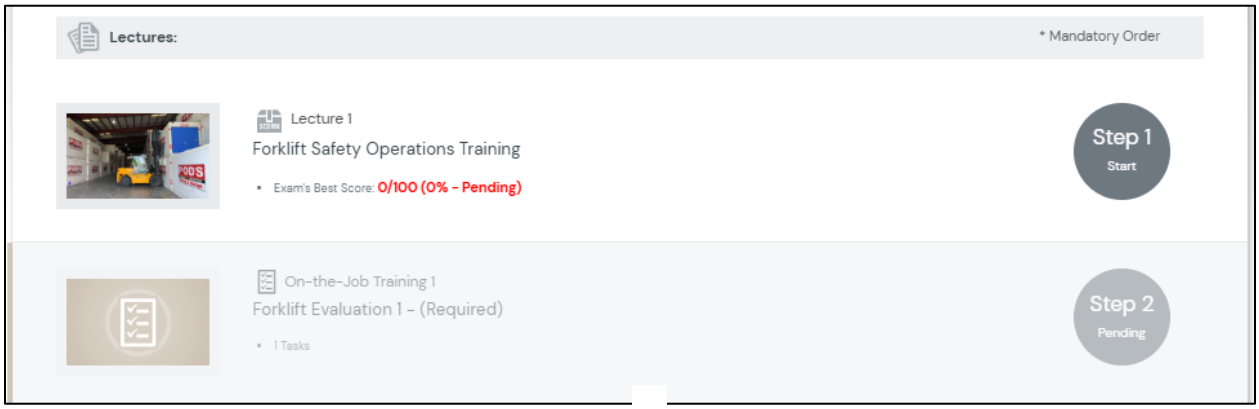
How To: Forklift Certification

To satisfy OHSA forklift certification requirements, **every three years** your associate will need to retake the Forklift Certification Course in PODS U.

*****SCWs are auto-enrolled in required forklift coursework. For all other roles, request enrollment by emailing PODSU@pods.com.**

1. Associate completes Forklift Safety Operations Training lecture.
2. After associate is trained on forklift, Manager conducts one forklift evaluation per forklift model (i.e. if a warehouse has a Hyundai and a Yale 210, the manager will conduct two separate evaluations).
3. Manager uploads the forklift evaluation(s) to the Forklift Certification Course.
4. Manager downloads, prints, fills out, and posts Certification Card.

BOTH objects in the screenshot below must be completed in order for the associate to show as certified in the Forklift Certification PowerBI Dashboard.



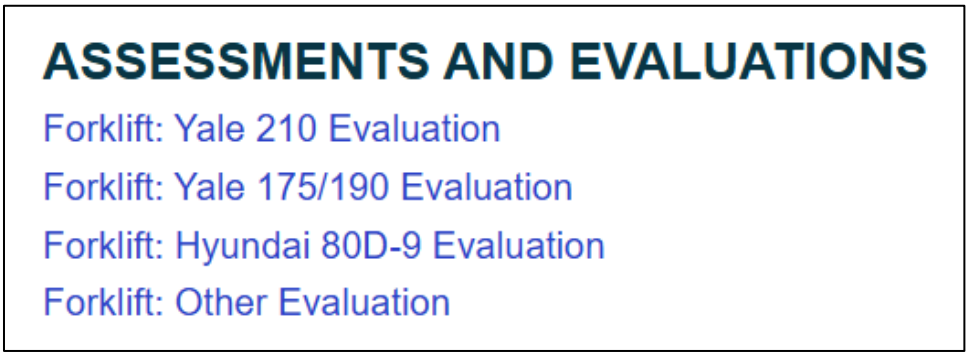
Note: The certification course is automatically reassigned 30 days prior to expiration. **If completing recertification earlier than 30 days prior**, please emails PODSU@pods.com to get the course manually reassigned. Additionally, the course will be manually reassigned if the associate has a forklift incident.

The ENTIRE course must be reassigned and recompleted in order to be forklift certified in compliance with PODS policy and OSHA regulations.

If you have any questions or run into any issues, please contact PODSU@pods.com for support.

Downloading the Forklift Evaluation Form

The evaluation forms can be found on the Intranet under **Corporate Operations > Market Managers > New Hire Training.**



Print the evaluation(s) you need. If you have a forklift model other than a Yale or Hyundai, use the Other form and fill in the forklift model on the blank line.

Completing the Forklift Evaluation Form

OSHA Requirements:

- Both the associate and evaluator must sign off on the Forklift Evaluation.
- The model of forklift must be indicated on the Forklift Evaluation.
- Separate Forklift Evaluations must be completed for EACH model of forklift in the warehouse.
    - There separate forms for the Hyundai, Yale 175-190, and Yale 210—be sure to download the appropriate form(s).
    - For all other forklift models, download the Other form and write in the forklift model.

Checking Items Off

Next to each item on the evaluation form, indicate whether the forklift operator is Proficient or requires Additional Training by putting a check mark in the appropriate column.

Pre-Use Evaluation	Proficient	Additional Training
Safety footwear and gloves*	✓	
Enters cab w/ 3 points of contact, buckles seat belt*	✓	
Demonstrates controls and switches	✓	
Overview of cab	✓	
Proper operators position		✓
Pre-use visual and operational control check		✓
Proper pre-shift inspection process & documentation*		✓

Note: If an associate is marked Additional Training for any **bolded** items, they automatically fail the evaluation. Failure requires additional training and then reevaluation.

Passing/Failing

At the bottom of the evaluation form, indicate the employee's overall performance with a "P" for Proficient/Pass or an "A" for Additional Training Required/Fail.

Indicate the employee's performance with either "P" indicating proficient or "A" indicating Additional Training Required	
Performance:	

If the associate passes, upload the evaluation to the Forklift Certification Course.

If the associate fails, keep the failed evaluation for your records but DO NOT upload it to the Forklift Certification Course.

Blind Spot Exercise

Timing: 30 minutes

Materials:

- Forklift
- 7 cones

Blind Spot Exercise	Side _____ft
Front Right _____ft Front Left_____ft	Rear Right _____ft Rear Left_____ft

Blind Spot Demonstration:
The purpose of this exercise is to demonstrate the size and scale of the blind spot on a forklift, and how much rocking and shifting it takes for a driver to get full visibility in their blind spots.

Mast (4 cones):

1. Have the driver sit in the driver's seat of the forklift and look forward. Instruct them to honk when they can see the cones.
2. Stand in the blind spot made by the mast about 25' from the forklift. Hold a cone in each hand and expand them out from your chest until the driver honks. Once you hear a honk, set the cones down.
3. The cones are the outside edge of the blind spot. Using the chalk, draw a line from the cones towards the masts to outline the blind spot.
4. At this point you will have a clear outline of the blind spot. The driver should rock and roll in their seat until they can see the whole blind spot area.





Side (1 cone): With the participant still staring straight ahead, carry a cone out from one side of the forklift and have them honk the forklift horn when the cone is visible in their periphery.

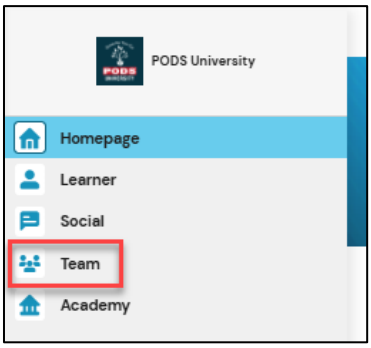
Rear (2 cones): Have the participant choose one mirror to look at while you carry a cone straight back from each rear forklift tire. The participant should honk the horn when the cone is visible in the mirror.

On the forklift evaluation form, fill in how many feet from the forklift each cone is.

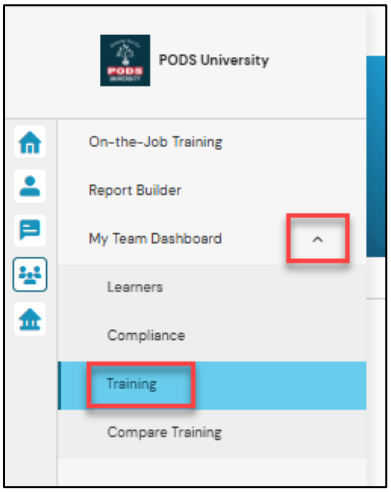
Debrief: *Explain the importance of having your head on a swivel to increase visibility. People or objects in the blind spots risk damage and/or injury.*

Uploading the Forklift Evaluation Form

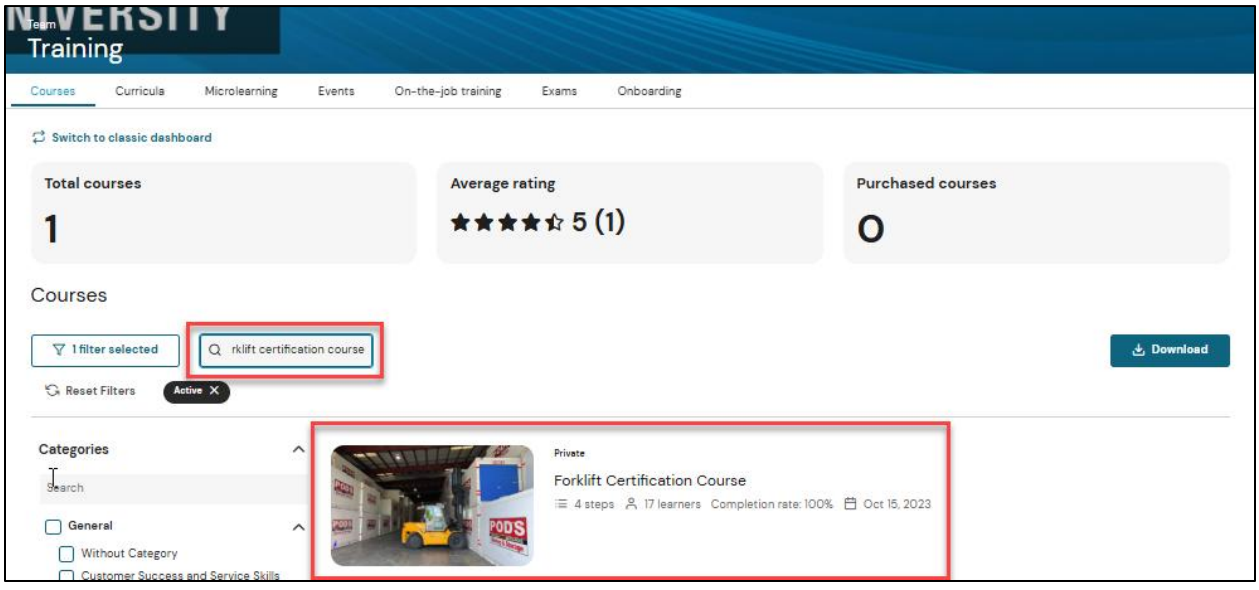
1. Go to **UKG > UKG Pro Learning**. From the home page, choose **Team**.



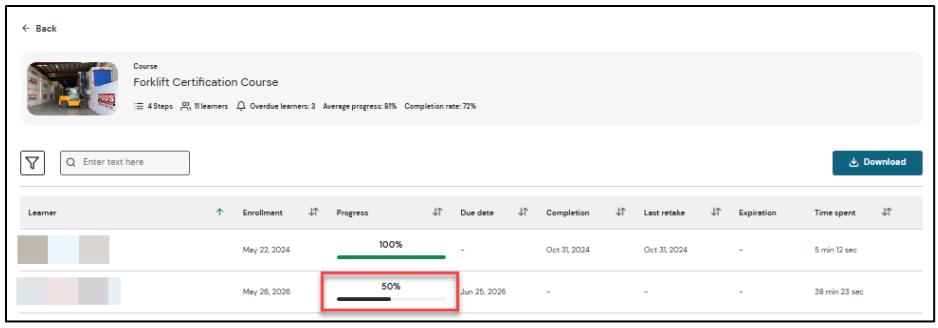
2. Open the **My Team Dashboard** drop down. Choose **Training**.



3. From the Training page, type "**forklift certification course**" into the search bar under Courses. Choose the **Forklift Certification Course**.

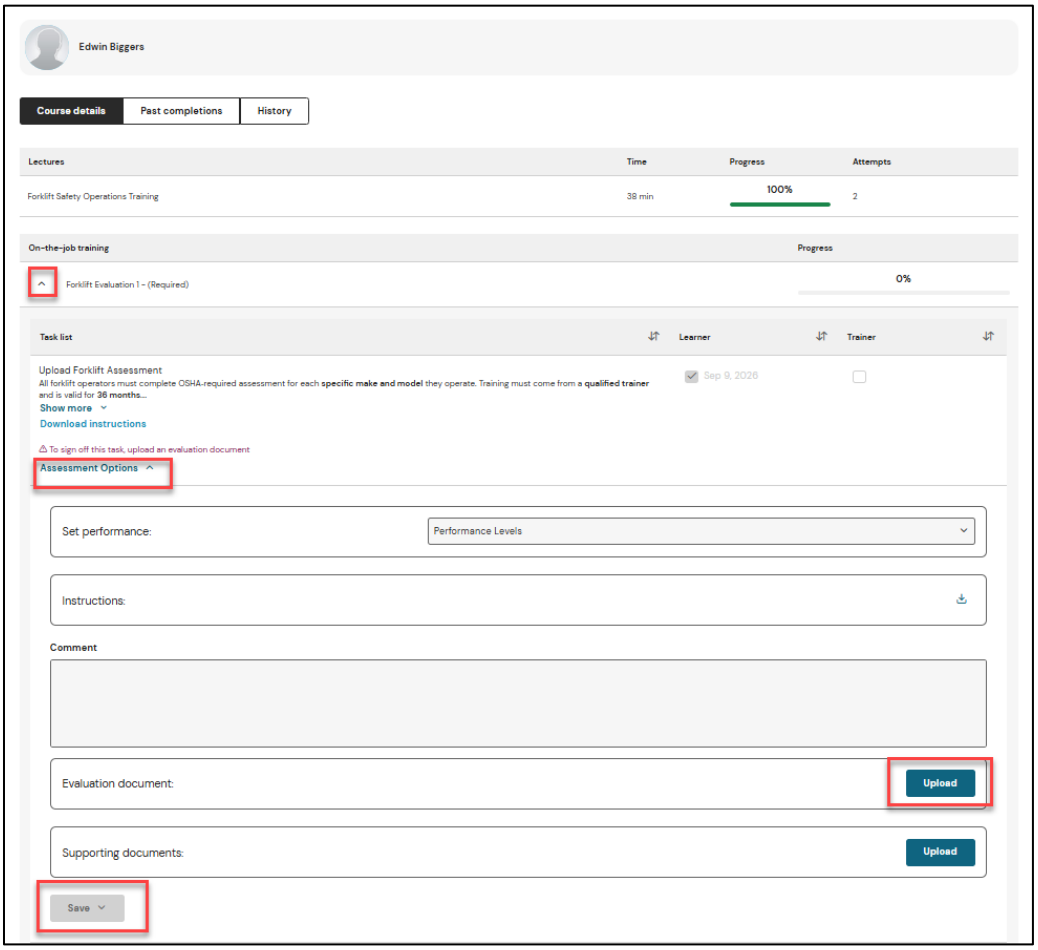


4. Click on the **progress bar** next to the associate whose evaluation you need to upload.



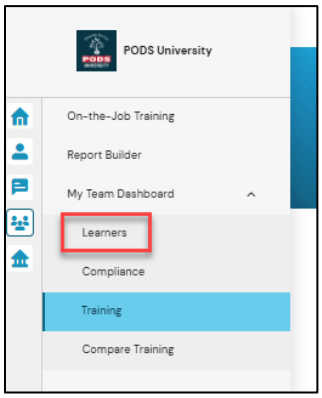
5. Open up the **Forklift Evaluation 1** dropdown. Open up the **Assessment Options** dropdown. Click the **Upload** button next to **Evaluation document**. Upload the completed evaluation form. Then choose **Save & Sign-Off** from the Save drop down. Make sure the check box next to the task gets checked under the Trainer column. **If you miss this step, the task will not be marked complete.**

If your location has multiple forklift models, you can upload the additional evaluation forms to the Forklift Evaluation 2 and Forklift Evaluation 3 Tasks using the same steps.

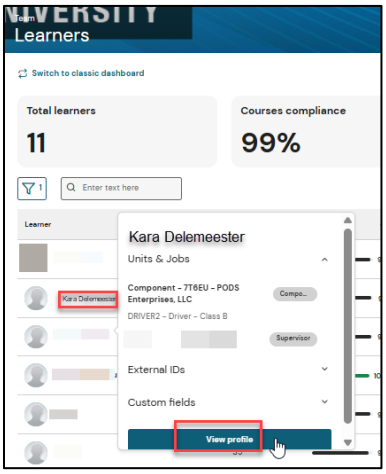


Printing the Certification Card

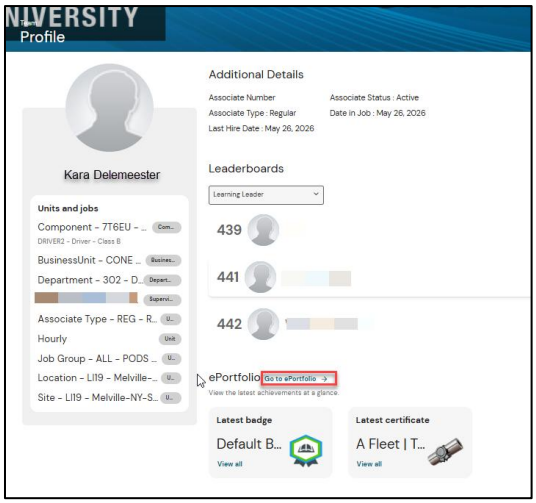
1. From the My Team Dashboard, select Learners.



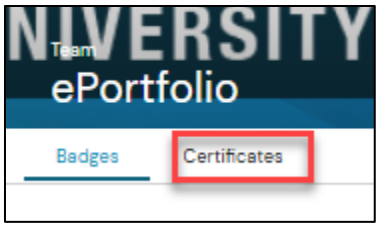
2. Click on the name of the associate whose card you need to print. Then click View profile in the box that pops up.



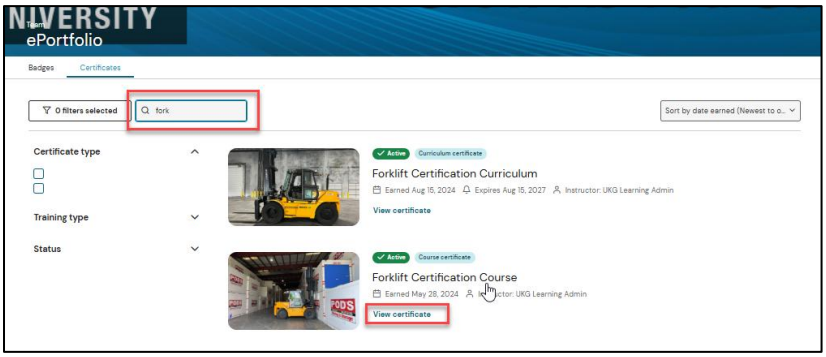
3. From the associate's profile, select **Go to ePortfolio →**



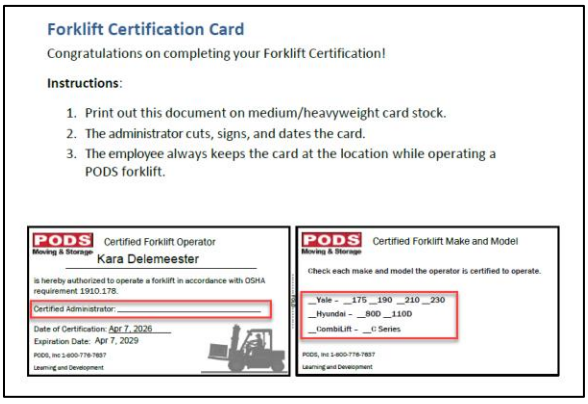
4. From the ePortfolio, choose the **Certificates** tab.



5. Type "**forklift**" into the search bar and. Under **Forklift Certification Course** click **View certificate.**



5. The certification card should pop up. Click **Download**. Print the Forklift Certification Card, sign off on the Certified Administrator line, and check off the forklift models the associate is certified for.



6. Display the Forklift Certification Card visibly and accessibly in your warehouse.

Post Training

FOR DRIVERS ONLY Reduced Solo Routes

At this Stage in the training, the drivers should be capable, however, they may be slower than your experienced drivers. The purpose of this stage of the training is for you to coach up and for the trainee to speed up. The best mindset to be in is, "Trust but Verify." To be clear, the purpose of this stage in training is less about the driver building confidence before taking on more responsibility, and more about you, the manager, confirming that they are performing at or above standard.

Below is an outline of how to schedule their first routes and guidance on how and when to meet with them.

- **Pro-tip**: Ensure they know how to contact you while on route.
- **Best practice**: If possible, provide the driver with their route at the end of the day before their first solo route.

Schedule Reduced Workload Solo Routes

These are some rules of thumb that can help you plan:

1-2 Days 60% Route	Schedule a route this is about 60% of the number of jobs as an average route. For example, if the routes in your area are typically 12 jobs, give the new driver 7 jobs. The routes should include jobs that are close to the warehouse. This will make it easier for you to get to them if that they need assistance. This workload will give them time to complete all of the steps in the safe container delivery process accurately and return to the warehouse for a debrief.
1-2 Days 75% Route	With this size route, the driver should be able to return to the warehouse early for a post-route debrief.
1 Day 90% Route	On this final day, meet with your driver to say congratulations. Let them know that their training is complete and that the next time they come into work, they are a fully a part of the team.

Post-Route Debrief (15min)

This conversation should be brief and informal. Keep an upbeat and optimistic tone.

After the driver returns to the warehouse they will need to complete their post-ops in Samsara. You may need even more time to gather the data for this meeting. Allow them to take a break while you finish up the reporting.

End-of-Day Check-In: Conduct a debrief at the end of the route. Ask how the day went, listen to any challenges they faced, and provide constructive feedback.

Performance Review: Discuss what went well and areas for improvement. Review key metrics including On Time Delivery, Samsara score, and jobs per hour (JPH). Additionally, review a selection of their Cheetah photos from the day.

Outline Next Steps: Offer praise for their solo effort and outline their next steps in the role. If there are areas needing improvement, develop a follow-up plan for additional coaching or practice. If available, give them their next day's route and highlight any major differences, for example, "Today you did 7 jobs, tomorrow you have 9 jobs."

FOR ALL ASSOCIATES Follow Ups

Set a reminder in your calendar to complete the following:

- 30-day check-in
- 90-day observation to ensure safety and following of PODS policies and procedures.

30-Day Check In

Please take the time to reach out to each of your new associates to discuss their experiences so far, provide any necessary guidance, and address any questions or issues they might be encountering. Your support during this initial phase is essential in helping them integrate smoothly into our operations and maintaining our high standards of service.

In person is best; however, a phone call will work. Check-ins can be as short as 5 minutes or as long 30 minutes. You can also use the following prompts to kick off the convention if helpful:

- Congrats on reaching your first 30 days post-training.
    - How have you been managing your tasks and routes?
    - How are you feeling about the job so far?
    - What have been your biggest challenges that training did not prepare you for?
    - Is there specific training or additional support you feel would help improve your navigation or overall experience?

90-Day Ride-Along

By the 90-day mark, a new hire has moved past onboarding basics and settled into their own routines — some good, some that need correcting before they become permanent habits. This is the window where behaviors solidify**. An observation at this stage isn't a formality; it's your best opportunity to catch drift early,** reinforce what's working, and show the new hire that their development is still a priority, not something that ended after week one.

What to Look For

- **Technical execution.** Are they following the PODS SOPs? Or have shortcuts crept in?
- **Customer/client interactions.** Watch tone, professionalism, and how they handle unexpected questions or pushback. Are they representing the company the way you'd want?
- **Problem-solving under pressure.** How do they handle something that doesn't go according to script?
- **Safety and compliance habits.** Confirm these are second nature, not something they're performing because you're in the vehicle.
- **Time management and pacing.** Are they efficient, or are they rushing (or dragging) in ways that will cause problems?

The **Driver Practical**, available in hard-copy on the intranet, is the best guide for this ride-along. Even though we are not formally tracking the results, it is best practice to use it because it is thorough and consistent, and the driver is already familiar with the process.

What to Discuss Afterward

Hold the debrief soon after the ride-along, in a private setting, and lead with specifics rather than generalities.

- **Start with what's working.** Name concrete moments you observed, not generic praise.
- **Address gaps directly but constructively.** Frame corrections around the "why" behind the standard, not just the rule itself.
- **Ask them to self-assess first.** "How do you think that went?" often surfaces the same issues you noticed — and builds their own judgment.
- **Set clear, specific goals for the next 30–60 days.** Vague encouragement doesn't change behavior; a concrete target does.
- **Ask what support they need.** This is a two-way conversation — find out if there are tools, information, or backup they're missing.
- **Close with a next check-in date.** Reinforces that this is ongoing, not a one-time evaluation.

RESOURCES

Day 1 PODZILLA Demo/Practice

Objective:

Early and increased exposure to the PODZILLA is recommended to build confidence and competence. This training exercise is designed to help new drivers become familiar with the equipment in a safe and controlled environment and should be done under the supervision of a Wingman, Lead Driver, MM, AMM, or other qualified associate.

Training Setup

- **Location:** Choose a large, open, and obstacle-free area (e.g., an empty parking lot or training yard).
- **Pre-Check:** Ensure the PODZILLA is in good working condition. Perform a pre-operation inspection with the trainee.
- **Mandatory PPE:** All participants **must wear appropriate personal protective equipment (PPE)** at all times. This includes:
    - High-visibility vest
    - Safety toed shoes
    - Gloves

Training Objectives

1. **Starting and Shutting Down the Equipment**
    - Demonstrate the correct startup and shutdown procedures.
    - Have the trainee repeat the process until they can do it independently and confidently.
2. **Control Familiarization**
    - Introduce each control and its function.
    - Allow the trainee to operate the controls slowly while stationary, then while moving.
3. **Spatial Awareness and Physical Navigation**
    - Guide the trainee through basic maneuvers such as forward/reverse driving, turning, and positioning.
    - Use cones or markers to simulate real-world obstacles and docking scenarios.

Supervision Guidelines

- **Stay Close:** Remain within close proximity to the trainee at all times to provide immediate feedback or intervention if needed.
- **Step-by-Step Coaching:** Break down each task into manageable steps. Use the “Tell, Show, Do, Review” method.
- **Observe and Correct:** Watch for signs of confusion or unsafe behavior. Pause the exercise to correct and explain as necessary.
- **Encourage Questions:** Create a supportive environment where the trainee feels comfortable asking questions.

The Wingman

The Wingman plays a critical role in the development of our new drivers. The wingman will need to understand federal and state regulations as well as PODS policies and best practices. This includes knowledge of defensive driving techniques, customer service standards, equipment operations and maintenance, and emergency procedures. Additionally, the wingman will need to maintain a Samsara Safe Driver score of 95 or above and a clean incident record. On top of being a high performer in these areas, the wingman will also need to be a strong communicator and leader.

The Wingman role is:

1. **85 % Driving**: Pickup and delivery of containers to and from customer locations, ensuring an effective and incident-free process while maintaining excellent rapport with customers.
2. **10% Training**: Conducting ride-alongs with new hires during which the Wingman delegates tasks following the Driving Delegation Schedule (and Warehouses Delegation Schedule, if applicable); communicating instructions, expectations, and PODS safety policies and brand standards as outlined in the Wingman Guide.
3. **5% Administrative**: Reviewing training materials (Wingman Guide) and meeting with Market Manager to discuss new hire training and progress.

Qualifications

- Minimum 1 year of experience in the driver role.
- Current on all company-required training.
- Up-to-date and accurate forklift certification(s).
- At or above average jobs per hour (JPH).
- 95 or higher safety score on Samsara in 5 of the last 6 months.
- No at-fault incidents in the last 8 months.
- Must maintain a current/valid driver license from the state in which position is assigned.
- Possess a valid Medical Examiner's Certificate (DOT requirement)
- CDL Class B License or Higher required in markets with more than 50% CDL trucks; non CDL in markets with less than 50% CDL trucks.
- Must meet PODS Driver Qualification Standards which includes no moving violations during the past three (3) years (insurance requirement)
- Must be currently employed with PODS to receive bonus

***Note:** The Corp Ops Training Team will check the Wingman Qualifications prior to approving their Spot Bonus. It is the Market Manager's responsibility to check that the associate is qualified prior to submitting them for Wingman certification.



Providing Practical Training

The wingman will offer hands-on instruction behind the wheel, in the warehouse, and at the job site, allowing trainees to apply what they've learned on the job; This will involve teaching basic skills, such pre-op checks and 4ft cone placement, as well as more advanced skills like container delivery and container flips. Above all, the wingman will deliver quality results, whether that means producing an exceptionally trained PODS driver or efficiently identifying a new hire that isn't the right fit for the job.



Delivering Exceptional Customer Service

The wingman is sensitive to customer needs (both internal and external) and proactively addresses those needs. This includes projecting a positive, professional image, making a positive first impression, and gaining the respect and trust of others through personal image and demeanor. For the wingman, customer satisfaction is high priority.



Assessing Trainee Performance

The wingman will need to regularly evaluate trainee progress, identifying areas where additional instruction is needed and providing constructive feedback to help improve performance. The wingman will also meet with the Market Manager to report on new hire training and progress.



Promoting Safety Culture

It's critical that the wingman instill a safety-conscious mindset in trainees by emphasizing the importance of following rules and procedures, maintaining focus while driving and operating equipment, and prioritizing the safety of customer property, themselves, and others.



Staying Current with Business Practices

With the assistance of the Corp Ops Training Team, the wingman will be continuously updating their knowledge and skills to reflect changes in regulations, technology, and best practices within the transportation industry as well as at PODS. This may involve attending training seminars and participating in professional development courses.



Adhering to Ethical Standards

The wingman must demonstrate uncompromising adherence to ethical principles and honesty in all actions. This included conducting training in an ethical and professional manner, respecting the diversity of all trainees and treating all individuals with fairness and respect; admitting to and correcting mistakes promptly; and assuming full responsibility and accountability for their actions.



Being a Role Model

Most importantly, the wingman must demonstrate safe practices and professionalism at all times, serving as a positive example for trainees to emulate. This means adhering to company policies, striving to do things right the first time, working with peers and management to reach "best practice" solutions for the organization, and considering the impact of decisions or actions on the overall organization. This also includes speaking clearly and professionally, as well as staying calm and even-tempered when handling a crisis or stressful situation. The wingman is able to recognize and respond effectively to unexpected situations or adverse conditions.

Overall, the primary goal of a wingman is to equip trainees with the knowledge, skills, and attitudes necessary to become safe, competent, and responsible PODS drivers.

Wingman Certification Process

1. Confirm which associates qualify for Wingman Certification.
2. Submit name(s) of qualified associates to the Corp Ops Training Team at PODSU@pods.com.
3. The COTT will enroll them in the Wingman Certification course.
4. The associate must complete the course and pass the 50-question Wingman Qualification Exam with at least 80% (they will have 3 attempts).
    a. **Note:** The exam is open book and associates should use both the Wingman Guide and the New Driver Participant Guide as resources.
5. Once the associate completes and passes the course, they are certified to begin training.

***Note:** The Corp Ops Training Team will check the Wingman Qualifications prior to approving their Spot Bonus. It is the Market Manager's responsibility to check that the associate is qualified prior to submitting them for Wingman certification.

Clocking In for Training: Guidance for New Drivers and Wingmen

To maintain accurate reporting and fairness, it's essential that both the New Hire and the Wingman clock in under the correct department during training activities. Use the following guidelines to determine the proper department based on the specific scenario:

Key Question:

Are the individuals contributing to productivity?

Scenarios and Clock-In Departments:

By adhering to these clock-in guidelines, you ensure the integrity of training reports and support fair tracking of productivity contributions.

Scenario	Wingman	New Driver
New Driver is clocked in to complete e-learning.	N/A	301 – Corp Ops, Employee Development
New Driver is on a ride-along, following the Wingman.	302 – Delivery	301 – Corp Ops, Employee Development
New Driver and Wingman are practicing skills at the warehouse (e.g., driving the PODZILLA in the parking lot).	301 – Corp Ops, Employee Development	301 – Corp Ops, Employee Development
Wingman is on a reverse ride-along while the New Driver leads the jobs and the Wingman observes.	301 – Corp Ops, Employee Development	302 – Delivery

***Note:** Whoever is driving should be clocked into 302, logged into Cheetah Routes, complete the DVIR for both the truck and PODZILLA in Whiparound, and be assigned to the truck in Motive.

While training, the Wingman's Jobs Pers Hour (JPH) may be impacted. It will likely be slower due to the extra effort it takes to explain and practice the setup skills. The impact over a longer period of time is nominal and no adjustment is needed.

Wingman Compensation

Wingmen are eligible for two $100 spot bonuses as recognition for their additional work during the training process.

First Bonus: $100 - paid upon the new hire's completion of training.

The training is considered complete when the New Driver (participant) and the Wingman have signed off on the applicable skills listed in the *New Driver Participant Guide* (Driver Delegation Schedule and/or Forklift Delegation Schedule). Both the "Observations" and "Prove" columns should be fully signed off.

This spot bonus should only be submitted by the Market Manager once the MM has verified that the checklists are complete.

Second Bonus: $100 - paid after the New Driver has successfully completed the manager-led practical assessment and reached 90 days of employment.

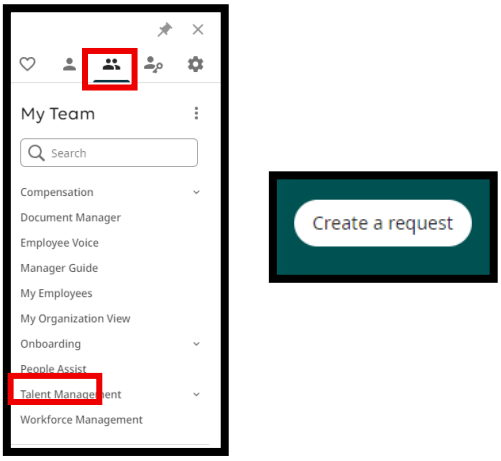
This spot bonus should only be submitted by the Market Manager after the new hire passes their practical(s) and has been with PODS for 90 days (from start date in UKG).

Note:

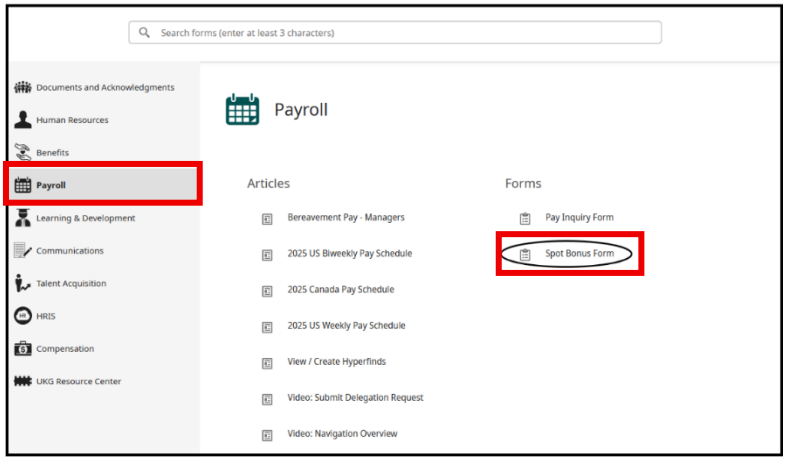
- **The bonuses can only be distributed to one Wingman** (they cannot be split between more than one person), so best practice (if there are multiple wingmen at one location) is to assign each new hire to one Wingman, rather than having multiple wingmen train one new hire.
- **The assigned Wingman must conduct at least 80% of the new hire's training** in order to receive the bonus for that trainee. This allows flexibility for call outs, but **best practice is to align the new hire's schedule with the Wingman's schedule.**
- If another Wingman or uncertified associate needs to cover a day of the new hire's training while the Wingman is out, **that associate will receive a $25 spot bonus for that day.**

Spot Bonus Instructions

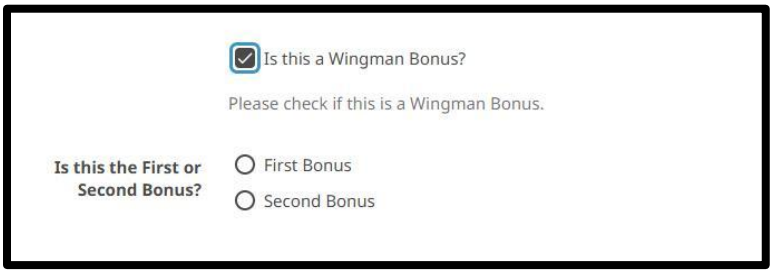
1. Navigate to the “My Team” icon.
2. Click on “People Assist.”
3. From here, click on the “Create request” button in the upper right-hand corner of the web page.



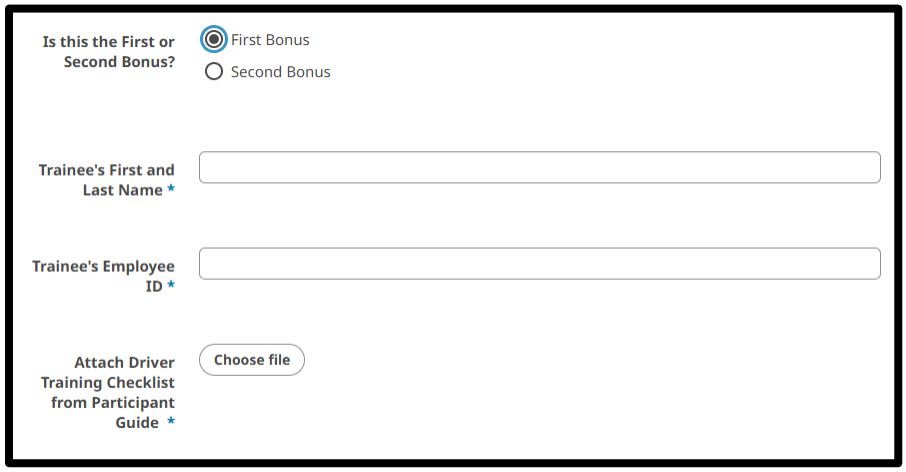
4. A new web page will open, click on the “Payroll” tab on the left-hand side.
5.Navigate to “Forms” on the right-hand side of the page and click on “Spot Bonus Form.”



6. The form will open. You will fill out all required sections (blue asterisk).
7. Check off the box next to “Is this a Wingman Bonus?”
8. Select whether this is the 1st or 2nd Wingman Bonus.



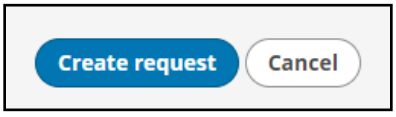
13. Fill out Trainee's Name and Employee ID. If it's the 1st Wingman Bonus, attach the complete Driver Training Checklist (pages 12-13 in the New Driver Participant Guide).



13. Enter the spot bonus amount ($100), the timeframe start and end dates and reason for spot bonus.



14. Once you are finished, at the bottom of the page, click "Create request" to submit and send the form to the next level of approval or click "Cancel" to start over.



15. You are done!

What Happens When a Certified Wingman Falls Short of the Wingman Qualifications?

If a certified Wingman becomes unqualified, they are no longer eligible to receive a bonus and should not conduct any further training. For example, Wingmen cannot have an at-fault incident within the prior 8 months. If a certified Wingman has an at-fault incident on March 15th, they should not train and will not be eligible for a bonus until December 15th—once the full 8-month period has passed without another at-fault incident.

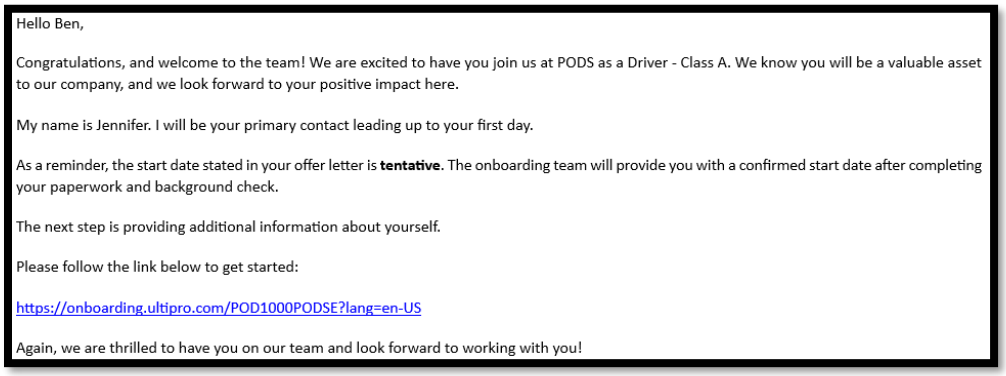
What Happens When a Certified Wingman Falls Short of the Qualifications After Training but Before Receiving a Bonus?

If a Wingman completes a new hire's training but becomes unqualified before being bonused, they should still be paid for the completed training. However, they will not be eligible for the Wingman bonus for additional new hires until they once again meet all qualifications.

Onboarding

After Offer Acceptance

1. Once a new hire is “launched,” an “Welcome to PODS!” email will go out to the new hire with the hiring manager CCed.



Hello Ben,

Congratulations, and welcome to the team! We are excited to have you join us at PODS as a Driver - Class A. We know you will be a valuable asset to our company, and we look forward to your positive impact here.

My name is Jennifer. I will be your primary contact leading up to your first day.

As a reminder, the start date stated in your offer letter is **tentative**. The onboarding team will provide you with a confirmed start date after completing your paperwork and background check.

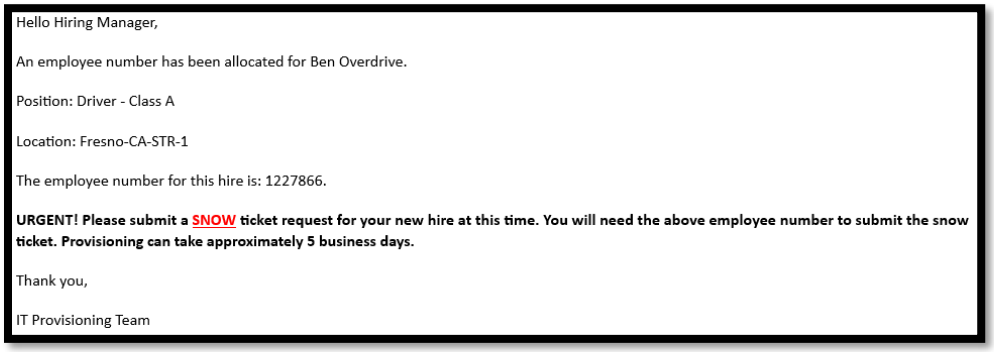
The next step is providing additional information about yourself.

Please follow the link below to get started:

https://onboarding.ultipro.com/POD1000PODSE?lang=en-US

Again, we are thrilled to have you on our team and look forward to working with you!

2. Once the new hire clicks on the onboarding link in the “Welcome to PODS!” email, you’ll receive an automatically generated email with their Employee ID Number. For more instructions on how to create a SNOW ticket, see page 48.



Hello Hiring Manager,

An employee number has been allocated for Ben Overdrive.

Position: Driver - Class A

Location: Fresno-CA-STR-1

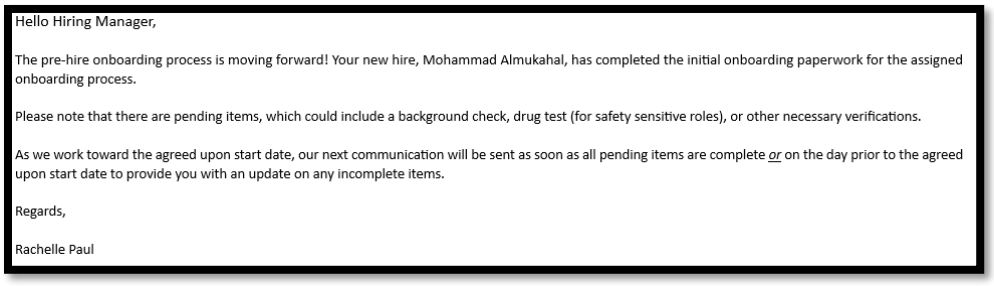
The employee number for this hire is: 1227866.

URGENT! Please submit a SNOW ticket request for your new hire at this time. You will need the above employee number to submit the snow ticket. Provisioning can take approximately 5 business days.

Thank you,

IT Provisioning Team

3. One the new hire completes their onboarding paperwork, you’ll receive another automatically generated email. This email does NOT mean the new hire is clear to start.



Hello Hiring Manager,

The pre-hire onboarding process is moving forward! Your new hire, Mohammad Almukahal, has completed the initial onboarding paperwork for the assigned onboarding process.

Please note that there are pending items, which could include a background check, drug test (for safety sensitive roles), or other necessary verifications.

As we work toward the agreed upon start date, our next communication will be sent as soon as all pending items are complete *or* on the day prior to the agreed upon start date to provide you with an update on any incomplete items.

Regards,

Rachelle Paul

4. Once the new hire IS clear to start, the onboarding team will reach out to confirm a start date.

> Hello,
>
> NAME is cleared to start! Please let me know what date and time would work best to get him/her started.

5. Finally, you will receive a “Day 1 Tasks” email from the Onboarding Team.

Creating a SNOW ticket



To submit a SNOW Ticket, go to wearepodsintranet.pods.com and click on the SNOW icon.

For a driver phone, use “Request Something” > “Warehouse Services” > “Cell Phone Request.”

TEMPS ONLY **For system access,** use “Request Something” > “Onboarding and Offboarding” > “New User Onboarding/Re-Hire Request Form.”

Write down your Request Number and use it to follow up with IT for details/issues.

Do NOT use “System Access Request.” That is for existing employees NOT new hires.

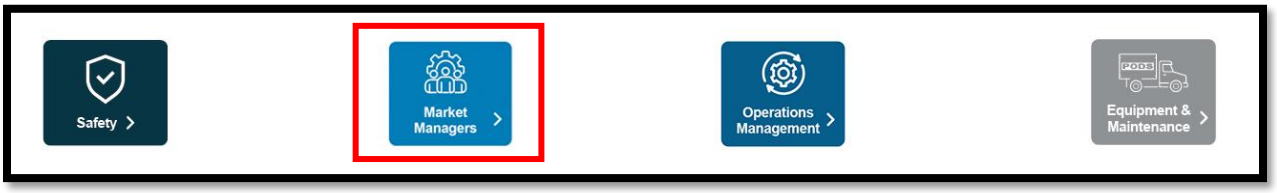
Printable Training Materials

To access the most up-to-date version of our training materials:

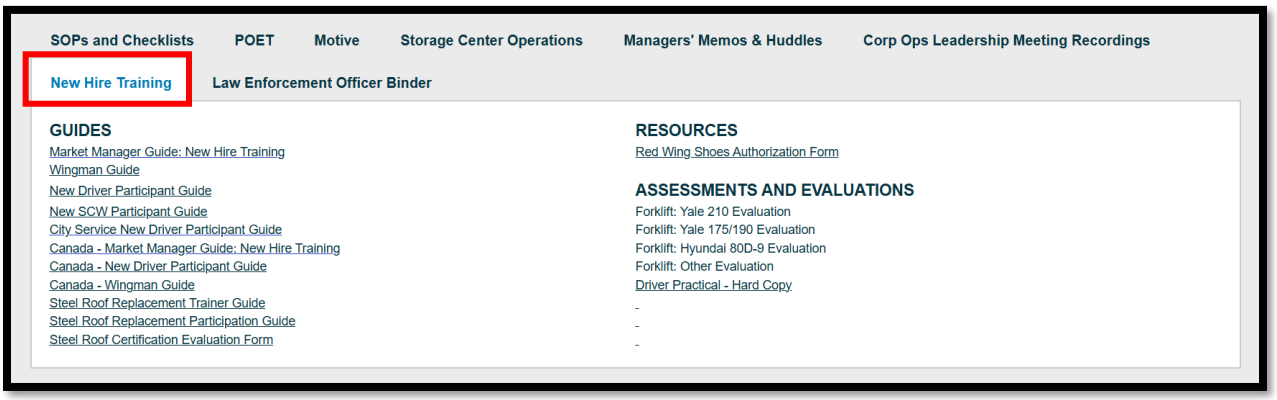
1. Go to wearepodsintranet.pods.com and click on the Corporate Operations tab along the top.



2. Scroll down and click on the Market Managers icon.



3. Scroll down and click on the New Driver Training tab.



Location Tour

The following is a list of features that should be included in your location tour. Below are some blank spaces for you to add notes for features that are specific to your location. When giving a tour of a location it is a great opportunity to introduce the trainee to other employees.

- ☐ Entrance and Exit Points:
  - ☐ Show the main entrance and exits for employees and vehicles.
  - ☐ Highlight any security measures such as gates, keycard access, or security personnel.
  - ☐ Evacuation plan
- ☐ Parking Facilities:
  - ☐ Point out designated parking areas for employees and visitors.
  - ☐ Explain any parking regulations or restrictions.
- ☐ Warehouse Layout:
  - ☐ Walk through the warehouse layout, indicating different sections for storage, loading docks, and staging areas.
  - ☐ Highlight safety zones and emergency exits.
  - ☐ Forklift parking
  - ☐ Forklift fueling areas.
    - When handling chemicals, employees should always wear proper Personal Protective Equipment (PPE).
  - ☐ Safety Data Sheets (SDS) binder
  - ☐ Pre-Op Checklist and other admin supplies
- ☐ Loading Docks:
  - ☐ Demonstrate how trucks are loaded and unloaded at the loading docks.
  - ☐ Explain safety protocols for loading and unloading operations.
- ☐ Storage Areas:
  - ☐ Show various types of storage areas (e.g., racks, shelves, bins) and explain their purposes.
  - ☐ Discuss inventory management procedures.
- ☐ Equipment and Machinery:
  - ☐ Point out different types of equipment used in the warehouse, such as forklifts, pallet jacks, and conveyor belts.
  - ☐ Emphasize safety procedures and training requirements for operating machinery.
- ☐ Safety Equipment:
  - ☐ Identify locations of safety equipment such as fire extinguishers, first aid kits, and emergency alarms.
  - ☐ Review safety protocols in case of emergencies.
- ☐ Break and Rest Areas:
  - ☐ Guide participants to break rooms, restrooms, and designated eating areas.
  - ☐ Explain break policies and any amenities available to employees.
- ☐ Office Spaces:
  - ☐ Visit administrative offices and explain their functions (e.g., dispatch, HR, management).
  - ☐ Introduce key personnel and their roles.
- ☐ Truck Yard:

- ☐ Tour the truck yard and explain the organization of parking spaces for trucks.
- ☐ Discuss procedures for vehicle inspection, maintenance, and fueling.

☐ Environmental Considerations:
- ☐ Highlight any environmental practices in place, such as recycling programs or energy-saving initiatives.
- ☐ Discuss company policies regarding environmental responsibility.
- ☐ Show the spill pick-up kit locations and function.

☐ Security Measures:
- ☐ Explain security measures in place to protect company assets and ensure employee safety.
- ☐ Discuss procedures for reporting security incidents or concerns.

☐ Communication Channels:
- ☐ Inform participants about communication channels used within the company (e.g., intercom systems, radios, email).
- ☐ Provide instructions for contacting supervisors or reporting issues.

☐ Evacuation Plan

☐ Location Specific Features:
- ☐ _____
- ☐ _____
- ☐ _____

Form I-9 Instructions

Form I-9 Instructions

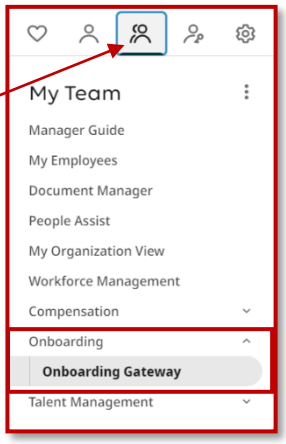
The I-9 Form is a legal requirement under federal law used to verify the identity and employment authorization of individuals hired in the U.S. It must be completed for all employees, citizens, and noncitizens by a company's authorized representative, such as a hiring manager, by *physically examining* documentation presented by a new employee.

Resources

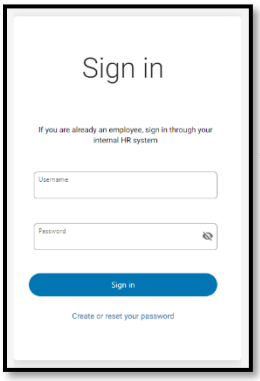
- Link to Form I-9 Employment Eligibility Verification - Explanation and Instructions
- Link to Form I-9 List of Acceptable Documents
- Contact the Onboarding Team at onboarding@pods.com

1. Access **UKG** Ultipro: https://pods.ultipro.com.

2. Click on the icon with **two people** in the top left corner.

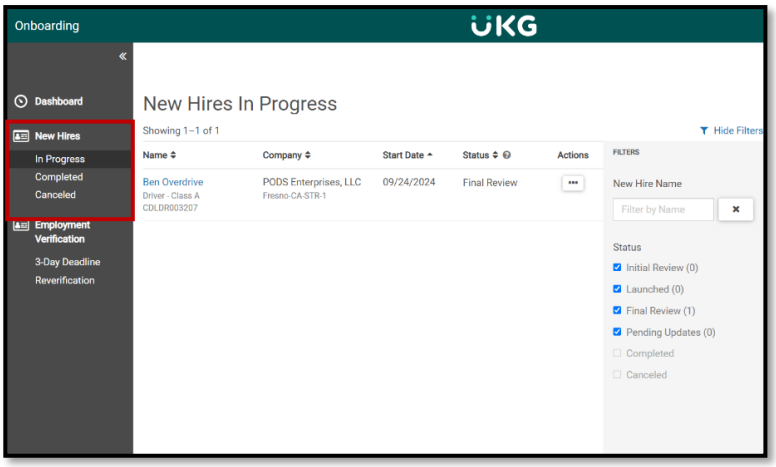


3. Click on **Onboarding**, then **Onboarding Gateway**
You should be automatically signed in.

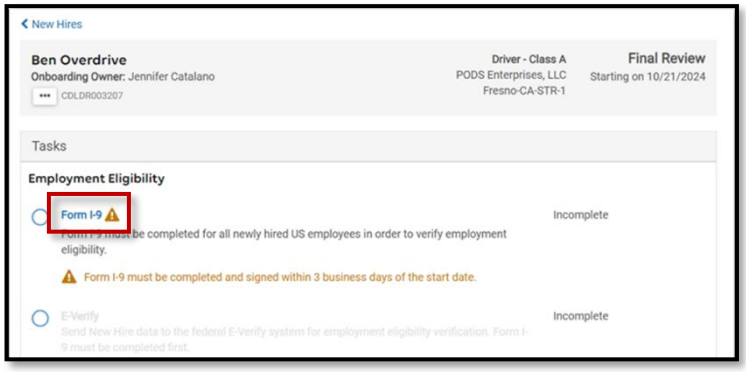


Potential errors: When selecting the "Onboarding Gateway," we often see a recurring error message like this one. If you see this message, please close the window and reselect the "Onboarding Gateway." It should then open without requiring you to sign back in.

4. Click on "**In Progress**" then click on your new hire's name.



5. Click on the blue "**Form I-9**."



6. Your employee will have already completed Section 1 of the online I-9 Form before their first day and will have been instructed to bring original supporting I-9 document(s) with them on this day. **Please Note:** Never specify which documents an employee should provide; let them choose.

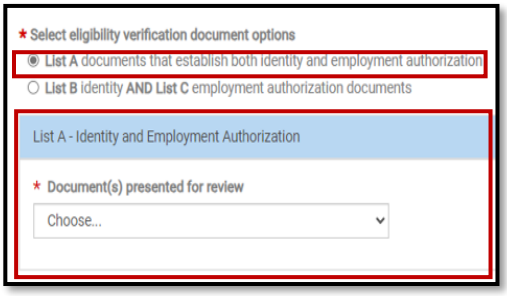
They may provide either:

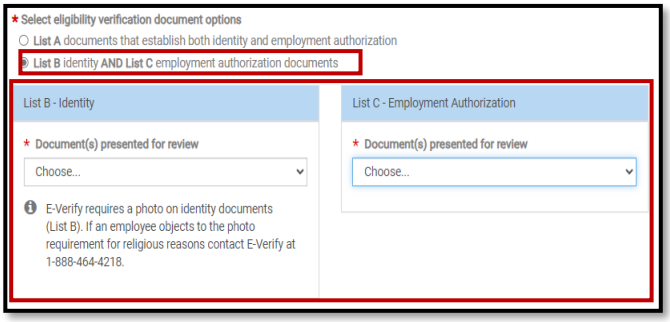
One document from List A; or

One document from List B and **one document from List C**

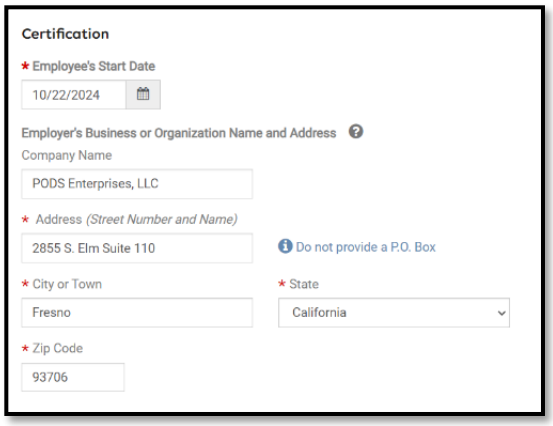
7. Next, it is your responsibility to verify that the documents appear to be genuine and relate to the employee to the best of your knowledge. **Please Note:** Photocopies and expired documents cannot be accepted.

8. Select either the radial box next to **List A OR List B AND C** and from the drop-down box, select the name of the document(s) your new hire provided. From there, you'll be prompted to enter specific details from the ID cards.

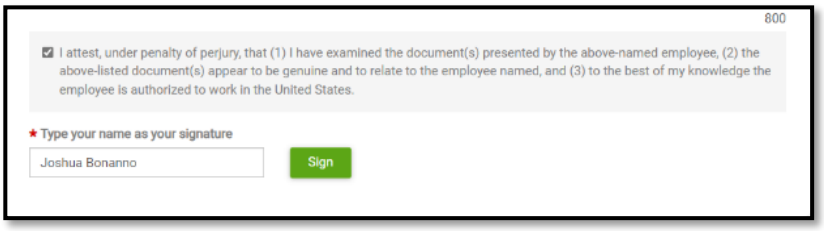




9. Under "**Certification**," fill in all required fields with the (*). Please make sure the **Employee's Start Date** is the date agreed upon with the onboarding team and is the employee's first day of working.



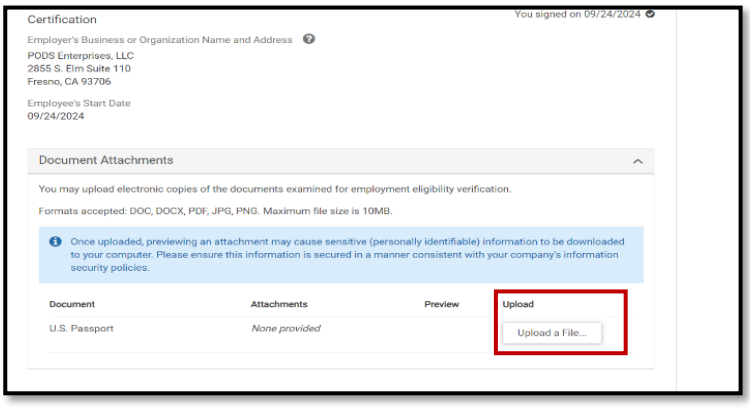
10. Read the "**I attest**" statement, mark the check box, add your electronic signature and click the **Sign** box.



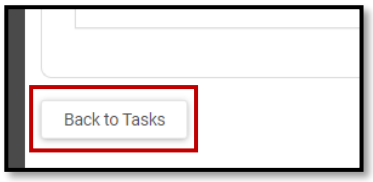
11. Upon signing, a **Document Attachments** section will appear.

12. Now, scan the employee document(s) and send them to your email. If the back of a document contains critical information relevant to the document's validity, it should be copied as well.

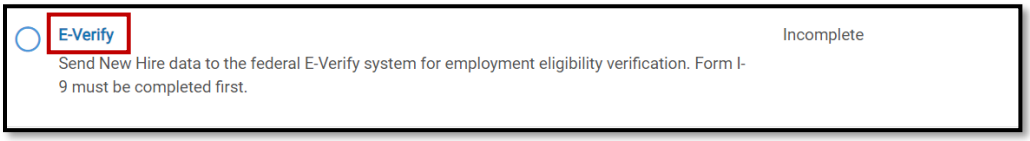
13. Next, click the "**Upload a File…**" box to upload the images of the documentation used to complete the employee's I-9.



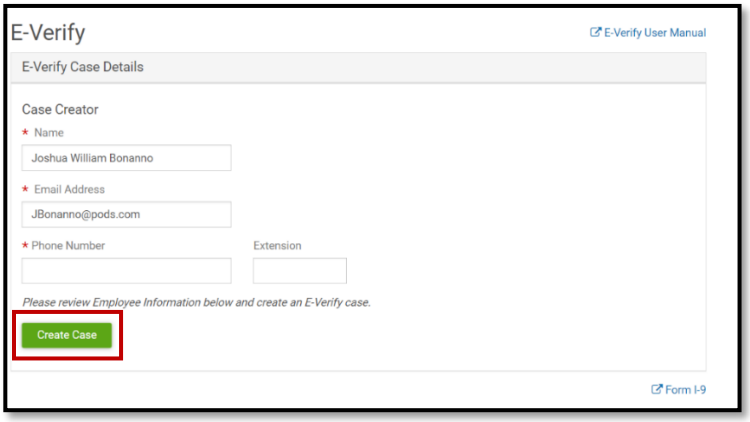
14. Click "**Back to Tasks**" located at the bottom of the page.



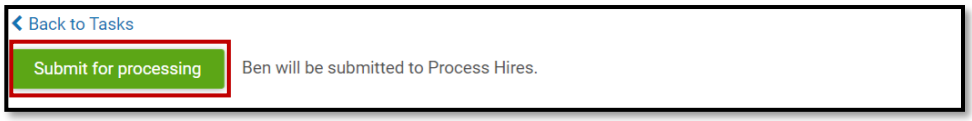
15. Click the blue "**E-Verify**" to complete the verification process.



16. Fill out the E-Verify required fields and click "**Create Case**."



17. Verify all information on the screen is correct; then click "**Submit for Processing**."



*****REQUIRED*****

Delete all copies of employee identification documents off your desktop once documents are uploaded.

LISTS OF ACCEPTABLE DOCUMENTS

All documents containing an expiration date must be unexpired.
* Documents extended by the issuing authority are considered unexpired.
Employees may present one selection from List A or a
combination of one selection from List B and one selection from List C.
Examples of many of these documents appear in the Handbook for Employers (M-274).

LIST A Documents that Establish Both Identity and Employment Authorization	OR	LIST B Documents that Establish Identity	AND	LIST C Documents that Establish Employment Authorization
1. U.S. Passport or U.S. Passport Card		**1.** Driver's license or ID card issued by a State or outlying possession of the United States provided it contains a photograph or information such as name, date of birth, gender, height, eye color, and address		**1.** A Social Security Account Number card, unless the card includes one of the following restrictions: **(1)** NOT VALID FOR EMPLOYMENT **(2)** VALID FOR WORK ONLY WITH INS AUTHORIZATION **(3)** VALID FOR WORK ONLY WITH DHS AUTHORIZATION
2. Permanent Resident Card or Alien Registration Receipt Card (Form I-551)		**2.** ID card issued by federal, state or local government agencies or entities, provided it contains a photograph or information such as name, date of birth, gender, height, eye color, and address		**2.** Certification of report of birth issued by the Department of State (Forms DS-1350, FS-545, FS-240)
3. Foreign passport that contains a temporary I-551 stamp or temporary I-551 printed notation on a machine-readable immigrant visa		**3.** School ID card with a photograph		**3.** Original or certified copy of birth certificate issued by a State, county, municipal authority, or territory of the United States bearing an official seal
4. Employment Authorization Document that contains a photograph (Form I-766)		**4.** Voter's registration card		**4.** Native American tribal document
5. For an individual temporarily authorized to work for a specific employer because of his or her status or parole: **a.** Foreign passport; and **b.** Form I-94 or Form I-94A that has the following: **(1)** The same name as the passport; and **(2)** An endorsement of the individual's status or parole as long as that period of endorsement has not yet expired and the proposed employment is not in conflict with any restrictions or limitations identified on the form.		**5.** U.S. Military card or draft record		**5.** U.S. Citizen ID Card (Form I-197)
		6. Military dependent's ID card		**6.** Identification Card for Use of Resident Citizen in the United States (Form I-179)
		7. U.S. Coast Guard Merchant Mariner Card		**7.** Employment authorization document issued by the Department of Homeland Security For examples, see Section 7 and Section 13 of the M-274 on uscis.gov/i-9-central. The Form I-766, Employment Authorization Document, is a List A, **Item Number 4.** document, not a List C document.
		8. Native American tribal document		
		9. Driver's license issued by a Canadian government authority		
		For persons under age 18 who are unable to present a document listed above:		
		10. School record or report card		
		11. Clinic, doctor, or hospital record		
		12. Day-care or nursery school record		
6. Passport from the Federated States of Micronesia (FSM) or the Republic of the Marshall Islands (RMI) with Form I-94 or Form I-94A indicating nonimmigrant admission under the Compact of Free Association Between the United States and the FSM or RMI				

Acceptable Receipts

May be presented in lieu of a document listed above for a temporary period.
For receipt validity dates, see the M-274.

• Receipt for a replacement of a lost, stolen, or damaged List A document. • Form I-94 issued to a lawful permanent resident that contains an I-551 stamp and a photograph of the individual. • Form I-94 with "RE" notation or refugee stamp issued to a refugee.	OR	Receipt for a replacement of a lost, stolen, or damaged List B document.	Receipt for a replacement of a lost, stolen, or damaged List C document.

*Refer to the Employment Authorization Extensions page on I-9 Central for more information.

PODS Moving Up

Revision History

Date	Revision	Owner
Nov. 2024	Version 1 Published	Kara Delemeester
Dec. 2024	Added MM Checklist & Wingman Process/Compensation	Kara Delemeester
Mar. 2025	Updated Wingman information and added Spot Bonus instructions	Kara Delemeester
Jun. 2025	Rearranged materials for ease of use (i.e. checklist up front, resources in back)	Kara Delemeester
June 2026	Created role based checklists to guide managers through training process; updated onboarding instructions based on process updates.	Kara Delemeester
Oct 2026	Version 2 Published	Kara Delemeester