

New Hire Training: Wingman 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.

Wingman Facilitation Guide

Contents

Introduction 7

Wingman Guidelines & Responsibilities 8

Clocking In for Training 9

OSHAs Critical Training Procedures 10

How This Training Program Works 11

1. eLearning 11

2. Training Checklists 11

3. Practical Assessment 12

How to Conduct an Effective Training 13

Wingman Compensation 14

Wingman Daily Checklist 15

Daily Wingman Pre-Trip: 15

Daily Wingman Post-Trip: 15

Training Checklist Wingman Guidance 16

Phase 1 16

Wear proper PPE 16

Tag the container 17

CMV DVIR & PODZILLA Pre-Op using Whip Around 17

Enter/exit the vehicle using 3 points of contact 17

Adjust mirrors, seats, and steering for visibility & control 17

Organize cab 18

Review route in Cheetah 18

Set out cones for traffic safety 18

Use safety cone for structural awareness 18

Ensure a container meets brand standards 19

Complete the Driver's Log 19

Complete the CMV & PODZILLA Post-Trip in Whip Around 19

City Service Only | Set out cones around lift gate for traffic safety 20

City Service Only| Identify ideal loading/unloading points 20

City Service Only| Identify lift gate pinch points....20
City Service Only| Explain lift gate procedures & guidelines to customer....20
Phase 2....21
Call ahead to customer....21
Complete arrival reminders checklist in Cheetah....21
Conduct a full site hazard assessment....21
Input a signed waiver into Cheetah....23
Use GOAL when backing the truck....23
Record breaks in Cheetah....23
Complete departure checklist in Cheetah....24
City Service Only| Positioning the truck at the loading site....24
City Service Only| Install/secure guard rails....24
City Service Only| Operate the lift gate....24
Phase 3....25
Make contact with customer on site....25
Unload the empty PODZILLA from a CMV....25
Load the empty PODZILLA onto a CMV....26
Provide a customer container tour....26
Phase 4....27
Move a loaded PODZILLA in a straight line....27
Make a 90 degree turn with a loaded PODZILLA....27
Deliver an empty container (8ft/12ft/16ft) with PODZILLA....27
Pick up an empty container (8ft/12ft/16ft) with PODZILLA....28
Secure container to the CMV (8ft, 12ft, 16ft)....28
Chain choke with an empty container....29
Conduct a container flip....29
Phase 5....30
Present a Fragile/Unpaved Surface waiver to the customer....30
Deliver a full container with a PODZILLA....31
Pick up a full container with a PODZILLA....31
Chain choke with a full container....31
Phase 6....32
Operate the PODZILLA on a slope....32

Use tracks/boards/skids to operate the PODZILLA on a soft surface....32
Forklift Operator Training Checklist Guidance....33
Phase 1....33
Wear proper PPE....33
Enter/exit the vehicle using 3 points of contact....33
Forklift Pre-Ops using Whiparound....33
Filling out container tags....34
Look up an onsite chemical in the SDS (Safety Data Sheet)....34
Fueling the Forklift....35
Phase 2....37
Traveling unloaded in the warehouse....37
Traveling loaded in the warehouse....37
Unevenly loaded containers....38
Phase 3....40
Unloading a container from a CMV....40
Loading a container onto a CMV....40
Stacking at the 2nd Tier....41
Stacking at the 3rd Tier....42
Resources....43
Recommended | PODZILLA Demo & Practice....44
“Know Zone” Demonstration....44
PODZILLA Demo & Practice....44
Truck Equipment Checklist....47
If Time Remains Activities....48
PODZILLA Control Familiarization....49
Level Container Game....50
How to Load/Unload the PODZILLA....51
PODZILLA Container Flip....52
PODZILLA Placing Retrieving Container....53
Customer Service Scenarios....55
Forklift Control Familiarization....57
Forklift Exercises....59
Third Tier Stacking....61

Revision History.....62



Introduction

Thank you for being a critical part of the success of the New Hire Training Program. You help to make sure every new PODS employee has a welcoming start and receives all the training they need to get ready for their new role.

This guide provides you with all the information you need to train a new hire. Before you train your new hire, be sure to review:

- How This Training Program Works
- How to Conduct an Effective Training
- Wingman Daily Checklists
- Training Checklist Wingman Guidance

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.

Wingman Guidelines & Responsibilities

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 includes:



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.

Clocking In for Training

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:

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.

OSHAs 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) **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.
2) **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.
3) **Trainee Operation:** Only after clear instructions and a comprehensive demonstration has been completed can the trainee practice operating the unit themselves.
4) **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.

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.

- 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 detailed instructions, see pages 19-25.

For Forklift Operators - Forklift Evaluation

- 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

- 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

How to Conduct an Effective Training

You will conduct most of your training during ride-alongs. During a ride-along with a trainee, you may need to extend the time at and between jobs on your route. This is acceptable. This additional time is used to deliver a comprehensive **Tell, Show, Prove, Review** training. This method supports you, as the trainer, in thoroughly explaining the task and helping the trainee build the skills needed to successfully execute the tasks by the end of the training.

Tell: Introduce the topic, explain what will be covered, and provide context.

- **Instructions:** The trainee will need two sets of instructions:
  - First, the instructions for the task itself.
  - Second, the instructions for the demonstration.
- **Purpose:** Provide a compelling reason for the task. This should include an explanation of the issues and consequences the task helps avoid or how it improves their job or outcomes.
- **Desired Outcomes:** Define any objective measurements that determine the success of the task.
- Demo Instructions, Purpose, and Desired Outcome for each task can be found in the Delegation Schedule Guide.

Show: Demonstrate the task or concept to the trainee. During any demonstration, adhere to all safety guidelines and mandates.

- **Steps:** If possible, have the trainee read out the step-by-step instructions while you demonstrate.
- Step by Step Instructions for many technical tasks, such as PODZILLA operations and forklift fueling, can be found in the back of the new driver's Participant Guide. Those page numbers are provided in the Delegation Schedule Guide.

Prove: Have the trainee perform the task or apply the concept to demonstrate their understanding.

- **Observe:** Observe the trainee as they perform the task, offering minimal guidance and corrections until after the task is completed.
- **Assessment:** Pose questions to assess their understanding and reinforce learning.

Review: Summarize and reinforce what was learned, and ensure the trainee is confident in their understanding.

- **Feedback:** Provide feedback in two categories: what went well and what needs improvement.
- **Outcomes:** Reiterate all desired outcomes and clearly state whether those outcomes have been met.

Practicing this method ensures that learners are not only informed but also have the opportunity to apply and reinforce their knowledge through practical engagement.

Wingman Compensation

Wingmen are eligible for two $100 spot bonuses as recognition for their additional work during the training process. **These bonuses are submitted by the Market Manager through HRSD.**

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.**

Wingman Daily Checklist

***Page numbers under Resources reference this guide unless otherwise specified.

Daily Wingman Pre-Trip:		
☐	Meet with your manager for 5 minutes to review the Training Checklist and discuss what tasks should be trained that day.	
☐	Review the Training Checklist Wingman Guidance for those tasks (pages 14-28).	Pages 14-28
☐	Discuss the day's training plan with your trainee.	

Daily Wingman Post-Trip:		
☐	On the Training Checklist, have the trainee sign off on all the tasks they observed you demonstrate.	Participant Guide Pages 12-13
☐	On the Training Checklist, sign off on tasks you observed the trainee complete correctly & consistently.	Participant Guide Pages 12-13
☐	Meet with your manager for 5 minutes to review the Training Checklist provide feedback about the trainee.	

Training Checklist Wingman Guidance

The Driver Training Checklist can be completed on ride-alongs or at the warehouse. **Use the guidance below to train and demonstrate each task, then have the new hire practice/take over that task on each job.** As soon as day 2, the new hire should begin driving the truck and taking on low risk, low difficulty tasks.

Trainer Instructions:

- ✓ For each task, be sure to explain what you're doing, how you're doing it, and why.
- ✓ Provide specifics so the trainee knows what accuracy and success looks like.
- ✓ Ask questions to assess the trainee's understanding.
- ✓ Provide specific and actionable feedback so the trainee can improve.

In the Participant Guide:

- ➢ New Hire signs of in "Observe."
- ➢ Wingman signs off in "Prove" and chooses "Performance Rating."
- ➢ Wingman fills out "Comments" section after Phase completion.

Phase 3:

Tasks	Observe	Prove	Performance Rating
Knock on the customer's door			U NI S SP O
Unload the PODZILLA from a CMV			U NI S SP O
Load the PODZILLA onto a CMV			U NI S SP O
Comments:			

Phase 1

Objective: The new hire will be able to complete daily equipment pre-operational checks, follow PODS cone protocol around truck and structural awareness, and complete daily administrative tasks.

Materials Needed:	**Participant Guide Resources:**
• Driver phone • Truck w/ PODZILLA • Traffic cones • Structural awareness cones • Tape measure • Container tags • Container • PPE	• CMV DVIR Evaluation Criteria • PODS Truck Equipment Checklist • PODZILLA Components & Controls • PODZILLA Pre-Op Check Evaluation Criteria • Container Condition Inspection Job Aid • Container Tags Overview • Site Hazard Assessment Overview • Driver Log Overview

Wear proper PPE

Review	**Critical Points**

☐ Daily PPE
☐ Cold Weather PPE (if applicable)
☐ Rain gear
	• Daily PPE:
	  ○ Gloves
	  ○ Safety toe shoes (with deep treads)
	  ○ High-vis vest

Tag the container

Review	Critical Points
☐ When to use ○ Red tags ○ Orange tags ○ Green tags ☐ What to write on each tag ☐ How to install each tag	• For red tags you should write on the tag what and where the issue is so the container tech can easily identify the issue and make repairs. • You can run orange tags through the lock instead of the latch so that you don't have to cut the tag off and write a new one each time a customer needs to access their container. • Green tags can just be slid through the latch instead of tied so that they can be reused.

CMV DVIR & PODZILLA Pre-Op using Whip Around

Review	Critical Points
☐ How to log in to Whip Around ☐ DVIR steps, definitions, and criteria ☐ Taking clear & accurate photos ☐ PODZILLA Pre-OP steps, definitions, and criteria ☐ OOS process	• Restart if interrupted to avoid skipping steps. • **CMV:** ○ Common violations: lights, tires, brakes. ○ Consistency ensures thorough inspections. • **PODZILLA:** ○ Requires daily checks to prevent malfunctions. ○ Always check the oil before starting the engine. ○ Then run the engine for a few minutes before testing the hydraulics. ○ Inspect welds, lift chains, hooks, eyelets, and cotter pins for damage.

Enter/exit the vehicle using 3 points of contact

Review	Critical Points
☐ 3 Points of Contact meaning ☐ Secure places to grab/step	• One of our most common incidents is slips, trips, and falls. • The majority of slips, trips, and falls come from exiting or entering the vehicle without using 3 points of contact. • This is especially critical during rainy or cold conditions, when the ground is wet or icy.

Adjust mirrors, seats, and steering for visibility & control

Review	Critical Points
☐ Mirrors ☐ Seat ☐ Steering wheel	○ Always adjust before starting the engine

Organize cab

Review	Critical Points
☐ Phone mount	○ Be sure to address and remove all distractions before you put the truck in drive

Review route in Cheetah

Review	Critical Points
☐ Cheetah ☐ Driver Notes ☐ Address ☐ Customer contact info	○ Verify each stop's address and instructions before departing for the job

Set out cones for traffic safety

Review	Critical Points
☐ When to place cones: ○ Truck sticking out of driveway ○ Truck parked in street/increased-risk area ☐ How many cones to place ☐ Where to place cones	• If the nose or rear of the truck sticks out into the roadway from the driveway, put a cone at each corner. • If the location of your parked vehicle increases risk of incident, place a cone on the front and rear corners on street side of truck for increased visibility.

Use safety cone for structural awareness

Review	Critical Points
☐ 4ft rule ☐ What counts as a "structure" ☐ Cheetah photo ☐ Place the cone before operating equipment ☐ Retrieve cone only **after** job is done	• Structures include houses, garages, carports, buildings, fences, retaining walls, support beams, etc. • The 4-foot measurement starts at the outermost edge of any structure, so be sure to account for any overhangs like gutters, balconies, porches, etc. • You should also maintain a 4ft distance from any ground level accessories like electrical boxes, basketball goals, trees, bushes, mailboxes, etc. • If a customer wants a container placed within 4 feet of a structure, you must call the Market Manager to get approval and then have the customer sign a Placement Near Structure Waiver BEFORE placing the container. • Placement within 4 feet of a structure has a greater likelihood of property damage.

Ensure a container meets brand standards

Review	Critical Points
☐ Brand standards for: ○ Door ○ Floor ○ Roof ○ Interior walls ○ Exterior walls ○ Logo ○ Skids ○ Tie-down plate ☐ On the job cleaning & repairs ☐ OOS process	• Every truck should have a broom, dustpan, and container repair kit for minor cleans and repairs on the job. • If there's trash and debris in the container, you need to use the dustpan to collet it and throw it out. Don't just sweep trash and debris into a customer's driveway.

Complete the Driver's Log

Review	Critical Points
☐ Purpose of the driver's log ☐ Move types ☐ Morning routine: ○ Checking for route errors ○ Looking for requested additional items ○ Stocking truck with additional items ☐ On route: ○ Making notes ○ Writing down container #s ○ Writing in add-on jobs ○ Recording breaks & fueling	

Complete the CMV & PODZILLA Post-Trip in Whip Around

Review	Critical Points
☐ How to log in to Whip Around ☐ DVIR steps, definitions, and criteria ☐ Taking clear & accurate photos ☐ PODZILLA Post-Trip steps, definitions, and criteria ☐ OOS process	• The post-trip is often skipped or forgotten, but it's critical to business because it helps us to identify if something happened to the equipment during a shift and the truck will be out-of-service the next day. • The sooner we can identify out-of-service equipment, the sooner we can get it in for repairs, get it back online, and make a plan for what to do while that equipment is down.

City Service Only | Set out cones around lift gate for traffic safety

See “General Safety Instructions” page 29 of the “New City Service Driver Training Participant Guide.”

City Service Only| Identify ideal loading/unloading points

See “Verify Customer Location and Plan” page 23 of the “New City Service Driver Training Participant Guide.”

City Service Only| Identify lift gate pinch points

See “General Safety Instructions” page 28 of the “New City Service Driver Training Participant Guide.”

City Service Only| Explain lift gate procedures & guidelines to customer

Resource Forthcoming

Phase 2

Objective: The new hire will be able to complete daily administrative tasks, set delivery expectations with the customer, and evaluate a placement site for hazards.

Materials Needed:	**Participant Guide Resources:**
• Driver Phone • Driver's Log • Traffic cones • Structural awareness cones • Tape measure • PPE	• Cheetah Photo Guide • Site Hazard Assessment Overview

Call ahead to customer

Review	**Critical Points**
☐ When to call ☐ What to say on the call ☐ How to say it ☐ What to do if the customer doesn't answer ☐ Cancel/reschedule process	• You should greet the customer enthusiastically—a happy and excited tone, rather than just a neutral tone, makes the customer feel as though you're happy to be providing them this service. • If the customer doesn't answer, you should leave a voicemail and follow up with a text. You should also look for alternate phone numbers to try. • Ask questions about the container placement and the direction the customer wants the door facing so you can determine if you're going to need to stop and flip the container before arriving.

Complete arrival reminders checklist in Cheetah

Review	**Critical Points**
☐ Arrival checklist ☐ Before photos	• In order to reflect accurate Service Times, it is important to click when you arrive at a Stop. • The Picture button will turn green after the first photo, but you should repeat the picture taking process as many times as necessary to ensure all photo requirements are met for each job.

Conduct a full site hazard assessment

Review	**Critical Points**

☐ Define fragile vs. unpaved surfaces
☐ Explain hazard considerations for:
  ○ Structures
  ○ Tree limbs
  ○ Power lines
	• Hazards to look out for include:
	  ○ Structures & Ground Level Accessories – must be 4ft from the container to provide room for the PODZILLA's operational path. If the customer insists on placement near the structure/accessory, call your Market Manager to get clearance and have the customer sign a

○ Building overhangs/gutters/carports,etc. ○ Fragile surfaces ○ Unpaved surfaces ○ Ground level accessories ☐ Placing cones ☐ Determining and presenting a different placement site	Placement Near Structure Waiver PRIOR to container delivery. ○ Tree Limbs, Power Lines, Building Overhangs – must have at least 15ft of clearance. Measure by standing 10ft back and extending a tape measure to 15ft to ensure clearance. If there isn't clearance, then an alternative placement area must be found. ○ Fragile and Non-Paved Surfaces – if the customer insists on placement on a fragile or unpaved surface, you MUST get a Fragile/Non-Paved Surface waiver PRIOR to container delivery. • If you determine there's an issue with the customer's desired placement area, lead with potential solutions (alternative placement areas) rather than potential consequences (canceling/rescheduling). Cont. → • Avoid using the word "no" when customers ask about placement options. Instead take the time to explain why it's not best to place the container in that area (i.e. safety, damage, obstruction). • Explain to the customer how our equipment operates and the space it needs in order to safely deliver/retrieve a container. Emphasize that: ○ The PODZILLA requires a space that's at least 12 feet wide, 15 feet tall, and 40 feet long to operate. ○ The PODZILLA weighs about 6000lbs—a container, especially when full, adds to that weight. ○ PODZILLAs can easily cause damage to fragile and non-paved surfaces (like wet grass or loose soil), so the best placement area is one that keeps the PODZILLA on a paved surface. ○ Conditions at the time of pickup can be different than when the container was delivered, so it's possible that there can be additional obstacles during pickup that weren't a problem/weren't there during delivery. • If the customer insists on a placement that is on a fragile/non-paved surface, take every measure possible to prevent/lessen damage. Use the planks that are provided in your truck to place under the PODZILLA wheels to protect grass, soil, sprinkler

	heads, etc. Note that the surface may not allow for these if surface is too saturated.
	• If the customer wants the container placed on a fragile/non-paved surface or near a structure, you should:
	  ○ Get a damage waiver signed for Fragile/Non-Paved Surfaces or Placement Near a Structure.
	  ○ Use any preventative measures possible, such as tracks, to prevent/lessen damage.
	• As a last resort, refuse to place the container. If the job cannot be done without damage or immense risk, you can refuse to complete it. Always contact your Market Manager before refusing container placement.

Input a signed waiver into Cheetah

Review	Critical Points
☐ Digital waivers ☐ Physical waivers ☐ Uploading a photo to Cheetah	• If a placement site does not have the proper clearance (4ft around, 15 feet above), is on a fragile/non-paved surface, or in the street, the customer MUST sign a waiver BEFORE the job is completed. You should upload a signed photo of that waiver to Cheetah along with any other required photos for that job.

Use GOAL when backing the truck

Review	Critical Points
☐ G.O.A.L. meaning	• Always use GOAL **before** backing the truck. • If at any point while backing you lose visual, use GOAL again.

Record breaks in Cheetah

Review	Critical Points
☐ Break types ☐ Recording breaks	• For unscheduled breaks, you should click the Break button at the bottom of the screen to record the break. • We record all breaks in Cheetah to keep service times accurate. Those breaks include lunch (usually 30 minutes), personal (15 minutes or less), and fuel/maintenance (i.e. truck breakdown, Ryder stop, waiting for a tow, etc.). • For Lunch breaks we also clock out of UKG, but for all other breaks we stay clocked in. • If you have a scheduled break in your route in Cheetah, you can just click Begin Break when you start and End Break when you finish.

Complete departure checklist in Cheetah

Review	Critical Points

☐ "Set Status" options & definitions
☐ After photos
☐ Driver report
  ○ What to include in Driver Comments
  ○ Documenting additional items
☐ Property damage process
☐ Departure checklist
	• You MUST complete the Departure Checklist to mark a job complete. If the job isn't marked complete, then service times will be off, and the customer won't be charged (for jobs like NEW) OR the customer will continue to be charged out of error (for jobs like FPU).
	• Only include additional items in the Driver Report if the customer requests more than was on the Driver's Log—noting additional items on the Driver Report will trigger a charge to the customer.
	• Before you check off that you've secured the container, you should have uploaded the required photos showing that both sides of the container are properly secured.
	• If we caused NEW damage, Set Status needs to be Completed with Damages. You MUST take pictures AND add notes in the Property Damage Notes field.
	• You'll know that you've correctly marked a job complete if you see paperclip and a green check on the completed job and a star on the next job.

City Service Only| Positioning the truck at the loading site

See "Arrival at the Service Location" on page 23-24 of the "New City Service Driver Training Participant Guide."

City Service Only| Install/secure guard rails

See "Liftgate Operation and Cargo Handling" on page 24 of the "New City Service Driver Training Participant Guide."

City Service Only| Operate the lift gate

See "Liftgate Operation and Cargo Handling" on page 24 and applicable "Lift Gate Operations Guides" starting on page 32 of the "New City Service Driver Training Participant Guide."

Phase 3

Objective: The new hire will be able to complete greet and converse with the customer, as well as load and unload an empty PODZILLA from the truck.

Materials Needed:	**Participant Guide Resources:**
• Driver Phone • Driver's Log • Traffic cones • Structural awareness cones • Tape measure • PPE • Truck w/ PODZILLA (no container)	• PODZILLA Step-by-Step Instructions

Make contact with customer on site

Review	**Critical Points**
☐ What to say & how to say it	• Unless the customer told you they won't be home, you should knock on the door after you've completed your site walk and before you deliver or pick up the container. This gives you the opportunity to greet the customer, explain what you're going to be doing, confirm where they want the container/which way they want it to face, talk through any potential concerns with the placement site, and ask any clarifying questions. • It's a nice touch to welcome customers to the area if this is a redelivery or a final pickup. • Keep in mind that not all customers are moving for happy reasons—some are moving because of a death, illness, or job loss—so don't assume a customer is glad to be moving and be prepared that they are likely stressed or overwhelmed.

Unload the empty PODZILLA from a CMV

Review	**Critical Points**
☐ Positioning the truck/lift ☐ Starting the lift ☐ Spreading the lift ☐ Driving the truck out from under the lift ☐ Walking the lift off the truck	• When the PODZILLA if lifted off the truck bed, you should always have at least one drive wheel on the ground. Without a drive wheel on the ground, there's nothing to steer or stabilize the PODZILLA and it's likely to roll or shift without warning. • Once you get the lift off the truck, NEVER place yourself in between the PODZILLA and a stationary object, like the truck. That's a major pinch point and can lead to serious injury or death.

Load the empty PODZILLA onto a CMV

Review	Critical Points
☐ Positioning the truck/lift ☐ Backing the truck under the lift ☐ Walking the lift onto the truck ☐ Closing the lift ☐ Securing the lift	• While you're getting the PODZILLA back on the truck, you should always have at least one drive wheel on the ground to keep control of the PODZILLA until the lift is resting on the truck bed. • While the lift is off the truck, NEVER place yourself in between the PODZILLA and a stationary object, like the truck. That's a major pinch point and can lead to serious injury or death.

Provide a customer container tour

Review	Critical Points

☐ Container features
☐ How to load the container
	• Don't rush through the tour—there's a natural pressure to get to your next job, but you should also focus on each customer while you're with them. Being patient, kind, and enthusiastic is going to leave the customer with a really positive perception of their PODS experience.
	• Container Features:
	  ○ Tie Downs
	  ○ Latch (how to open/close/lock)
	  ○ Roll door
	  ○ Container # (tell them to take a picture)
	• How to load the container:
	  ○ Weight evenly distributed—heavy items on the bottom and in the middle.
	  ○ Use ratchet straps or rope, not bungie cords, for tie downs.
	  ○ Use the tie downs that are four feet back from the door to pull belongings away from the door.
	  ○ When possible, load furniture vertically.
	  ○ Use small items (like pillows and cushions) to fill in small spaces—this will help minimize shifting.
	  ○ Keep clearance at the top of the roll door.
	  ○ Pack your mattress on the side, not on the top, so that it doesn't shift and block the door.
	• In the last section, use a box spring/large sheet of cardboard/four extra-large flattened boxes taped together to create a barrier. This will prevent objects from falling against the door and jamming it.

Phase 4

Objective: The new hire will be able to safely place and provide the customer with a comprehensive container tour, secure a container to the truck, operate a PODZILLA with an empty container, and conduct a container flip with the PODZILLA.

Materials Needed:	**Participant Guide Resources:**
• Driver Phone • Driver's Log • Traffic cones • Structural awareness cones • Tape measure • PPE • Truck w/ PODZILLA • Empty container •	• PODZILLA Step-by-Step Instructions

Move a loaded PODZILLA in a straight line

Review	**Critical Points**
☐ Walking the PODZILLA	• Never move the PODZILLA with the container more than 6" off the ground.

Make a 90 degree turn with a loaded PODZILLA

Review	**Critical Points**
☐ Turning the PODZILLA	• Never move the PODZILLA with the container more than 6" off the ground.

Deliver an empty container (8ft/12ft/16ft) with PODZILLA

Review	**Critical Points**
☐ Positioning the truck ☐ Placing cones ☐ Unhooking the container ☐ Opening the lift ☐ Connecting lift to the container ☐ Moving container ☐ Lowering/placing container	• Keep containers within 12" of the ground when moving. • Hooks should always face toward or away from each other—both facing in or both facing out--never in the same direction. Hooks facing the same direction could cause twisting. • Regularly check blind spots for clearance. • Monitor drive tires for directional alignment. • Alternate front and back legs during lifting/lowering for stability. • Minimize sway—empty containers are more prone to it due to reduced weight. • Keep the container level, accounting for terrain differences. • Once you've placed a container, before you take the PODZILLA off, press on the container door to check if it

	can open. This is a good practice to make sure you're not leaving a customer with a container they can't open.

Pick up an empty container (8ft/12ft/16ft) with PODZILLA

Review	Critical Points
☐ Positioning the truck ☐ Placing cones ☐ Walking the lift onto the container ☐ Lowering the lift ☐ Connecting the lift ☐ Picking up the container ☐ Backing the truck under the container	• Never travel with the container more than 12" off the ground. • Frequently Go Over And Look in the lift's blind spots to make sure you have enough clearance all the way around the PODZILLA and container. • Alternate the front and back legs when raising and lowering the PODZILLA—this puts less strain on the lift and keeps the container more level. • Because the container is empty, it's more likely to sway. You want to minimize that as much as possible, but it is just naturally going to sway more than a full container because it's not as heavy. • When you're backing the truck under the container, the edge of the truck bed should be about 1 ½ inches inside the outer edge of the container. This will help make sure the truck is centered beneath the container. • When the container is centered on the truck bed, the edge of the container should line up with the seam on the PODZILLA side rails.

Secure container to the CMV (8ft, 12ft, 16ft)

Review	Critical Points
☐ Stowing the chains ☐ Hooking the straps ☐ Tightening and securing the straps ☐ Difference between securing 8ft, 12ft, 16ft containers	• Securing the container is critical to our safety, as well as the safety of the container, the truck, the customer and their property, and other drivers on the road. • If you get interrupted while securing the container, you should start the process over. In incidents where the container wasn't properly secured, drivers reported having been interrupted while they were completing their departure checklist, causing them to forget to finish securing the container. • Use the wench bar to make sure the straps are as tight as possible. • Do NOT step on the wench bar—it can bounce back and injure you.

Chain choke with an empty container

Review	Critical Points
☐ When to chain choke ☐ Chain choke process	• Never leave the chains choked on the PODZILLA. Chain chokes put additional strain on the lift, so they should only be used when absolutely necessary. • Make sure all sides are choked evenly so distribute the weight evenly on the lift. • Always reach UNDER the PODZILLA to grab the chains, never over/between the lift and the container.

Conduct a container flip

Review	Critical Points
☐ What is a container flip? ☐ Why do we have to do them? ☐ Container flip process	• Sometimes you'll be able to do a container flip in front a customer's house, if the street is wide and clear enough. But sometimes you might have to leave the site, or stop prior to arriving, in a parking lot with lots of space in order to walk flip the container.

Phase 5

Objective: The new hire will be able to present a FNPS waiver to a customer and operate the PODZILLA with a full container.

Materials Needed:	**Participant Guide Resources:**
• Driver Phone • Driver's Log • Traffic cones • Structural awareness cones • Tape measure • PPE • Truck w/ PODZILLA • Full container • FNPS Waiver	• PODZILLA Step-by-Step Instructions

Present a Fragile/Unpaved Surface waiver to the customer

Review	**Critical Points**
☐ Presenting alternate placement site to the customer ☐ Explaining the waiver ☐ "Unable to obtain waiver" process	• Before presenting a Fragile/Unpaved Surface waiver, we should have a conversation with the customer about an alternate placement site. • If the customer insists on a placement on a fragile/unpaved surface, call your Market Manager to explain the placement and get approval. Then have the customer sign all the necessary waivers BEFORE placing the container. • After getting the waiver signed, you should still complete the placement as carefully as possible—a waiver doesn't mean we don't care if there's damage, it just means we think the likelihood of damage is higher. • If you think there's no way to place the container where the customer wants it WITHOUT causing damage, communicate that to your manager. If you KNOW there will be damage, you should NOT deliver the container, even with a waiver signed.

Deliver a full container with a PODZILLA

Review	Critical Points
☐ How it feels to move a full container ☐ Positioning the truck ☐ Placing cones ☐ Unhooking the container ☐ Opening the lift ☐ Connecting lift to the container ☐ Moving container ☐ Lowering/placing container	• Once you've placed a container, before you take the PODZILLA off, press on the container door to check if it can open. This is a good practice to make sure you're not leaving a customer with a container they can't open. • Remember to keep the container level—the lift may not be equally extended on all legs due to the terrain.

Pick up a full container with a PODZILLA

Review	Critical Points
☐ How it feels to pick up a full container ☐ Positioning the truck ☐ Placing cones ☐ Walking the lift onto the container ☐ Lowering the lift ☐ Connecting the lift ☐ Picking up the container ☐ Backing the truck under the container	• The container will sway less when it's loaded, as long as you're operating the machine smoothly.

Chain choke with a full container

Review	Critical Points
☐ Chain choke process with full container	• Never leave the chains choked on the PODZILLA. Chain chokes put additional strain on the lift, so they should only be used when absolutely necessary. • Make sure all sides are choked evenly so distribute the weight evenly on the lift. • Always reach UNDER the PODZILLA to grab the chains, never over/between the lift and the container.

Phase 6

Objective: The new hire will be able to operate the PODZILLA in a complex situation.

Materials Needed:	**Participant Guide Resources:**
• Driver Phone • Driver's Log • Traffic cones • Structural awareness cones • Tape measure • PPE • Truck w/ PODZILLA • Container • Tracks • Tilt Waiver	• PODZILLA Step-by-Step Instructions • PODZILLA Wheel Chocks Instructions

Operate the PODZILLA on a slope

Review	**Critical Points**
☐ Wheel chocks ☐ PODZILLA operations on slope ☐ Loaded vs unloaded	• Always operate uphill from the PODZILLA when operating on a slope. • Never put yourself into a pinch point where you are between the PODZILLA and another object. • If the road is uneven, ensure that both drive wheels have contact with the ground at all times.

Use tracks/boards/skids to operate the PODZILLA on a soft surface

Review	**Critical Points**
☐ When to use tracks ☐ Placing tracks ☐ Operating on tracks	• Property damage is a major and avoidable expense for our company. • Quality communication to the customer is the first step here. Tracks will help prevent soft surface damage, but they are not a guarantee. Before using tracks, you should suggest another location that the container can be placed that avoids soft surfaces. If the customer insists, they will need to sign a Fragile/Non-Paved Surface Waiver BEFORE you place the container using tracks. • Any job that requires tracks should have a Fragile/Unpaved Surface Waiver on file BEFORE container placement.

Forklift Operator Training Checklist Guidance

***Only forklift certified associates can train other individuals on forklift. If you are NOT forklift certified, talk to your manager about an alternate forklift trainer.

Phase 1

Objective: The new hire will be able to complete daily forklift pre-operational checks, forklift fueling, and warehouse administrative tasks.

Materials Needed:	**Participant Guide Resources:**
• Forklift • PPE • Driver Phone • Container Tags • Markers • Propane and/or Diesel	• Forklift Pre-Op Check OOS Criteria • Forklift Fueling Instructions • Container Tags Overview

Wear proper PPE

Review	**Critical Points**
☐ Daily PPE ☐ Cold Weather PPE (if applicable) ☐ Rain gear	○ Daily PPE: ▪ Gloves ▪ Safety toe shoes ▪ High-vis vest ○

Enter/exit the vehicle using 3 points of contact

Review	**Critical Points**
☐ 3 Points of Contact meaning ☐ Secure places to grab/step	• One of our most common incidents is slips, trips, and falls. • The majority of slips, trips, and falls come from exiting or entering the vehicle without using 3 points of contact. • This is especially critical during rainy or cold conditions, when the ground is wet or icy.

Forklift Pre-Ops using Whiparound

Review	**Critical Points**
☐ How to log in to Whip Around ☐ Pre-op steps, definitions, and criteria ☐ Taking clear & accurate photos ☐ OOS process	• Any forklift found to be in unsafe condition during the daily pre-op check shall be removed from service until necessary repairs are made. • Forks and mast – be sure to check for bends, cracks, splits, misalignments, or missing fork pins due to overloading or mishandling. You need to avoid cracks in the forks. Deep, large cracks will make it unsafe to

	lift loads at the full capacity of the machine. Remember the thickness of the fork heel should match the thickness of the upright fork shank and at the bend. If any defects are found on the forklift, report to the manager immediately and have the forklift marked out of service. • Lift chain, mast rails, and cylinders – always inspect and look for broken welds or cracks that can affect the structural integrity of the mast. Check the mast rollers for signs of excessive wear, such as a compressed oval shape instead of round. Also, check lift chains for missing or damaged links and check hoses parallel to the chains for leaks.

Filling out container tags

Review	Critical Points
☐ When to use ○ Red tags ○ Orange tags ○ Green tags ☐ What to write on each tag ☐ How to install each tag	• For red tags you should write on the tag what and where the issue is so the container tech can easily identify the issue and make repairs. • You can run orange tags through the lock instead of the latch so that you don't have to cut the tag off and write a new one each time a customer needs to access their container. • Green tags can just be slid through the latch instead of tied so that they can be reused.

Look up an onsite chemical in the SDS (Safety Data Sheet)

Review	Critical Points
☐ SDS Location ☐ Key sections ☐ Spill/incident procedures ☐ Eye wash station locations ☐ Flammable materials locations	• SDS are documents that provide detailed information about the chemical substances or products used in the warehouse. • Every employee must be familiar with SDS to minimize risks related to chemical exposure. • The key sections of the SDS are: ○ Identification – Product name, manufacturer, and recommended uses. ○ Hazard Identification – Potential risks such as flammability, toxicity, or corrosiveness. ○ Composition/Information on Ingredients – Chemical components and their potential hazards. ○ First-Aid Measures – Actions to take in case of exposure. ○ Fire-Fighting Measures – How to handle chemical-related fires.

	○ Accidental Release Measures – Clean-up procedures for spills or leaks. ○ Handling and Storage – Guidelines for safe use and storage of chemicals. ○ Exposure Controls/Personal Protection – Necessary PPE (personal protective equipment). • These should always be readily available here for your and it's your responsibility to read through them before handling any chemical. • You are also responsible for wearing all PPE and following all safety measures outlined in the SDS.

Fueling the Forklift

Review	**Critical Points**
☐ Proper PPE ☐ Fuel storage ☐ Fueling areas ☐ Propane fueling process ☐ Diesel fueling process ☐ Hazards	• Fuel in designated areas with good ventilation. • Shut off the truck, lower the forks, put the truck in neutral, and set the parking brake before beginning. • Smoking and open flames are prohibited. • Follow proper fueling practices for LPG and/or diesel systems. • Don't overfill the receptacles. • Clean up any spills and check for leaks. • Continue safe operation. • LPG Fuel Characteristics: ○ LPG burns cleaner than gas/diesel engines. ○ LPG is heavier than air and fumes will seek low-lying areas to accumulate, posing serious health issues. ○ LPG is extremely flammable and must avoid all sources of ignition. ○ LPG acts like a liquid. It can soak into clothing. Protective gloves must be worn when handling. ○ LPG in liquid state has a temperature of 44 degrees below zero and can cause frostbite when in contact with skin. ○ LPG is compressed under high pressure in the cylinder, please handle it with care and keep from rolling or falling from elevated levels. ○ Chemicals are added to give the gas an odor which helps identify leaks. If a leak is smelled. Do not start the lift and notify the manager immediately.

	○ In case of fire use firefighting foam or other appropriate media for Class B fires to extinguish. • Diesel Characteristics: ○ Diesel fuel is thicker than gasoline and has a higher energy density than gasoline. ○ Diesel is heavier than air and fumes will seek low-lying areas to accumulate, posing serious health issues. ○ Diesel is an extremely flammable liquid and vapor. ○ Diesel in a liquid state can cause eye damage and skin irritation, PPE must be worn while handling, and wash hands after handling fluids. ○ ALWAYS ground/bond container and receiving equipment. ○ Keep the container closed in a cool dry area away from heat/sparks/open flames/ hot surfaces and NO SMOKING. • In case of fire use firefighting foam or other appropriate media for Class B fires to extinguish.

Phase 2

Objective: The new hire will be able to safely operate an unloaded forklift in the warehouse.

Materials Needed:	**Participant Guide Resources:**
• Forklift • PPE • Container • Blue magnets	•

Traveling unloaded in the warehouse

Review	**Critical Points**

☐ Figure 8s
☐ Around corners
☐ Reverse
	• Operate at a slow, controlled speed. Speed management is essential when making tight turns or reversing to maintain stability and control.
	• Maintain a Clear Line of Sight:
	  ○ In reverse: Always look over both shoulders, not just in one direction, to ensure a full view of the path behind.
	  ○ Be aware of blind spots, especially when maneuvering in tight spaces or around corners.
	  ○ If your view is obstructed, use mirrors, or get assistance from a spotter.
	• Remember that forklifts steer from the rear, so the back of the forklift swings out more when turning
	• Keep the forks low to the ground while moving, especially in reverse or when turning, to lower the center of gravity and improve visibility.
	• Use of Horn: Instruct the trainee to sound the horn when approaching blind corners or intersections to alert others.

Traveling loaded in the warehouse

Review	**Critical Points**

☐ Picking up a container from ground level
☐ Traveling in reverse with container
☐ Placing a container on ground level
	• Picking up a container:
	  ○ Use the load extension backrest at all times.
	  ○ Approach the load slowly and carefully.
	  ○ Stop (8 to 12 inches) in front of the load.
	  ○ Be certain that the truck is positioned squarely in front of the load and that the forks are at the correct height.
	  ○ Set the direction control to neutral.

	○ Never raise or lower the forks unless the forklift is stopped, and the brake is set. ○ Prior to raising the load, ensure there is adequate overhead clearance. Vision may be obstructed after the load is elevated. • General: ○ Use the inching pedal to creep the load to the stack. ○ Before moving containers to a new location consider the travel path and potential hazards you may encounter along the way like low clearances and overhangs, wires, and stationary objects. ○ Keep your head on a swivel – while focused on the container you are moving, check that other containers are not overlapping or being caught by the container you are handling.

Unevenly loaded containers

Review	**Critical Points**
☐ Testing the load ☐ Blue magnets	• We test containers to see if they're evenly loaded by lifting them a few inches and waiting to see if they tilt to one side or another. • All containers must be tested to see if they're evenly loaded. • If the customer is still present when an unevenly loaded container is identified, then the manager may ask the customer to redistribute the load. • Once an unevenly loaded container has been identified, mark the container with two blue magnets—one per side on the heavy end of the container in the upper 1/3rd of the corner metal posts clearly visible to any forklift operators. • Travel with increased caution when carrying an uneven load. • Pre-Gen 5 Containers can have forks entered off center to compensate for uneven weight distribution. • Gen 5 and New Containers can only have forks inserted through the designated pockets. • Leave magnets on containers during IF transport so forklift operators at both warehouses will be aware of uneven loads.

	• Magnets should only be removed upon loading for final delivery to the customer. • Magnets should NOT be attached when the container is delivered to the next customer.

Phase 3

Objective: The new hire will be able to safely operate a loaded forklift in the warehouse, as well as place and retrieve containers from trucks and stacks.

Materials Needed:	**Participant Guide Resources:**
• Forklift • PPE • CMV loaded with container • Empty container	• Forklift Step-by-Step Instructions

Unloading a container from a CMV

Review	**Critical Points**

☐ Positioning the forklift
☐ Approaching the truck bed
☐ Inserting the forks
☐ Lifting the container
☐ Reversing with container
	• 3rd Party Flat Beds (IF)
	  ○ Before loading or unloading a flatbed ensure the driver has engaged the parking brake, and if necessary chocked wheels to ensure a safe and stable flatbed platform for handling containers.
	• After the container is unchained or unstrapped:
	  ○ Place forks squarely and fully under the container.
	  ○ Lift the container no more than 1 inch to test the load for stability (lift test).
	  ○ If the container is stable, unload it from the flat bed and store it in the warehouse.
	  ○ If unstable – (especially Pre Gen 5 Containers) reposition forks to unload the container off the flatbed.
	  ○ If unstable – using blue magnets and a heavy load sign, mark the heavy end of the container when safely on the ground.
	• Blue magnet and heavy sign containers should never be stacked above ground level.

Loading a container onto a CMV

Review	**Critical Points**

☐ Approaching the truck bed
☐ Placing the container
☐ Avoiding ZILLA spikes
	• 3rd Party Flat Beds (IF)
	  ○ Before loading or unloading a flatbed ensure the driver has engaged the parking brake, and if necessary chocked wheels to ensure a safe and stable flatbed platform for handling containers.
	• Follow these steps when loading a container on an IF Truck:
	  ○ Place container(s) evenly using the side shifter to adjust end-to-end clearance.

	○ Unload the container off the forks by backing slowly and observe any contact or interference. • Strapping operations by the 3rd party driver can not start until all loading is completed and the flat bed is outside of the operator's 25-foot “Know Zone.”

Stacking at the 2nd Tier

Review	Critical Points
☐ Blindspots ☐ Positioning the mast ☐ Positioning the forks ☐ Lifting the load ☐ Lowering the load	• Positioning the Mast: ○ Use extreme care when tilting loads. Do not tilt forward with forks elevated except when picking up or depositing a load. When stacking or tiering, tilt backward only enough to stabilize the load. ○ Use extra caution when handling loads that approach the truck's maximum rated capacity: ○ Tilt the mast back and position the heaviest part of the load against the carriage. ○ Travel with the mast tilted back to keep the load stable. ○ Tilt the mast forward cautiously when positioning the load onto the stack. ○ Never travel with the load tilted forward. Tilting the load forward increases the load distance, makes the load less stable and Gen 5/6 containers more likely to slide off the forks, especially when forks are wet. • Positioning the Forks: ○ Level the forks before inserting them into the container. ○ The forks must be placed under the load as far as possible. ○ Slide the forks into the container until they are fully under the load. ○ Be careful that the forks do not go through to the other side where containers are closely stacked. ○ Center the weight of the load between the forks. Adjust the position of the forklift to the heavy side of a traditional container. Adjust the forks to distribute the weight evenly as needed. (Note that forks are adjustable manually and may require lowering the mast to the ground for proper readjustment). Tilt the mast back carefully to stabilize the load. • Lifting the Load:

	○ Check that there is adequate overhead clearance before raising the load. This is especially true when high tiering or in a confined space like a warehouse with limited overhead clearance. There must be sufficient headroom under overhead installations, lights, pipes, sprinkler systems, etc. ○ Carefully lift the load up above the lower stack about 4 inches. ○ Lift the load clear and then tilt the mast back slightly to rest the load against the load backrest extension. ○ Ensure that the load does not catch on any obstructions or adjacent containers. ○ Slowly return the lift control lever to the neutral position. • Lowering the Load: ○ The mast must be carefully tilted backward to stabilize the load. ○ Ensure the load is secured before moving. ○ Carefully tilt the mast backward to stabilize the load. ○ Slowly move the truck 8 to 12 inches away from the stack. ○ Stop the truck. ○ Return the mast to the vertical position before lowering the load. ○ Lower the load so that its lowest point is 6 to 8 inches from the floor. • While traveling, keep the load at a safe travel height.

Stacking at the 3rd Tier

Review	**Critical Points**
☐ Blindspots ☐ Positioning the mast ☐ Positioning the forks ☐ Lifting the load ☐ Lowering the load	• When lifting to the third tier, the mast is a large blind spot. Once you've lifted the container/forks to the proper position, stop to rock and roll in your seat to make sure you have full visual and proper clearance before placing or retrieving a container. • Set the heaviest loads on the bottom tier. • Set the lightest loads on the top tier. • Reduce the load below the capacity of the reach truck as the mast is fully extended. • Slowly and carefully extend the reach mechanism forward when depositing the load on the top tier. • Use extreme care when tilting a load forward or backward, particularly when high tiering

RESOURCES

Recommended | PODZILLA Demo & Practice

***This activity must be done under the supervision of the MM, AMM, Wingman, Driver Lead, or other qualified trainer.

"Know Zone" Demonstration

Timing: 15 minutes

Materials:

- Measuring tape
- 6 cones
- PODZILLA loaded on CMV with an empty container
- PPE

NOTE: All training activities should be completed in an area that does not endanger the trainee or other associates.

Set-Up:

1. Set up a PODZILLA, either on or off a truck, in a wide-open space.
2. **Explain:** *As a responsible operator, one must stay alert and attentive of their surroundings. All operators MUST know their surroundings and the environment they are operating in. The "Know Zone" extends 25 feet around and above all active equipment. A safe operator is always aware of their "Know Zone." No one is permitted in the 25-foot zone while the equipment is in operation.*
3. Ask the trainee to place cones around the PODZILLA where they think the 25-foot-zone extends to.
4. After the trainee places the cones, measure out 25-feet to see how accurate the trainee was. Move the cones if needed to show the actual 25-foot zone so the trainee can visualize how big the "Know Zone" is.
5. **Explain:** *Knowing your "Know Zone" is critical to our own safety, as well as the safety of others, our equipment, and customer property. While operating a forklift or truck, you should keep your head on a swivel so you can see everything that's happening around you. You should also Get Out and Look in tight or tricky spaces to make sure you have enough clearance. With the PODZILLA, you should periodically stop to Go Over and Look to make sure you have clearance on all sides of the lift.*

PODZILLA Demo & Practice

Timing: 60 minutes

Materials:

- PODZILLA loaded on CMV with container
- PPE

Instructions:

- ☐ **Say:** *This is the PODZILLA. It's a hydraulically operated proprietary container lifting system, designed for the sole purpose of delivering and retrieving PODS containers while minimizing the shifting of contents by keeping the containers level. This ensures that people's belongings are safe and gives us an edge in the market by enabling us to make deliveries that others can't. This unit has been fueled and inspected using our Pre-Ops checklist. You will learn more about that during your training.*
- ☐ **Give a tour of the lift. Be sure to point out all major components:**
    - *Power Rack:*
        - 20HP Gasoline Powered Engine
        - Fuse box (behind the engine)
        - 5 Gallon Fuel Tank
        - Control Tree
            - Lift control arm assembly (5 control arms)
            - Drive control arm assembly (2 control arms)
        - 10 Gallon hydraulic oil reservoir
        - Hydraulic pump assembly
        - 12-VDC battery
        - Cascade reels, hydraulic hose loom, and hoses
    - Spreader rails (front and rear) – each rail includes 8 wear disc plates housing 2 wear discs
    - Side rails (left and right)
        - 2 each lift chain assemblies with sliders (used to lift container)
        - 1 each drop down spreader wheel assembly
    - Vehicle lift ram assemblies – each includes 8 wear disc plates housing 2 wear discs
        - 2 each at front with castor wheel assembly attached (castor wheel assemblies include 2 each rotating castor wheels)
        - 2 each at rear with drive wheel assemblies attached (drive wheel assemblies include 2 each drive wheels, drive wheel motor, axel, and drive chain)
    - Hydraulic fittings at all junction points
- ☐ ***Say:*** *Today I'm going to demonstrate how the PODZILLA unloads onsite at a drop-off so that you have a sense of this job. Then I'll have you operate the PODZILLA on its own to get a feel for the controls. While I operate the PODZILLA, I'm going to have you stand about six feet back so you can still see what I'm doing. Do you have any questions?*
- ☐ Unload the container from the truck using the PODZILLA.
- ☐ Place the container.
- ☐ Walk the PODZILLA off the container.
- ☐ Once the PODZILLA is off the container, explain what you just did and give the trainee the opportunity to ask questions.
- ☐ **Say:** *The PODZILLA is about 10ft tall by 8ft wide by 22ft long when fully retracted and 15ft tall by 12 ft wide by 22ft long when fully expanded. That's why we need at least 12 ft of width, 40 ft of length and 15ft of height in clearance for every job to accommodate the size and movement of the machine. Just on its own, without a container, the PODZILLA weighs about 6000 lbs. It's a powerful machine that can do a lot of damage if not handled correctly, which is*

why it's critical that we take our time, complete out site hazard assessments, and operate with caution.

- ☐ Have the trainee put on gloves and guide them through turning on the PODZILLA.
- ☐ Have the trainee push and pull each lever while you explain each movement:
    - Push/pull operation of each control arm
        - Pushing a drive lever will make the drive wheels move forward
        - Pulling will make the drive wheels move backward.
    - Pull the ram control arms and the rams will push down, lifting the PODZILLA up.
    - Pushing the control arms will raise the wheels, lowering the PODZILLA.
    - Place special emphasis on any special circumstances, such as uneven terrain requiring an uneven lift to keep the container level.
- ☐ Give the trainee step by step instructions to:
    - Lower and raise the lift
    - Open and close the lift
    - Walk the lift forward
    - Walk the lift backward

Truck Equipment Checklist

On the new hire's first ride along, walk through the Truck Equipment Checklist with them to make sure they're familiar with what should be in their truck and where it's stored.

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 20ft)	
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	
Samsara DVIR instructions		FMCSA (Federal Motor Carrier Safety Administration) Regs and Restrictions	
Property & Container Placement Waivers		Reporting Property Damage Standard Work	
Samsara 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	
Safety Glasses		Inclement Weather Gear	
Hi visibility vest (Velcro closures)		Uniform	

If Time Remains Activities

In this section you'll find a collection of exercises that can be used if there's extra time during a training day or if the trainee needs additional practice with a specific skill or skills.

Skill	Additional Practice
Basic PODZILLA Operations	• PODZILLA Control Familiarization • Level Container Game • How to Load/Unload the PODZILLA
Advanced PODZILLA Operations	• Container Flip • Placing/Retrieving a Container
Customer Service	• Customer Service Scenarios
Basic Forklift Operations	• Forklift Control Familiarization • Forklift Exercises
Advanced Forklift Operations	• Forklift Exercises • Third Tier Stacking

PODZILLA Control Familiarization

Timing: 10 minutes per driver

Materials:

- 2 PODZILLAs (Traditional & RG)
- 20-25 cones (to create “walking” zone)
- Required PPE—safety glasses, gloves, work boots, etc.

Purpose: The purpose of this exercise is to apply the driver’s understanding of the method for controlling the PODZILLA. This exercise should be conducted in a wide, clear space to allow comfortability and safety while operating the PODZILLA.

Facilitator Instruction: *To help each participant become familiar with the controls of the PODZILLA, have each participant complete the exercises below.*

Say, “The PODZILLA is a powerful tool that makes us stand out from other companies. Because it’s a powerful tool, it requires practice. During this exercise you should be:

- *Developing your hand-eye coordination;*
    - *for the speed of the spreader*
    - *for the speed drive wheels*
    - *for raising and lowering the wheels*
    - *for the turn radius*
- *Developing an awareness of the blind spots*
- *Developing muscle memory for the controls.”*

Up and Forward Right-hand Turn and Back

1. Place the PODZILLA in a large open space with enough room to the right of the PODZILLA for a full 90-degree turn
2. Starting position – the PODZILLA should be fully lowered to the ground
3. The trainee should then complete the following
    a. Lift the PODZILLA
    b. Drive it about 15 feet forward
    c. Make a 90-degree turn
    d. Walk it about 15 feet forward
    e. Retrace the steps and place the PODZILLA back in the starting position

Level Container Game

Timing: ~2 hours

Materials Needed:

- PODZILLA
- OOS Container
- Half-full water bottle

Facilitator Instruction: *Explain to the trainees that part of the appeal of using PODS' services is that we move your belongings without tilting them. The purpose of this exercise is to practice maneuvering the container with the PODZILLA while keeping it as level and stationary as possible.*

Setup:

1. Set up a PODZILLA hooked up to an OOS container in a wide-open space—make sure the container door is open.
2. Inside the open container, place a half full water bottle about 6 inches into the container.
3. Have the trainee practice raising and lowering the container while keeping the water bottle upright.

Note: Gamify this activity! Make it exciting!

How to Load/Unload the PODZILLA

Timing: 15 minutes

Materials:

- 2 PODZILLAs (Traditional & RG)
- 20-25 cones (to create “walking” zone)
- Required PPE—safety glasses, gloves, work boots, etc.

Facilitator Instruction: *To help each participant maneuver the PODZILLA on and off the CMV, have each participant practice walking the lift on and off the back of a truck without a container.*

Purpose: The purpose of this exercise is to build on the drivers control PODZILLA’s controls through learning the two methods of loading and unloading the PODZILLA from the CMV. This exercise should be conducted in a wide, clear space to allow comfortability and safety while operating the PODZILLA.

Lowering and Spreading the Lift:

1. Tell the trainees, “There are two main methods for loading/unloading the PODZILLA. You can walk the lift on/off the truck, or you can drive and back the truck under the lift. For both methods, we’ll start with the same sequence for lowering and spreading the lift.”
2. Demonstrate the 1>2>3>4>5 method for lowering and spreading the lift, explaining the importance of always having one drive tire on the ground while the lift is off the truck.
3. Demonstrate loading the lift back on the truck, emphasizing that you’re keeping one drive tire on the ground until the lift is resting on the truck.

Driving the PODZILLA on/off the Truck:

1. Explain to trainees the situations in which this method would be most appropriate.
2. Lower and spread the lift.
3. Demonstrate the drive controls for the PODZILLA.
4. Have the trainees practice lowering/spreading the PODZILLA and driving it straight on and off the truck.

Driving/Back the Truck under the PODZILLA:

1. Explain to trainees the situations in which this method would be most appropriate.
2. Lower and spread the lift.
3. Demonstrate driving the truck out from under the PODZILLA then backing the truck back under the PODZILLA.
4. Have the trainees practice driving the truck out from under the PODZILLA then backing the truck back under the PODZILLA.

PODZILLA Container Flip

Timing: 45 minutes per trainee

Materials:

- PODZILLA
- 20-25 cones (to create “walking” zone)
- 2 Empty OOS Containers
- Required PPE—safety glasses, gloves, work boots, etc.

Facilitator Instruction: *To help each participant become with one of the common tasks they’ll be completing in their role, have them practice flipping a container in a limited space.*

Purpose: The purpose of this activity is to improve PODZILLA control familiarization and comfortability through successful completing a container flip.

Set Up:

- Set up two PODZILLAs (each hooked up to an empty OOS container) about 50ft apart.
- Set up two parallel rows of cones running parallel to each side of the PODZILLA. The cones should be approximately 36ft apart to simulate the width of an average neighborhood street.

Exercises:

1. Explain the purpose of a container flip and provide an example scenario in which the trainee would have to conduct a container flip.
2. Demonstrate the container flip using one of the set up PODZILLAs.
3. Have the trainees take turns, two at a time, practicing a container flip.

Note: Allow trainees to struggle and figure the exercise out. If the trainee is growing frustrated or is going to make a critical mistake, you may intervene.

PODZILLA Placing Retrieving Container

Timing: 30 minutes for each participant

Materials:

- PODZILLA
- 20-25 cones (to simulate street and driveway)
- Required PPE—safety glasses, gloves, work boots, etc.
- CMV loaded with empty OOS container
- Flat level surface to travel with and load/unload containers
- Driver phone with access to Cheetah
- Test route set up in Cheetah by Market Manager

Facilitator Instruction: *Have participants practice unloading, placing, retrieving, and loading a container with a PODZILLA and CMV. Ask participants to speak out loud what they're doing through each step so that you can provide feedback and prevent critical mistakes.*

Allow for multiple attempts so that the participant can become comfortable with the lift.

Set-Up:

- Two parallel rows of cones approximately 36ft apart to simulate a standard neighborhood street.
- A box of cones branching off the middle of one side of each "street" to simulate a driveway—approximately 10ft wide and 22ft long
- Place an out of order container at the end of the driveway to simulate a structure.
- CMV loaded with empty OOS container and PODZILLA parked perpendicular to each "driveway."



Procedures for the Trainee

1. Starting with a CMV loaded with a container and PODZILLA parked “down the street.”
2. Complete Cheetah secured container photos
3. Drive up the delivery area
4. Secure the CMV
5. Contact the customer (you) by “knocking” on the door
6. Review the placement of the container with the customer (you)
7. Captures required cheetah photos (Empty Driveway, and pre-existing damage
8. Set out safety cones
9. Place the container into the driveway
10. Secure the PODZILLA onto the CMV
11. Retrieve the container using a chain choke
12. Load the container by driving PODZILLA on the CMV

Review:

- Procedures for Retrieving/Placing a Container on a Slope or Incline
    - Using chocks on the CMV
    - Operating the PODZILLA on a slope/incline
- Other Region-Specific Considerations:
    - Snow
    - Sand
    - Alleys
    - Etc.

Customer Service Scenarios

Timing: 1 hour

Materials Needed:

- Whiteboard or flip chart
- Markers
- Sticky notes
- A route example
- A container accessible for a mock customer tour

Facilitator Instruction: *To help the trainee get familiar with the type of customer interactions they will likely have, including calling the customer ahead of arrival and delivering a property damage waiver.*

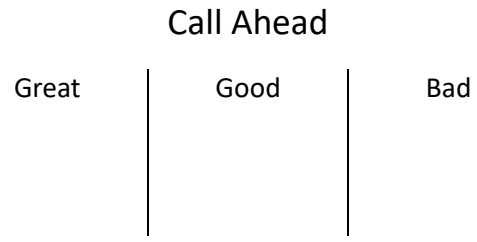
Purpose: To explore and identify the qualities that contribute to a bad, good, and great customer experience at each interaction.

Brainstorming Session Introductions:

Hang up 4 large sticky notes around the room. Label each of the sheets as follows:

- Call Ahead
- Fragile and Non-Paved Surfaces Waiver
- Tilt Waiver
- Educate/Container Tour

Divide each sheet into three sections. Label each of the sections with “Great, Good, and Bad.” See the example below:



Ask trainees to individually jot down qualities associated with a bad, good, and great customer experience in each of the situations on sticky notes and stick them in the columns you made.

Allow 5 minutes for this individual brainstorming session. After 5 minutes, review their sticky notes on the corresponding section of the whiteboard or flip chart. If there are gaps with no sticky notes, brainstorm as a class to fill in 2-3 examples excellent service.

Scenarios

Call Ahead - This one should be easy but can have a big impact on the overall experience for the customers. What can you say on the phone that will improve the customer service? How can you say it?

Should be said:

- Driver's names
- Company they are with
- Order Summary
- The ETA

How to say it:

- A kind and warm hello
- Clear and loud speaking tone

Fragile and Non-Paved Surfaces Waiver – A customer wants their Container on the far right of their driveway so that they can park their car in the garage. This will likely cause damage to their grass and sprinkler system on that side of the driveway. You will need to knock on the door and outline the challenges with the request. After you outline the concerns, they persist, and you have to ask them to sign a waiver. What can you say and/or do during your conversation that will improve the customer service? How can you say it?

Tilt Waiver – You arrive at a residential house for a Tilt Release to open the door of the container. When you knock on the door a present them with a Tilt Waiver, they are surprised and now clearly nervous about their items in the container. What can you say and/or do during your conversation that will improve the customer service? How can you say it?

Educate/Container Tour – What can you say or do during a container tour that would add value to the customer's experience?

Should be said/done:

- Demonstrate for customer how to open/close container door.
- Demonstrate how to operate latch.
- Show and explain eyehooks and explain how to secure possessions with rope.
- Offer to sell customer lock, rope, blankets, tape and boxes.
- Tell customer to call 1-800 number if he/she has any questions.

Forklift Control Familiarization

Timing: 2 hours

Materials:

- Forklift
- 6 cones
- Empty container

Facilitator Instruction: *Demonstrate each of the following familiarization exercises before having the participants complete them themselves.*

Timing: 2 hours

Materials:

- Forklift
- 6 cones
- Empty container

Exercises:

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. People or objects in the blind spots risk damage and/or injury.

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

- Rear
    - 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.
- *Debrief:*
    - *Explain the importance of having your head on a swivel to increase visibility.*

Control Familiarization:

- Equipment Controls (Tilt, Raise/Lower, Side Shift)
    - Operator will practice tilt, side shift, and Raise/Lower functions with forks.
- Figure 8s (Forward & Reverse)
    - Conduct figure eights to allow operator to familiarize with operating and steering the lift while in motion (conduct in forward and reverse).
- Warehouse Turns (Left & Right)
- Conduct forklift travel and turn(s) (left/right) exercises to help operator learn how to maneuver in the warehouse.

Forklift Exercises

Timing: 1 hour

Materials:

- Forklift
- 8 cones
- 4 Empty containers
- Required PPE—safety glasses, gloves, work boots, etc.
- CMV

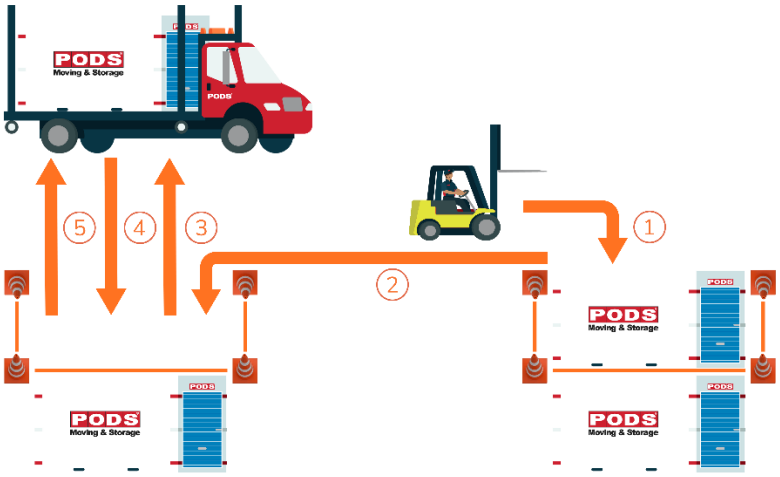
Facilitator Instruction: *Demonstrate each of the following exercises, then have each participant go through the cycle of exercises to allow them to get more familiar with the process of retrieving and stacking containers.*

Ask participants to speak out loud what they're doing through each step so that you can provide feedback and prevent critical mistakes.

Allow for multiple attempts so that the participant can become comfortable with the forklift.

Setup:

- Two container spaces with a cone at each corner —space should be 18ft wide and 9ft deep.
- Place an OOS container behind each container space—representing a stack of containers in the warehouse.
- Across from the two container spaces, park a CMV loaded with an OOS container.
- Park the forklift in the middle.



Procedures for the Trainee

1. Starting with a CMV loaded with a container, an empty stacking space, and another stacking space with a container in it.
2. Enter and start the forklift.
3. Approach the container in the stacking space.
4. Retrieve the container.
5. Inspect the load to determine if it's unevenly loaded.
6. Travel with the container to the empty stack space.
7. Place the container in the empty stacking space without hitting any cones.
8. Travel, unloaded, to the CMV.
9. Retrieve the container from the CMV.
10. Travel with the container to the stacking space.
11. Stack the container at the second tier.
12. Back the forklift away from the stack.
13. Re-approach the stack.
14. Retrieve the container from the second tier.
15. Travel with the container.
16. Load the container onto the CMV.
17. Park the forklift.

Third Tier Stacking

Timing: 2 hours

Materials:

- Forklift
- 2 OOS container stacked; 1 OOS container on the ground
- Required PPE—safety glasses, gloves, work boots, etc.

Facilitator Instructions: *Lift the mast to the third tier and then secure the forklift. Have each trainee sit in the forklift so they can see the blind spot created by lifting to the third tier.*

Talk through stacking at the third tier:

- *Procedure*
- *Key safety components:*
    - *Tilt the mast back when lifting or lowering a container.*
    - *DO NOT TRAVEL with the mast at the third tier.*
    - *ALWAYS lower the mast (loaded or unloaded) before reversing or turning.*
    - *Be sure to center the forks on the container.*
    - *Be aware of forks—insert enough to clear the floor of the container without catching any adjacent containers.*
- *Tips for stacking at the third tier:*
    - *Seeing around the mast blind spot*
    - *Centering the container/forks*

Revision History

Date	Revision	Owner
Nov. 2024	Version 1 Published	Kara Delemeester
Dec. 2024	Added Compensation Plan and updated page numbers	Kara Delemeester
Mar. 2025	Changed Samsara to Whip Around for DVIRs; added City Service training references; updated Wingman compensation plan	Kara Delemeester
Jun. 2025	Updated the wording around more time being needed for the training routes to soften it.	Joshua Bonanno
Jun. 2025	Simplifying training instruction and including checklists	Kara Delemeester
Jun. 2026	Revised wingman facilitator notes, format & content, for clarity and ease of use.	Kara Delemeester
Oct 2026	Version 2 Published	Kara Delemeester