

/// robomart RM5

Driverless Delivery Vehicle

Emergency Response
Guide & Law Enforcement
Interaction Plan





This Emergency Response Guide and Law Enforcement Interaction Plan is intended solely for fire, police, EMS, and authorized emergency personnel. It contains operational and safety procedures specific to Robomart's autonomous vehicles. This document should not be distributed publicly without prior authorization from Robomart, Inc.





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About Robomart

Headquartered in Los Angeles, CA, Robomart is a full-stack AI robotics company that builds road-going autonomous delivery robots that can be booked on-demand via its API platform.

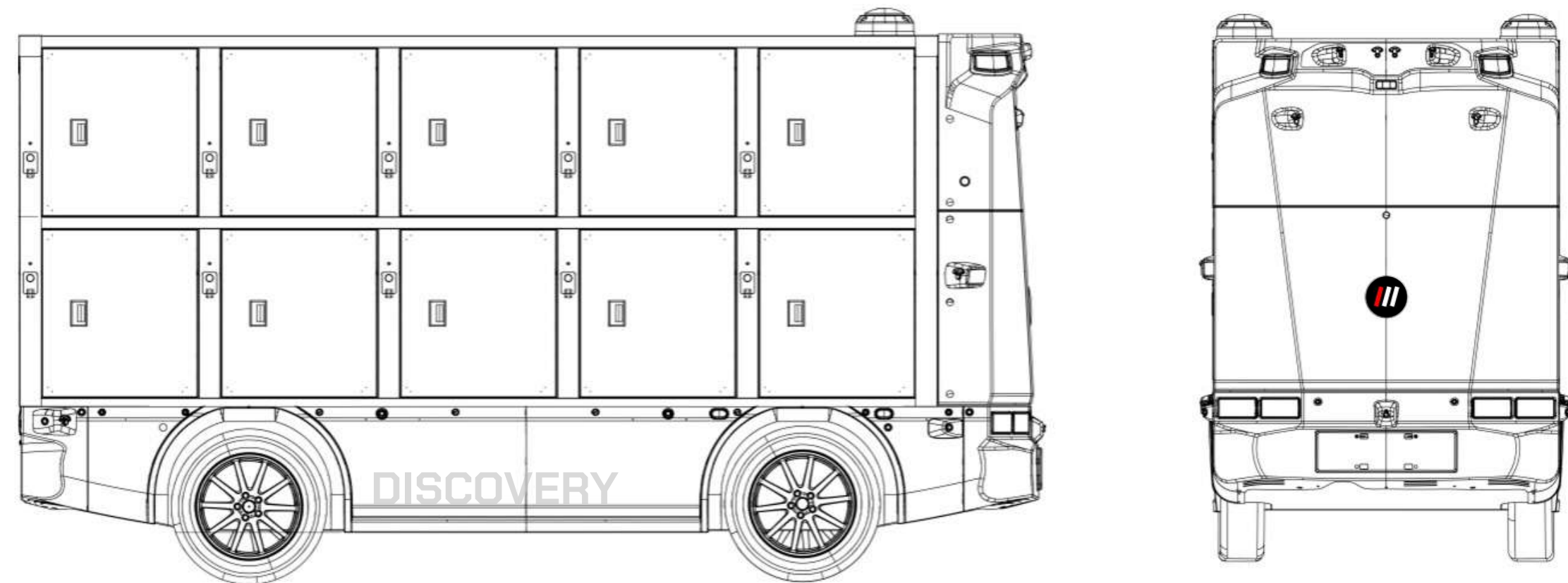
Founded in 2017, Robomart pioneered store-hailing—bringing entire stores to customers' doors in minutes—and is now redefining on-demand delivery with the launch of the RM5, a fully autonomous delivery platform engineered to make food and grocery delivery profitable.

About RM5

The RM5 is a purpose-built, low-speed, L4 autonomous vehicle engineered exclusively for goods delivery.

It houses 10 lockers, and is a full battery electric vehicle that uses a 18.4 kWh lithium iron phosphate battery.

It measures around 12' long, 4' 8" wide, and 6' 11" high with a curb weight of 2,205 lbs and 500 lb capacity.





Emergency Toll-Free Hotline

+1 (888) 585-1055

Robomart has established a toll-free hotline number for emergency responders.



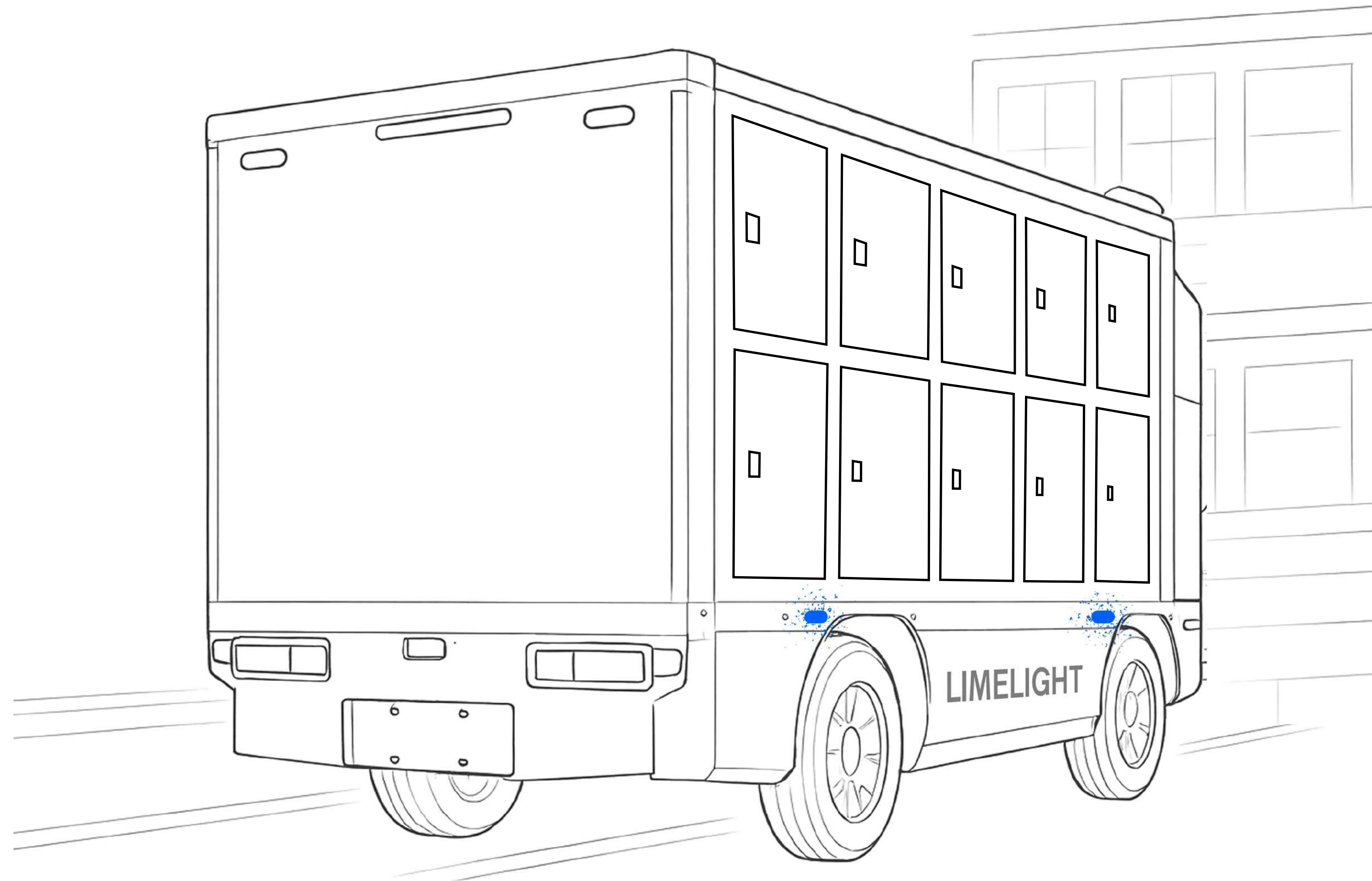


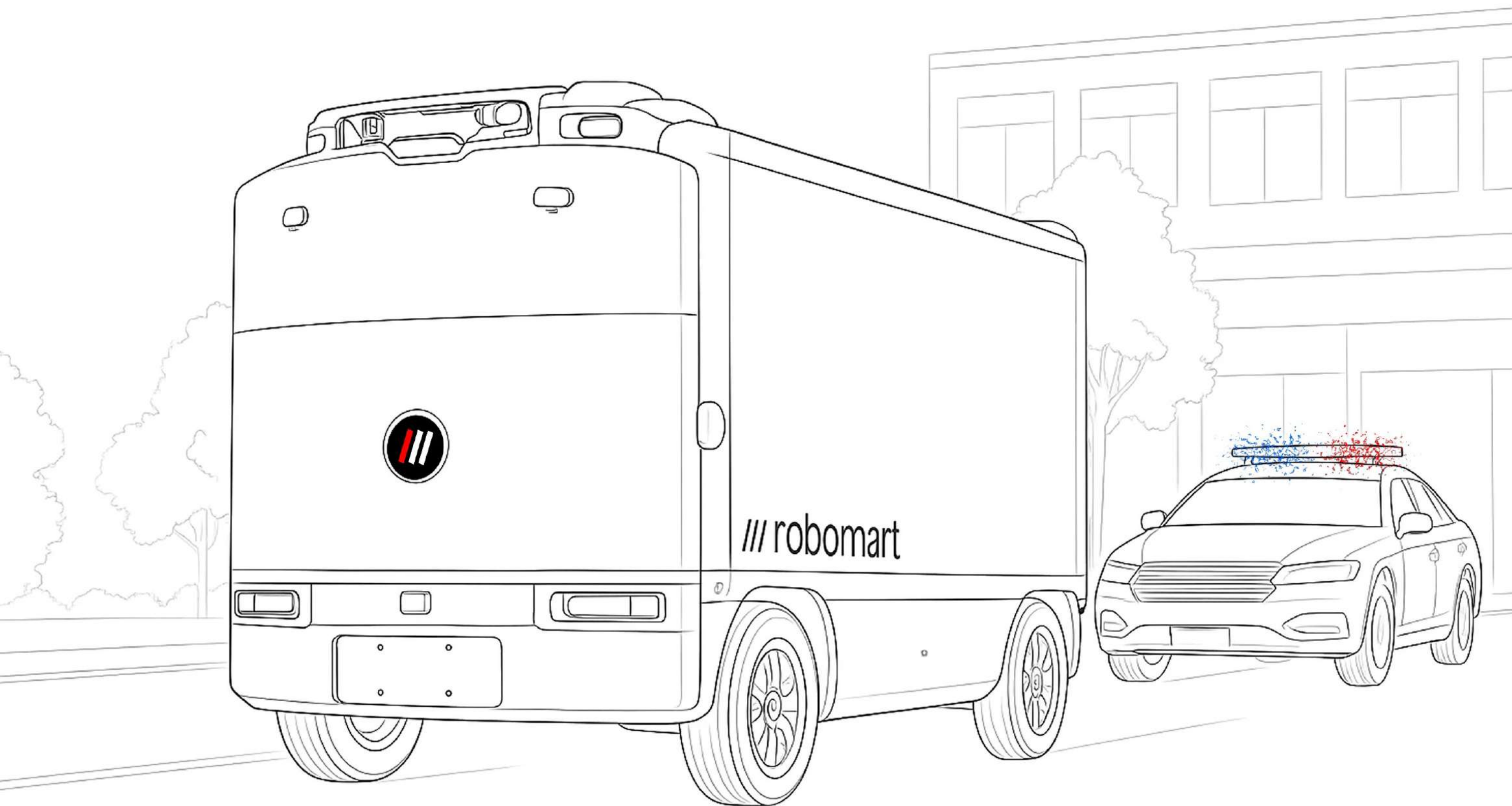
Identifying RM5

RM5 vehicles can be identified by their unique 10 locker architecture and exterior design.

When in autonomous mode, the blue lights will illuminate.

Each RM5 has a unique call sign, printed as a decal below the maintenance hatch under the lockers.





Pulling Over RM5

RM5 vehicles use their sensors to identify emergency flashing lights. Should the vehicle detect a siren behind it, it will come to a safe stop, park, activate its EPB brake, and turn on its hazard lights.

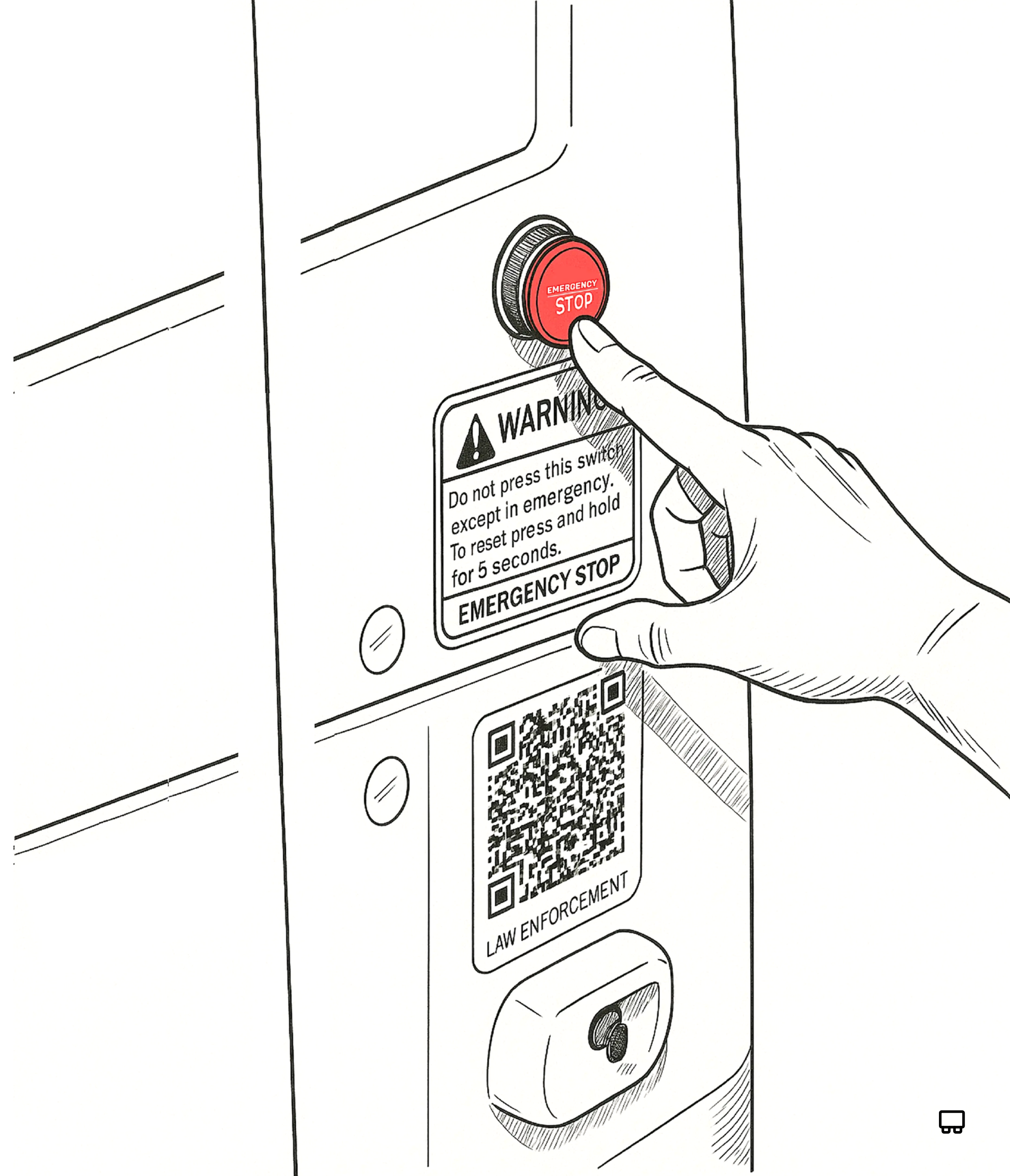
Approach the RM5 from the right side (lockers) and near the front fascia will be an emergency stop button and QR code for first responders to connect with Robomart support.





Emergency Stop

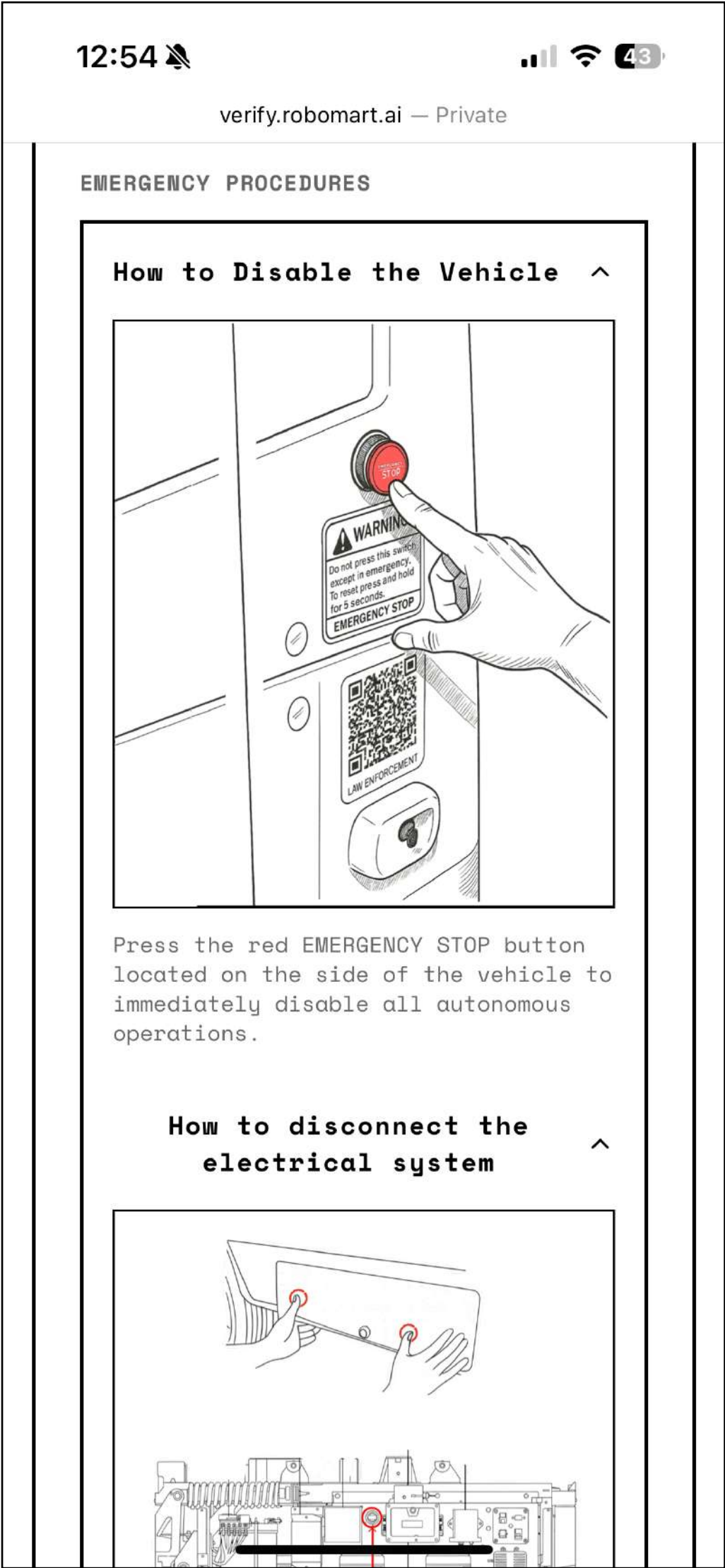
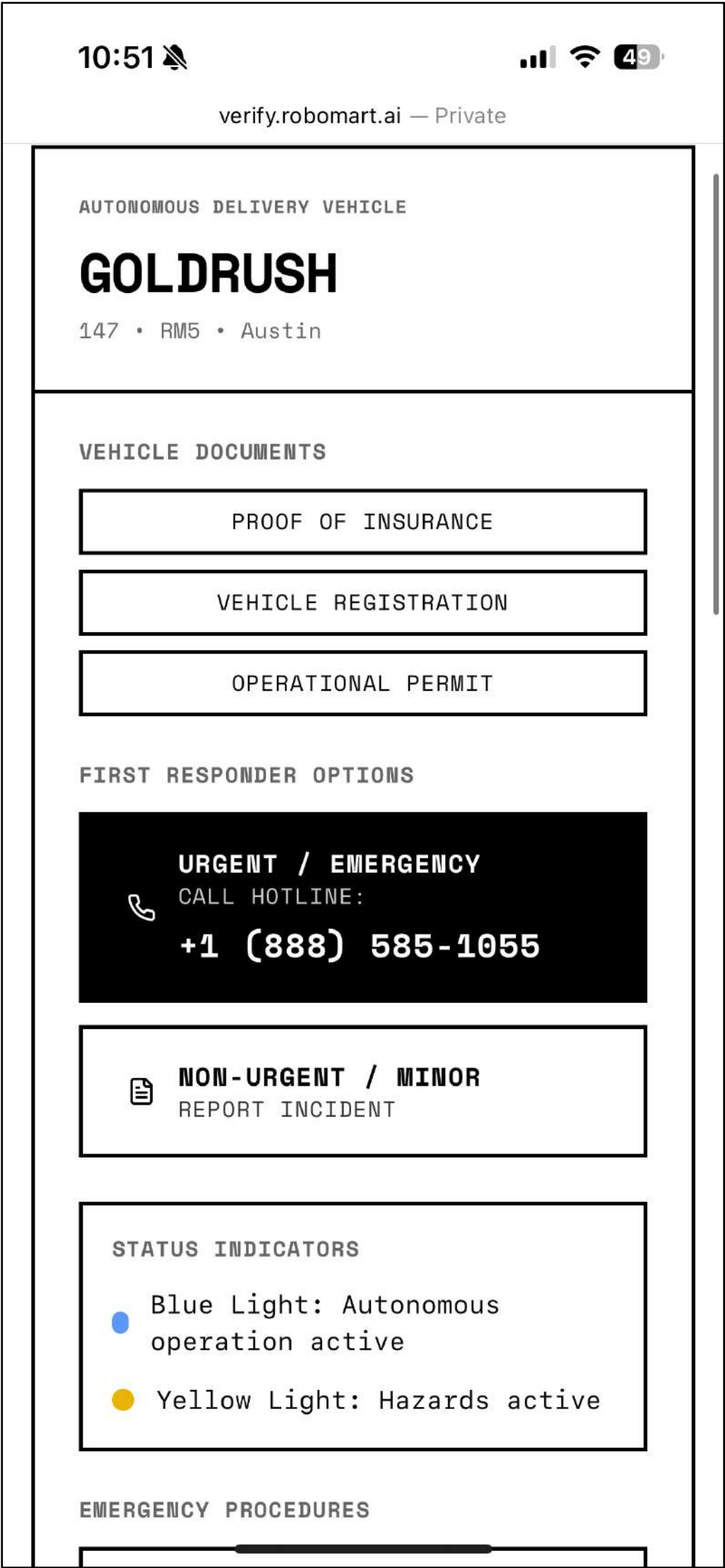
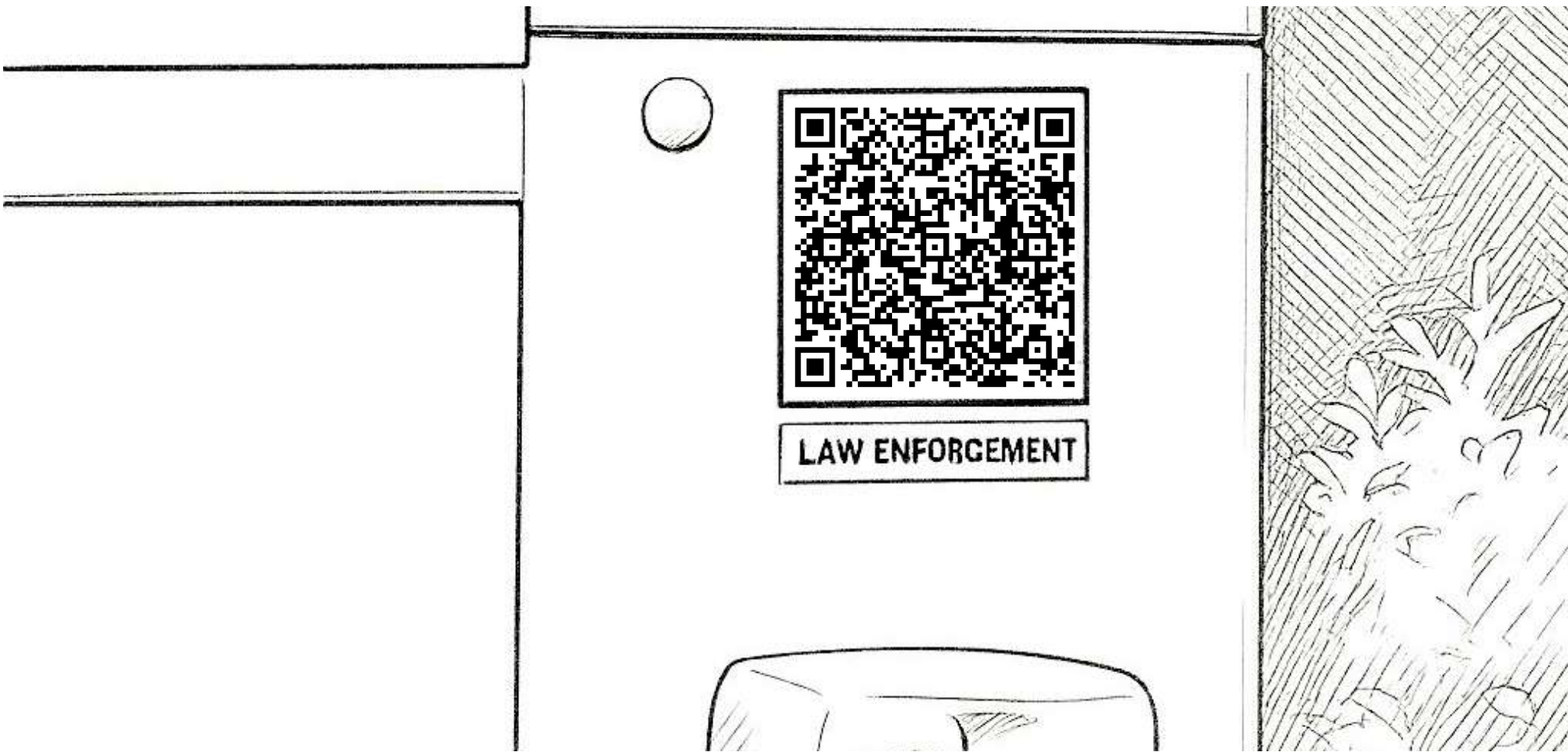
The RM5 has a physical emergency stop button near the front right side of the vehicle. It is easily identified by its bright red color and warning label below. The button is only to be used in emergencies by authorized first responders and law enforcement officials.





Vehicle Verification

At the front of the locker side of the vehicle, we have provided a QR code for law enforcement. This code can be scanned by any smartphone camera. It opens a page to our dedicated verification portal for that RM5 unit. On this portal, law enforcement will be able to view all relevant information about the vehicle, including proof of insurance, registration, permits, as well as links to contact support or report non-urgent incidents.



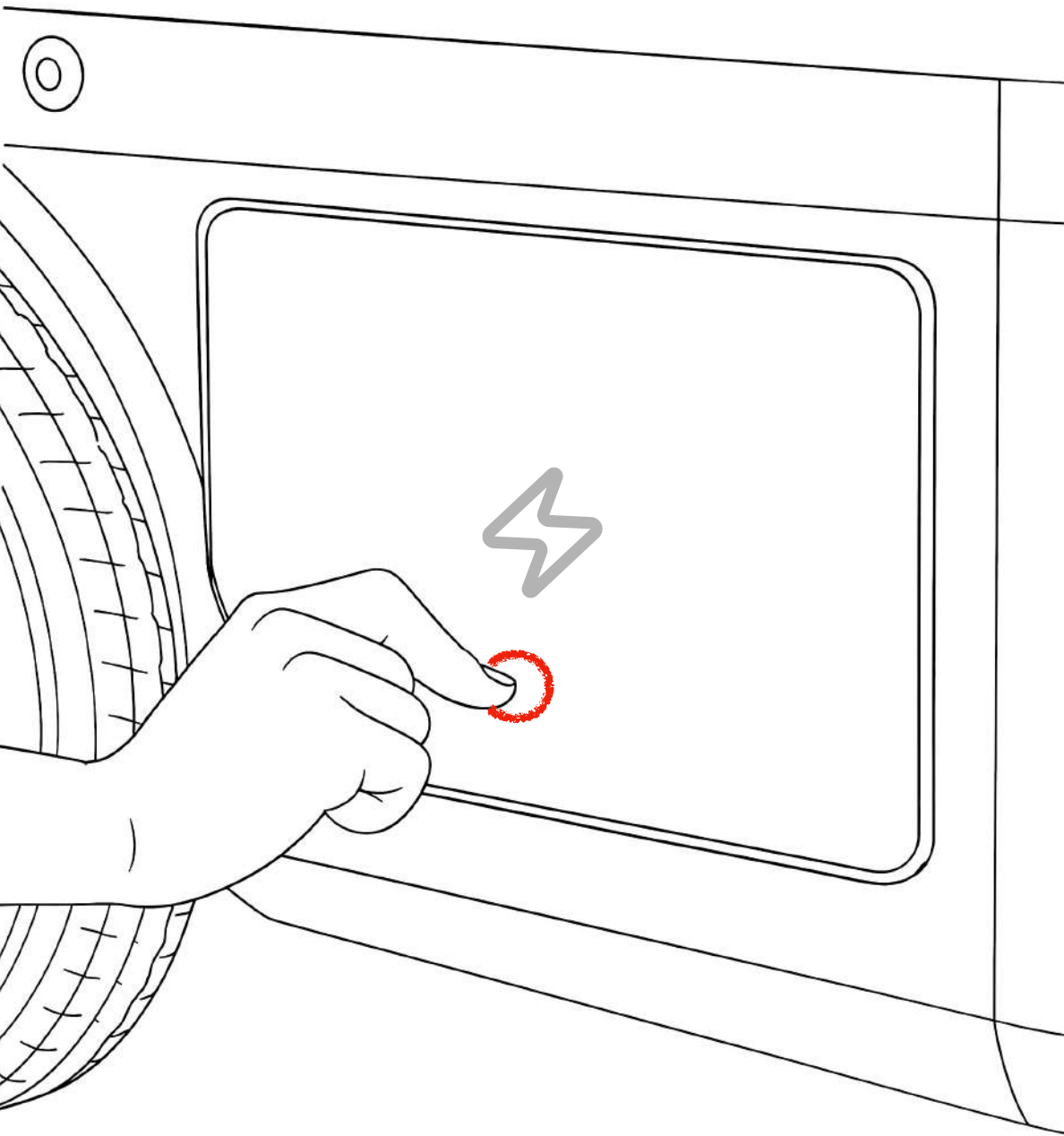


FIGURE 1

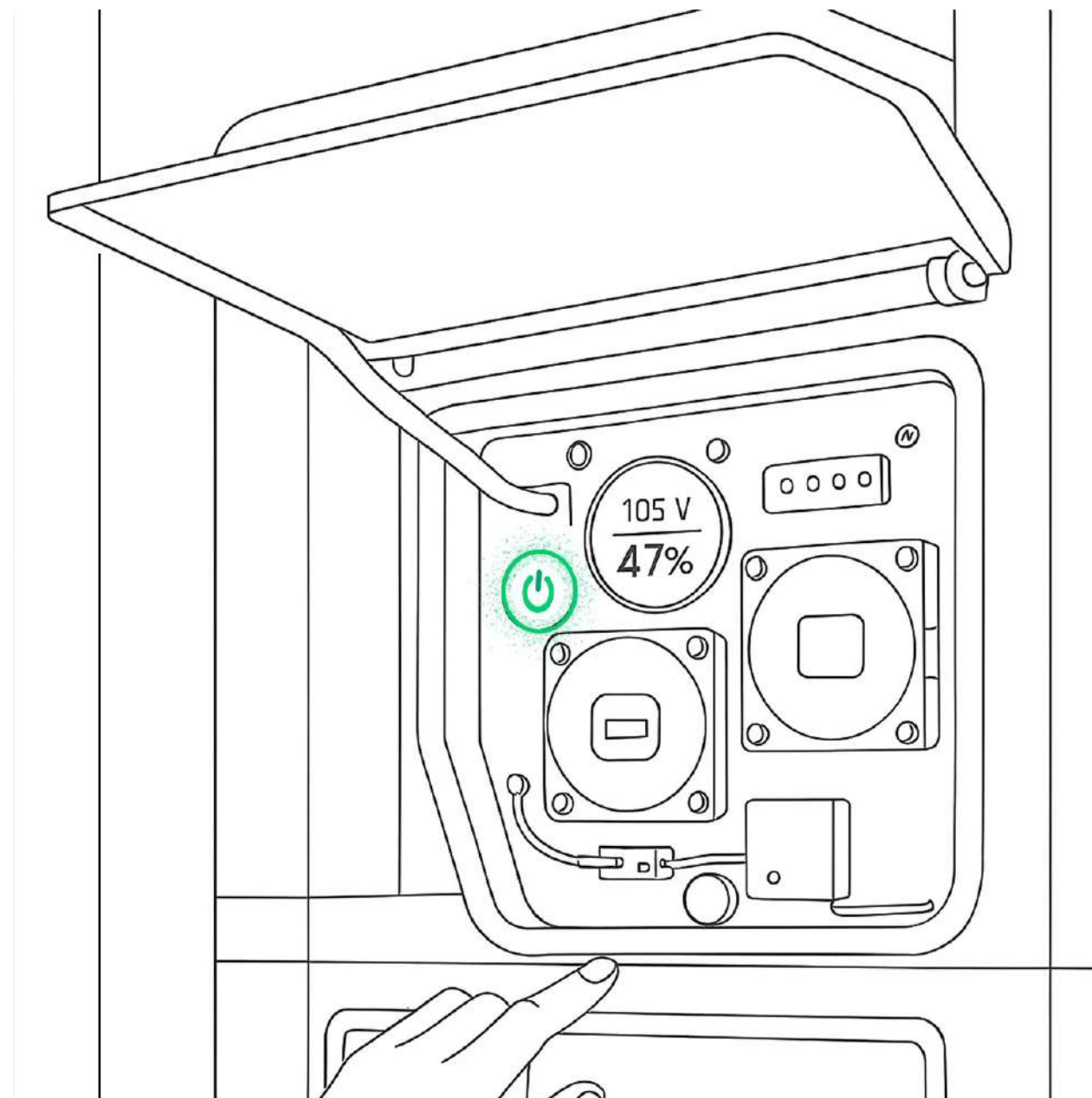


FIGURE 2

Powering Off RM5

The Charging Port Cover is located behind the left-rear wheel. Press the panel as shown in Figure 1 to pop it open and lift it. Inside, the ignition switch as seen in Figure 2, powers the vehicle on and off. Holding the switch for 20 seconds enters Relocation Mode, which releases the brakes and allows the vehicle to be manually moved in emergencies. Relocation Mode must only be used when the vehicle is disabled, as it disables key safety systems.





Disabling Electrical System

1. Ensure the Emergency Stop button has been pressed. This will prevent the vehicle from driving.
2. Open the maintenance compartment panel between the wheels on the left side of the vehicle by pushing down at the two equidistant points as shown in Figure 3.
3. Locate the Low-Voltage Power Cut-Off Switch in the center of the console as circled in Figure 4.
3. Rotate the Low-Voltage Power Cut-Off Switch to OFF. This disconnects the electrical system.

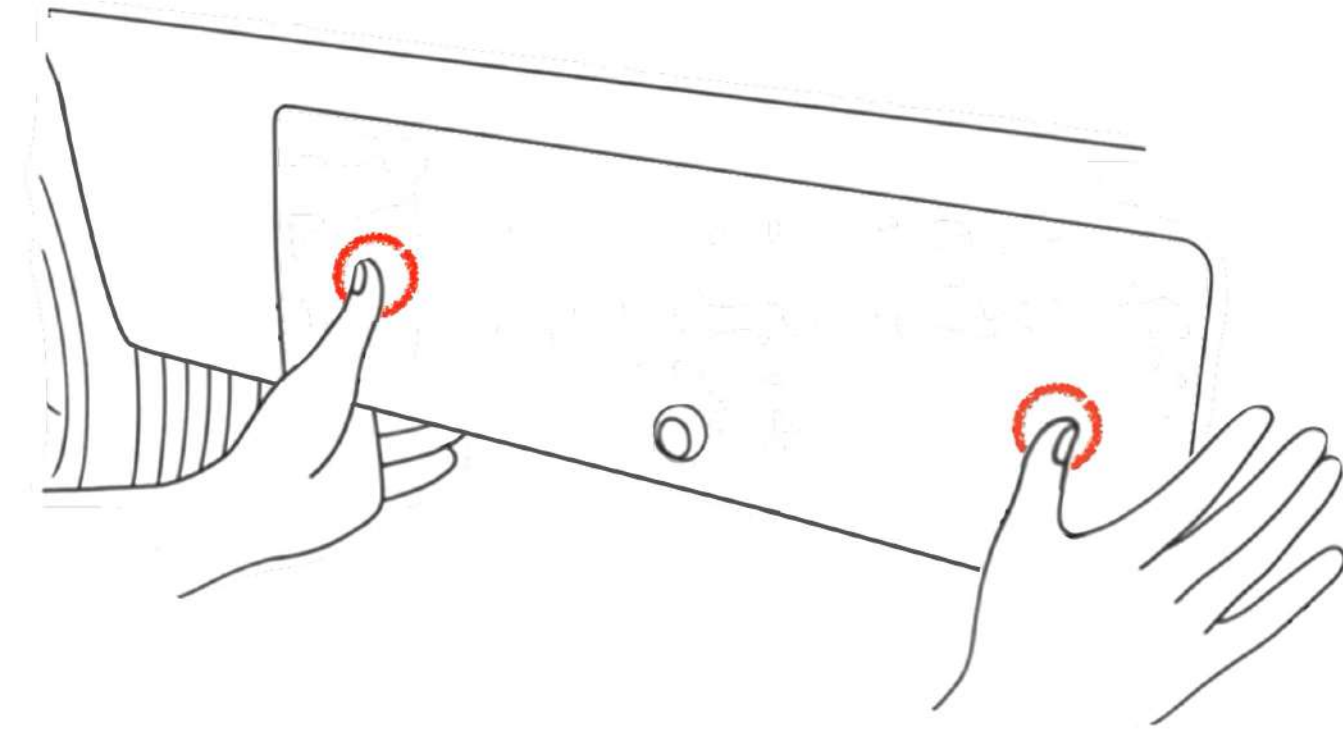


FIGURE 3

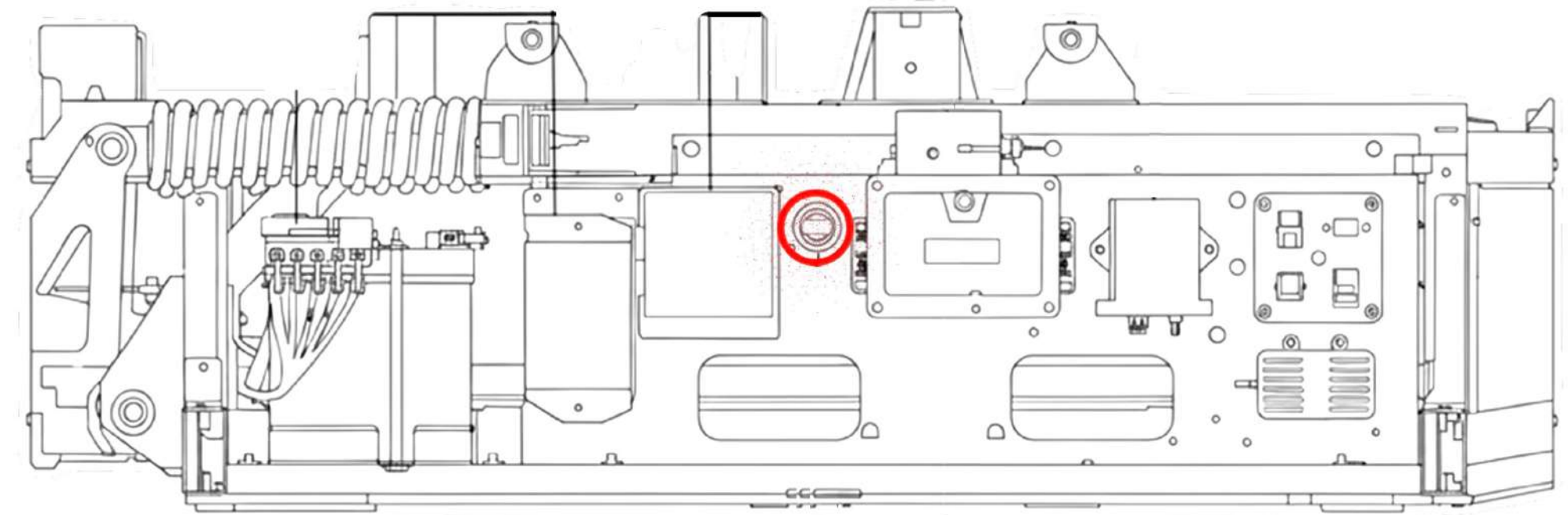
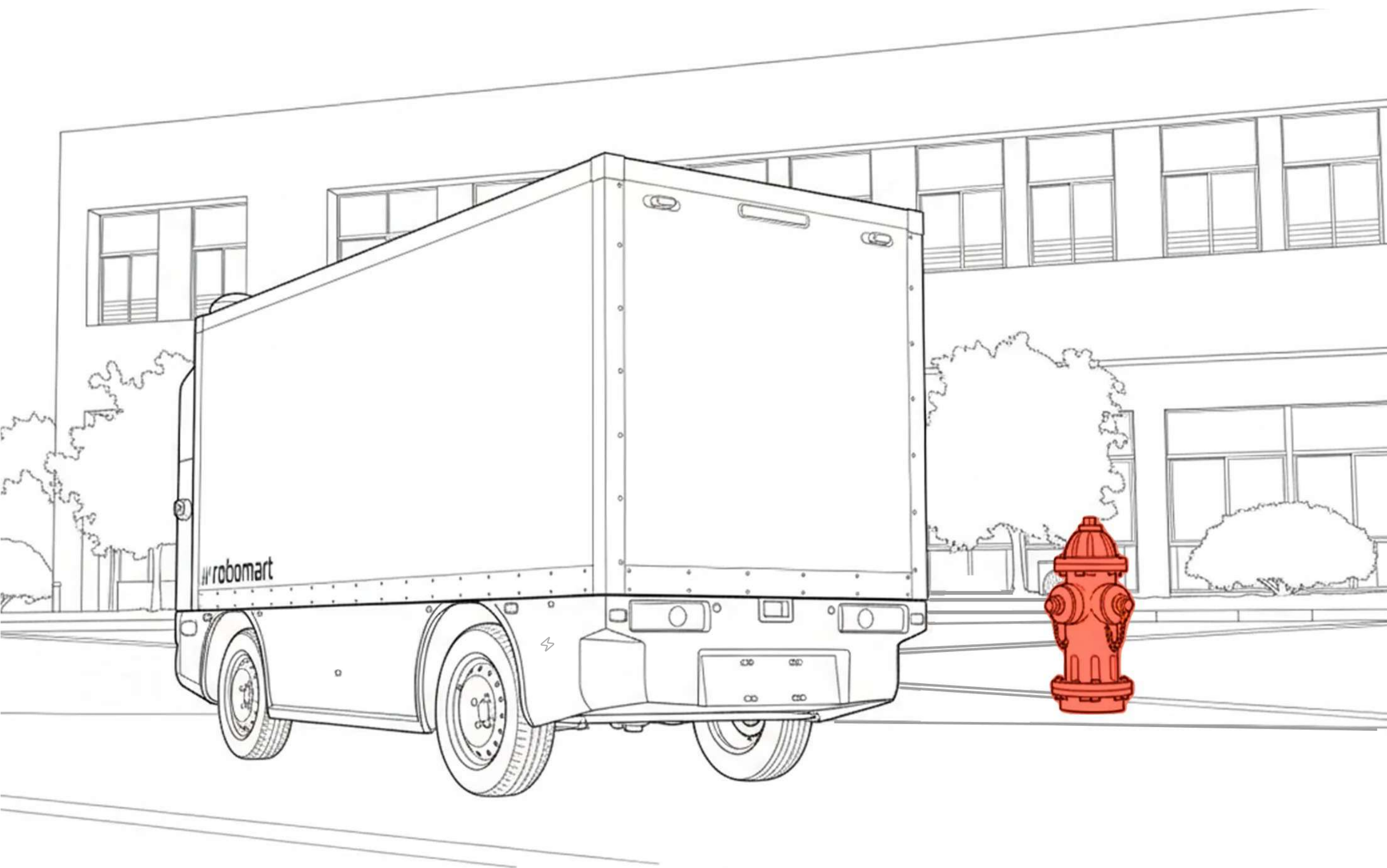


FIGURE 4





Battery Fire Hazard

RM5 is powered by a Lithium Iron Phosphate (LFP) high-voltage battery system. Treat any fire involving the vehicle as a potential battery event. Do not cut or disturb orange high-voltage cables or battery enclosures. If the battery is involved or suspected, apply large volumes of water per local EV fire guidelines and maintain distance due to re-ignition risk. Monitor the area after extinguishment, as LFP packs can smolder. Robomart Operations will coordinate with fire services and provide technical support on request.

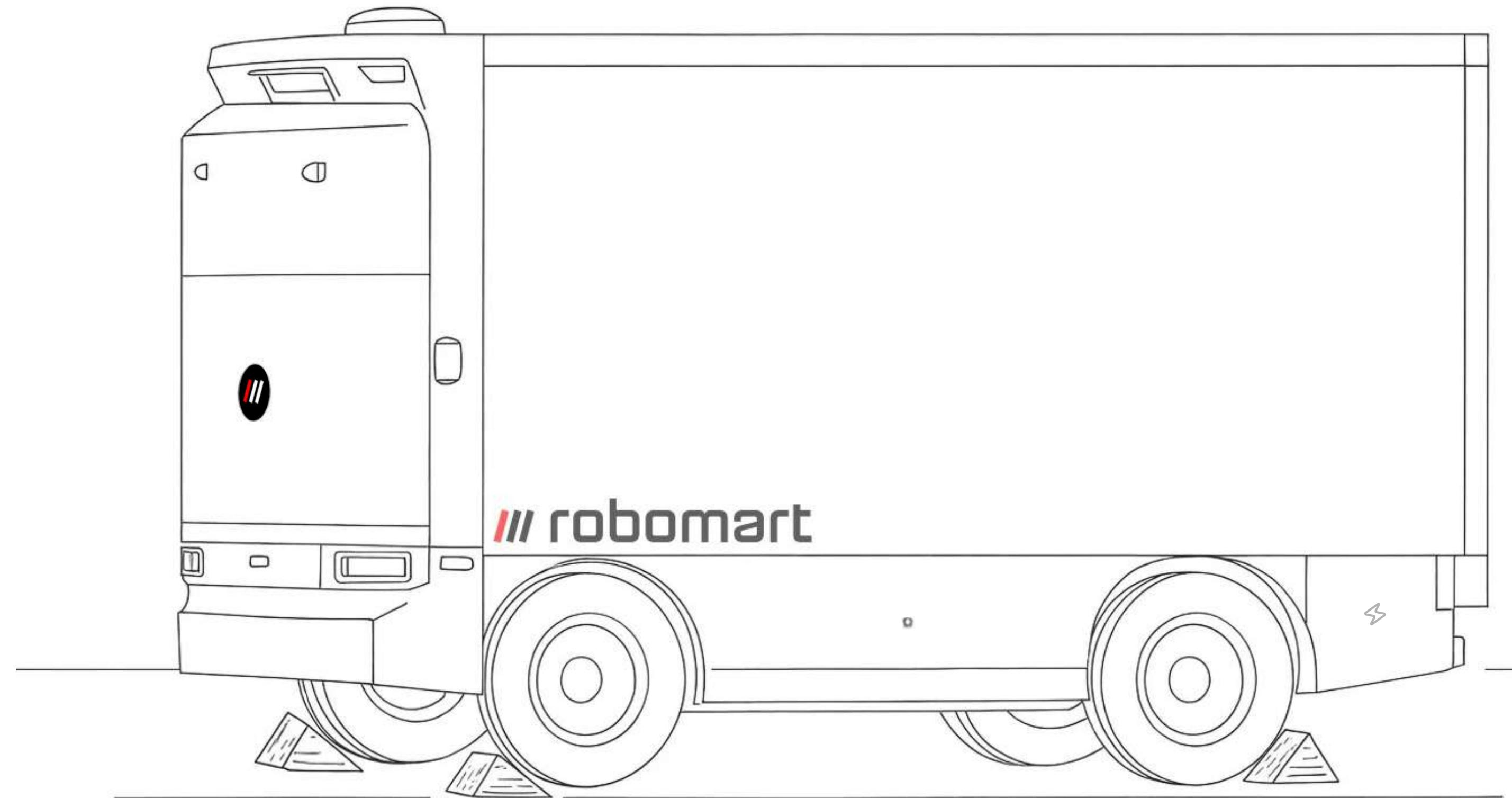




Preventing Roll-Aways

To prevent the RM5 from rolling in the event all electrical systems have been disconnected, ensure that the wheels are chocked.

Ensure that prior to enabling Relocation Mode, the wheels are properly secured, as the brakes will be deactivated and the vehicle may roll.



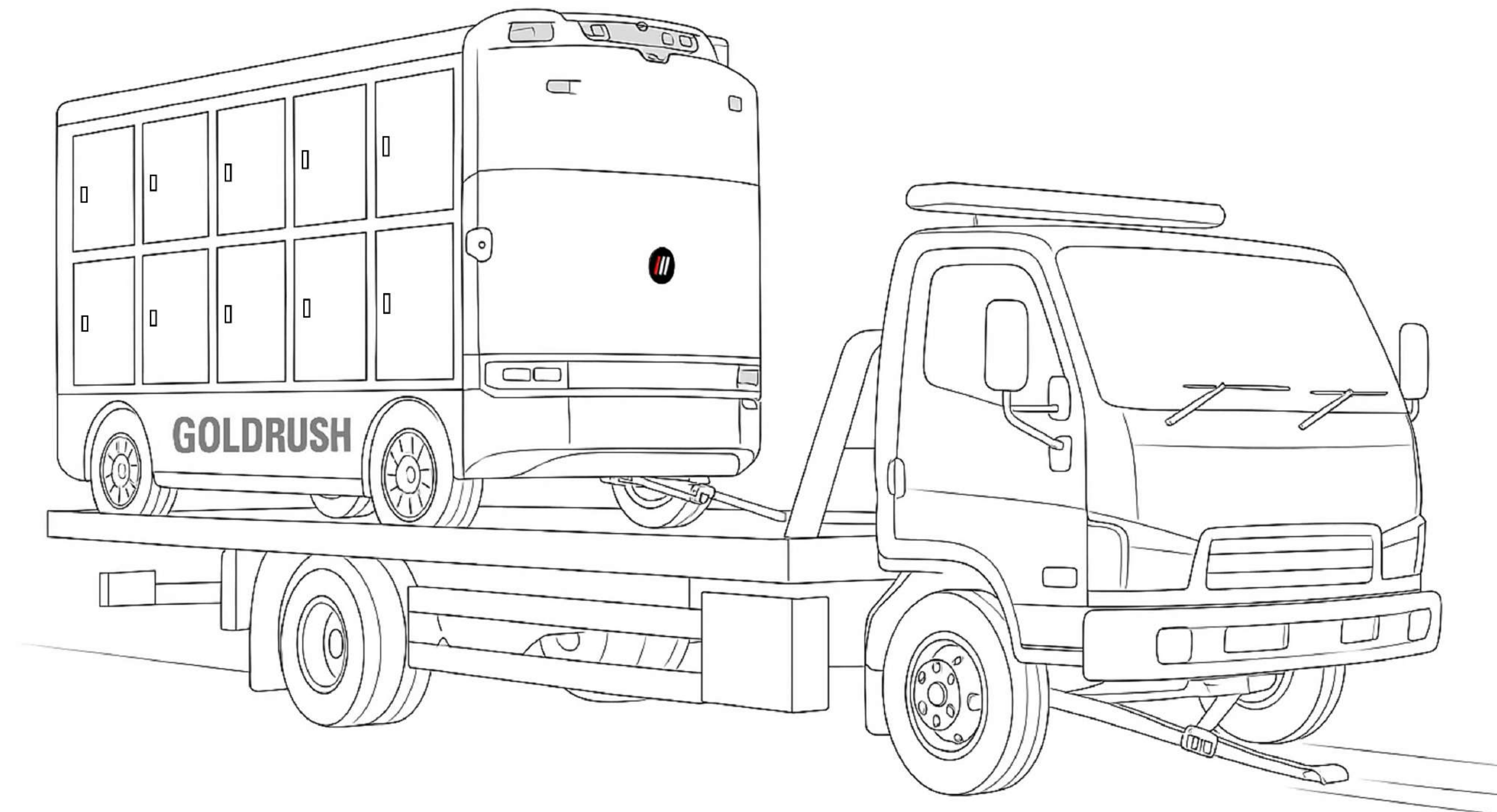


Towing RM5

A Robomart Dispatch Crew will always be assigned to an RM5 that has been in an accident or is otherwise unable to drive. As soon as possible, contact Robomart via the Emergency Hotline for coordinated recovery.

However, in the rare case that an RM5 must be moved before a Robomart crew arrives, law enforcement may arrange a tow.

1. Confirm the RM5's Low-Voltage Power Cut-Off Switch has been set to OFF.
2. Ensure that the tow truck is a flatbed truck.
3. Use only wheels straps. Do not tow the vehicle on its wheels or lift it by the bumper.
4. Ensure the RM5 is not accidentally reset and powered on.



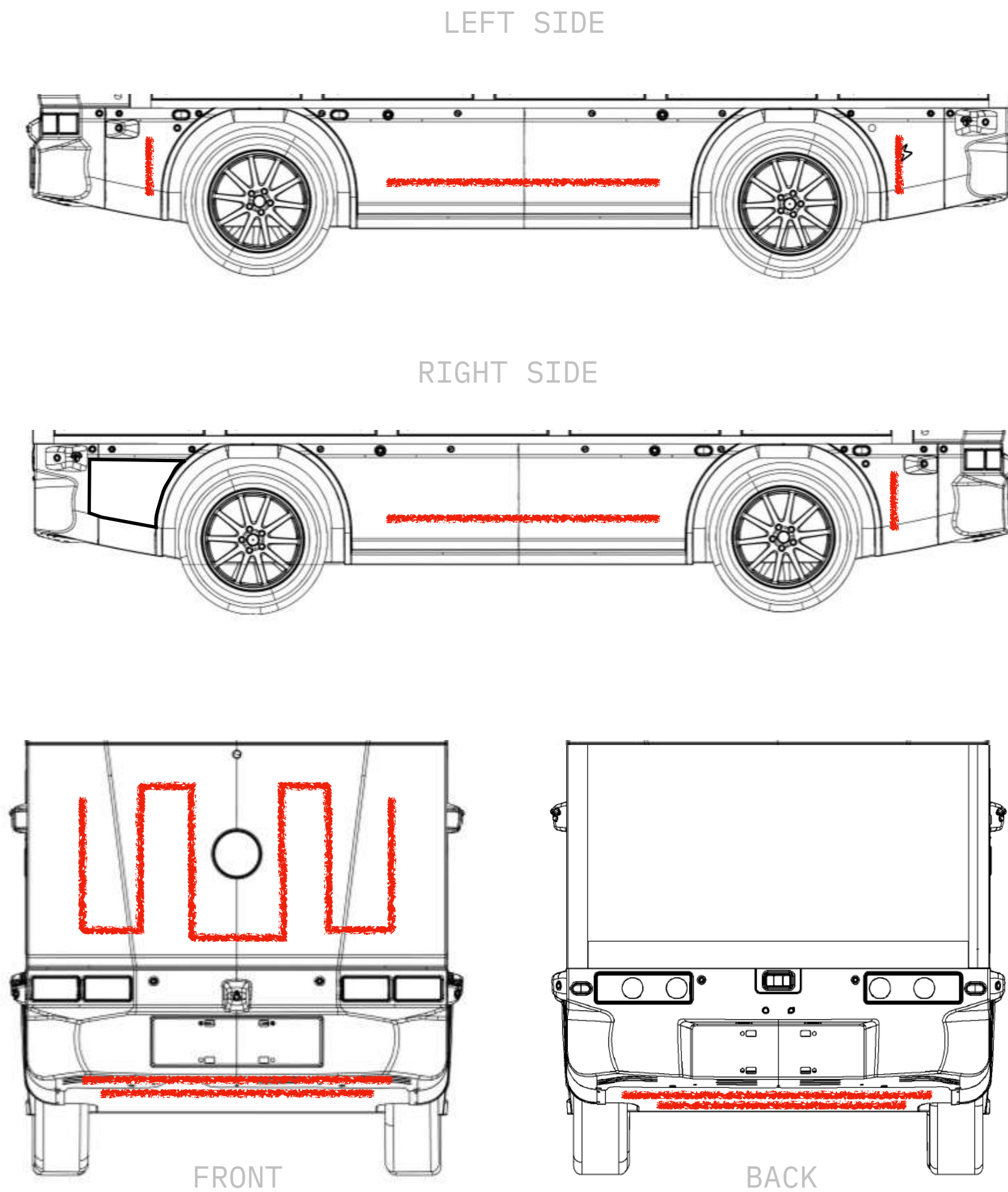


FIGURE 5

Collision Detection

The RM5 is capable of detecting that it was involved in a collision. In that event, the vehicle will brake until it comes to a full stop and immediately notify Robomart's dispatch crew.

In autonomous driving mode, the collision-sensitive area on the vehicle's cargo compartment will trigger an Emergency Stop after a certain level of impact force.

The red marked areas in Figure 5 indicate where the collision-sensitive areas are on the vehicle. It includes the front and rear bumpers, the front fascia, the right and left bumpers and chassis.

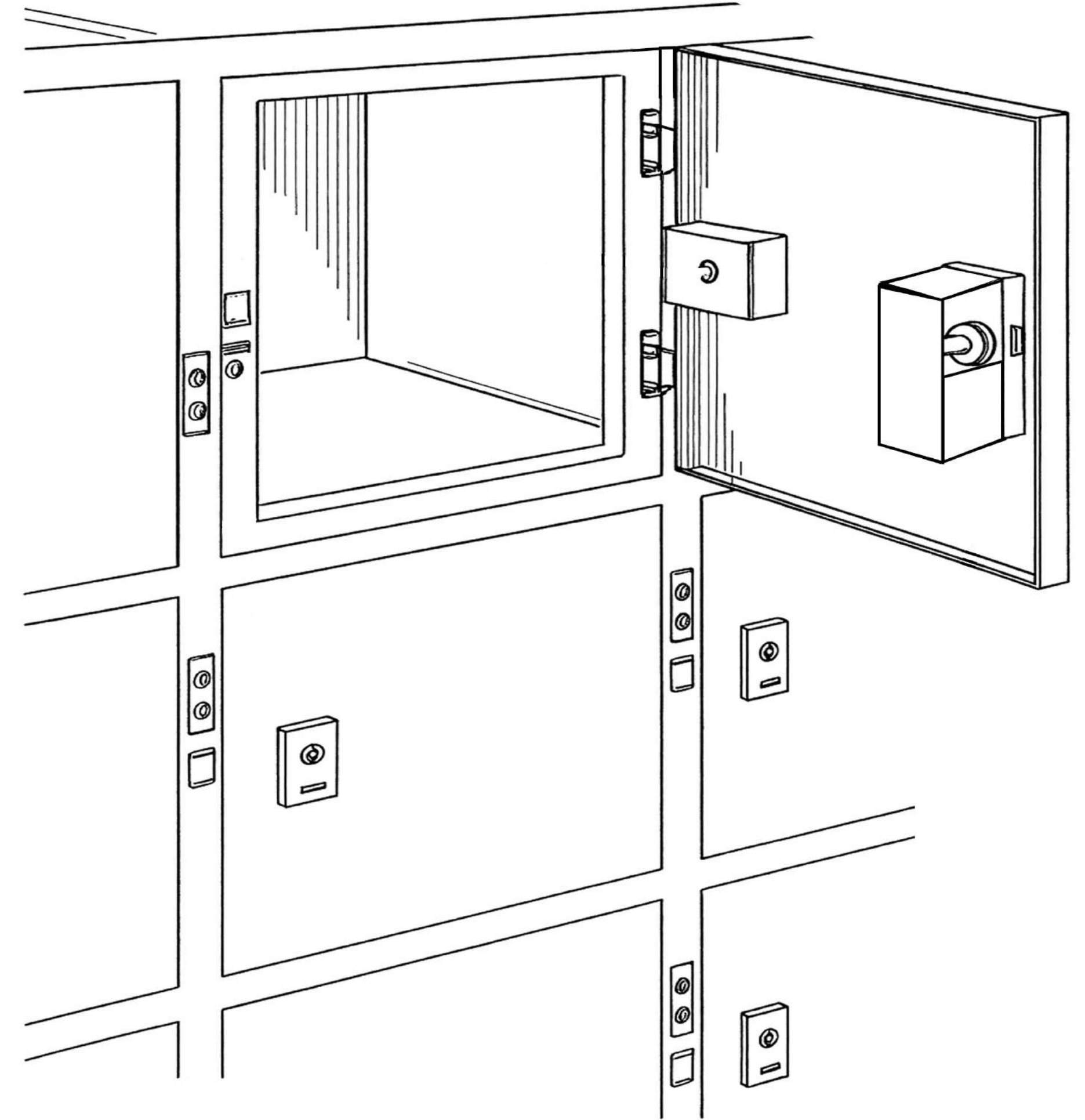


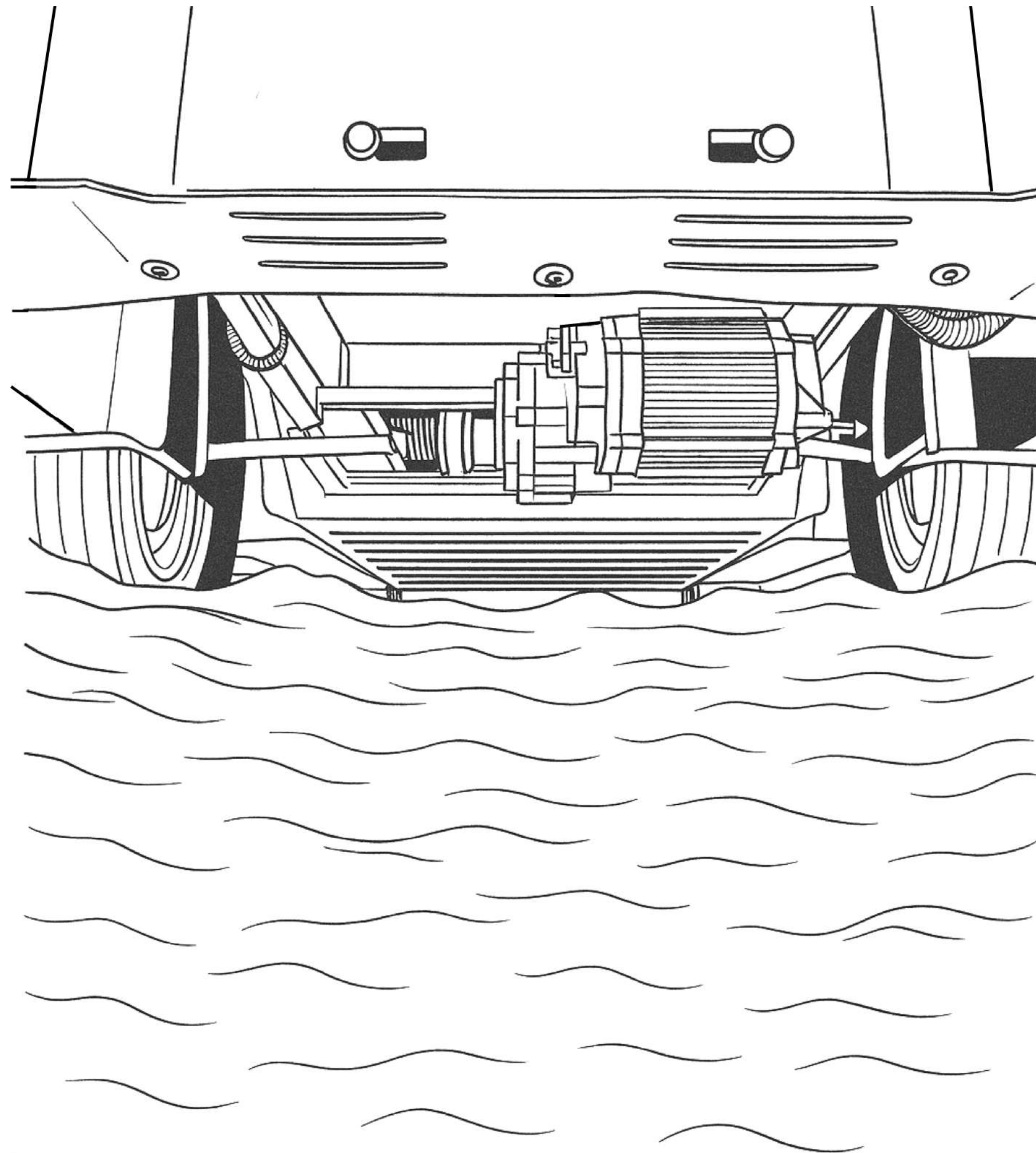


Locker Emergency Release

Robomart Operators can remotely unlock individual lockers for first responders. Request this via the hotline and confirm identity and agency. A restricted mechanical override key exists for authorized personnel only. If the electro-lock fails, authorized staff can unlock the small mechanical access door using this key, then pull the internal release cable to mechanically disengage the lock.

If immediate access is required (e.g., life-threatening emergency) and remote unlock is not possible, responders may force entry using standard emergency tools. Note and photograph damage and the exact locker states; notify Robomart as soon as feasible so telemetry and video buffers can be preserved. Lockers contain consumer goods and internal cameras may record activity.





Water Submersion

The vehicle body does not present an electric shock hazard even when submerged. However water intrusion into the battery enclosure can generate hydrogen or hydrogen fluoride gas and may lead to delayed thermal events. Do not attempt to access lockers or interact with HV components while the vehicle is underwater. Establish a perimeter, use full firefighting PPE and SCBA when handling a recovered vehicle, and contact Robomart Operations for remote HV shutdown and retrieval.

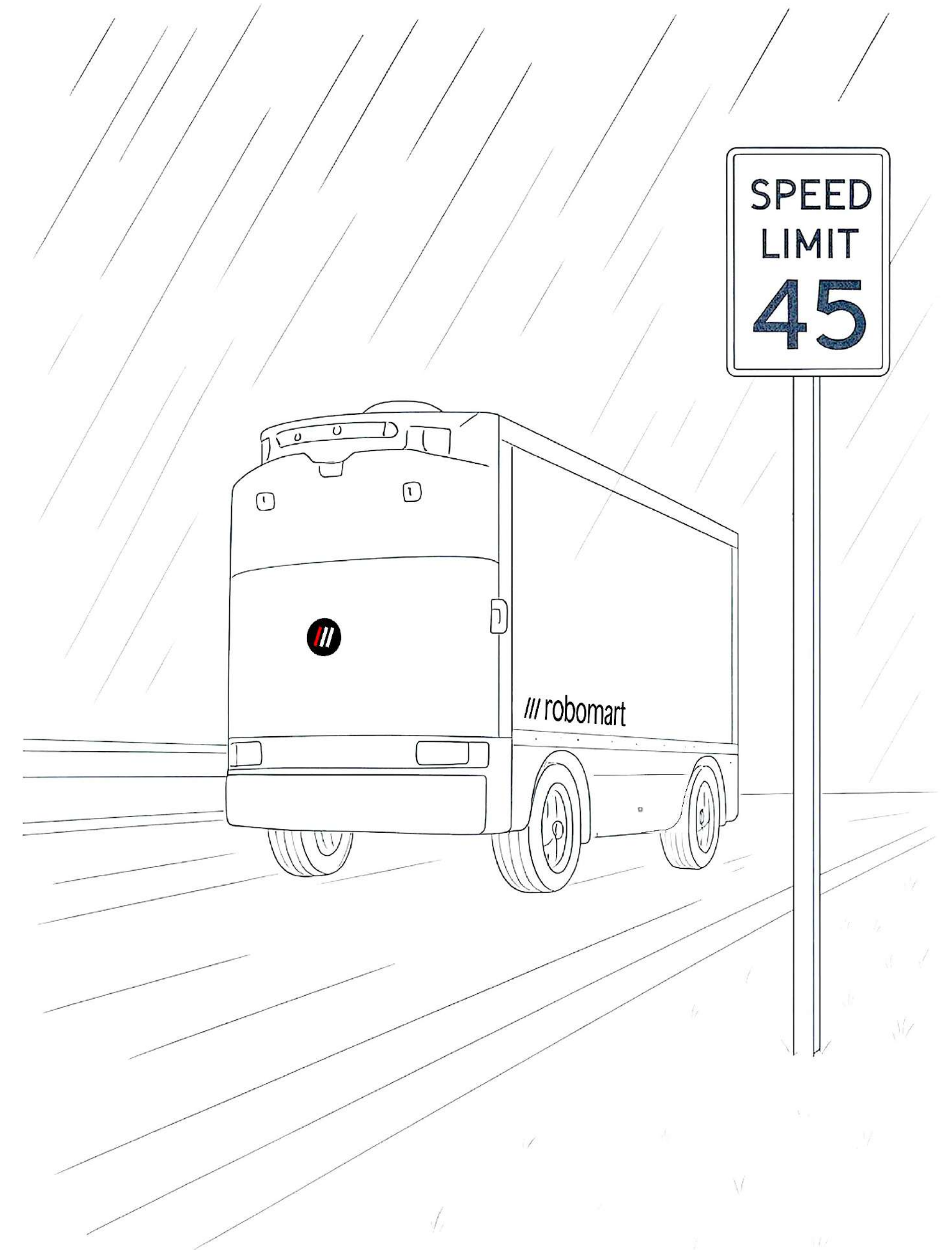




Operational Design Domain

RM5 vehicles operate within a defined Operational Design Domain to ensure safe and reliable autonomous delivery. These are Level 4 autonomous, low-speed vehicles (LSV) with a maximum speed of 25 mph, validated for operation on urban and suburban roads, including main, secondary, branch, and rural streets, as well as parking lots and designated pickup or delivery zones.

The RM5 supports both dry and wet road conditions, moderate rain, light snow, and low-visibility environments, and is designed to accommodate normal traffic interactions with vehicles, cyclists, pedestrians, and delivery staff. Operations are geofenced, limited to mapped service zones with adequate 4G/5G coverage, satellite positioning, and safe environmental conditions. Highway speeds, unpaved roads, extreme weather, and areas without communication infrastructure are excluded from the ODD.





Contact

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