First Responder Interaction Plan

ZOOX

This document is intended for law enforcement and emergency responders.

HAVE AN EMERGENCY?
CALL (833) 322-2277 OR SEE
EMERGENCY RESPONSE LINKS ON PAGE 11

Table of Contents

Contacting Zoox 3

How to identify a Zoox robotaxi 4

Where to find insurance, registration, and documentation 7

About Zoox Remote Operations 8

Safely interacting with the Zoox robotaxi 11

Emergency Guide Links 11

High Voltage Cut Loops 12

Pre-recorded messages 15

How to recognize and deactivate autonomous mode 16

How to safely remove the robotaxi from the roadway 18

Important information on the electric powertrain 23

Extinguishing a robotaxi fire 27

Emergency access to riders 31

Emergency access to robotaxi doors 33

Contact Information 37

This document is produced by Zoox and is intended for use by law enforcement and first responder communities. Printed copies are not controlled.

2026 ALL RIGHTS RESERVED

Zoox First Responder Interaction Plan

CONTACT US

During driverless operations, first responders should assume that any passengers in the robotaxi are “riders” and are not the appropriate Zoox point of contact for engaging with first responders or other third parties. To reach appropriate Zoox personnel, please call (833) 322-2277 or use the exterior two-way audio system when the robotaxi is stationary by pressing and holding the button on the robotaxi doors for 5 seconds (see pages 31-32) to speak with a Zoox remote operator.

In certain circumstances, the Zoox Support Team may already be on the scene with a Zoox robotaxi prior to the arrival of first responders. The Zoox Support Team may also arrive on the scene after first responders are already present. In these situations, the Zoox Support Team will be able to support first responders in addition to the above mentioned remote operators. The Zoox Support Team will be dressed in Hi-Viz PPE and helmet, and will have their photo-ID Zoox badges with them on-scene.

For any non-emergencies or general questions that do not require an immediate response, please email safety@zoox.com.

2026 ALL RIGHTS RESERVED

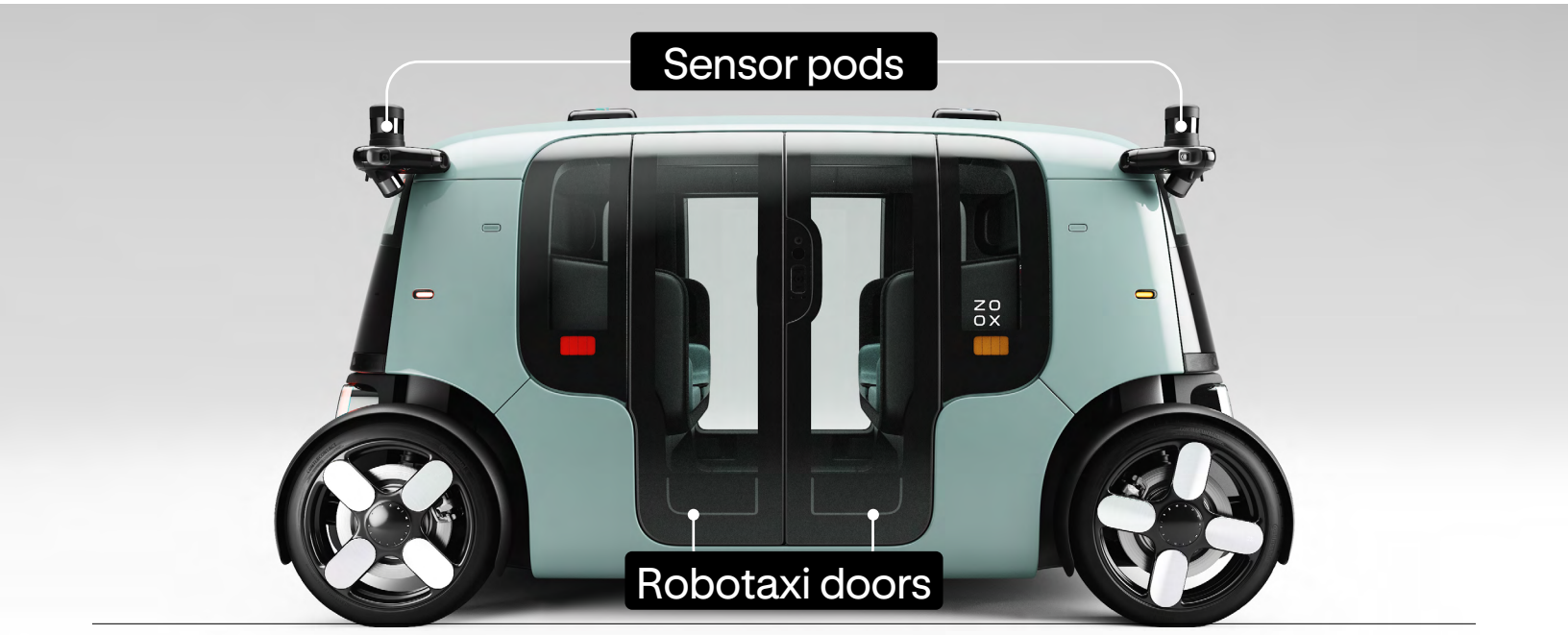
How to identify a Zoox robotaxi

Here is how to identify an electric and autonomous Zoox robotaxi:

Zoox robotaxis are symmetrical. Unlike conventional human-driven vehicles, the front and rear look identical.

FEATURES

- Capability to reverse path of travel without turning around
- Sensor pods on each quarter of the body
- No steering wheel
- Robotaxi doors on each side of the body
- Two carriage-style rider seats with capacity for up to four riders
- Fully electric motor and propulsion
- Unique Zoox sounds when a rider interacts with the robotaxi

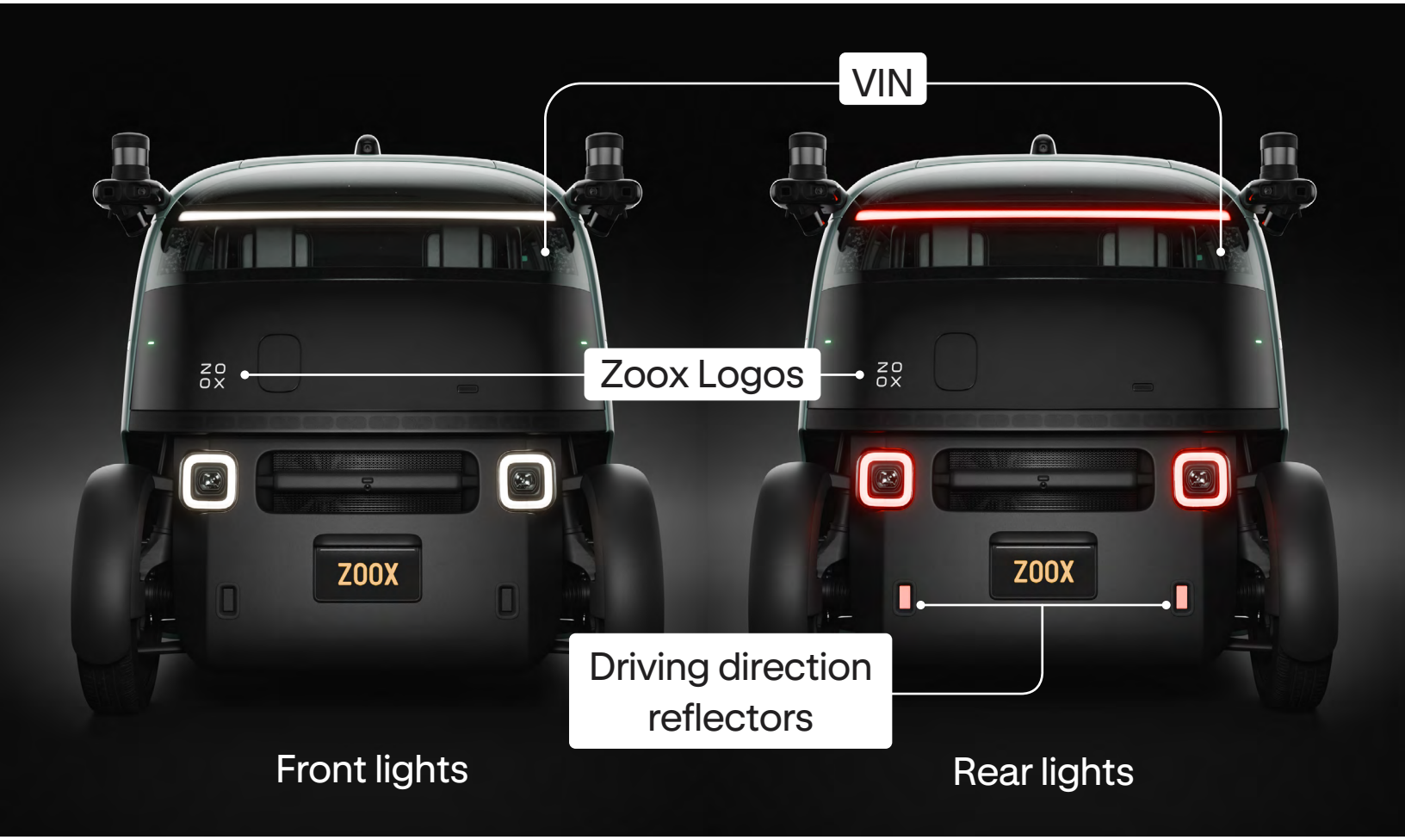


2026 ALL RIGHTS RESERVED

How to identify a Zoox robotaxi

FRONT/REAR

- Zoox logo on the left side of the service bay panel
- The license plate is affixed to the front and/or rear of the robotaxi



VEHICLE IDENTIFICATION NUMBER (VIN)

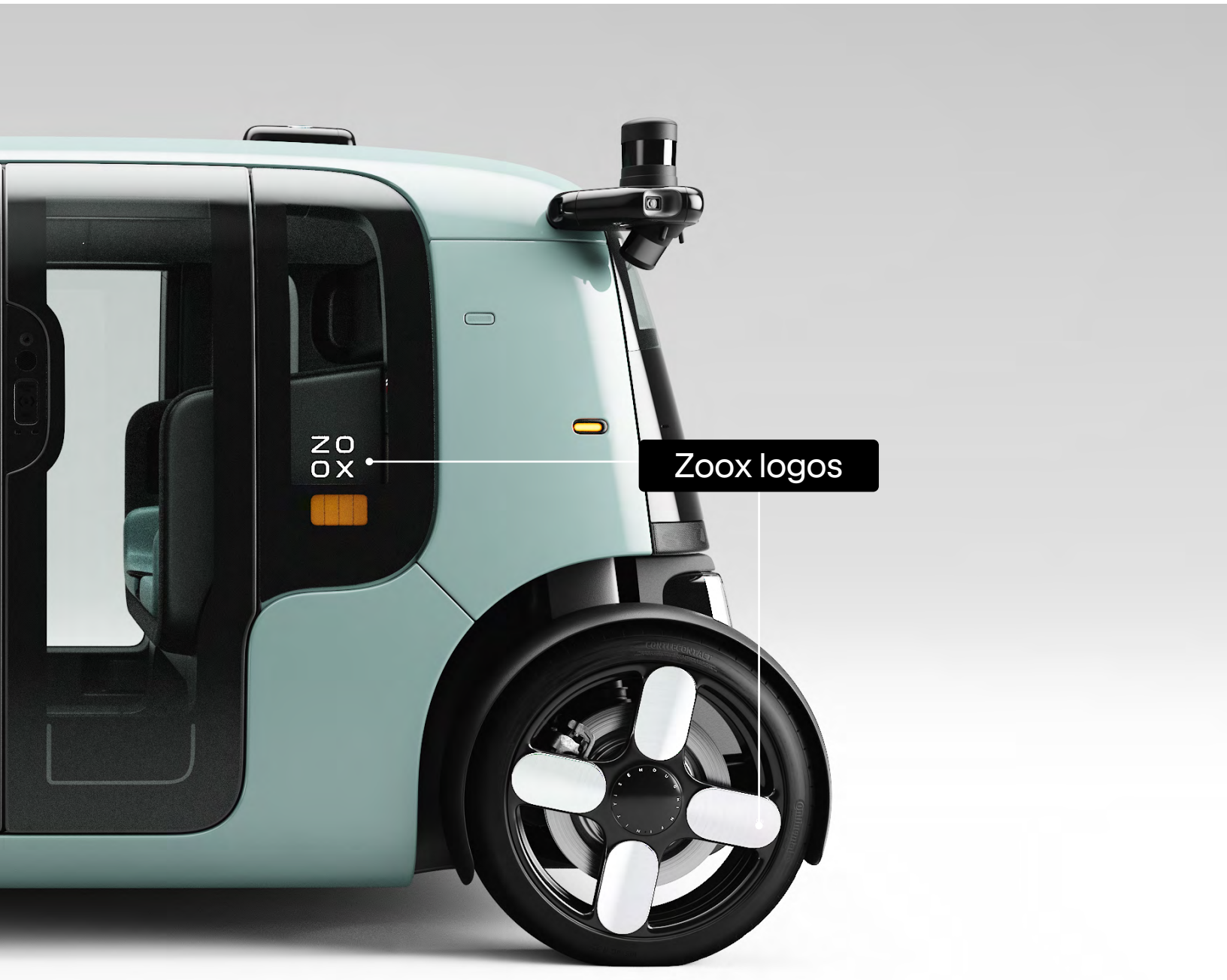
- The VIN is visible through the window near the right-side sensor pod, facing the robotaxi (see image above)

2026 ALL RIGHTS RESERVED

How to identify a Zoox robotaxi

SIDE

- Zoox logo to the right of the door, visible through the quarter glass
- Zoox logo on the reflective surface of the wheel

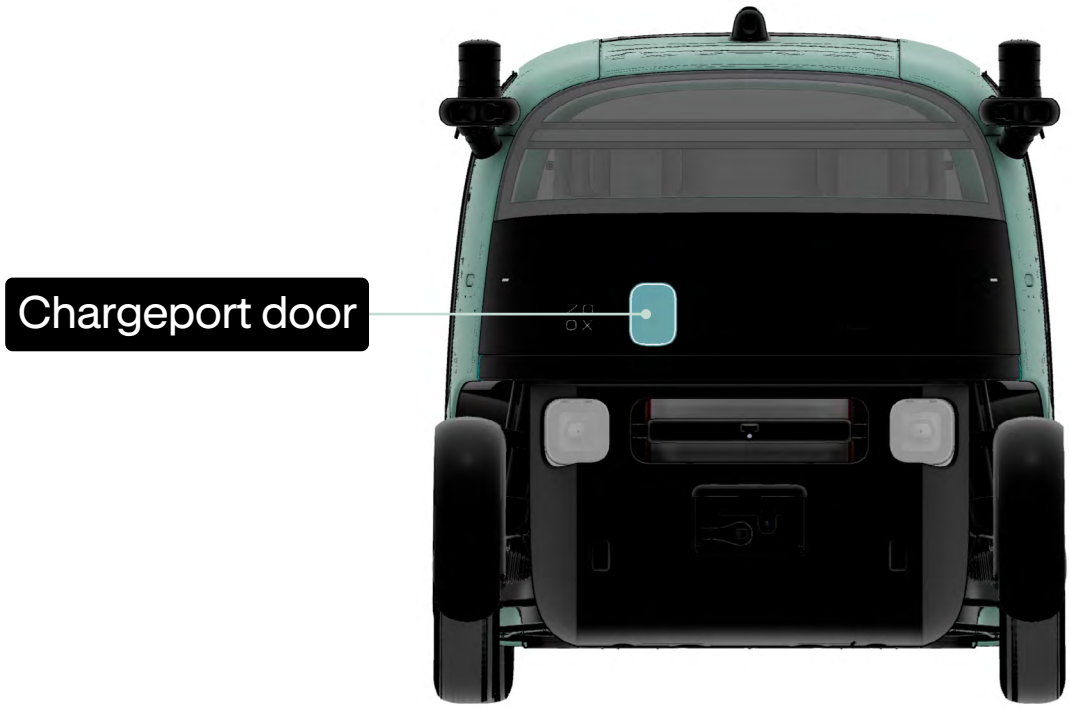


2026 ALL RIGHTS RESERVED

Where to find insurance, registration, and documentation

The documents listed below can be found in a document clip that is attached to the inside of the Chargeport door. The Chargeport door can be unlocked remotely by a Zoox remote operator. If they are unable to assist, the on-site Zoox Support Team will be able to unlock the Chargeport door.

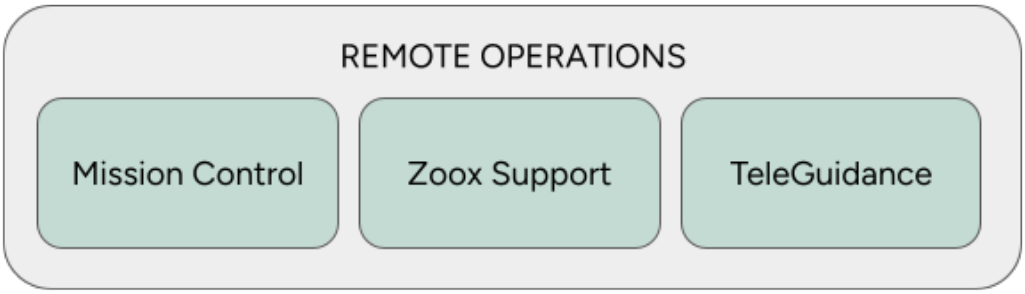
- Vehicle registration
- Proof of insurance
- A copy of the Zoox State Permit(s)
- Business cards with Zoox contact information



2026 ALL RIGHTS RESERVED

About Zoox Remote Operations

Zoox's remote operations is divided into three teams: Mission Control, Zoox Support, and TeleGuidance. These teams are based in the United States and perform different roles essential for ensuring rider safety.



The Mission Control team is responsible for ensuring the vehicle operates within the ODD, troubleshooting the vehicle, ensuring its readiness and safe operation, and dispatching a Zoox Support Team to the location of our vehicles and towing, if needed.

Zoox Support remotely monitors and supports riders before, during, and after their ride as necessary to ensure a safe and successful trip. During each ride, a Zoox Support agent is available to respond to any first responder or rider needs or requests and monitor the journey based on vehicle prompts and alerts.

2026 ALL RIGHTS RESERVED

ABOUT ZOOX REMOTE OPERATIONS

NOTE

First responders can contact Zoox Support through one of the following methods:

- Call (833) 322-2277
- If the doors are closed and the robotaxi is stationary, engage the exterior two-way audio system by pressing and holding the Door Button (described on page 31) for 5 seconds. Users will see a blinking white “HELP” indicator while the call is connecting
- If the doors are open, engage the interior two-way audio system by pressing the overhead Emergency button or help buttons on the Touchscreens

Zoox Support monitors in-cabin rider behavior, needs, and safety through live audio and video feeds, as needed. Communication with riders is available via the in-cabin two-way communications system and personal phones (call and text). Zoox Support will proactively and reactively provide ride information, troubleshoot issues, answer and document any questions or feedback from riders, and assist riders in the event of a service disruption.

2026 ALL RIGHTS RESERVED

ABOUT ZOOX REMOTE OPERATIONS

The TeleGuidance team works hand-in-hand with Zoox Support and Mission Control. TeleGuidance is responsible for remotely providing route guidance for the onboard system should the vehicle encounter an unexpected scenario (e.g., new construction zone, road closure, accident scene, etc.).

TeleGuidance does not remotely drive the vehicle. It provides information and needed guidance to the automated driving system, which determines whether and when it is safe to execute that guidance. The TeleGuidance team is also responsible for holding the vehicle in place (in certain situations), prompting pullover maneuvers (when requested or necessary), internally reporting potential safety-related incidents, and initiating response procedures in the event of an incident or collision.

The Zoox personnel on Mission Control, Zoox Support, and TeleGuidance teams undergo extensive training before they are authorized to perform these roles independently.

2026 ALL RIGHTS RESERVED

Safely interacting with the Zoox robotaxi

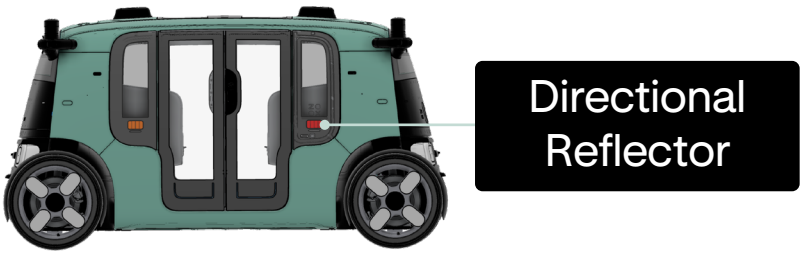
Zoox's 2024 and 2026 Model Year (24/26MY) and 2027 Model Year (27MY) Emergency Rescue Sheets and Emergency Response Guides are available through the web links below. The different model year robotaxis are distinguishable by the placement of their external reflectors, as depicted below.

Important for first responders: beginning with the 27MY, the robotaxi has a High Voltage (HV) Cut Loop. The 24/26MY vehicles do not have this feature. This is explained further on page 12.

24/26MY

Emergency Rescue Sheet

Emergency Response Guide



27MY

Emergency Rescue Sheet

Emergency Response Guide

2026 ALL RIGHTS RESERVED

High Voltage Cut Loop

Zoox's 27MY vehicles have a (HV) Cut Loop. As depicted below, 27MY vehicles have directional reflectors on the body of the vehicle, NOT underneath the window.

In the event of an emergency, HV power can be disconnected by double-cutting the HV Cut Loop. There are 2 HV Cut Loops on opposite sides of the robotaxi rider cabin. When facing the door from the robotaxi exterior, the cut loop is on the right side. Only one HV Cut Loop must be cut in order to disable the high voltage system.

NOTE

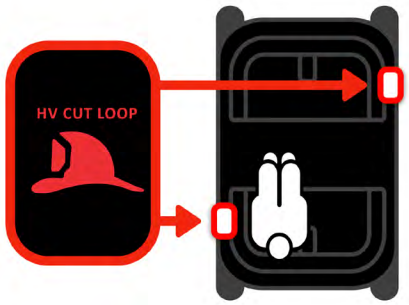
On 24/26MY and 27MY robotaxis, if any airbags are deployed, HV will be disconnected in ≤5 seconds

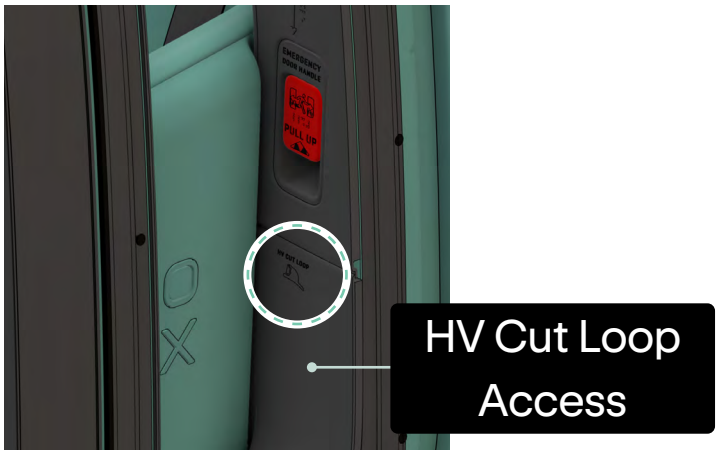
2026 ALL RIGHTS RESERVED

HIGH VOLTAGE CUT LOOP

Steps to Cut the HV Cut Loop

1. Locate the Fire Helmet icon on the trim panel of the seat-side pillar, directly below the Emergency Door Handle.





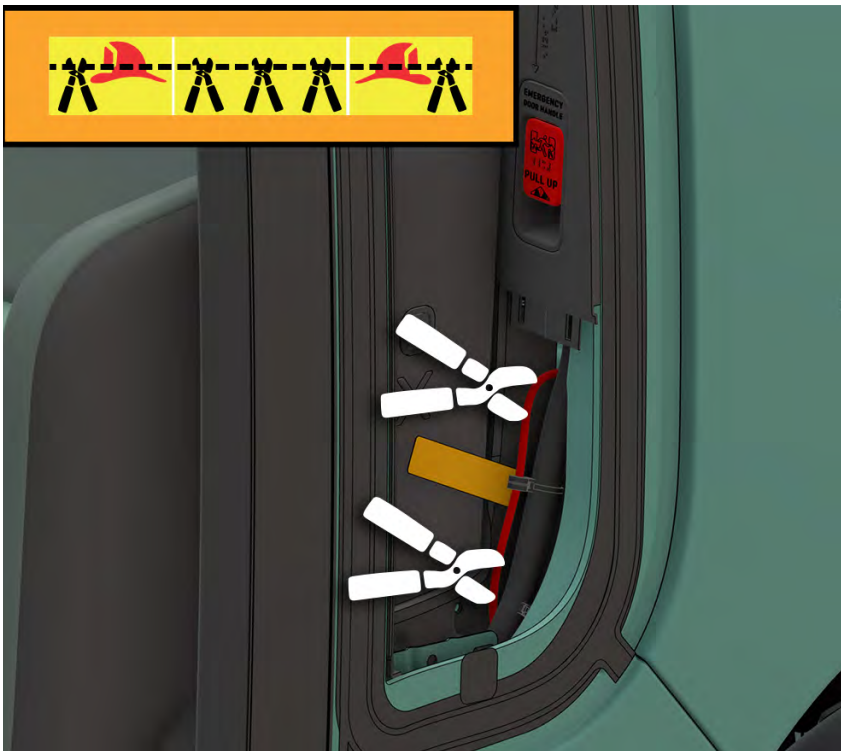
   - If necessary, break the glass of the quarterpanel window to the right of the doors to access the HV Cut Loop.

2. Remove the trim panel to expose the HV Cut Loop.

2026 ALL RIGHTS RESERVED

HIGH VOLTAGE CUT LOOP

3. Double-cut the HV Cut Loop, leaving as much gap as possible, to ensure the Cut Loop cannot be reconnected.



2026 ALL RIGHTS RESERVED

Pre-recorded messages

Zoox has developed a set of informational and instructional pre-recorded messages that can be played through the robotaxi's external audio system. These messages can provide important or helpful information about, for example, how to interact with the robotaxi, what the robotaxi intends to do, and how to contact Zoox remote operators. The text of these messages can be seen below.

Anytime these one-way messages are played, it is one of our remote operators with situational awareness who is prompting them.

Approach Door
"Zoox Support is monitoring the situation. If you need to speak to us, please come closer to the doors."

Locate Phone Number
"To contact Zoox Support, call the number on either end of the vehicle."

Zoox Support on the Way
"Zoox ground support is on the way."

Access Emergency Door Handle
"The emergency door handle is located to the right of the doors. Break the glass, then pull the handle and door at the same time."

Vehicle Won't Move
"The vehicle won't move, you can approach."

Vehicle is About to Move
"Please stay back. The vehicle is about to move."

(Bad Actor) Step Back
"Step back. You are being recorded. Police are on the way."

(Bad Actor) Keep Away
"Keep away from the vehicle. You're being recorded."

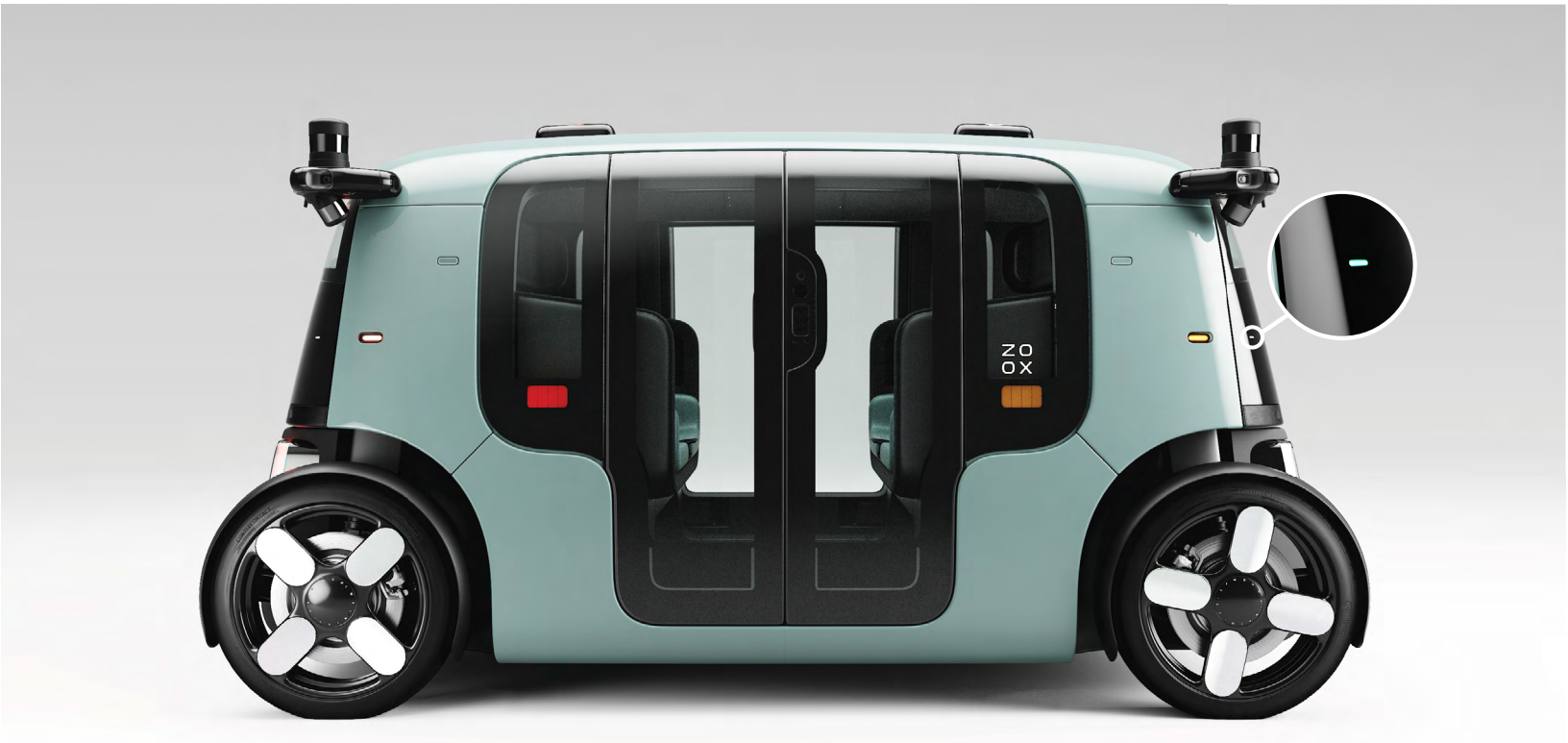
2026 ALL RIGHTS RESERVED

How to recognize and deactivate autonomous mode

The Zoox robotaxi is designed to always operate in autonomous mode.

Autonomous mode can only be disengaged either by a Zoox remote operator or on-scene by the Zoox Support Team. If autonomy is active and needs to be disengaged, or if additional verification about the status of autonomy mode is required beyond the visual signals described below, please contact Zoox at (833) 322-2277.

The robotaxi is in autonomous mode if the service bay indicators are green, as indicated by the picture below.



2026 ALL RIGHTS RESERVED

HOW TO RECOGNIZE AND DEACTIVATE AUTONOMOUS MODE

The robotaxi is not in autonomous mode if service bay indicators are off (unlit), orange, or purple. An example of purple service bay indicators is depicted below.

NOTE

Hazard lights, or the outer half of each headlight (C-shaped) on both sides, may flash amber as a visual indicator of caution to other road users.

2026 ALL RIGHTS RESERVED

How to safely remove the robotaxi from the roadway

If the robotaxi cannot be moved using its own power, the robotaxi must be towed. Please see instructions and important safety information below.

- The Zoox robotaxi weighs 5842 lbs (2650 kg).
- Towing the robotaxi on a flatbed truck or trailer is preferred.

⚠ DANGER

- Connecting the tow straps to areas other than those specified may cause damage, serious injury, or death
- Overheating the high voltage system is a fire hazard
- Towing the robotaxi with the wheels on the ground will cause significant damage and may overheat the high voltage system

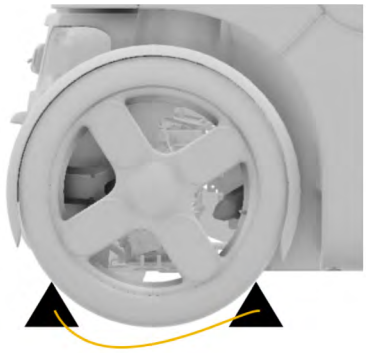
Steps to tow the Zoox robotaxi:

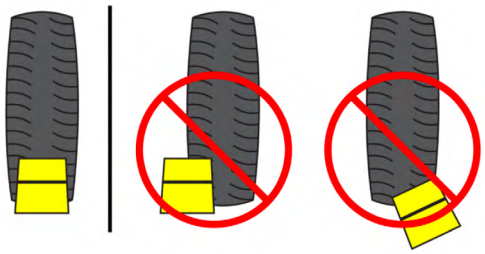
1. Before interacting with a Zoox robotaxi, please observe the service bay indicators described above AND call Zoox at (833) 322-2277 to confirm that the vehicle has safely stopped and autonomous mode has been disengaged.

2026 ALL RIGHTS RESERVED

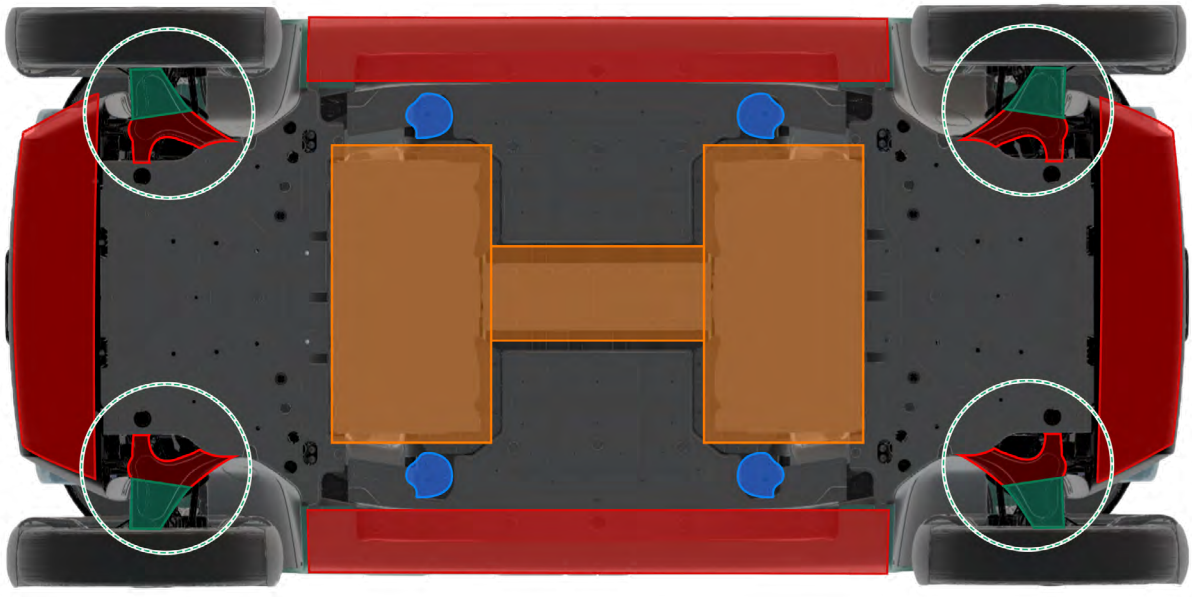
HOW TO SAFELY REMOVE THE ROBOTAXI FROM THE ROADWAY

2. Install wheel chocks under two of the wheels to prevent the robotaxi from rolling away.





3. Install tow straps to the control arms at each wheel on one end of the robotaxi, as highlighted in green on the diagram.
    - Towing the robotaxi from any areas other than those specified above may result in serious injury or damage to the robotaxi.

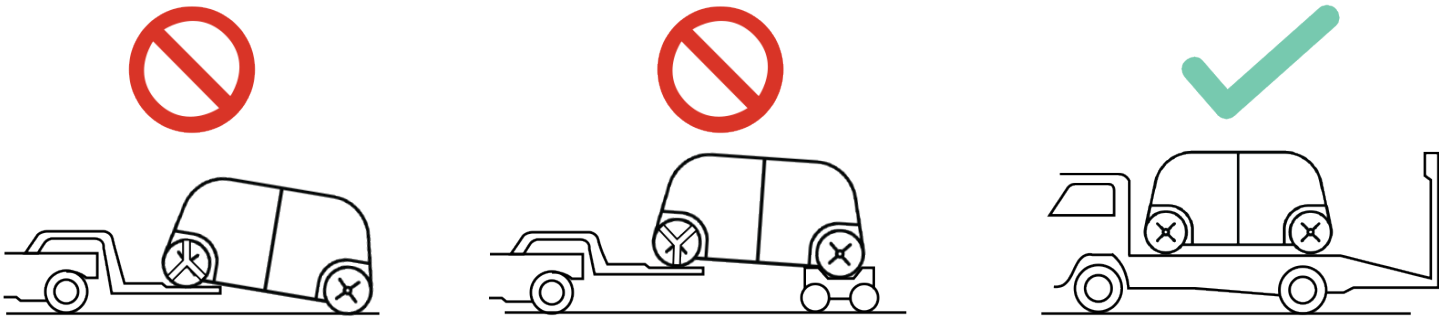


Recovery/Tow Points highlighted in green.

2026 ALL RIGHTS RESERVED

HOW TO SAFELY REMOVE THE ROBOTAXI FROM THE ROADWAY

4. Align the bed of the truck with the Zoox robotaxi so the robotaxi can be pulled straight onto the truck bed.
    - Towing the robotaxi on a flatbed truck or trailer is preferred.
5. Attach winch cables. Activate the winch to remove slack in the tow straps.
    - Do not fully tighten.



6. If on-site, the Zoox Support Team will disengage the Electronic Parking Brakes (EPBs). If there are no Zoox Support Team members on-site, install wheel skates under all 4 tires and remove wheel chocks.
    - Only the on-site Zoox Support Team can disengage the EPBs.
7. Use winch cables to pull the robotaxi onto the flatbed of the tow truck.

2026 ALL RIGHTS RESERVED

HOW TO SAFELY REMOVE THE ROBOTAXI FROM THE ROADWAY

8. Safely secure the robotaxi to the bed of the truck using the strap tie down method around the wheels. Once secure, release the tension from the winch cable and remove the wheel skates, if necessary.
    - For enclosed trailers, the robotaxi can be further secured using wheel chocks if necessary.
9. After offloading the robotaxi from the tow truck, chock the wheels.

2026 ALL RIGHTS RESERVED

IMPORTANT

- Before attempting to tow the robotaxi, ensure autonomous mode is deactivated (page 16). If necessary, reach out to Zoox remote operators at **(833) 322-2277**
- Towing Zoox robotaxis on a flatbed truck or trailer is preferred
- Check overhead clearance limits. The Zoox robotaxi height is 6ft 5in
- Be careful not to scrape the battery pack (highlighted in orange on diagram on page 19) when loading or unloading the robotaxi. Excessive vertical forces on the bottom of the battery can cause internal damage, increasing the risk of a battery thermal event

NOTE

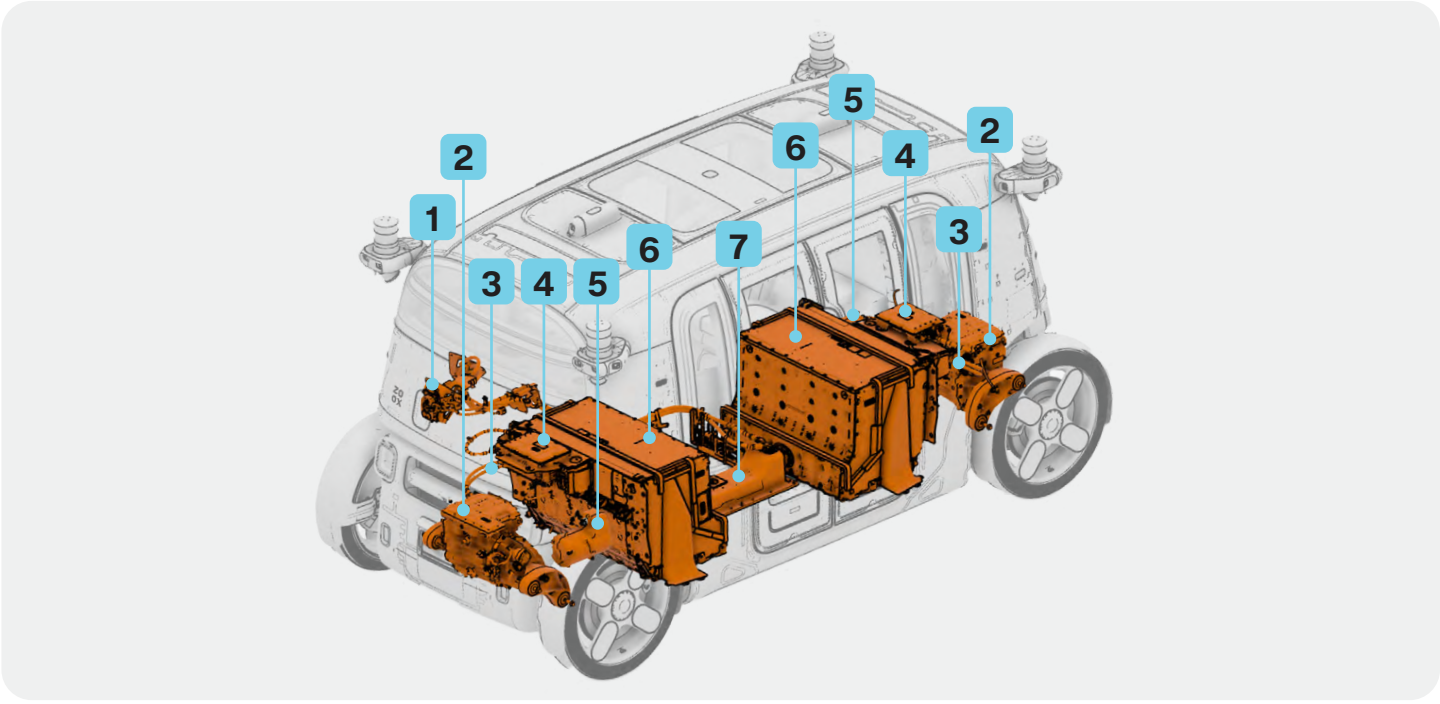
- If an on-site Zoox Support Team member is unavailable to assist, push bumpers may be used to move the robotaxi, although this presents a risk of sensor damage

2026 ALL RIGHTS RESERVED

Important information on the electric powertrain

The High Voltage (HV) system is sub-assembled to the robotaxi chassis and 12V DC systems to form two integrated drive modules on the robotaxi. The HV system consists of the following components:

1. HV Vehicle Charge Inlet
2. Electric Drive Unit (EDU)
3. HV cables/harnesses
4. DC-DC Converter
5. Air Conditioning (AC) Compressor
6. HV Battery
7. HV Battery Interconnect



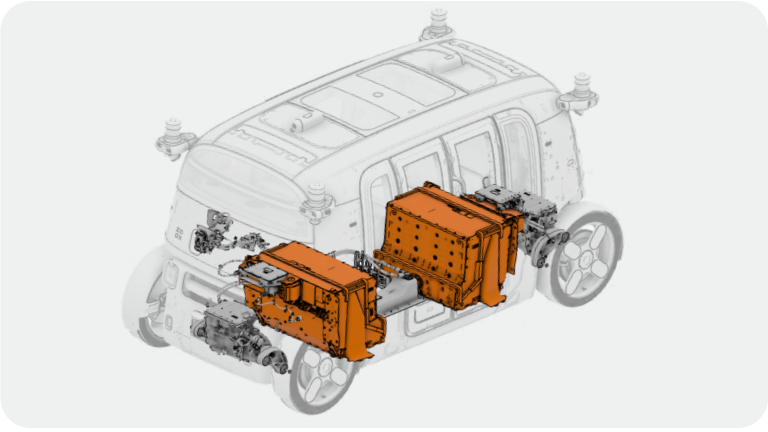
2026 ALL RIGHTS RESERVED

IMPORTANT INFORMATION ON THE ELECTRIC POWERTRAIN

HV Battery

Zoox robotaxis use two self-contained 400V DC lithium-ion batteries. There are two separate but connected HV batteries on the robotaxi (one per drive module) on each side beneath the rider seats. Each HV component, including the HV battery is connected to the drive module ground via Potential Equalization (PE) cables. If one HV battery experiences a non-safety-critical failure, the other HV battery continues to power all systems with no loss in robotaxi function. For safety-critical failures of either battery, the HV system is disabled. The robotaxi HV system consists of HV Battery, AC Compressor, DC-DC Converter, EDU, and HV Battery Interconnect, all connected through HV cables to form one parallel HV circuit. Each HV battery contains the following:

- 3456x Li-ion Battery Cells
- 6x Modules/Packs
- 1x HV Junction Box
- 1x Outer Enclosure
- 2x Potential Equalization (PE) cables

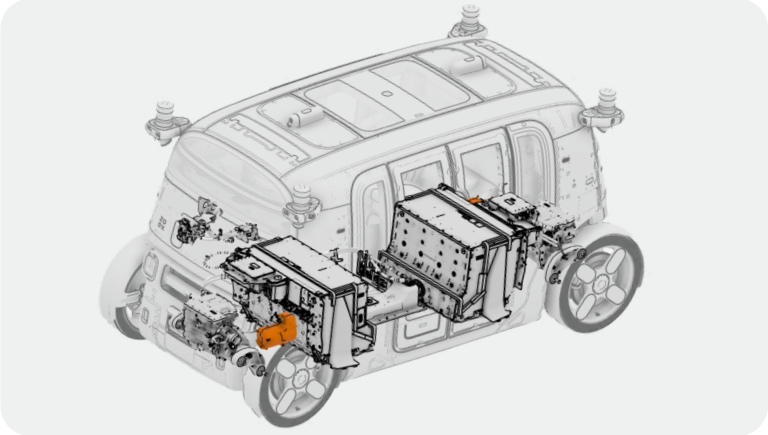


2026 ALL RIGHTS RESERVED

IMPORTANT INFORMATION ON THE ELECTRIC POWERTRAIN

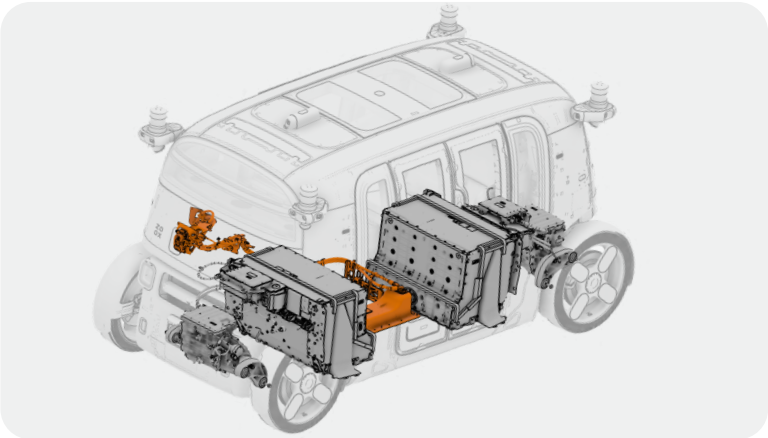
AC Compressor

The AC Compressor is powered by the HV system. Zoox robotaxis have two AC compressors on the robotaxi, one within each drive module. Within their respective drive module, they are connected to the HV battery through an HV cable.



HV Battery Interconnect and Charge Inlet

The HV Battery Interconnect is located on the underside of the Zoox robotaxi. It charges the robotaxi by connecting to both the HV batteries and pairing them with the HV Vehicle Charge Inlet to an external charger.

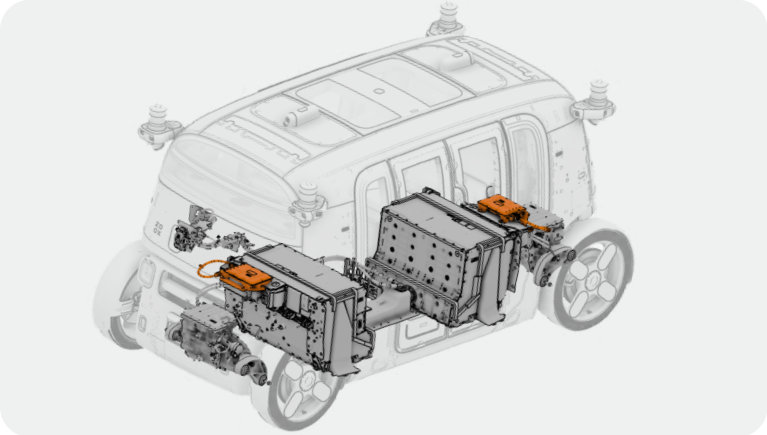


2026 ALL RIGHTS RESERVED

IMPORTANT INFORMATION ON THE ELECTRIC POWERTRAIN

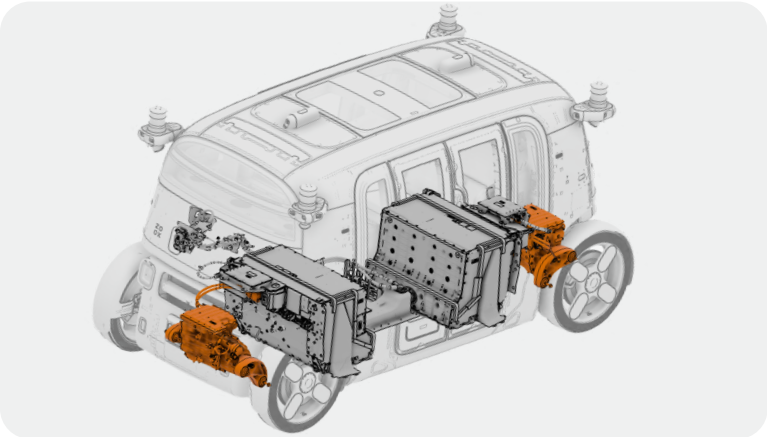
DC-DC Converter

There are two DC-DC converters that are located on top of each HV battery. They are liquid-cooled devices that convert 400V DC power to 12V DC Low Voltage (LV) power through an HV cable connected to the HV battery.



Electric Drive Unit (EDU)

Two EDUs, one per drive module, provide the torque to accelerate and decelerate the robotaxi. Each EDU is connected to the nearest HV battery through an HV cable.

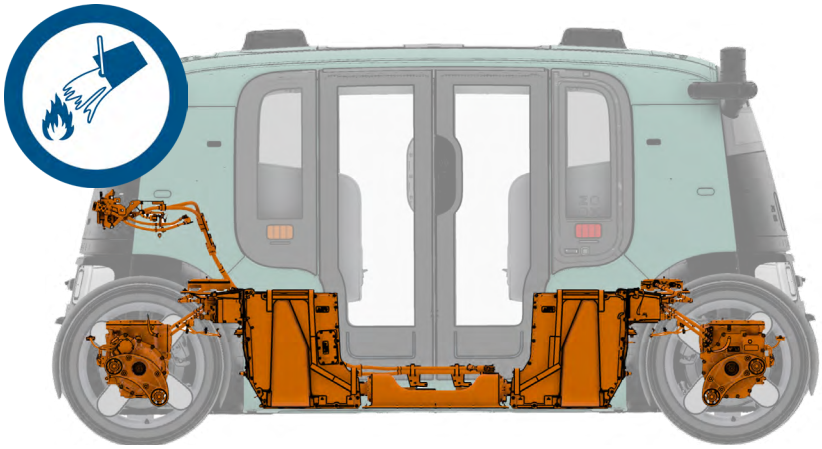


2026 ALL RIGHTS RESERVED

Extinguishing a robotaxi fire

⚠ DANGER

- Interacting with the HV system is extremely dangerous and can result in injury or death
- Inflammable, flammable, or toxic materials from the leaked battery may enter the rider cabin or ignite the robotaxi
- Battery re-ignition may occur
- Using water to extinguish a robotaxi fire may result in a chemical reaction that may burn the skin, if contact with robotaxi fluid is made
- Fire can compromise robotaxi components (airbags, inflation cylinders, gas struts, etc.) and can cause inflation cylinder explosions



For a legend explaining the symbols depicted above, please refer to the linked Emergency Response Guides (page 11).

2026 ALL RIGHTS RESERVED

EXTINGUISHING A ROBOTAXI FIRE

☆ IMPORTANT

Safety best practices for Zoox robotaxi fires involve defensive firefighting and environmental management to minimize risk. Fire extinguishing should only be conducted by firefighters or fire safety-trained persons. When approaching the robotaxi fire:

- Wear Personal Protective Equipment (PPE)
- Wear Self-Contained Breathing Apparatus (SCBA)
- Use insulated tools for extinguishing fire
- Foam will not extinguish a battery fire

NOTE

- Always assume the HV battery is energized
- If any airbags are deployed, HV will be disconnected in ≤5 seconds
- On 27MY ONLY, the HV Cut Loop can be cut to disconnect HV immediately. See pages 12-14 for Steps to Cut the HV Cut Loop
- Ensure the autonomous mode is deactivated by calling Zoox remote operators at **(833) 322-2277**. Please have the Zoox license plate number available

2026 ALL RIGHTS RESERVED

EXTINGUISHING A ROBOTAXI FIRE

Steps to extinguish a robotaxi/battery fire:

1. Apply constant and copious amounts of water (as high as 40,000 gallons) onto the HV batteries until risk to the surrounding environment is contained.
    - Only water will keep the battery from entering thermal runaway.
    - If water is not readily available, use CO2, dry chemicals, or other fire-extinguishing agents to suppress the fire until water is available.
2. Monitor the battery temperature using a Thermal Imaging Camera (TIC) or Infrared (IR) during the cooling process.
    - Cool down the battery if it is ≥ 302°F (150°C).
    - Optimal ambient temperature of the battery is ≤ 122°F (50°C).
3. Apply water directly to any exposed areas and continue to monitor the battery structure.
    - Ensure the loose battery cells or modules are submerged in water for at least 24 hours.
4. Advise second responders (vehicle transporters, etc.) of the risk of battery re-ignition.

2026 ALL RIGHTS RESERVED

Inhalation in fire situations

⚠ DANGER

Exposure to toxic gases and vapors which may be released due to a battery fire and exposure to high heat levels include:

- Cobalt
- Copper
- Lithium-ion
- Nickel
- Oxides of carbon
- Sulfuric acid

Full PPE and SCBA must be worn while in contact or close proximity of the robotaxi.

Keep a safe distance while extinguishing an active battery fire with water.

Stay upwind to avoid inhalation of fumes or smoke.

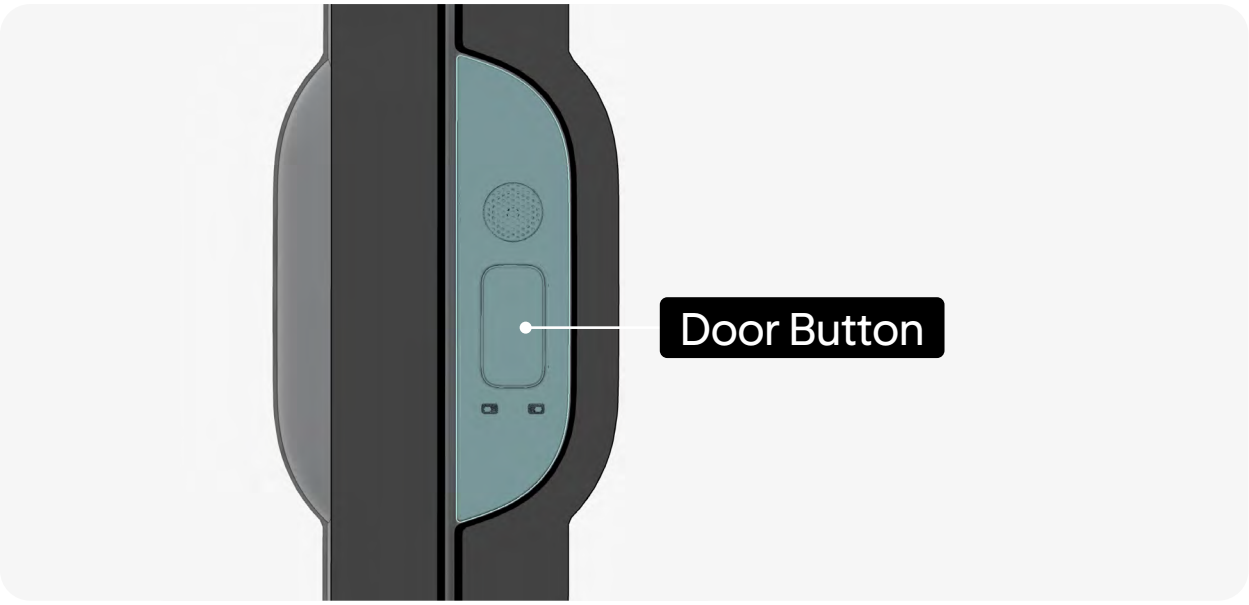
2026 ALL RIGHTS RESERVED

Emergency access to riders

If a robotaxi has not been in a collision, there are two options to open the doors:

1. Riders or emergency responders contact Zoox remote operators to open the doors.

2. Emergency responders use the door button to open doors, available when the door button is green.



If a robotaxi has been in a collision or is experiencing a system fault, the above options for door operation may not function as intended. Emergency responders can attempt to use the door button or can break glass to actuate the Emergency Door Handle to gain access to the riders. A prerecorded message may be playing through the external audio system.

2026 ALL RIGHTS RESERVED

EMERGENCY ACCESS TO RIDERS

Door Button Status Indications

Green: Door Access is Functional

Press the button (shown in the image) once to open the doors.

White HELP: Support Call Active

Press the button to contact a Zoox remote operator. A steady white “HELP” status indicates there is a call active with a Zoox remote operator via the door audio system. To reach this state, press and hold the button for 5 seconds.*

Unlit: Door Control Unavailable

Door control is unavailable.

Amber: The Door Function is Temporarily Stopped

Press the button once. The button turns green, indicating it has reset. If the door button continues to show amber and the doors cannot be opened manually, refer to “Emergency Door Handle” instructions.

Red: Door Access is Not Functional

The doors cannot be opened from this side of the robotaxi. Try the doors on the opposite side of the robotaxi, or refer to “Emergency Door Handle” instructions.

*Feature available beginning July 1, 2026.

2026 ALL RIGHTS RESERVED

Emergency access to robotaxi

⚠ DANGER

- Wear PPE
- Be careful when breaking glass as sharp shards of glass may pierce the skin

☆ IMPORTANT

- In a collision, a flashing red light across from the Emergency Door Handle will illuminate the location of the handle
- If the HV system is disabled, powered door operation will be maintained until the 12V batteries drain, approximately 5 minutes after a crash
- When using the Emergency Door Handle to access the cabin, the door should be pulled at the bottom for maximum efficiency

NOTE

- Ensure autonomous mode is deactivated by calling the Zoox remote operators **(833) 322-2277**
- Have the location and Zoox license plate number available

2026 ALL RIGHTS RESERVED

EMERGENCY ACCESS TO ROBOTAXI DOORS

Steps to Open the Doors with the Door Button:

1. Locate the door button.

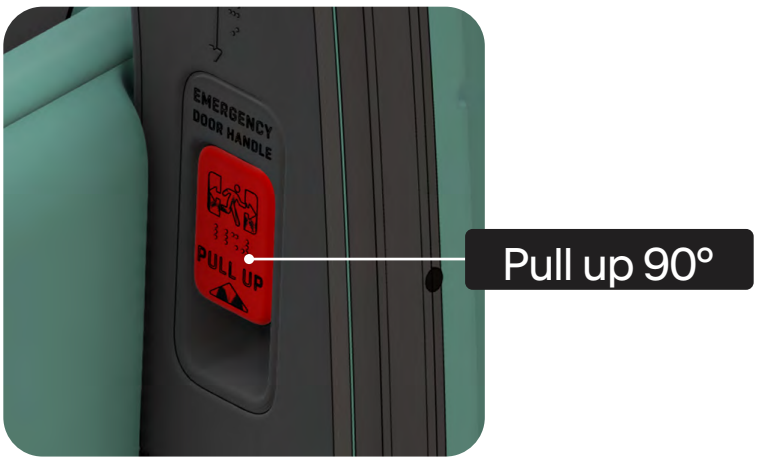
2. Touch the button once to open the doors.

    - If the door button is red or amber, press the button once to reset. The status changes to green. If it does not change and doors cannot be opened, follow the instructions for using the “Emergency Door Handle.”

Steps to Open the Doors with the Emergency Door Handle

Riders can actuate the Emergency Door Handle to open the door. If the handle cannot be actuated by the cabin riders, emergency responders can break glass from the exterior of the robotaxi to access the Emergency Door Handle. The Emergency Door Handle will be illuminated with a flashing red light if a crash has occurred.

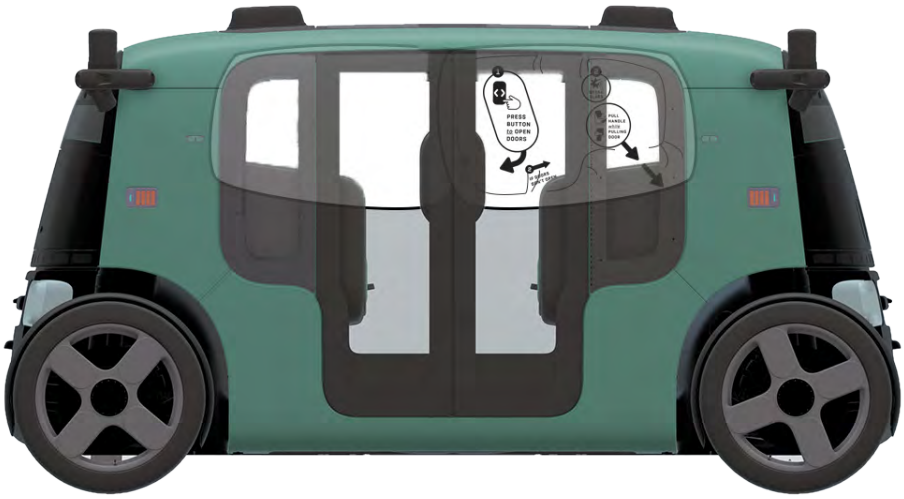
- In 24/26MY vehicles, the Emergency Door Handle has a different appearance and is labeled “Emergency Release,” but its location and function remains the same.

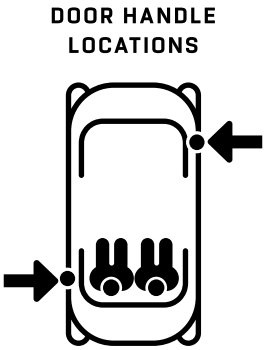


2026 ALL RIGHTS RESERVED

EMERGENCY ACCESS TO ROBOTAXI DOORS

1. Locate the Emergency Door Handles on opposite sides of the robotaxi interior.
    - There are 2 Emergency Door Handles.
2. Pull the Emergency Door Handle up to a 90-degree angle to release the door latch. The door latches will release, and if power remains, the system will attempt to open automatically. Step back from the robotaxi as the doors open. If no power remains, the lever will need to be held in the pulled-up position while the door closest to the Emergency Door Handle is opened manually.
    - In the event of a collision that resulted in horseshoe airbag deployment, graphics on the outward-facing side of the airbags will show the location and operation of the Emergency Door Handle. The graphic is only visible through the quarter panel glass (i.e. the glass next to the Release handle–see image below).





2026 ALL RIGHTS RESERVED

EMERGENCY ACCESS TO ROBOTAXI DOORS

☆ IMPORTANT

- The doors require force to open manually
  If possible, pull the doors at the bottom for maximum efficiency
- If airbags are deployed due to a collision, graphics on the airbags will show the location and operation of the Emergency Door Handle
- The Emergency Door Handle will be illuminated with a flashing red light if a thermal event or crash has occurred

NOTE

- Ensure autonomous mode is deactivated by calling the Zoox remote operators **(833) 322-2277**
- Have the location and Zoox license plate number available

2026 ALL RIGHTS RESERVED

Contact Information

Manufacturer Address

Zoox, Inc.
1149 Chess Dr.
Foster City, California 94404

Emergency Phone Number

(833) 322-2277

Email

safety@zoox.com

2026 ALL RIGHTS RESERVED