

STANDARD OPERATING PROCEDURES

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SAM'S CLUB DEPLOYMENT PROTOCOL

NaviFloor Robotics, Inc.

Version 1.4 - January 2024

1. PURPOSE AND SCOPE

1. This Standard Operating Procedure ("SOP") document establishes

2. This SOP applies to all NaviFloor personnel involved in the deployment.

2. DEFINITIONS

1. "AMR Fleet" refers to NaviFloor's NT-350 series autonomous mobile robots.
2. "Deployment Zone" means the designated areas within Sam's Club stores where the AMR fleet will be deployed.
3. "System Integration Period" refers to the initial 72-hour period following deployment.

3. PRE-DEPLOYMENT PROCEDURES

1. Site Assessment

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Conduct comprehensive LiDAR mapping of facility

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Document floor surface variations and transition points

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Identify and mark exclusion zones

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Verify wireless network coverage and signal strength

2. Safety Compliance

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Complete OSHA-mandated safety checks

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Verify emergency stop system functionality

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Install safety signage per specification SP-2023-14

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Conduct employee safety orientation sessions

4. DEPLOYMENT PROTOCOL

1. Physical Installation

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Position charging stations according to Layout Plan D-24

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Install navigation beacons at 15-meter intervals

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Calibrate depth sensors to facility lighting conditions

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Verify power supply specifications compliance

2. Software Configuration

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Upload facility-specific navigation maps

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Configure operating parameters per Sam's Club requirements

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Initialize fleet management software

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Establish secure VPN connection to NaviFloor NOC

5. OPERATIONAL PARAMETERS

1. Operating Hours

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Primary operations: 22:00 - 06:00 local time

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Maintenance window: 14:00 - 16:00 local time

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Emergency operations as authorized by Facility Manager

2. Performance Metrics

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Minimum uptime requirement: 98.5%

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Maximum collision tolerance: 0.001%

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Navigation accuracy threshold: 2.5cm

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Battery efficiency minimum: 85%

6. MAINTENANCE PROCEDURES

1. Routine Maintenance

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Daily system diagnostics at 21:00 local time

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Weekly sensor calibration checks

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Monthly firmware updates during designated maintenance windows

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Quarterly hardware inspections

2. Emergency Maintenance

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24/7 remote support availability

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On-site response within 4 hours for critical issues

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Replacement unit deployment within 24 hours if required

7. COMPLIANCE AND REPORTING

1. Documentation Requirements

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Daily operation logs

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Incident reports within 1 hour of occurrence

-

Monthly performance analytics

-

Quarterly compliance audits

2. Data Management

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Secure storage of operational data for 90 days

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Weekly backup to NaviFloor secure cloud

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Compliance with Sam's Club data retention policies

8. EMERGENCY PROCEDURES

1. System Failures

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Immediate notification to NaviFloor NOC

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Implementation of failsafe protocols

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Manual override procedures

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Customer communication protocol

2. Safety Incidents

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Emergency stop activation procedures

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Incident documentation requirements

-

Notification hierarchy

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Investigation protocols

9. QUALITY CONTROL

1. Performance Monitoring

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Real-time system monitoring

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Daily performance reviews

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Weekly optimization adjustments

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Monthly trend analysis

2. Continuous Improvement

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Bi-weekly team reviews

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Monthly performance optimization

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Quarterly system upgrades

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Annual protocol revision

10. PROPRIETARY INFORMATION

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11. APPROVAL AND REVISION

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