

EMERGENCY RESPONSE PROTOCOL - AUTOMATED SYSTEMS

Polar Dynamics Robotics, Inc.

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1. PURPOSE AND SCOPE

1. This Emergency Response Protocol ("Protocol") establishes mandatory procedures for responding to critical incidents involving Polar Dynamics Robotics, Inc.'s ("Company") autonomous mobile robot ("AMR") systems operating in temperature-controlled environments.
2. This Protocol applies to all Company personnel, authorized service providers, and end-users operating or maintaining IceNav(TM)-enabled AMR systems in facilities where ambient temperatures are maintained below 0 C (32 F).

2. DEFINITIONS

1. "Critical Incident" means any unplanned event or condition that:
 - (a) Causes AMR system shutdown in a manner that impedes facility operations;
 - (b) Results in collision or near-miss events;
 - (c) Triggers thermal management system failures; or
 - (d) Compromises the IceNav(TM) navigation platform's functionality.
2. "Emergency Response Team" or "ERT" means the designated group of Company personnel responsible for implementing this Protocol.
3. "Facility Safety Systems" means all integrated safety mechanisms, including emergency stops, thermal monitors, and collision avoidance systems.

3. EMERGENCY RESPONSE TEAM COMPOSITION

1. The ERT shall consist of:
 - (a) On-call Systems Engineer
 - (b) Regional Technical Support Manager
 - (c) Safety Compliance Officer

(d) Customer Success Representative

(e) Legal Department Representative

2. At least one ERT member must be available 24/7 through the Emergency Response Hotline.

4. INCIDENT CLASSIFICATION AND RESPONSE PROCEDURES

1. Level 1 - Minor Technical Issues

- Response Time: Within 2 hours
- Actions: Remote diagnostics and system reset
- Documentation: Incident report within 24 hours

2. Level 2 - Operational Disruptions

- Response Time: Within 1 hour
- Actions: Remote intervention and/or dispatch of field technician
- Documentation: Comprehensive incident analysis within 12 hours

3. Level 3 - Critical Safety Events

- Response Time: Immediate
- Actions: System-wide shutdown, on-site response team deployment
- Documentation: Real-time logging and regulatory reporting within 4 hours

5. COMMUNICATION PROTOCOLS

1. Internal Communication

- (a) Immediate notification to ERT via emergency alert system
- (b) Escalation to executive leadership for Level 2 and 3 incidents
- (c) Mandatory status updates every 30 minutes until resolution

2. External Communication

- (a) Customer notification within specified SLA timeframes
- (b) Regulatory authority notification as required by applicable laws
- (c) Public relations management for Level 3 incidents

6. SYSTEM RECOVERY PROCEDURES

1. AMR Recovery Protocol

- (a) Safety assessment and environment verification
- (b) System diagnostics and damage assessment
- (c) Controlled restart procedures
- (d) Performance validation testing

2. Documentation Requirements

- (a) Technical incident report
- (b) Root cause analysis
- (c) Corrective action plan
- (d) System recovery certification

7. REGULATORY COMPLIANCE

1. All emergency response actions must comply with:

- (a) OSHA workplace safety requirements
- (b) FDA cold chain maintenance regulations (where applicable)
- (c) State-specific industrial automation safety standards
- (d) Company's ISO 9001:2015 certification requirements

8. TRAINING AND PREPAREDNESS

1. Required Training

- (a) Quarterly emergency response drills
- (b) Annual protocol review and certification
- (c) New employee orientation within 30 days of hire

2. Documentation Maintenance

- (a) Training records retention for 3 years
- (b) Drill performance evaluations
- (c) Certification tracking

9. PROTOCOL REVIEW AND UPDATES

1. This Protocol shall be reviewed and updated:

- (a) Annually at minimum
- (b) Following any Level 3 incident
- (c) Upon significant system upgrades
- (d) As required by regulatory changes

10. LEGAL DISCLAIMERS

1. This Protocol does not create any contractual rights or obligations beyond those specified in existing service agreements.
2. The Company reserves the right to modify this Protocol at any time to ensure safety and regulatory compliance.

AUTHORIZATION

Approved and adopted by:

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