

# EMERGENCY RECOVERY PROCEDURES DOCUMENTATION

## EMERGENCY RECOVERY PROCEDURES DO

NaviFloor Robotics, Inc.

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### 1. PURPOSE AND SCOPE

1. This Emergency Recovery Procedures Documentation ("Procedure

2. These Procedures apply to all Company employees, contractors, and

## **2. DEFINITIONS**

1. "Critical System Failure" means any malfunction that renders more
2. "Emergency Recovery Team" or "ERT" means the designated persons
3. "NaviCore(TM) System" means the Company's proprietary terrain-re
4. "Recovery Point Objective (RPO)" means the maximum targeted po

## **3. EMERGENCY RECOVERY TEAM STRUCTURE**

1. The ERT shall consist of:
  - a) Technical Recovery Lead

b) Systems Architecture Specialist

c) Fleet Operations Manager

d) Client Support Representative

e) Safety Compliance Officer

2. During emergency situations, the ERT shall operate under the direction of the ERT Manager.

#### **4. EMERGENCY CLASSIFICATION AND RESPONSE**

1. Level 1 - Minor System Disruption

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Affecting single AMR unit or <10% of fleet

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Response time: 30 minutes

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Local team resolution

## 2. Level 2 - Moderate System Disruption

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Affecting 10-25% of fleet

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Response time: 15 minutes

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Regional team activation

## 3. Level 3 - Critical System Failure

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Affecting >25% of fleet or NaviCore(TM) System

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Response time: 5 minutes

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Full ERT activation

## **5. RECOVERY PROCEDURES**

### **1. Initial Assessment**

- a) ERT Lead shall evaluate system status using NaviCore(TM) diagnostic tools
- b) Determine failure classification level
- c) Initialize appropriate response protocol
- d) Document incident timeline

### **2. System Recovery Sequence**

- a) Secure affected AMR units in safe positions
- b) Initialize NaviCore(TM) backup systems

- c) Restore terrain mapping data from redundant storage
- d) Validate navigation parameters
- e) Execute progressive fleet reactivation

### 3. Data Recovery Requirements

- a) Maximum RPO: 5 minutes
- b) Maintain encrypted backup of all operational data
- c) Verify integrity of restored mapping data
- d) Document all data recovery actions

## 6. COMMUNICATION PROTOCOLS

### 1. Internal Communication

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Immediate notification to executive leadership

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Hourly status updates to stakeholders

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Documentation of all recovery actions

## 2. External Communication

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Client notification within 30 minutes of Level 2/3 events

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Regular status updates per service level agreements

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Post-incident reports within 24 hours

## 7. TESTING AND MAINTENANCE

1. The Company shall conduct:

- a) Monthly testing of recovery procedures
- b) Quarterly full-scale recovery simulations
- c) Annual third-party recovery audits

2. Documentation Requirements

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Test results and outcomes

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Identified deficiencies

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Corrective actions taken

-

Updated procedure modifications



## **8. COMPLIANCE AND REPORTING**

1. All recovery actions must comply with:

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ISO 27001 requirements

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Client service level agreements

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Applicable regulatory standards

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Company safety protocols

2. Post-Incident Documentation

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Root cause analysis

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Recovery timeline

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System impact assessment

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Preventive measures implemented

## **9. LEGAL DISCLAIMERS**

1. This document contains confidential and proprietary information of
2. The Company reserves the right to modify these procedures at any

## **10. DOCUMENT CONTROL**

Approved by:

Marcus Depth

Chief Technology Officer

NaviFloor Robotics, Inc.

**Date:** \_\_

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