MAINTENANCE REQUEST WORKFLOW PROCESS

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NaviFloor Robotics, Inc.

Effective Date: January 15, 2024

Document Version: 2.0

Policy Number: OPS-MNT-2024-01

1. PURPOSE AND SCOPE

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1. This Maintenance Request Workflow Process ("Process") establishes the s

2. This Process applies to all Company employees, contractors, and authorize

2. DEFINITIONS

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1. "Critical Maintenance" means any maintenance issue that results in compl

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2. "Routine Maintenance" means scheduled preventive maintenance or non-e

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3. "AMR System" includes the physical robot unit, LiDAR sensors, terrain-n

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4. "CMMS" refers to the Company's Computerized Maintenance Manageme

3. MAINTENANCE REQUEST SUBMISSION

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1. All maintenance requests shall be submitted through the Company's CMM

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2. Required Information:

a) AMR unit identification number

b) Location and facility identifier

c) Issue description and severity classification

d) Operating environment conditions

e) Impact on production operations

f) Reporter contact information

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3. Critical Maintenance requests must be additionally reported via the emerg

4. TRIAGE AND PRIORITIZATION

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1. The Maintenance Control Center shall evaluate all requests within the foll

a) Critical Maintenance: 15 minutes

b) Routine Maintenance: 4 business hours

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2. Prioritization Criteria:

a) Safety implications

b) Production impact

c) System degradation level

d) Resource availability

e) Warranty status

5. MAINTENANCE EXECUTION PROTOCOL

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1. Authorization Requirements:

a) Level 1 (Routine): Maintenance Supervisor approval

b) Level 2 (System Critical): Department Head approval

c) Level 3 (Safety Critical): Chief Technology Officer approval

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2. Documentation Requirements:

a) Pre-maintenance system diagnostic report

b) Detailed maintenance action log

c) Post-maintenance performance verification

d) Parts replacement record

e) Safety compliance certification

6. QUALITY CONTROL AND TESTING

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1. Post-maintenance testing shall include:

a) Full system diagnostic scan

b) LiDAR calibration verification

c) Navigation accuracy assessment

d) Safety system functionality check

e) Operating parameter validation

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2. All maintenance actions must achieve a minimum 98% quality score befo

7. RECORD KEEPING AND REPORTING

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1. The Maintenance Department shall maintain complete maintenance record

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2. Monthly maintenance metrics reports shall include:

a) Mean Time Between Failures (MTBF)

b) Mean Time To Repair (MTTR)

c) First-time fix rate

d) Maintenance cost per unit

e) System availability percentage

8. COMPLIANCE AND AUDIT

1. This Process shall be reviewed annually by the Quality Assurance Departm

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2. Random audits of maintenance records shall be conducted quarterly.

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3. Non-compliance may result in disciplinary action up to and including term

9. AMENDMENTS AND MODIFICATIONS

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1. This Process may be amended only with written approval from the Chief T

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2. All amendments shall be documented and communicated to relevant perso

10. LEGAL DISCLAIMER

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APPROVAL AND EXECUTION

APPROVED AND ADOPTED this 15th day of January, 2024.

NaviFloor Robotics, Inc.

By:

Richard Torres

Chief Operating Officer

By:

Marcus Depth

Chief Technology Officer

ATTEST:

Corporate Secretary