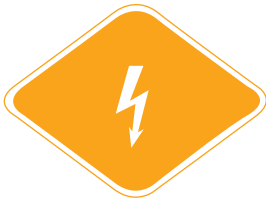


# EMERGENCY RESPONSE GUIDE

INFORMATION FOR FIRST AND SECOND RESPONDERS FOR  
AUTONOMOUS ZOOX VEHICLES



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Emergency Response Guide Summary

The Emergency Response Guide is intended for use by all first responders in the jurisdictions where Zook operates the Zook Vehicles. The procedures provide safety information and suggested best practices on how to safely interact with a Zook electric vehicle in the event of an emergency.

This document outlines suggested practices for first responder interaction with the following:

- **Zook Remote Operator:** Remote support for riders, the Zook electric vehicle, and first responders. Remote operators can disengage autonomy, can play prerecorded messages through the external audio system, and may be contacted via the door audio system.
- **Zook Ground Support:** On-site support for law enforcement, first responders, etc. These representatives have the appropriate training and equipment to tow the vehicle and disable autonomous mode, among other capabilities.
- **Riders:** Passengers in the vehicle, who are **not** the appropriate point of contact for engaging with law enforcement, first responders, etc.

CONTACT REMOTE OPERATORS

(833) 322-2277

Zook Remote Operators are available at all times that the vehicle is in operation.

Before interacting with a Zook electric vehicle, call the Zook Remote Operator to confirm the vehicle has safely stopped and autonomous mode is inactive. The Remote Operator may be contacted through the external audio system on the Door Interface Module on vehicle, in addition to the phone number provided in this Guide.

Have the following available at the time of the call with the Zook Remote Operator:

- License Plate Number
- Location Information

For non-emergencies or general questions, call (833) 322-2277 or email [safety@zook.com](mailto:safety@zook.com).

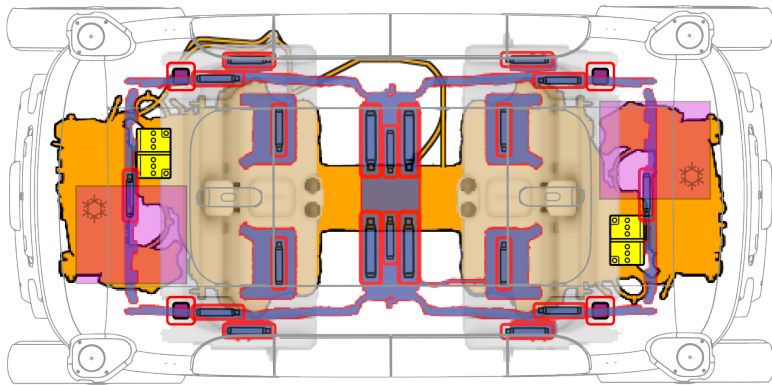
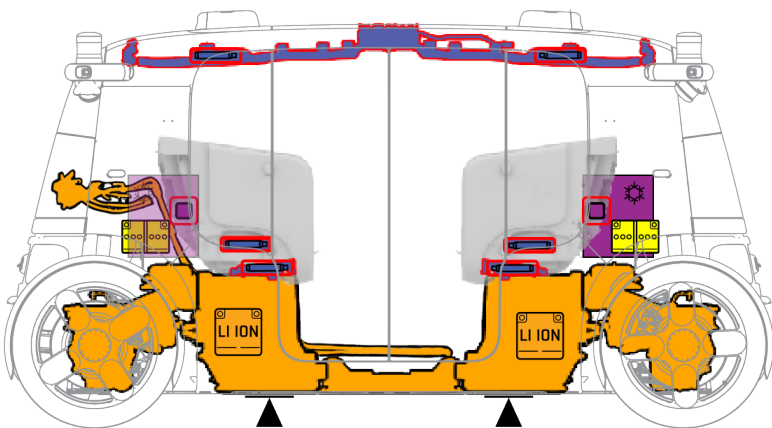
RECOMMENDATIONS FOR FIRST RESPONDER TOOLS

In emergency situations related to a Zook vehicle, the following tools are recommended:

- Halligan Bar
  - Hydraulic Cutter
  - Hydraulic Spreader
  - Insulated Cable Cutter
  - Insulated Gloves
  - Metal Circular Saw
- Personal Protective Equipment (PPE)
  - Rescue Stabilization Jacks
  - Self-contained Breathing Apparatus (SCBA)
  - Shatter Hammer
  - Thermal Imaging Camera (TIC) or Infrared (IR)
  - Wheel Chocks or Cribbing

|  |  |                                                                                                                                                                                                                                                                                                                                                                       |
|--|--|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  |  | <div><p><b>DANGER</b></p><p><b>HV HAZARD</b></p><ul style="list-style-type: none"><li>• Always assume the high voltage (HV) system in the Zook vehicle is energized</li><li>• During a fire, beware of pressurized components that could fail, rupture, or suddenly release</li><li>• Specific equipment may be required for certain steel components</li></ul></div> |
|--|--|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

O. RESCUE SHEET

|                                                                                                                                                           |                           |                                                                                     |                             |                                                                                     |                        |                                                                                     |                              |                                                                                       |                    |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------|-------------------------------------------------------------------------------------|-----------------------------|-------------------------------------------------------------------------------------|------------------------|-------------------------------------------------------------------------------------|------------------------------|---------------------------------------------------------------------------------------|--------------------|
| ZOOX                                                                                                                                                      |                           | Zoox<br>From 2023-                                                                  |                             |  |                        |                                                                                     |                              |                                                                                       |                    |
|                                                                          |                           |                                                                                     |                             |                                                                                     |                        |                                                                                     |                              |                                                                                       |                    |
|                                                                        |                           |                                                                                     |                             |                                                                                     |                        |                                                                                     |                              |                                                                                       |                    |
|                                                                       |                           |                                                                                     |                             |                                                                                     |                        |                                                                                     |                              |                                                                                       |                    |
|                                                                        | Airbag                    |  | Stored gas inflator         |  | Seat belt pretensioner |  | Carbon structure             |  | High strength zone |
|                                                                        | High Voltage battery pack |  | High Voltage power cable    |  | High Voltage component |  | High Voltage ultra-capacitor |                                                                                       |                    |
|                                                                        | Low voltage battery       |  | Low voltage ultra-capacitor |  | Lifting point          |  | Air conditioning component   |                                                                                       |                    |
| Contact Zoox: (833) 322-2277<br>safety@zoox.com<br><small>©2024 Zoox, Inc. Proprietary. All Rights Reserved.<br/>Printed Copies are Uncontrolled.</small> |                           | ID no.<br>FO-GD-000237-02                                                           |                             | Version No.<br>02                                                                   |                        | Version Date<br>03/2024                                                             |                              | Page No.<br>1 of 4                                                                    |                    |

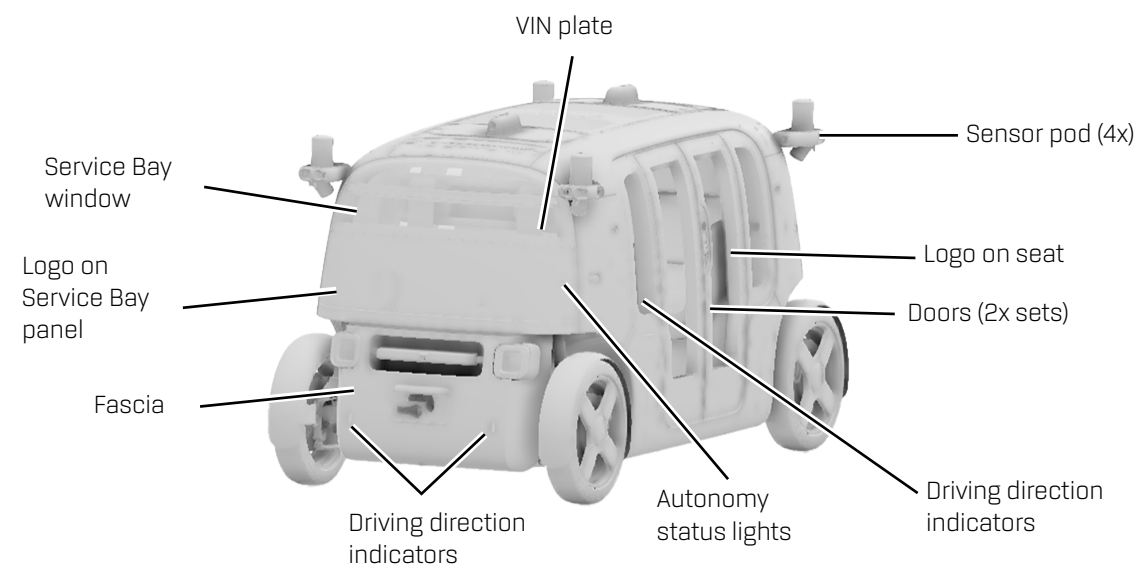
1. IDENTIFICATION / RECOGNITION

IDENTIFY ZOOX ELECTRIC VEHICLES

Zoox vehicles are symmetrical. Unlike conventional human-driven cars, the front and rear look identical. The vehicles are all-electric, autonomous passenger vehicles. They are road-ready and meet all applicable state and federal laws. The illustration below helps identify a Zoox electric vehicle:

Features

- Capability to reverse path of travel without turning around
- Sensor pods on each quarter of the body
- Sliding doors on each side of the body
- No steering wheel
- Four carriage-style rider seats
- Fully electric engine and propulsion
- Unique Zoox sounds when a rider interacts with the vehicle



| NORTH AND SOUTH                                                                                                                                                                                                                                                                                                                         | SIDE                                                                                                                                                                                                                                                                          |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"><li>• Zoox logo: Left side of the service bay panel, facing the vehicle</li><li>• Vehicle Identification Number (VIN): Bottom right of the service bay window</li><li>• License plate: Affixed to front and rear of the vehicle</li><li>• Driving direction indicators: Below the headlamps</li></ul> | <ul style="list-style-type: none"><li>• Zoox logo: To the right of the door, visible through the quarter glass window</li><li>• Zoox logo: On the reflective surface of the wheel</li><li>• Driving direction indicators: At the bottom of the quarter glass window</li></ul> |

## 1. IDENTIFICATION / RECOGNITION

### ZOOX VEHICLE INFORMATION AND DOCUMENTS



The following documents can be found in a document clip, placed inside the Chargeport door. The Chargeport door can be unlocked remotely by a Zox Remote Operator. If they are unable to assist, on-site Zox Ground Support will be able to unlock the Chargeport door:

- Vehicle Registration
- Proof of Insurance
- State Permit(s)
- Zox Contact Information and Business Cards

### PROPULSION ENERGY SOURCE

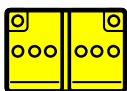


#### Electric Vehicle



#### High Voltage (HV) Battery (2x):

- Lithium-ion
- 400V
- Located on the North and South side of the vehicle beneath the rider seats



#### Low Voltage (LV) Battery (2x):

- Lead-Acid
- 12V
- Located on the North and South side of the vehicle above the HV batteries.

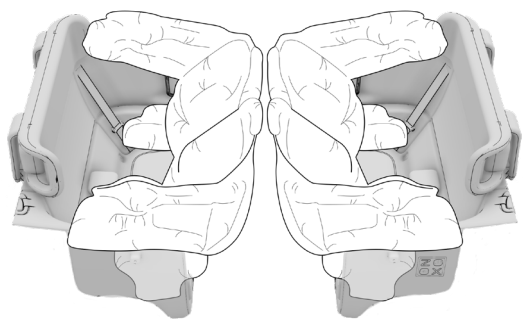
1. IDENTIFICATION / RECOGNITION

STATUS INDICATIONS

High Voltage (HV) Status Indications

Zoox vehicles have the capability to indicate if HV is active/inactive. To determine if the HV system is on, approach either door side of the vehicle and look for the following indicators:

- If **any** airbags are deployed, HV is inactive
- If airbags are undeployed, always assume that HV is active



- A secondary indicator is the Service Bay Indicator color

|                        |                                           |                          |
|------------------------|-------------------------------------------|--------------------------|
| ONLINE  - Green        | Vehicle is in autonomous mode.            | HV enabled               |
| OFFLINE [OFF] - [none] | Vehicle is <b>not</b> in autonomous mode. | HV off, LV on            |
| OFFLINE  - Red         | Vehicle is <b>not</b> in autonomous mode. | Faulted (HV could be on) |
| OFFLINE  - Orange      | Vehicle is <b>not</b> in autonomous mode. | Charging                 |
| OFFLINE  - Purple      | Vehicle is <b>not</b> in autonomous mode. | HV on                    |

NOTE:

- HV discharges to <60V in 5 seconds, post-airbag deployment
- HV has an internal energy reserve which allows it to retain charge **up to 2 minutes** after shutdown; Battery charge depletes to almost 0V (zero volts) after a maximum of 2 minutes
- The low voltage system maintains lights, audio/video communications, and powered door function for up to 5 minutes following a crash
- Zoox Remote Operators are notified if the vehicle has been involved in a collision
- A prerecorded message may be playing through the external audio system

Autonomous Mode Status Indications

IMPORTANT

First Responders cannot disable autonomous mode without the assistance of a Zoox Remote Operator or appropriately trained and equipped Ground Support.

Call: **(833) 322-2277**

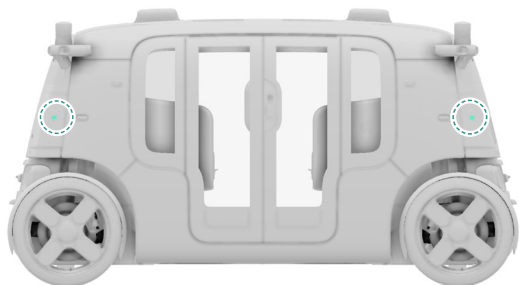
Have the following available at the time of the call:

- License Plate Number
- Location Information

## 1. IDENTIFICATION / RECOGNITION

### *Autonomous Mode is Active*

Zoox vehicles have service bay exterior light indicators to identify whether the vehicle is in autonomous mode. The vehicle is in autonomous mode if the service bay indicators are green, as depicted in the picture below.

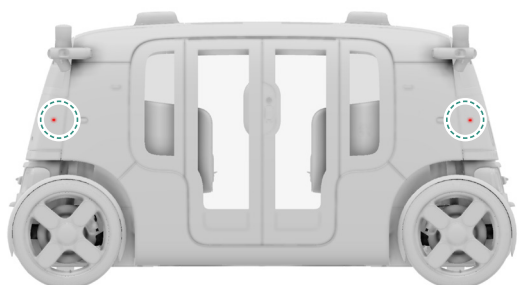


ONLINE ● - Green

Vehicle is in autonomous mode.

### *Autonomous Mode is Inactive*

The vehicle **is not** in autonomous mode if service bay indicators are off, red, orange, or purple. HV may be enabled. An example of red service bay indicators is depicted below.



OFFLINE ● ● ●

Off/Red/Orange/Purple

Vehicle is **not** in autonomous mode.

#### **NOTE:**

- In the event of a collision, autonomous mode is disabled.
- A prerecorded message may be playing through the external audio system

### **Hazard lights**

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.



Front View



Rear View

**NOTE:** A prerecorded message may be playing through the external audio system

## 2. IMMOBILIZATION / STABILIZATION / LIFTING

### VERIFY THE VEHICLE IS OFF

Zoox vehicles are fully electric, which means there is not typical combustion engine noise. The vehicle is **ON** if HV is active and **OFF** if HV is inactive. Additionally, there are 2x Low Voltage (LV) 12V DC batteries to support some vehicle systems.

To determine if the vehicle is ON/OFF:

- For a crash in which airbags have deployed, HV is disconnected pyrotechnically
- For a crash in which airbags have **not** deployed, HV needs to be disconnected by a trained Zoox responder (remote or on-site)
- The vehicle does not disconnect LV after a crash. LV is only disabled after a crash as a result of physical damage or if the LV battery power drains completely

### CHOCK WHEELS

|                                                                                                                                                                                                                                   |                |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|
|                                                                                                                                                                                                                                   | <b>WARNING</b> |
| <ul style="list-style-type: none"> <li>• Automated rotating parts</li> <li>• Ensure the area near the wheels is free and clear of all personnel</li> <li>• Ensure no foreign objects or charging cables are in the way</li> </ul> |                |



### IMPORTANT

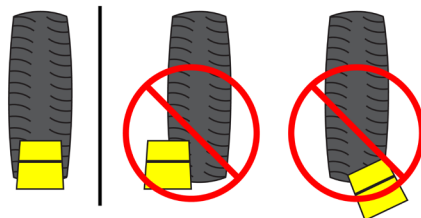
Considerations and safety best practices when using wheel chocks on a Zoox vehicle:

- Only the on-site Zoox Ground Support can disengage the EPB
- Use wheel chocks or cribbing in pairs
- Tire size: 185/60R22
- Tire type: 4x Radial

Zoox's recommended steps to safely and properly chock the wheels:

1. Place 2x chocks snugly in the front and back of a single tire tread.

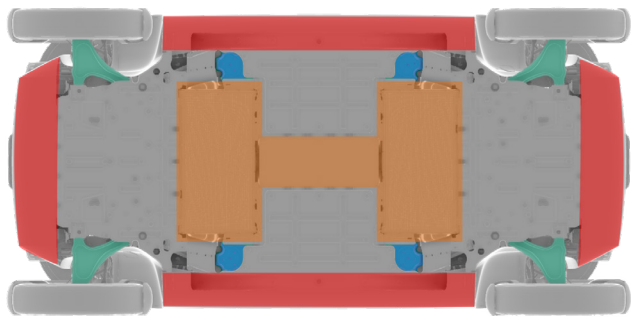
**NOTE:** Ensure the chock is centered and squared with the tire



2. Chock both of either the North or South wheels.

2. IMMOBILIZATION / STABILIZATION / LIFTING

STABILIZATION / LIFTING



|  |                                         |
|--|-----------------------------------------|
|  | Not suitable for stabilization/recovery |
|  | Stabilization/Lifting points            |
|  | Recovery/Towing points                  |
|  | HV components                           |

|  |  |                                                                                                                                                                                                                                                                                                                                                    |
|--|--|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  |  | <b>DANGER</b>                                                                                                                                                                                                                                                                                                                                      |
|  |  | <b>HV HAZARD</b> <ul style="list-style-type: none"><li>• Be careful to not damage the HV battery pack when lifting the vehicle</li><li>• Do not stabilize or lift the vehicle using the HV battery areas</li><li>• Potential risk of fluid leaks</li><li>• When lifting, ensure the vehicle is clear of personnel, tools, and components</li></ul> |

**IMPORTANT**

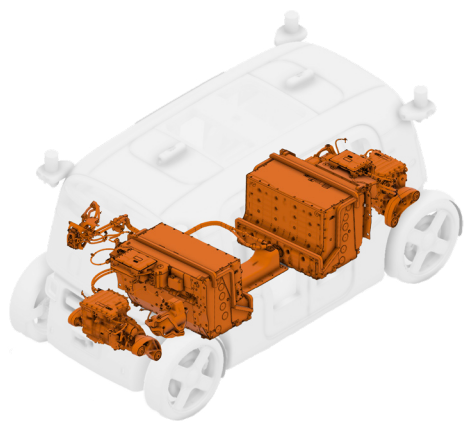
Considerations and safety best practices when stabilizing or lifting a Zook vehicle:

- Wear PPE
- Insulated gloves
- Stabilization and vehicle jacks
- Safe lifting devices
- Wheel chocks or cribbing

|        |                        |
|--------|------------------------|
| Height | 6 ft 5 in (1949mm)     |
| Length | 11 ft 9 in (3629.4mm)  |
| Width  | 5 ft 8.5 in (1784.4mm) |
| Weight | 5842 lbs (2650 kg)     |

3. DISABLE DIRECT HAZARDS / SAFETY REGULATIONS

HIGH VOLTAGE (HV) BATTERY POWER



|  |  |                                                                                                                                                                                                                                                 |
|--|--|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  |  | <b>DANGER</b>                                                                                                                                                                                                                                   |
|  |  | <b>HV HAZARD</b> <ul style="list-style-type: none"><li>• Interacting with HV is extremely dangerous and can result in serious injury or death</li><li>• Always assume the HV system is energized</li><li>• Risk of HV Electrocutation</li></ul> |

**IMPORTANT**

**THERE IS NO METHOD FOR FIRST RESPONDERS TO DISABLE HV.**

- Always use caution around HV
- Wear proper PPE

**IF ANY AIRBAGS ARE DEPLOYED, HV WILL BE DISCONNECTED IN ≤5 SECONDS.**

**NOTE:**

- Call Zoux Remote Operators: **(833) 322-2277**
- Have the location and license plate number available

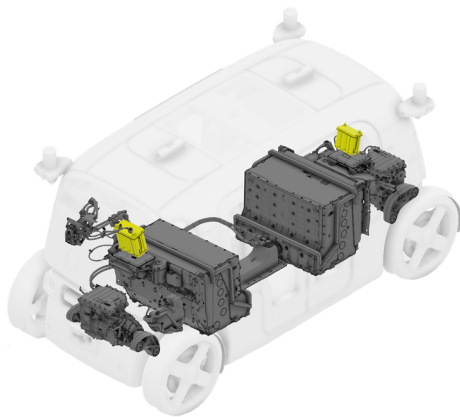
Zoux vehicles have 2 separate but connected HV (400V DC Lithium-ion) batteries on the vehicle (one per drive module) on each side of the vehicle beneath the rider seats. Each HV component, including the HV battery, is connected to the drive module ground via Potential Equalization (PE) cables. The 2 HV batteries function as one battery. However, if 1 HV battery malfunctions due to a non-safety critical failure, the other HV battery continues to power all systems with no loss in vehicle function. For any safety-critical failure of either battery, the vehicle disables the HV system.

**NOTE:**

- In the event of a collision resulting in airbag deployment, Zoux vehicles are equipped with 2 pyrotechnic fuses to disconnect power to the contactors in the HV batteries
- HV discharges to <60V in 5 seconds, post-airbag deployment
- HV has an internal energy reserve which allows it to retain charge up to 2 minutes after shutdown; Battery charge depletes to almost 0V (zero volts) after a maximum of 2 minutes

3. DISABLE DIRECT HAZARDS / SAFETY REGULATIONS

LOW VOLTAGE (LV) BATTERY POWER



|                                                                                   |                                                                                                                                                                                                                                                                                             |
|-----------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  | <p><b>DANGER</b></p> <ul style="list-style-type: none"><li>• Electric hazard when interacting with LV</li><li>• Interacting with LV is dangerous and can result in serious injury, damage, or death</li><li>• Chemical hazards may exist from the battery outgassing or exploding</li></ul> |
|-----------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

 **IMPORTANT**

**THERE IS NO METHOD FOR FIRST RESPONDERS TO CUT 12V POWER.**

The vehicle does not disconnect LV after a crash. LV is only disabled after a crash as a result of physical damage or if the LV batteries drain completely.

|                                                                                                                                                                                        |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>NOTE:</b></p> <ul style="list-style-type: none"><li>• Call Zoon Remote Operators: <b>(833) 322-2277</b></li><li>• Have the location and license plate number available</li></ul> |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

3. DISABLE DIRECT HAZARDS / SAFETY REGULATIONS

DISABLE AIRBAGS



|                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                             |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <br> | <p><b>DANGER</b></p> <ul style="list-style-type: none"><li>• The Airbag Control Unit (ACU) has an internal energy reserve which allows it to remain powered 1-2 minutes after loss of low voltage</li><li>• Failure to follow Zoon instructions can result in serious injury, damage, or death</li><li>• The ACU has a backup power supply and is powered as long as either HV or LV is energized</li></ul> |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

 **IMPORTANT**

**UNDEPLOYED AIRBAGS MAY BE PRESENT, THERE IS NO METHOD FOR FIRST RESPONDERS TO DISABLE THE 12V AIRBAG SYSTEM.**

Considerations for airbags in Zoon vehicles:

- If any airbags are deployed, HV is disabled
- Potential static electricity risk
- Do not come into contact with the airbag inflators
- Not all airbags deploy during a collision. Depending on the collision and the occupancy of the vehicle, only certain airbags will deploy
- The ACU has backup power from the HV and LV systems

4. ACCESS TO THE OCCUPANTS

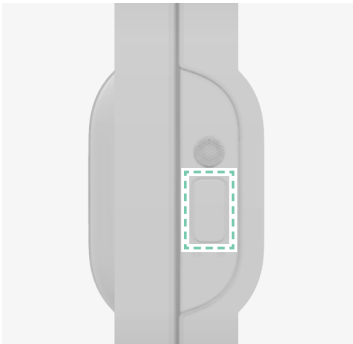
Extract Occupants

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

- 1. Occupants open doors via in-vehicle Rider Screen or Emergency Release handle when the First Responder team arrives,
- 2. Contact Zook Remote Operator to open the door,
- 3. First Responders break glass and actuate the Emergency Release handle.

If a vehicle has been in a collision, first responders can attempt to use the DIM to gain access to the occupants. A prerecorded message may be playing through the external audio system.

DOOR INTERFACE MODULE (DIM) STATUS INDICATIONS



| COLOR | STATUS                                                    | INSTRUCTIONS                                                                                                                                                                                          |
|-------|-----------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|       | <b>Green:</b><br>Door Access is Functional                | Press the button (shown in the image) once to open the sliding doors.                                                                                                                                 |
|       | <b>Blue HELP:</b><br>Door Control Unavailable             | Press the button to contact a Zook Remote Operator. This can also indicate there is a call active with a Zook Remote operator via the DIM audio system.                                               |
|       | <b>White:</b><br>Door Control Unavailable                 | Door control is unavailable until the user authenticates service.                                                                                                                                     |
|       | <b>Amber:</b><br>The Door Function is Temporarily Stopped | Press the button once. The button turns green, indicating it has reset. If the DIM continues to show amber and the doors cannot be manually opened, refer to "Emergency Release handle" instructions. |
|       | <b>Red:</b><br>Door Access is Not Functional              | The doors cannot be opened from this side of the vehicle.                                                                                                                                             |

IMPORTANT

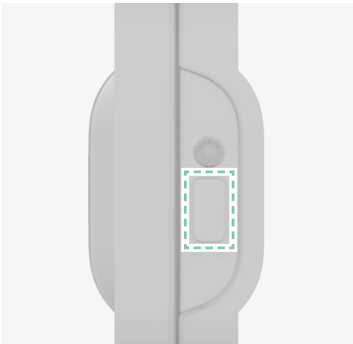
- Powered door operation is maintained until the 12V batteries drain, approximately 5 minutes after the crash

NOTE:

- Ensure autonomous mode is deactivated by calling the Zook Remote Operators at (833) 322-2277
- Have the location and Zook license plate number available

4. ACCESS TO THE OCCUPANTS

Steps to Open the Doors with the Door Interface Module (DIM):



- 1. Locate the DIM button.
- 2. Press the button once to open the doors.

**NOTE:** If the DIM 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 the "Emergency Release handle"

EMERGENCY RELEASE HANDLE



There are 2x release handles on opposite sides of the vehicle interior, one for each door. When facing the door, the handle is on the right side.

|                                                                                     |                                                                                                                                                                        |
|-------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  | <p><b>CAUTION</b></p> <ul style="list-style-type: none"><li>• Be careful when breaking glass as sharp shards of glass may pierce the skin</li><li>• Wear PPE</li></ul> |
|-------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

 **IMPORTANT**

- The doors require force to open manually. If possible, the doors should be pulled at the bottom for maximum efficiency
- If airbags are deployed due to a collision, graphics on the airbags show the location and operation of the Emergency Release handle
- In a collision, the pillar across from the Emergency Release handle is illuminated with a flashing red light
- A prerecorded message may be playing through the external audio system

## 4. ACCESS TO THE OCCUPANTS

### NOTE:

- Ensure autonomous mode is deactivated by calling the Zoon Remote Operators at **(833) 322-2277**
- Have the location and Zoon license plate number available

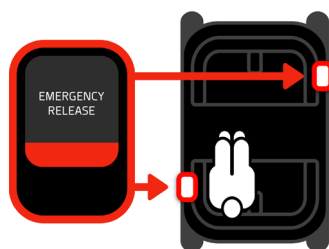
Steps to use the Emergency Release handle:

If other methods are unable to open the doors, break the glass from the exterior of the vehicle to access the Emergency Release handle. The Emergency Release handle is illuminated with a flashing red light if a crash has occurred. A prerecorded message may be playing through the external audio system.

1. Locate the Emergency Release handles on opposite sides of the vehicle interior.



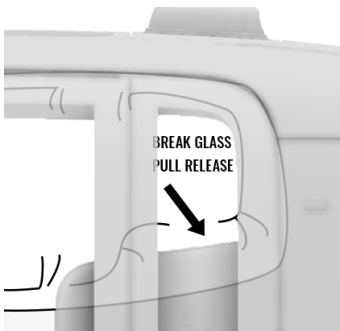
**NOTE:** There are 2x Emergency Release handles



2. Pull the Emergency Release handle to a 90 degree angle to release the door latch. The door latches release and if power remains, the system attempts to open automatically. Step back from the vehicle as the doors open. If no power remains, the handle will need to be held in the pulled-up position while the doors are opened manually.

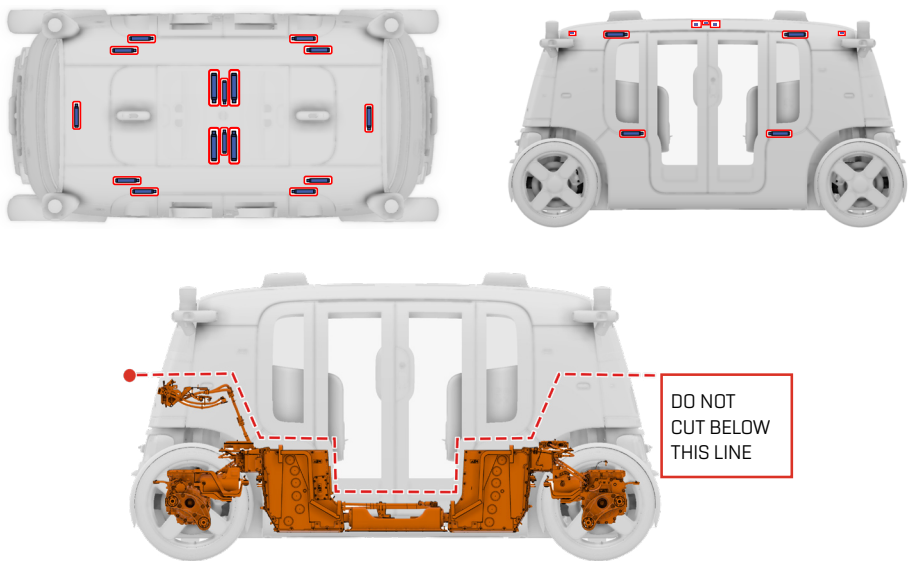
**NOTE:** In the event of a collision that resulted in "Horseshoe Airbags" deployment, a flashing red light illuminates the Emergency Release handle position and graphics on the outward-facing side of the airbags show its location and operation. The graphic is only visible through the quarter panel glass (i.e. the glass next to the Release Handle - see image below)

4. ACCESS TO THE OCCUPANTS



CUT AND NO CUT ZONES

Primary extrication access is side door removal.  
Secondary extrication access is roof panel removal.



|  |                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|--|------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  | <div><div><div>DANGER</div><div>400 VOLTS DC</div></div><div><div>HIGH VOLTAGE - ONLY QUALIFIED PERSONS TO MOVE OR ALTER EQUIPMENT</div></div></div> | <div><div>DANGER</div><div>HV HAZARD</div><ul style="list-style-type: none"><li>• Cutting into the No Cut Zones may cause severe injury, damage, or death</li><li>• Risk of HV electrocution: HV system components contain lithium-ion battery packs, HV cables (up to 400V DC), traditional vehicle batteries (12V DC), triggering devices, and compressed gas</li><li>• HV system components are located beneath the rider seats and floor</li></ul></div> |
|--|------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

4. ACCESS TO THE OCCUPANTS

|                                                                                   |                                                                                                                                                                                   |
|-----------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  | <p><b>WARNING</b></p> <ul style="list-style-type: none"><li>• Damage to the No Cut Zones may discharge harmful gases and fluids</li><li>• Potential risk of fluid leaks</li></ul> |
|-----------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

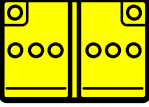
 **IMPORTANT**

**DO NOT CUT OR DAMAGE THE NO CUT ZONES**

Considerations and safety best practices when approaching Zook vehicles:

- Airbag gas inflators are located in the roof and under the rider seats
- Wear PPE
- Wear SCBA

5. STORED ENERGY / LIQUIDS / GASES / SOLIDS

|                                                                                   |      |                                                                                   |                                                                                   |                                                                                   |                                                                                    |                                                                                     |
|-----------------------------------------------------------------------------------|------|-----------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|
|  | 12V  |  |  |  |                                                                                    |                                                                                     |
|  | 400V |  |  |  |  |  |



**DANGER**

**400 VOLTS DC**

**HIGH VOLTAGE - ONLY QUALIFIED PERSONS TO MOVE OR ALTER EQUIPMENT**

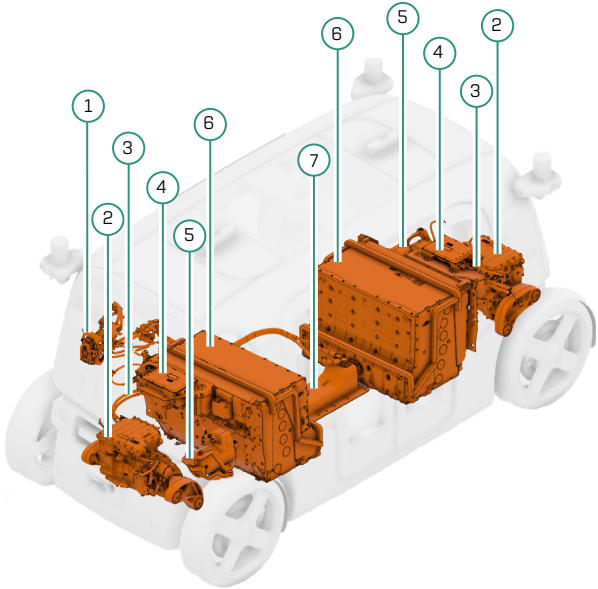
**DANGER**

**HV HAZARD**

- HV battery cells are sealed and do not have enough electrolyte to form a pool of liquid
- The batteries are cooled with pink coolant
- A clear fluid is most likely water
- Use a Thermal Imaging Camera or Infrared to monitor the battery temperature

HIGH VOLTAGE SYSTEM

The HV system is sub-assembled to the vehicle chassis and 12V DC systems to form 2x integrated drive modules on the vehicle. The HV system consists of the following components:



1. HV Vehicle Charge Inlet

2. Electric Drive Unit (EDU)

3. HV cables/harnesses

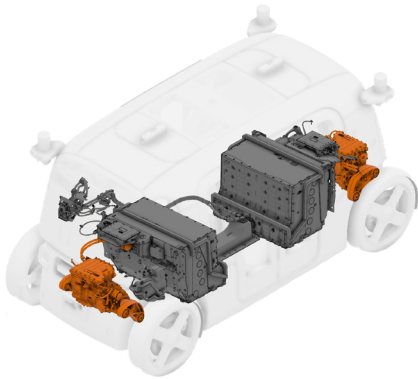
4. DC-DC Converter
5. Air Conditioning (AC) Compressor

6. High Voltage (HV) Battery

7. HV Battery Interconnect

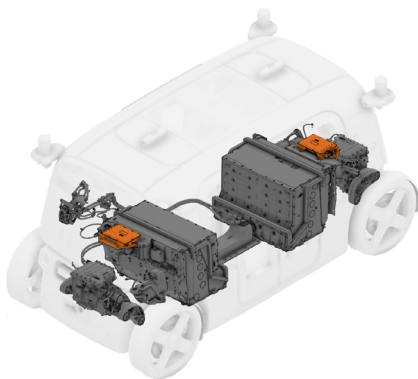
## 5. STORED ENERGY / LIQUIDS / GASES / SOLIDS

### *Electric Drive Unit (EDU)*



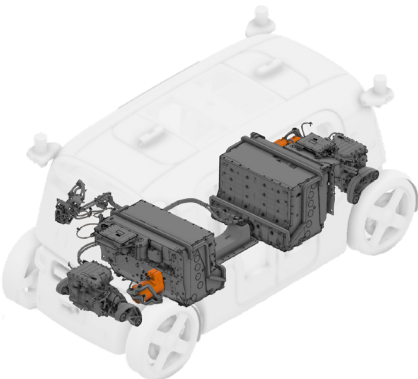
2x EDUs, 1x for each drive module, provide the torque to accelerate and decelerate the vehicle through an HV cable connected to the HV battery.

### *DC-DC Converter*



There are 2x 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 LV power through an HV cable connected to the HV battery.

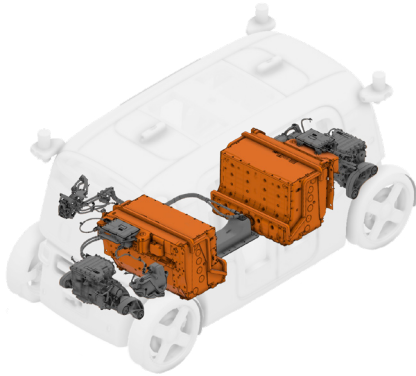
### *Air Conditioning (AC) Compressor*



The AC Compressor is powered by the HV system. Zoox vehicles have 2x AC compressors on the vehicle, 1x within each drive module. Within their respective drive module, they are connected to the HV battery through an HV cable.

## 5. STORED ENERGY / LIQUIDS / GASES / SOLIDS

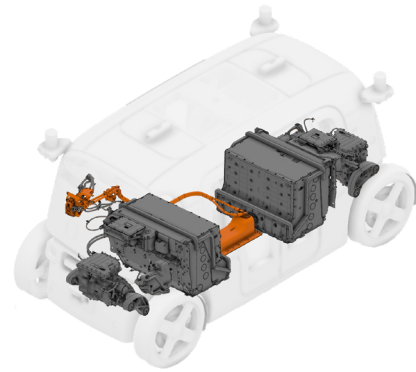
### High Voltage (HV) Battery



Zoox vehicles use a self-contained 400V DC lithium-ion HV battery. There are 2x separate but connected HV batteries on the vehicle (1x 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 1x HV battery experiences a non-safety-critical failure, the other HV battery continues to power all systems with no loss in vehicle function. For safety-critical failures of either battery, the HV system is disabled. The vehicle HV system consists of HV Battery, HVAC 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:

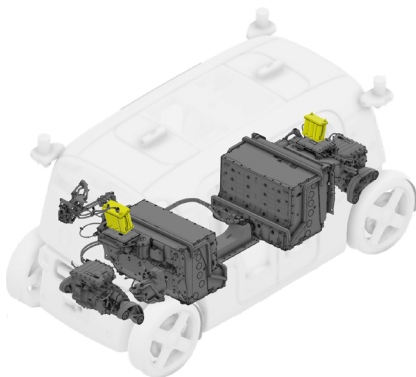
- 3456x Li-ion Battery Cells
- 6x Modules/Packs
- 1x High Voltage Junction Box
- 1x Outer Enclosure
- 2x Potential Equalization (PE) cables

### HV Battery Interconnect & Charge Inlet



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

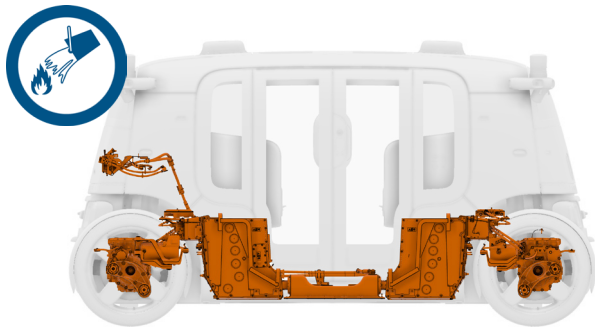
### LOW VOLTAGE SYSTEM

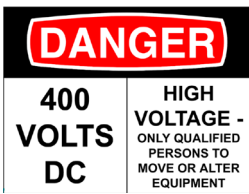


Zoox vehicles have 2x 12V DC batteries that manage the doors, touchscreens, interior and exterior lights, airbags, seatbelts, seat restraint system, and in-vehicle camera. Following a crash where HV is disabled, the low voltage system provides power to the audio link with remote operators, interior camera, lights, and door functions for up to 5 minutes.

6. IN CASE OF FIRE

EXTINGUISH A VEHICLE FIRE



|                                                                                    |                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|------------------------------------------------------------------------------------|------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  |  | <p><b>DANGER</b></p> <p><b>HV HAZARD</b></p> <ul style="list-style-type: none"><li>• Interacting with HV is extremely dangerous and may result in injury or death</li><li>• Inflammable, flammable and toxic materials from the leaked battery may enter the rider cabin or ignite the vehicle</li><li>• Battery re-ignition may occur</li><li>• Using water to extinguish a vehicle fire may result in a chemical reaction that may burn the skin if contact with the fluid is made</li><li>• Fire can compromise vehicle components (airbags, inflation cylinders, gas struts, etc.) and may cause inflation cylinder explosions</li></ul> |
|------------------------------------------------------------------------------------|------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

 **IMPORTANT**

Safety best practices for Zoox vehicle 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 vehicle fire:

- Wear PPE
- Wear SCBA
- Use insulated tools for extinguishing fire
- Foam does not extinguish a battery fire

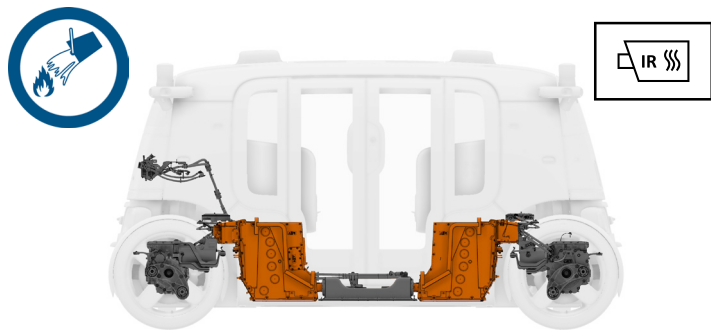
**NOTE**

- *Always assume the HV is energized*
- *If any airbags are deployed, HV will be disconnected in ≤5 seconds*
- *Remote Operators have access to active battery diagnostics on the vehicle*
- *Ensure autonomous mode is deactivated by contacting Zoox Remote Operators at (833) 322-2277*
- *Have the location and license plate number available*

6. IN CASE OF FIRE

Steps to extinguish a vehicle/battery fire:

- 1. Apply a constant stream of water (approximately 12,000 to 40,000 gallons) to the battery.



NOTE:

- Only water keeps 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.

NOTE:

- Cool down the battery if it is  $\geq 302^{\circ}\text{F}$  ( $150^{\circ}\text{C}$ )
- Optimal ambient temperature of the battery is  $\leq 131^{\circ}\text{F}$  ( $55^{\circ}\text{C}$ )

- 3. Apply water directly to any exposed areas and continue to monitor the battery structure.

NOTE: Ensure the loose battery cells or modules are submerged in water for at least 24 hours

- 4. Advise second responders (vehicle transporters, law enforcement, etc.) of the risk of battery re-ignition.

Inhalation in Fire Situations

|                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|-------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  | <p><b>DANGER</b></p> <ul style="list-style-type: none"><li>• The risks of toxic vapors and gases may be released due to a battery fire and exposure to high heat levels, which include:<ul style="list-style-type: none"><li>• Cobalt</li><li>• Copper</li><li>• Lithium-ion</li><li>• Nickel</li><li>• Oxides of carbon</li><li>• Sulfuric acid</li></ul></li><li>• Full PPE and SCBA must be worn while in contact or close proximity of the vehicle.</li><li>• Keep a safe distance while extinguishing an active battery fire with water.</li><li>• Stay upwind to avoid inhalation of fumes or smoke.</li></ul> |
|-------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

7. IN CASE OF SUBMERSION



**DANGER**

- Potential risk of an HV battery fire
- Damaged HV batteries may discharge harmful fumes and gases

 **IMPORTANT**

Considerations and safety best practices for a submerged Zook vehicle:

- A submerged Zook vehicle should only be extracted by trained safety personnel
- Wear PPE
- Towing the vehicle on a flatbed truck or trailer is preferred
- If the vehicle has been submerged or shows signs of damage or outgassing, do not charge

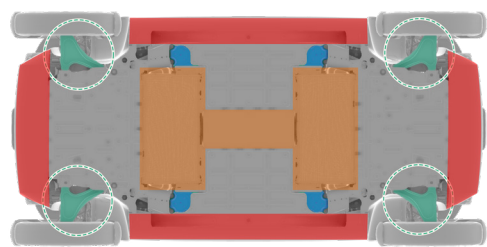
**NOTE:**

- *Always assume the HV is energized*
- *If any airbags are deployed, HV will be disconnected in ≤5 seconds*
- *Call Remote Operators at (833) 322-2277*
- *Have the location and license plate number available*

Steps to recover a vehicle submerged in water:

1. Install tow straps to the control arms at each wheel on one end of the vehicle.

**NOTE:** Towing the vehicle from any areas other than those specified in the graphic may result in serious injury or damage to the vehicle



|                                                                                     |                                         |
|-------------------------------------------------------------------------------------|-----------------------------------------|
|  | Not suitable for stabilization/recovery |
|  | Stabilization/Lifting points            |
|  | Recovery/Towing points                  |
|  | HV components                           |

2. Attach and use winch cables to pull the vehicle out of the water.
3. Allow the water to drain out of the vehicle.
4. Monitor for any indications of HV damage.
  - Smoke, fire, and/or gas emissions
  - Cooling or heating temperature trends

## 7. IN CASE OF SUBMERSION

**NOTE:**

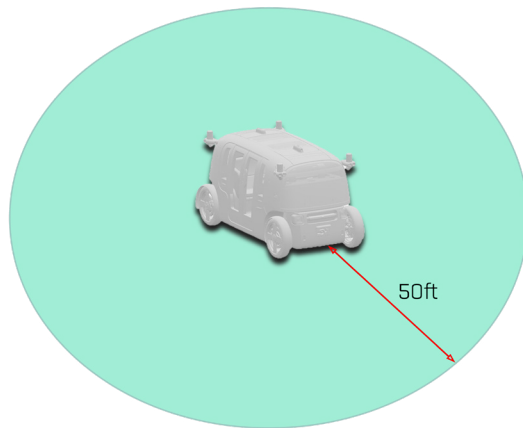
- Use a Thermal Imaging Camera or Infrared to monitor the battery temperature (the safe storage temperature of the battery is  $\leq 131^{\circ}\text{F}$  [ $55^{\circ}\text{C}$ ])
- The above is not a complete list of HV damage indicators. Do not touch or move the damaged or submerged HV components, cables, etc.

5. When safe, load the vehicle onto a flatbed tow truck.

**NOTE:** Do not tow a Zoox vehicle with the wheels on the ground due to a potential risk of vehicle damage and/or thermal runaway of battery

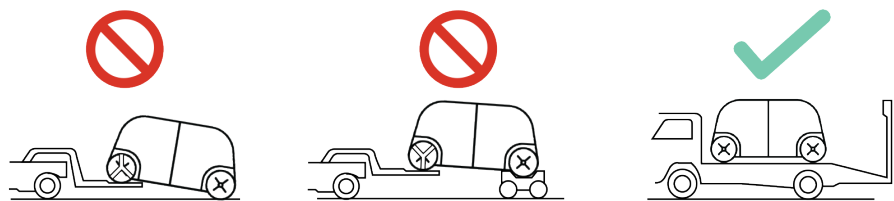
6. Store the vehicle at least 50 feet away from other vehicles, combustible materials, and/or structures. Use visual indicators or signage to identify the vehicle as all-electric.

- **NOTE:** Signage is available for printing in "Appendix A"



8. TOWING / TRANSPORTATION / STORAGE

TOW THE VEHICLE



**WARNING**

- Connecting the tow hooks to areas other than specified may cause damage, serious injury, or death
- Due to the low profile, towing the vehicle with the wheels on the ground may result in significant vehicle damage
- Towing the vehicle with the wheels on the ground may overheat the HV system and lead to a fire
- Using the chassis, frame, or suspension components to pull the vehicle may result in damage to the vehicle

**IMPORTANT**

- Before attempting to tow, ensure autonomous mode is deactivated. See "[Autonomous Mode Status Indications](#)"
- Towing the vehicle on a flatbed truck or trailer is preferred
- Check overhead clearance limits. The Zook vehicle dimensions:

|        |                        |
|--------|------------------------|
| Height | 6 ft 5 in (1949mm)     |
| Length | 11 ft 9 in (3629.4mm)  |
| Width  | 5 ft 8.5 in (1784.4mm) |
| Weight | 5842 lbs (2650 kg)     |

- Be careful not to scrape the battery pack when loading or unloading the vehicle. Excessive vertical forces on the bottom of the battery may cause internal damage, increasing risk of thermal runaway

**NOTE**

- *In an emergency, push bumpers may be used to move the vehicle, although this presents a risk of sensor damage*
- *To confirm that the vehicle has safely stopped and autonomous mode is deactivated, contact Zook Remote Operators at (833) 322-2277*
- *Have the location and license plate number available*
- *Coordinate with the on-site Zook Ground Support or Remote Operator to tow the vehicle*
- *A prerecorded message may be playing through the external audio system*

## 8. TOWING / TRANSPORTATION / STORAGE

If the vehicle cannot be moved under its own power, the vehicle must be towed. See instructions and important safety information below.

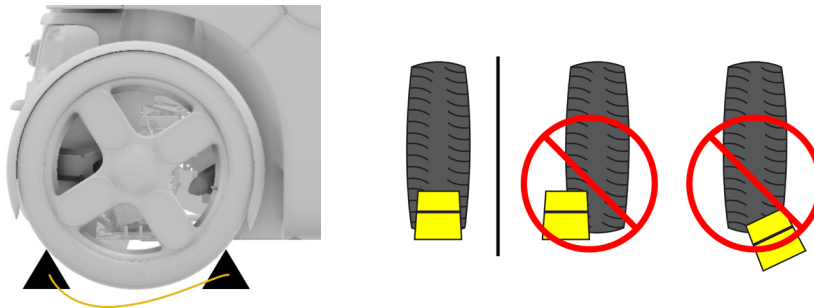
Steps to tow the vehicle:

1. Before interacting with a Zook vehicle, observe the service bay indicators to ensure autonomous mode is inactive and EPBs are applied. Ensure the vehicle is off. See "[Autonomous Mode Status Indications](#)".

**NOTE:**

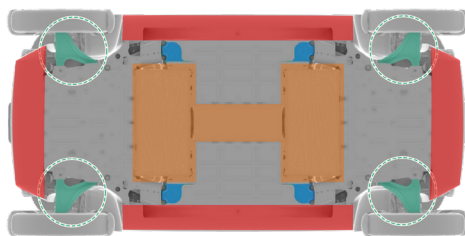
- Contact a Zook Remote Operator [(833) 322-2277] to confirm the vehicle has safely stopped and autonomous mode is inactive
- A prerecorded message may be playing through the external audio system

2. Install wheel chocks under 2x wheels to prevent the vehicle from rolling away.



3. Install tow straps to the control arms at each wheel on one end of the vehicle, as highlighted in green in the diagram.

**NOTE:** Towing the vehicle from any areas other than those specified in the graphic may result in serious injury or damage to the vehicle



|  |                                         |
|--|-----------------------------------------|
|  | Not suitable for stabilization/recovery |
|  | Stabilization/Lifting points            |
|  | Recovery/Towing points                  |
|  | HV components                           |

4. Align the bed of the truck with the Zook vehicle so the vehicle can be pulled straight onto the truck bed.
5. Attach winch cables to the tow straps. Activate the winch to remove slack in the tow straps. **Do not fully tighten.**
6. Disable the EPBs and remove wheel chocks.

**NOTE:** Only the on-site Zook Ground Support have the ability to disengage the EPBs

7. Use winch cables to pull the vehicle onto the flatbed of the tow truck.
8. Safely secure the vehicle to the bed of the truck using the strap tie down method around the wheels. Once secure, release the tension from the winch cable.

## 8. TOWING / TRANSPORTATION / STORAGE

**NOTE:** For enclosed trailers, the vehicle can be further secured using wheel chocks if necessary

9. After offloading the vehicle from the tow truck, chock the wheels, and if desired, enable the EPBs.

**NOTE:**

- If an on-site Zook Ground Support is not available to do this, place wheel chocks around each wheel so that the vehicle cannot roll away
- Only the on-site Zook Ground Support have the ability to re-engage the EPBs

### STORE THE VEHICLE

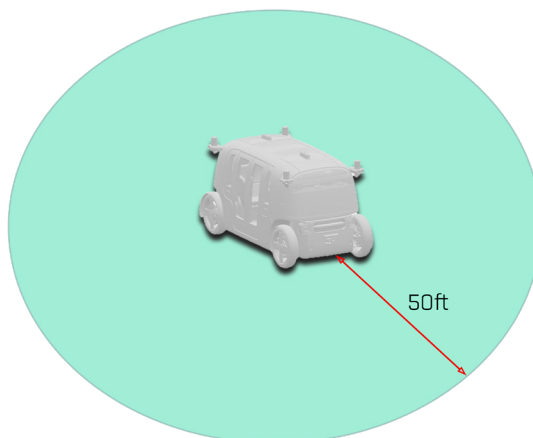
Zook safety best practices and recommendations when storing a damaged Zook electrical vehicle.

1. Use visual indicators or signage to identify the vehicle as all-electric.

**NOTE:** Signage is available for printing in "Appendix A"



2. Store the vehicle at least 50 feet away from other vehicles, combustible materials, and/or structures.



8. TOWING / TRANSPORTATION / STORAGE



**DANGER**

**400 VOLTS DC**

**HIGH VOLTAGE - ONLY QUALIFIED PERSONS TO MOVE OR ALTER EQUIPMENT**

**DANGER**

**HV HAZARD**

- Damage to HV components or battery may create an electrical safety hazard, resulting in severe injury or death
- Inflamed, flammable or toxic materials from the leaked battery may enter the passenger cabin or ignite the vehicle
- Battery re-ignition may occur
- Fire can compromise vehicle components (airbags, inflation cylinders, gas struts, etc.) and may cause inflation cylinder explosions

 **IMPORTANT**

- Store the vehicle outside
- Check overhead clearance limits. The Zoot vehicle dimensions:

|        |                        |
|--------|------------------------|
| Height | 6 ft 5 in (1949mm)     |
| Length | 11 ft 9 in (3629.4mm)  |
| Width  | 5 ft 8.5 in (1784.4mm) |
| Weight | 5842 lbs (2650 kg)     |

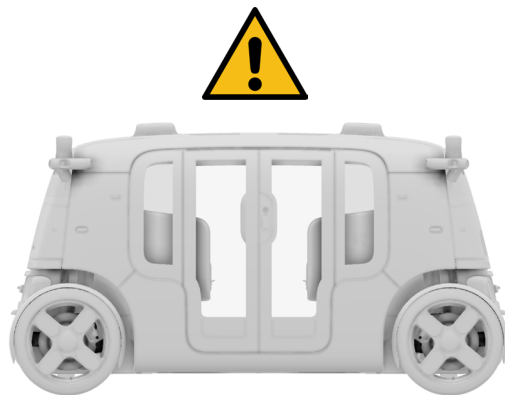
- Be careful to not damage the battery pack when storing the vehicle
- Ensure autonomous mode is inactive. See "Autonomous Mode Status Indications"

**NOTE**

- *Always assume the HV is energized*
- *If any airbags are deployed, HV will be disconnected in ≤5 seconds*
- *If necessary, confirm the vehicle has safely stopped and autonomous mode is deactivated by contacting Zoot Remote Operators at (833) 322-2277*
- *Have the location and license plate number available*

## 9. IMPORTANT ADDITIONAL INFORMATION

### COLLISION RESPONSE AND ACTION



#### IMPORTANT

- The window adjacent to the Emergency Release handle is illuminated with a flashing red light
- If airbags are deployed, graphics on the horseshoe airbags show the location and operation of the Emergency Release handle. See "[Emergency Release handle](#)"
- After a collision, the doors may not function properly and the vehicle may not be able to release the EPB and service brakes
- Post-collision, the vehicle is not in autonomous mode if the hazard lights are ON. A prerecorded message may be announcing that autonomy is disabled via the external speakers
- If there is no Zook Ground Support on-site, call Zook Remote Operators at **(833) 322-2277** and have the location and license plate number available

Zook vehicles are capable of detecting that they have been involved in a collision. The vehicle immediately notifies a Zook Remote Operator and performs the following procedures:

- Safely stop
- Disconnect the HV if certain crash conditions are met
- Enable the EPB and service brakes
- Set Active Suspension to Passive
- Maintain exterior lights
- Turn on the hazard lights

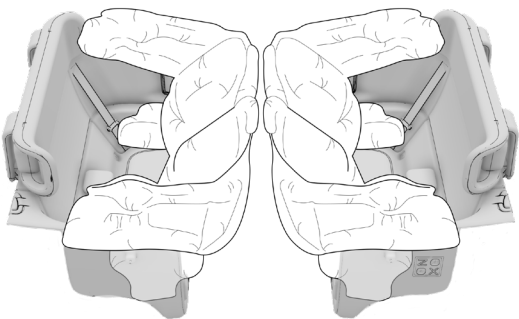
Zook Remote Operators remotely monitor the vehicle in real time for any indications of safety risks or events. If circumstances warrant, Zook Remote Operators contact and work with first responders to resolve any incident or emergency scenario. A prerecorded message may be playing through the external audio system.

**NOTE:** Zook Ground Support may arrive at the scene of the vehicle incident to provide support for law enforcement and first responders. They have a Zook badge

9. IMPORTANT ADDITIONAL INFORMATION

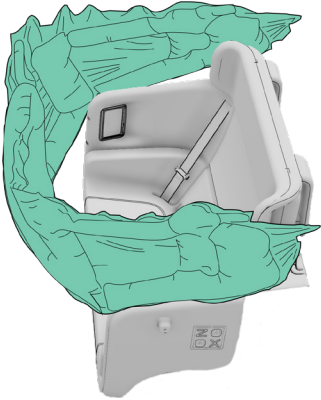
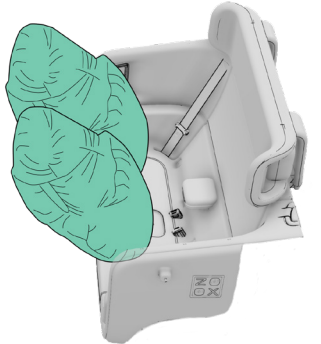
RESTRAINT SYSTEMS

Airbags

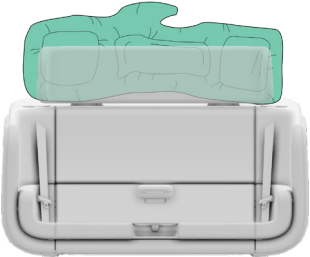
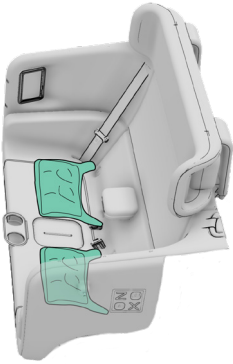


The airbags are managed by the Airbag Control Unit (ACU) and are uniquely designed to minimize injury potential in front, rear, side or rollover collisions.

Zoox vehicles have five distinct types of airbags:

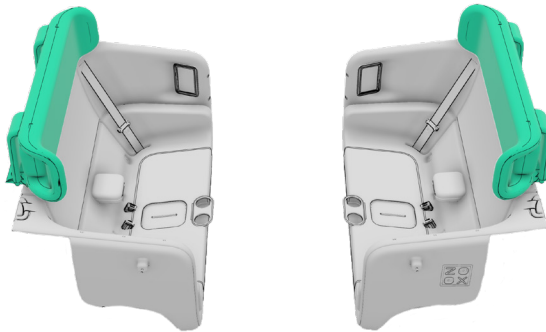
| TYPE                                                                                                             | LOCATION                                                                                                                                                 | FUNCTION                                                                                                                                                                                                                     |
|------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <div>Horseshoe Airbags</div>  | The horseshoe airbags (1x each driving direction) are located in and deploy from the ceiling in a U-shape or "horseshoe" shaped manner.                  | <ul style="list-style-type: none"><li>• Provide protection in a side crash</li><li>• Minimize risk of ejection in rollover crashes</li><li>• Provide a reaction surface for the frontal airbags in frontal crashes</li></ul> |
| <div>Frontal Airbags</div>    | The frontal airbags (1x in front of each seating position) are located in and deploy from the center roof bow area, dropping down in front of each seat. | Provide protection for forward facing occupants in a frontal crash.                                                                                                                                                          |

9. IMPORTANT ADDITIONAL INFORMATION

| TYPE                                                                                                       | LOCATION                                                                                                                  | FUNCTION                                                                                                                                                                                                                                                                                        |
|------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Rear Airbags</p>       | <p>The rear airbags (1x each driving direction) are located in and deploy from the ceiling behind the head restraint.</p> | <p>Provide protection from debris entering the occupant compartment.</p>                                                                                                                                                                                                                        |
| <p>Seat Side Airbag</p>  | <p>The seat side airbags (1x at each seating position) are located in and deploy from the passenger seat side panel.</p>  | <p>Provide protection for the pelvis of the occupant in a side crash.</p>                                                                                                                                                                                                                       |
| <p>Seat Pan Airbag</p>  | <p>The seat pan airbags (1x at each seating position) are located in and deploy within the seat bottom cushion.</p>       | <ul style="list-style-type: none"><li>• Raise the front edge of the seat, which reduces the risk of the rider's body sliding in a forward-facing collision by holding them more securely in the seats</li><li>• Deploys only on forward-facing seats in high-speed frontal collisions</li></ul> |

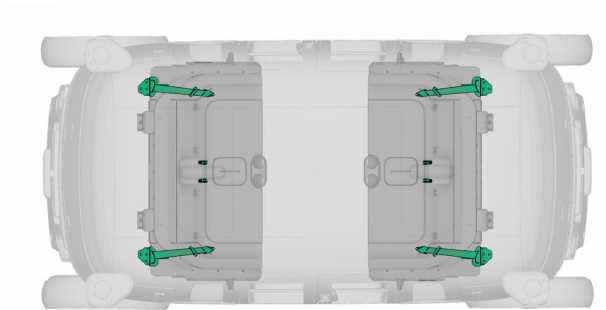
## 9. IMPORTANT ADDITIONAL INFORMATION

### *Head Restraint System*



All of the 4x seating positions in the Zoot vehicle are equipped with integrated headrests. They are not removable nor adjustable.

### *Seatbelts*



Zoot vehicles have a rider screen for each seat that notifies riders to "fasten seatbelt", and does not operate until all riders have properly and securely buckled up. The vehicles have a safety system that verifies appropriate seatbelt usage by riders with two inputs:

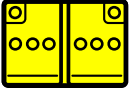
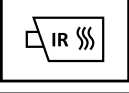
- **Sensors:** placed in the seats, used to detect a rider's presence
- **Switches:** situated in the seatbelt buckles to monitor whether the belts are fastened

If our automated driving system detects a potential or imminent collision, the seatbelt system proactively tensions the seatbelt webbing to bring occupants into the optimal position for airbag deployment and protection. This capability maximizes seatbelt safety performance for riders at all times.

### *Airbag Control Unit*

The Airbag Control Unit (ACU) deploys individual seatbelt pretensioners. There are four seatbelt anchor pretensioners and four seatbelt retractor pretensioners, one at each seat.

10. EXPLANATION OF PICTOGRAMS USED

| SYMBOL                                                                              | EXPLANATION                         |
|-------------------------------------------------------------------------------------|-------------------------------------|
|    | Electric Vehicle Propulsion         |
|    | Battery pack, high-voltage          |
|    | Airbag inflator/stored gas inflator |
|    | Battery, low-voltage                |
|    | Warning, Electricity                |
|  | General warning sign                |
|  | Use thermal Infrared camera         |
|  | Break to obtain access              |
|  | Use water to extinguish the fire    |
|  | Gases under pressure                |
|  | Acute toxicity                      |
|  | Flammable                           |

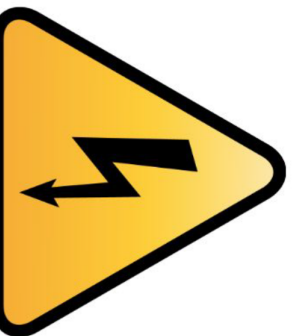
10. EXPLANATION OF PICTOGRAMS USED

| SYMBOL                                                                            | EXPLANATION                   |
|-----------------------------------------------------------------------------------|-------------------------------|
|  | Explosive                     |
|  | Corrosives                    |
|  | Hazardous to the human health |

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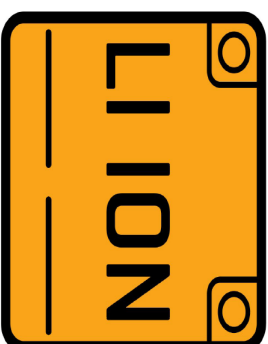


# ELECTRIC VEHICLE



Electrical Hazard

**Store the vehicle at least 50 feet away from other vehicles, combustible materials, and/or structures.**



HV Battery