Autonomy Delivered

Robomart RM5 /// Safety Guide

September **2025**

Letter from the CEO

Ali Ahmed, Cofounder & Chief Executive Officer, Robomart, Inc.

At Robomart, safety is our highest priority. From the first prototype of our self-driving store we built over seven years ago in June 2018, to our fifth generation delivery robot the RM5, to the extensive final validation testing of every vehicle we operate, we have built safety into every layer of design, engineering, and deployment.

The Robomart Safety Guide reflects this commitment. It outlines the principles, systems, and processes that govern how our vehicles are designed, tested, and operated. It explains how we integrate autonomous driving technology with rigorous oversight to achieve a greater level of safety compared to conventional vehicles.

Robomart's latest vehicles are purpose-built for delivery, not adapted from passenger cars. This distinction allows us to design with safety as the central element rather than a constraint. RM5 robots are built to be low speed, lightweight, driverless and passengerless. Every design decision we make is guided by risk reduction and public benefit.

We have spent the good part of a decade building our technology to be safe and operationally efficient. Our proprietary level 4 autonomous driving system is Robomind. We have conducted pilots for years with major partners and signed contracts with the largest ice cream companies in the world. We have delighted consumers, and impressed retailers.

Despite our track record, we recognize that safety is not static. It requires constant evaluation, learning, and refinement. Our teams are committed to transparent engagement with regulators, policymakers, and communities. This second edition of our Safety Guide will be shared publicly and will continue to evolve as we advance our technology and expand our service.

We believe that safe, low-emission, autonomous delivery is not just a technological milestone, but a public good. This guide demonstrates Robomart's dedication to that mission, and our commitment to setting the highest standard for safety as we deploy our fleet.

Driving forward!

Ali Ahmed, Cofounder & CEO

Introduction

We need fewer humans in vehicles making grocery trips.

An estimated 40,901 people lost their lives in the US in 2023 from motor vehicle crashes.[1] The majority—59% of deaths—were passenger vehicle occupants.[2] Contributing to the death toll are alcohol, speeding, lack of seat belt use and other problematic behaviors.[3] The U.S. Department of Transportation's most recent estimate of the annual economic cost of crashes is $340 billion.[4]

In fact, more than 38 million American consumers visit grocery stores on a typical day.[5] Many of these trips lead to accidents due to human driving errors, and the vast majority of these trips are avoidable.

At Robomart we have created a better way to get goods, without needing to drive a two ton vehicle to the store to get a bag of groceries, using driverless, passengerless vehicles that operate at low speeds and never drive drunk, drowsy or distracted.

We are outlining our holistic approach to safety via this voluntary safety self-assessment report that helps promote a safer future for all.

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[1] "Yearly Snapshot," *Insurance Institute for Highway Safety,* accessed Sept. 16, 2025

[2] Id

[3] Id

[4] The Economic and Societal Impact of Motor Vehicle Crashes*, 2019 (Revised)*, NHTSA, accessed Sept. 16, 2025.

[5] Capital One Shopping. "Grocery Shopping Statistics." *Capital One Shopping Research*, accessed Sept. 16, 2025

About Robomart

Headquartered in Glendale, CA, with offices in Austin, Baltimore, and San Francisco, Robomart, Inc. is building the first on-demand robotic delivery platform with the RM5, its fifth-generation, purpose-built delivery robot. Powered by Robomind™, the RM5 is an L4 fully autonomous, road-going vehicle, that can carry 500 lbs of goods, across ten temperature-controlled lockers, while batching orders from multiple retailers on a single run.

Founded in 2017, Robomart pioneered the world's first self-driving store and the concept of store-hailing—bringing entire mobile shops directly to customers' doors. Today, Robomart is redefining on-demand delivery with its profitable, autonomous delivery platform.

Robomart has partnered with global brands including Ahold Delhaize, Unilever, Mars, Avery Dennison, NVIDIA and Yamaha Motors to further its mission of delivering autonomy. The company is venture backed and has raised millions in funding from Hustle Fund, Wasabi Ventures, W Ventures, Entrepreneur Ventures, Capital Factory, and HAX.

Learn more at robomart.ai.

Business Overview

Retailers lose money on virtually every on-demand delivery today,[6] while consumers end up paying exorbitant fees, often as much as 40% of the order value in markups, service fees, and tips.[7]

Drones and bots attempt to solve the high cost of delivery through automation but are not economically viable solutions due to extremely limited capacity and limited operating design domains of sidewalks and line-of-sight airspace.

What delivery requires is large sized, road-going autonomous vehicles, with high payload, multi-store batching and multiple lockers. This is what we're building with the RM5, a platform that brings the cost of delivery down by up to 70% as compared to human labor, with up to 50x more capacity than drones and bots.

Robomart is creating the first on-demand platform for robotic delivery, giving retailers a profitable channel for on-demand delivery, while giving consumers the most cost effective and convenient way to get goods.

[6] McKinsey & Company, Navigating the Market Headwinds: The State of Grocery Retail 2022 (North America) (May 2022)

[7] Goodwater Capital, "Understanding Instacart: Serving the Best Grocery Customers in the Industry," Goodwater Thesis (October 2020)

Product Experience

Step 1:

Customer places order on a partner's delivery app. Our API qualifies the order and assigns an RM5

Step 2:

Retail store gets notification of the order and begins the pick and pack

Step 3:

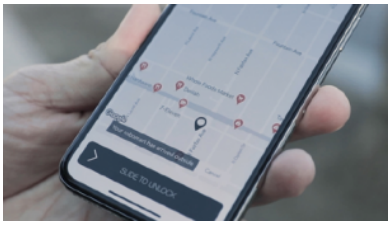
The RM5 autonomous vehicle intelligently routes to the store location

Step 4:

The Robomart arrives at the store and parks at a designated pickup bay

Step 5:

Staff swipes to unlock the relevant locker and loads it up with the order



Step 6:

Customer gets a notification that the robomart has arrived and they swipe to unlock the locker to retrieve their order

RM5 Specifications

Vehicle Specs

Automation Level	L4 (Fully Driverless)
Designation	Low-Speed Electric Vehicle
Top Speed	25 mph (40 km/h)
Max Range	112 miles (180 km)
Curb Weight	2,205 lbs (1,000 kg)
Dimensions (LxWxH)	12'2.6" × 4'8.0" × 6'10.7" (3724 × 1424 × 2100 mm)

Cargo Specs

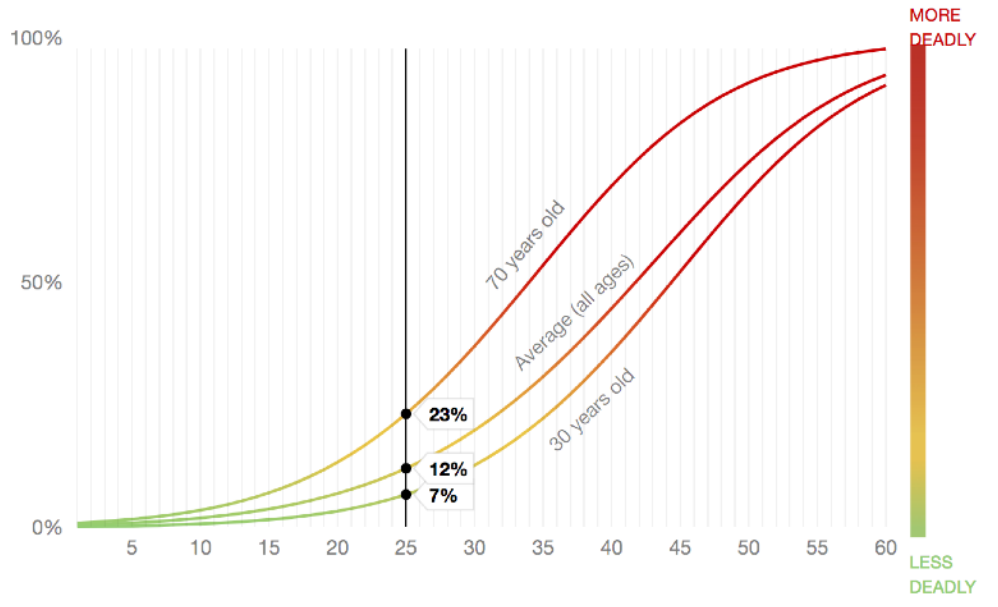
Total Lockers	10 (2 × 5)
Payload	500 lbs (226 kg)
Locker Payload	50 lbs (22.6 kg)
Locking Mechanism	App-Controlled Lock
Temperature Control	Ambient, Chilled, Heated
Locker Size (WxHxD)	2'1.3" × 2'0.1" × 1'5.7" (650 × 610 × 445 mm)

Holistic Safety Approach

RM5 robomarts are low-speed, neighborhood electric vehicles (LSVs) with a top speed of 25mph. They operate in geofenced areas, never go on highways, and as they never carry a driver or passengers, they will always prioritize the safety of pedestrians, cyclists and other vehicles.

The RM5's 25 mph speed-limited operation provides fundamental physics-based safety advantages. With kinetic energy almost 7x lower than highway speeds, collision severity is inherently reduced regardless of system performance. This low speed, limited ODD eliminates the complex ethical tradeoffs faced by passenger carrying autonomous vehicles—we never compromise pedestrian safety for passenger protection or face trolley problem scenarios. By design, our fully driverless delivery vehicle is optimized purely for the safety of vulnerable road users.

Extensive research from the AAA foundation for traffic safety has shown that vehicles going at lower speeds greatly reduce the chances of injury or casualty. By limiting the speed to under 25mph we hugely improve the chances of survival and safety for pedestrians, cyclists and other car passengers in the unlikely event of an accident.[8]



Risk of death for pedestrians struck by a car or light truck traveling at 25mph. Source: AAA

[8] AAA Foundation for Traffic Safety, Pedestrian Risk vs Speed Report (2011)

Safety Philosophy

Robomart's platform is built around a singular safety principle:

> *"A geofenced, zero-occupant vehicle limited to 25 mph, engineered with low kinetic energy and no passenger-protection tradeoffs, ensuring pedestrians, cyclists, and nearby vehicles remain the top priority in every scenario."*

Every design decision of the RM5 follows from that premise. By removing occupants entirely, the vehicle avoids the compromises inherent in traditional passenger-vehicle design and allows its exterior, speed profile, and sensing architecture to be optimized solely for the safety of those outside the vehicle.

Full Self Driving (FSD) System

RM5s are powered by Robomart's proprietary full self-driving software system Robomind.

Robomind serves as the autonomous-driving intelligence for the RM5 platform, governing all perception, decision-making, motion planning, and vehicle-control behavior within the defined ODD. The system determines how the vehicle interprets its surroundings, selects safe and lawful trajectories, executes driving maneuvers, and manages fallback actions when required. Robomind functions as the primary decision-maker for all autonomous operation and provides the behavioral logic that enables the RM5 to operate as a fully autonomous, zero-occupant delivery vehicle.

Robomind enables the RM5 to drive fully autonomously, in most weather conditions, light and moderate rain, light snow, heavy winds, and light to moderate fog. Robomind's capabilities inform our operational design domain, in addition to the robot's form factor as a low-speed driverless, occupant-less vehicle.

Our full self-driving system relies on multiple sensors including LiDARs, surround-view cameras and ultrasound, to be able to 'see' its surroundings, obstacles and road markings. It then 'plans' what to do based on its sensor data, high fidelity map and view of its environment, and then 'acts' based on safety considerations and route plan. It is constantly sensing its environment to make real-time decisions safely and reliably.

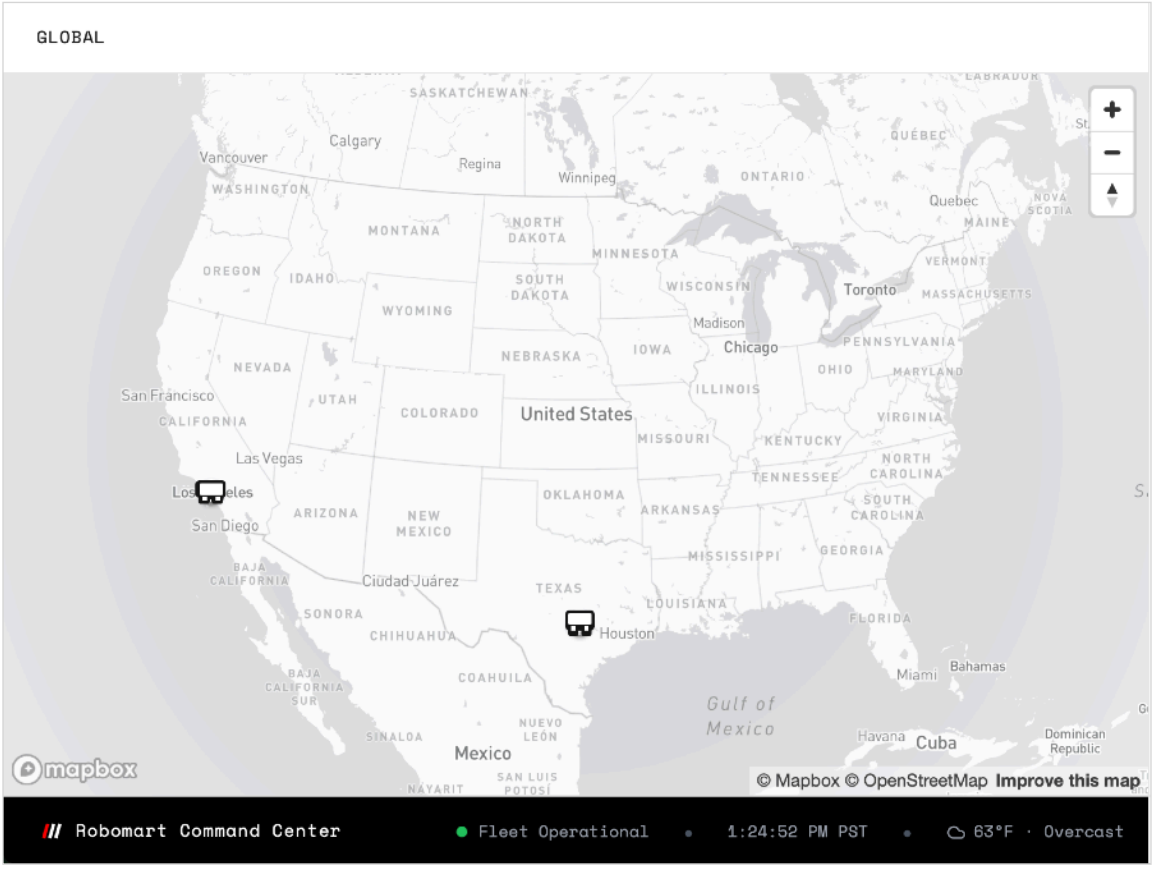
As a Level-4 autonomous vehicle, the RM5 has been designed to operate autonomously without human intervention or driving in normal conditions.

Fleet Monitoring

The Robomart Command Center provides continuous real-time oversight of every RM5. Live telemetry, localization, sensor health, and authenticated camera feeds allow operations staff to monitor each vehicle's status and progress throughout a delivery.

Fleet Observers oversee all active vehicles and coordinate the remote-support team. Fleet Observers support the fleet by responding to autonomy requests for clarification or by performing short, controlled recovery maneuvers when required. Connectivity is maintained through cellular-bonded links with continuous health checks; if the connection degrades or is lost, the RM5 automatically performs a controlled safe stop and enters its minimal-risk condition.

Observers remain on duty at all times to manage events and ensure safe, stable operation across the fleet.



Training

We maintain a robust training regimen for all fleet operations personnel, including Fleet Observers, Fleet Managers, and Safety Staff. Observers serve three primary functions: continuous fleet monitoring through our Fleet Management System, remote driving support when the autonomous system encounters situations requiring human judgment, and emergency response coordination. We ensure all Observers are extensively prepared through a structured five-phase certification program and ongoing education.

Robomart's Five-Phase Observer Training Program

1. Standard Driving Competency — Verification of baseline driving skills through an on-road examination, including defensive driving techniques and urban navigation assessment.

2. Remote Driving Assessment — Demonstration of remote vehicle control on a private test track, navigating via camera feeds at low speeds without direct line of sight.

3. Classroom Instruction — Multi-day training covering Fleet Management System operation, multi-vehicle monitoring techniques, emergency protocols, incident classification and response, first responder coordination, regulatory compliance, and customer communication.

4. Zone and Route Familiarization — Assessment of knowledge covering active deployment zones, high-complexity areas, restricted zones, and local traffic patterns.

5. Supervised Deployment Rehearsal — A week-long supervised period including shadowing certified Observers, monitored independent operation, emergency scenario simulations, and final performance review.

All Observers must hold a valid driver's license with a clean driving record, pass a background check, and maintain appropriate insurance. Certification is valid for twelve months, with mandatory recertification assessments. We maintain continuous improvement through monthly training sessions, quarterly proficiency evaluations, and emergency scenario simulations throughout the year.

Quality Assurance

We follow rigorous quality assurance practices aligned with recognized industry standards for autonomous vehicle safety, functional safety, and cybersecurity. As our vehicles are fully electric road vehicles that carry goods, we ensure the quality of both our vehicles and the goods stocked in them.

Vehicle Quality Assurance

Every RM5 vehicle completes a six-stage qualification process before entering fleet operations. This includes verification of build integrity, sensor calibration, peripheral systems testing, mechanical and powertrain validation, locker and compartment testing, and autonomous behavior assessment on our internal test track. Each stage is documented in our Manufacturing Execution System with full traceability to component level.

Our maintenance policy follows a model of proactive diagnosis. We conduct real-time monitoring via onboard sensors to identify issues before they cause incidents, and vehicles are removed from service for inspection whenever anomalies are detected.

Goods Quality Assurance

We have the following best practice initiatives to ensure the quality of goods stocked in robomarts:

- All products are stored in secure lockers within the robomarts
- Our internal sensors track and monitor the inventory at all times
- Robomarts follow strict SOPs for delivery times so that goods do not remain in lockers for extended periods of time
- Our locker control system ensures that only the retailer and customer can access goods via locker access
- All orders are routed through the queuing system to ensure fastest delivery times
- Our temperature controlled system keeps the temperature at a set level as required
- We have standalone sensors to track the temperature in real-time
- We have a maintenance crew that can meet the robomart if required

At Robomart we regularly report performance, deviations, and trends of our quality assurance activities to internal and external stakeholders, so that issues are proactively found, analyzed, tracked, corrected, and further prevented.

System Safety Overview

Our system safety architecture encompasses every aspect of our design, production and operations. Our goal has been to develop the safest road vehicles which is why Robomarts have been engineered with safety as our foremost priority - safety by design. Robomarts are low-speed vehicles (LSVs) with a top speed of 25mph. They will operate in geofenced areas, never go on highways, never carry passengers, and prioritize the safety of everyone around them.

Our safety innovations include:

1. Low-speed driving

Robomarts are classified as LSVs or low-speed vehicles. This means that they operate at a top speed of 25mph, never go on highways and stay within the neighborhoods they serve.

2. No occupants

Robomarts have no seats, no cabin, and no way to carry a driver or passengers. This means that we can always prioritize the safety of pedestrians, cyclists and other vehicles at all times.

3. Lighter & safer body

Robomarts are manufactured with lighter materials. This allows us to create a more deformable road-worthy body, while having a higher safety threshold in cases of impacts.

4. Redundant architecture

Robomarts are built with redundant sensing and system checks that provide continuous awareness of the surroundings and verification of critical functions. This redundancy ensures the vehicle maintains predictable, controlled behavior even if an individual component experiences a fault.

5. Geofenced operating zones

Robomarts are always contained within their operating zones, which never include highways or roadways with speed limits higher than 45mph. This creates a safer area of deployment as the vehicles are always driving within their defined, small geofenced areas.

Safety by Design

Robomarts are engineered with redundant control units for all core functions so that, in the event of a component failure, the vehicle transitions safely to a controlled stop. Safety-critical systems are supported by independent power sources, ensuring continued operation even if a primary supply or circuit experiences a fault. This architecture eliminates single-point failures and maintains safe behavior under a wide range of conditions.

Robomart follows rigorous industry best practices for system design, testing, and verification to ensure that every aspect of the RM5 supports safe, predictable operation throughout its lifecycle.

Operational Design Domain

The operational design domain refers to the conditions under which Robomart's RM5 vehicles can safely operate. Robomart's domain includes geographies, roadway types, speed ranges, weather, time of operation, and state and local traffic laws and regulations.

We've designed robomarts for low speed operation, with a maximum speed of 25mph. That gives our vehicles more time to react to other drivers, cyclists, and pedestrians, shortens the stopping distance, and reduces the impact of any potential collision.

Vehicle Type

Robomarts are classified as low-speed vehicles (LSVs) which can operate on public roads.

Roadways

We will operate robomarts on non-highway roads within cities with posted speed limits of 45mph or less.

Geographic Area

We are targeting our first deployments in defined operating zones. Robomart maps these areas in advance of testing and deployment.

Speed Range

RM5's top speed is 25mph, with an average operating speed of around 15mph.

Time of Day

RM5s have a robust track record and can safely operate at any time of day or night.

Weather Conditions

RM5s are able to operate in light to heavy rain, light snow and light to moderate fog. Extreme adverse weather however may limit our safe operations and as such we will not operate during torrential rain, dense fog, or moderate to heavy snow.

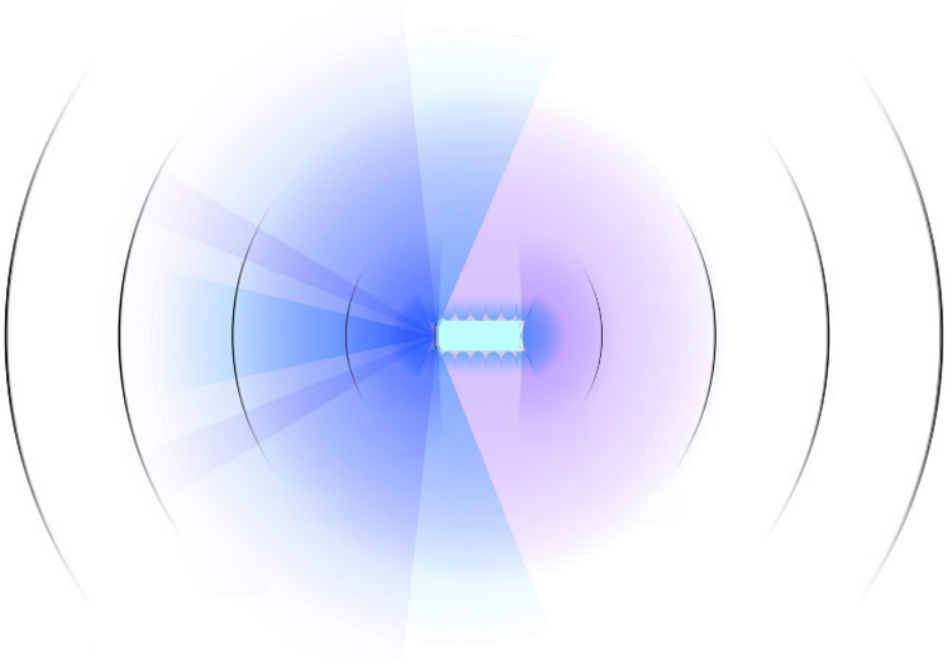
Object Detection and Response

The RM5 uses a multimodal sensor suite—including LiDAR, cameras, ultrasonic sensors, and auxiliary proximity sensors—to detect and classify objects in real time. Sensors are positioned to provide full 360-degree coverage with no blind spots.

The system detects and tracks vehicles, pedestrians, cyclists, mobility devices, traffic signals, road signs, construction zones, and other obstacles. Perception and prediction models work together to forecast the movement of detected objects and plan safe responses.

The system maintains conservative buffers around vulnerable road users such as pedestrians and cyclists, prioritizing collision avoidance and early yielding behavior. Speed is modulated proactively in dense pedestrian environments.

In rare cases where the vehicle encounters a situation it cannot resolve autonomously, Observers may perform limited low-speed recovery maneuvers to reposition the vehicle. Remote personnel do not execute mission driving—all standard navigation is performed by the autonomous system.



Fallback (Minimal Risk Condition)

The RM5 is designed to detect unsafe conditions and bring itself to a safe stop automatically. The system continuously monitors its own health—including sensors, localization, connectivity, and environmental conditions. If any issue is detected, the vehicle executes a controlled stop, activates its hazard lights, and notifies our operations team.

The vehicle also has hard-wired collision sensors on the front, sides, and rear. If contact is detected, the vehicle stops immediately—independent of the autonomous software—providing an additional layer of redundancy.

In the event of communication loss, the vehicle autonomously comes to a safe stop and remains stationary until connectivity is restored and an Observer confirms it is safe to proceed.

Validation Methods

Robomart follows a rigorous, phased approach to validating our vehicles and systems. We test first in simulation, then on private test tracks, then in limited geofenced areas before any public deployment. This progression ensures that issues are identified and resolved in controlled environments before vehicles operate on public roads.

Validation covers all critical vehicle systems including sensors, decision-making software, and vehicle controls. We test across a range of conditions to ensure the vehicle performs safely within its defined operational design domain. Every software update undergoes structured testing before deployment, with rollback protections in place if issues are identified.

We maintain a continuous validation process throughout deployment. Operational data is regularly reviewed to identify trends, support diagnostics, and inform ongoing safety improvements. This feedback loop ensures that lessons from real-world operation are incorporated into future testing and system refinement.

Human Machine Interface

Robomarts are purpose-built, zero-occupant vehicles. Although they do not carry passengers, we designed them to be visually familiar to road users. The front and rear of the vehicle are clearly distinguishable through its automotive lighting, proportions, and overall design form. Even with its unique configuration as a mobile locker system with access doors on one side, pedestrians, cyclists, and motorists can easily identify it as a road-going automobile.

Robomarts use a combination of visual and auditory signals to communicate their presence and behavior. The vehicle displays a dedicated autonomy light to indicate that it is operating without a human driver. Pre-programmed audio cues help alert nearby pedestrians and cyclists, and the vehicle can issue verbal warnings if someone is standing too close to the rear. These cues are reinforced by standard automotive signals such as brake lights, turn indicators, and hazard lights, ensuring intuitive communication with other vehicles on the road.

Customer interaction is simple by design. When the robomart arrives, customers identify the vehicle by its exterior name decal, unlock their designated locker through the partner app, retrieve their items, close the locker, and the vehicle departs. The process is designed to be intuitive, rapid, and self-explanatory, requiring no technical knowledge or physical interfaces on the vehicle.

Vehicle Cybersecurity

Robomart maintains a formal cybersecurity program that governs the RM5 platform throughout its lifecycle. The program aligns with internationally recognized automotive cybersecurity standards and is supported by complementary safety processes. Responsibilities, oversight mechanisms, and documented procedures ensure consistent application of cybersecurity practices across engineering, operations, and safety functions.

Cybersecurity risks are evaluated through structured analysis, during which system assets, potential attack paths, and associated impacts are assessed. The resulting cybersecurity objectives guide the design and assurance of the RM5's protective measures. Security considerations are applied across all phases of the product lifecycle. During development, the RM5 is designed with secure architecture principles and undergoes appropriate security reviews and testing. During deployment and operation, software releases follow controlled processes, and the vehicle's systems incorporate protection against unauthorized access and abnormal behavior consistent with industry best practices.

Robomart maintains defined processes for managing vulnerabilities and responding to cybersecurity events. External interfaces and supplier components are subject to security requirements, and operational systems rely on authenticated commands and protected communication channels. Access to cargo compartments is secured to ensure only authorized customers and retail partners can retrieve goods.

Cybersecurity responsibilities across development, deployment, and field operations are formally assigned and auditable. These measures support a stable cybersecurity posture for the RM5 platform and help ensure safe autonomous operation within its defined operational design domain.

Crashworthiness

Robomarts are designed from first principles as zero-occupant vehicles. Because they do not carry a driver or passengers, their crashworthiness strategy focuses entirely on protecting pedestrians, cyclists, and occupants of other vehicles. This fundamental design difference allows the RM5 to prioritize energy absorption and external safety in ways that traditional passenger vehicles cannot.

The RM5 uses a lightweight body structure engineered to deform in a controlled manner during an impact. Its exterior is designed to absorb and dissipate energy, reducing the forces transferred to pedestrians, cyclists, and other vehicles in the unlikely event of a collision.

Operating speed is an additional safety factor. Research from the AAA Foundation for Traffic Safety shows that lower-speed impacts significantly reduce the likelihood of severe injury or fatality. By limiting the RM5's maximum speed to under 25 mph, the platform inherently reduces crash energy and improves survivability outcomes for pedestrians, cyclists, and other road users in rare accident scenarios.

Together, the RM5's non-passenger configuration, controlled-deformation structure, and low-speed operating envelope contribute to a safer crash profile and help reduce potential harm to the public.

Post-Crash Behavior

In the event of a collision, the vehicle automatically stops, activates hazard lights, and locks all cargo compartments. Our monitoring personnel immediately assesses the situation using onboard cameras and classifies the incident severity.

For any incident involving injuries or significant damage, the Fleet Observer contacts emergency services immediately and provides the vehicle's exact location. The Observer can monitor the scene in real-time using the vehicle's cameras and remains available to coordinate with first responders when they arrive.

All incidents are escalated through our chain of command—from Fleet Observer to Fleet Manager to Head of Safety—based on severity. The vehicle is removed from service pending inspection.

Following an incident, our team preserves all relevant data including camera footage, vehicle telemetry, and system logs. A full incident report with root cause analysis is completed within 24 hours. This documentation can be shared with law enforcement, regulatory authorities, insurance companies, and retail partners as required.

Data Recording

We record operational data from all vehicles during active service. This includes vehicle telemetry, sensor data, system health indicators, and camera footage. All data is timestamped and stored securely within Robomart's infrastructure.

Events such as emergency stops, fallback maneuvers, system faults, and remote assistance interactions are logged automatically to support accurate reconstruction if needed. This data is used to evaluate performance trends, support diagnostics, and inform ongoing safety improvements.

All incidents are documented following our incident response protocols, with camera footage and vehicle data preserved for review. This documentation can be shared with law enforcement, regulatory authorities, and other parties as required.

Customer data collected through our delivery platform is handled in accordance with our data privacy policy. Personal information is anonymized or encrypted, and access is restricted to authorized personnel.

Consumer Education and Training

We have designed the experience of interacting with robomarts to be straightforward and familiar for both consumers and retail partners. Through our API platform, delivery platforms, supermarket chains, and food retailers can directly dispatch an RM5 on demand, integrating autonomous delivery into their existing ordering flows. This enables partners to use their own apps while accessing the nearest available robomart through secure, authenticated bookings.

For consumers, the experience mirrors the delivery workflows they already use. Orders are placed through a retailer's app or platform, and the closest robomart is automatically dispatched. This familiarity helps ensure comfort and ease of use when interacting with a driverless vehicle.

We partner with established delivery platforms and national retailers that consumers already trust with their purchases. We maintain a consistent standard of quality and safety for these partners while providing an economical and efficient delivery method for their customers.

As we scale the RM5 fleet, we will continue structured consumer education, partner-facing training, and operational guidance to ensure that all interactions with robomarts remain predictable, safe, and aligned with best practices.

Federal, State, and Local Laws

We consider all federal, state, municipal and local regulators along with first responders and law enforcement as key stakeholders and ensure that all our key stakeholders are fully informed about robomarts, our safety guidelines, and have green-lit our approach prior to deploying in any market. We also ensure that we comply with all federal, state and local laws.

Even though robomarts are custom built vehicles that have been designed to be driverless and passenger-less, we have designed them to meet existing characteristics of low speed vehicles.

We continue to engage with all key stakeholders, legislators and community leaders to educate them about our vehicles, their unique design, safety principles, and value-add to consumers.

Unexpected Scenarios

Theft

If a third party attempts to steal goods while a customer is retrieving their delivery and locker doors are open, the incident will be recorded.

All RM5 vehicles display a notice that they are actively recording. External cameras cover the area around the lockers and are engaged whenever a locker door is open. In the event of theft, the customer can press the emergency button on the vehicle, or if an observer witnesses the event they will sound the alarm and communicate with those on scene via the external speaker. We will review the footage and may forward it to law enforcement, our retail partner, or our insurance provider at our discretion.

Vandalism

If a third party vandalizes the vehicle, the incident will be recorded. External cameras are recording at all times during operation. If the observer witnesses vandalism, they will log the activity in the Fleet Management System and sound the alarm to deter the bad actor.

We will review the footage and may forward it to law enforcement, our retail partner, or our insurance provider at our discretion. Robomart bears responsibility for vehicle upkeep and will cover the cost of repairs directly or through our insurance policy.

Locker Door Malfunction

If a locker malfunctions while a customer is retrieving their delivery, an observer may remotely force the compartment open or closed depending on the situation. If the locker cannot be secured, the vehicle will sound its alarm and a maintenance crew will be dispatched.

Locker Obstruction

If a customer attempts to obstruct a locker to prevent it from closing, an observer will determine whether the compartment can be safely secured. If not, they will contact the customer via the external speaker and request that the obstruction be removed. If the customer does not comply, the alarm will sound and a field technician will be dispatched.

Food Tampering

If an observer detects potential tampering with goods—whether by a customer, retail staff during loading, or a third party—the RM5 will immediately secure all ten compartments by engaging the emergency lock. The vehicle will exit service and return to the operations center with its alarm activated. The customer and retail partner will be notified, and authorities may be informed depending on severity. The vehicle will be flagged in the Fleet Management System and inspected upon return.

Sensor Malfunction

If a critical sensor is damaged or malfunctions, the RM5 will execute a controlled stop automatically. A technician will be dispatched to evaluate and repair the issue. If redundancy remains intact and low-speed operation is still safe, the vehicle may be redirected to the operations center for inspection.

Battery Discharge

If the RM5 determines that it cannot safely complete its remaining route due to low battery, it will stop in a safe position, engage emergency locks and hazard lights, and await a technician. The vehicle will remain secured until the battery is stabilized or the unit is transported back to its station.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