

# PROTEST / VANDALISM



## FLEET & DEPOT OPERATIONS PROTOCOL



### Trigger Points

- Driver activates panic alert & also ADAS alert
- CCTV detects crowd aggression.
- Depot perimeter breach or unauthorized entry
- Social media or police alert of nearby unrest

### A. 🚨 THREAT DETECTION & ALERT ACTIVATION



#### Responsibility:

Depot Manager

Control Room

- 📺 Monitor CCTV, GPS, and social media
- 🚨 Receive panic alert from driver or depot staff
- 🕒 Confirm threat and activate Emergency Operations Center (EOC)

### B. FLEET, PASSENGER AND DEPOT SAFETY



#### Responsibility:

Depot Manager

Driver

#### Fleet Safety

- **Instruct driver for enroute fleet safety-** Pull over to a safe location & Lock doors and keep passengers calm.
- Dispatch emergency support or law enforcement.
- Track affected bus and disable remote charging commands.

#### Depot safety

- Lock depot gates and secure control rooms, suspend charging operations.
- Evacuate non-essential staff
- Apply LOTO to high-voltage systems

### C. INFRASTRUCTURE ISOLATION & MONITORING



#### Responsibility:

Maintenance Team

SCADA Operator

- Remotely disable ignition of targeted buses
- Isolate power to chargers and battery banks
- Ensure data logging and system backup
- Monitor infrastructure for tampering or damage

### D. COMMUNICATION & COORDINATION



#### Responsibility:

Communication Team

- Send internal alerts to all stakeholders
- Issue public advisories via app/SMS/social media
- Coordinate with PR for media handling
- Share incident details with law enforcement



#### Responsibility

Depot Manager

Maintenance Team

SCADA Operator

Control Room & Communication Team

Driver

### D. EMERGENCY ACTIONS - SOPS



#### Responsibility:

Driver

#### SOPs for Driver

- Pull over to a safe location (preferably public, well-lit).
- Lock doors, keep passengers calm, avoid confrontation.
- Do NOT allow anyone near high-voltage connectors or battery compartment.
- Use panic button or radio to alert FCC.
- Avoid verbal or physical interaction with protestors.



#### Responsibility:

Depot Manager

SCADA Operator

#### Depot Manager SOPs for emergency actions for on-route fleet safety

- Track affected bus via GPS
- Communicate with driver and reroute nearby vehicles
- Notify law enforcement and activate EOC
- In case of escalated fire risk, SCADA Operator to remotely disable ignition of targeted buses.
- Monitor vehicle diagnostics and location.



#### Responsibility:

Depot Manager

#### SOP for Depot Lockdown

- Action: Initiate Depot Lockdown Protocol.
- Secure: Lock gates, suspend charging operations, Isolate power to chargers and battery banks, restrict access to control rooms and battery storage.
- Evacuate: Move staff to designated safe zones.
- Power Down: Isolate high-voltage systems using LOTO.