EV Emergency Response

Audit Scorecard

A 15-point compliance assessment for fire response, thermal runaway awareness, isolation zones, technician evacuation, first responder guidance, and incident reporting

Dealer / Center Name	
Dealer Code	
Region / Zone	
Auditor Name	
Audit Date	
Cycle / Period	

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How to Use This Scorecard

This scorecard evaluates EV Emergency Response compliance across 15 criteria grouped into 4 categories. For each criterion, circle a score from 1 (not in place) to 5 (fully embedded and sustained). Do not rate where you aspire to be — rate what you observe on the day.

Score Scale

Score	Level	What it means
1	**Not in place**	Standard does not exist or has never been implemented at this dealership.
2	**Attempted**	Some effort made but inconsistent — visible gaps remain in most areas.
3	**Defined**	Standard is documented and partially followed. Some areas compliant, others not.
4	**Managed**	Standard is followed consistently. Minor exceptions occur.
5	**Fully Sustained**	Fully embedded. Evidence of ongoing compliance between audits without prompting.

RAG Status Guide

Status	Overall Score	Action
Green	60–75 (80–100%)	Compliant. Maintain current standards.
Amber	38–59 (50–79%)	Improvement required. Structured action plan within 30 days.
Red	0–37 (0–49%)	Non-compliant. Priority intervention. Escalate to regional management.

AutoSmart Tip: EV emergency response preparedness should be verified through a live drill, not only through a documentation review. Ask staff: 'What do you do if you smell burning from an EV battery?' and observe whether they know to evacuate, call the fire service, and maintain the exclusion zone — or whether they hesitate and look for a fire extinguisher. The correct answer must be instinctive, not retrieved from a mental checklist during an emergency.

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Scorecard

Circle a score 1–5 for each criterion. Record observations in the Notes column.

No.	Criterion / Question	1	2	3	4	5	Notes
THERMAL RUNAWAY AWARENESS & FIRE RESPONSE							
1	Are all workshop staff — including non-HV-certified technicians — trained on the signs of thermal runaway: heat from battery, hissing or popping sounds, gas or smoke from the battery area, swelling of battery housing?	○	○	○	○	○	
2	Is the immediate response to suspected thermal runaway clearly defined and practiced: stop work, evacuate the area immediately, do not attempt to fight the battery fire with standard extinguishers, call emergency services?	○	○	○	○	○	
3	Are staff aware that a lithium battery fire cannot be extinguished using CO2 or dry powder extinguishers, and that large volumes of water are required for suppression — and that attempting suppression without the correct means increases risk?	○	○	○	○	○	
4	Is a large-capacity water supply or EV fire suppression kit (if specified by the fire authority) accessible near the EV bay and battery storage area?	○	○	○	○	○	
ISOLATION ZONE & TECHNICIAN EVACUATION							
5	Is a minimum safe distance for an EV thermal event established and clearly marked or communicated, with all staff knowing to maintain this distance in an emergency?	○	○	○	○	○	
6	Is an evacuation route from the EV bay and battery storage area clearly marked, unobstructed, and leading directly to the external assembly point — not through other work areas?	○	○	○	○	○	
7	Is the EV bay's electrical isolation point clearly labelled and known to all staff, allowing the workshop supply to be de-energised quickly in an emergency without searching for the isolator?	○	○	○	○	○	
8	Is an evacuation drill conducted that specifically includes an EV emergency scenario, rather than only a general fire drill — confirming staff know how to respond to an EV-specific event?	○	○	○	○	○	
FIRST RESPONDER GUIDANCE							
9	Is a first responder guidance card or laminated sheet available at the dealership entrance and in the EV bay, providing fire service personnel with the locations of HV battery packs, isolation points, and any stored batteries on the premises?	○	○	○	○	○	
10	Does the first responder guidance include	○	○	○	○	○	

	model-specific rescue sheet locations (or a QR code linking to them), allowing the fire service to quickly access the relevant rescue information for any EV model on the premises?						
11	Is the local fire service station pre-informed of the dealership's EV operations — including the fact that HV batteries may be stored on the premises — so first responders are not encountering this information for the first time at an incident?	○	○	○	○	○	
EMERGENCY CONTACTS & INCIDENT REPORTING							
12	Is an emergency contact list posted in the EV bay and at the battery storage area, including local fire service, ambulance, the OEM's EV technical emergency line (where available), and the Dealer Principal?	○	○	○	○	○	
13	Is every EV-related emergency or near-miss (including battery damage discovery, charging smoke, unusual battery heat) formally reported and investigated — not verbally acknowledged and moved on from?	○	○	○	○	○	
14	Are EV incident reports shared with the OEM/distributor as required by the dealer agreement, to support product safety monitoring and recall risk assessment?	○	○	○	○	○	
15	Is EV emergency preparedness reviewed annually — including evacuation drills, first responder information accuracy, extinguisher suitability, and staff awareness — and updated when new EV models are added to the service portfolio?	○	○	○	○	○	
OVERALL SCORE → / 75 = %							

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Category Summary & RAG Status

Transfer category totals from the scorecard. Assign RAG status and record the priority action for each category.

Category	Score	%	RAG	Priority Action
Thermal Runaway Awareness & Fire Response	/20			
Isolation Zone & Technician Evacuation	/20			
First Responder Guidance	/15			
Emergency Contacts & Incident Reporting	/20			
OVERALL SCORE	**/75**			

Sign-Off

Auditor Name	
Auditor Signature	
Date	
HSE Manager Name	
HSE Manager Signature	
Next Audit Date	

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Action Plan Tracker

EV Emergency Response — Gap Closure Framework

A structured four-stage workflow to assign, track, verify, and close EV Emergency Response non-compliances

Dealer / Center Name	
Dealer Code	
Region / Zone	
Audit Cycle / Period	
Tracker Owner (ASM / ZSM)	
Date Opened	
Target Close Date	

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How to Use This Tracker

This tracker is designed to be completed immediately following a EV Emergency Response audit. Every non-compliance recorded must be logged here as an action item and progressed through all four stages before it is considered resolved.

Four-Stage Workflow

1. PENDING	2. IN PROGRESS	3. COMPLETED	4. APPROVED
Finding assigned. Owner & date set.	Work underway. Evidence being gathered.	Dealer submits evidence for review.	Auditor verifies and closes the item.

Stage Rules

Stage	Actioned by	Required action	Evidence required
PENDING	ASM / Auditor	Assign a named responsible party. Set a close date. Log the non-compliance description.	No evidence required at this stage.
IN PROGRESS	EV Emergency Response / Dealer Team	Begin remediation. Update status. Upload progress evidence as work is completed.	In-progress photos, supporting documents, records.
COMPLETED	HSE Manager	Mark item complete and submit for review. Evidence must be attached before submission.	Photo of rectified item, signed procedure, supporting evidence.
APPROVED	ASM / ZSM / Auditor	Review evidence. Verify compliance on next site visit if required. Approve and close.	Auditor sign-off. Date of verification recorded.

Tracker Summary

Fill in after completing each audit cycle.

Stage	Description	Count	Notes
PENDING	Not yet started		
IN PROGRESS	Work underway		
COMPLETED	Awaiting approval		
APPROVED	Verified & closed		

AutoSmart Tip: With AutoSmart Audit, every non-compliance is automatically converted into an action item at the point of audit — with owner assignment, close dates, evidence upload, and a four-stage approval workflow built in. No spreadsheets. No manual follow-up.

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Action Plan Tracker

Log every non-compliance from the audit below. Progress each item through all four stages before closure.

STAGE — PENDING						
Ref	**Non-Compliance / Gap Description**	**Category**	**Responsible Party**	**Target Date**	**Status**	**Evidence / Notes**
P-01						
P-02						
P-03						
P-04						
P-05						
P-06						
P-07						
P-08						
P-09						
P-10						

STAGE — IN PROGRESS						
Ref	**Non-Compliance / Gap Description**	**Category**	**Responsible Party**	**Target Date**	**Status**	**Evidence / Notes**
I-01						
I-02						
I-03						
I-04						
I-05						
I-06						
I-07						
I-08						

STAGE — COMPLETED						
Ref	**Non-Compliance / Gap Description**	**Category**	**Responsible Party**	**Target Date**	**Status**	**Evidence / Notes**
C-01						

C-02						
C-03						
C-04						
C-05						
C-06						

STAGE — APPROVED						
Ref	**Non-Compliance / Gap Description**	**Category**	**Responsible Party**	**Target Date**	**Status**	**Evidence / Notes**
A-01						
A-02						
A-03						
A-04						
A-05						
A-06						

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Cycle Sign-Off

To be completed once all action items in this cycle are Approved. Both the HSE Manager and the Regional Auditor must sign.

Dealer Principal Name	
Dealer Principal Signature	
Regional Auditor / ASM Name	
Auditor Signature	
Date of Review	
Next Review Date	

Cycle Notes

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