sfara® Inside

Companion+
Mobile Safety

COMPANION+
MOBILE SAFETY
MANAGER GUIDE

9:41

Most Recent Trip

07/05/2020
Cherry Hill → Bloomfield
⏱ 8hr 42min   ⤢ 320miles

Timer ends
21:30
03 : 23 : 15

📞 Check-In Call ON

⚠ Slide for **SOS**

Welcome to
Companion+ Mobile Safety

**The driver safety and performance solution
by Applied Driving, powered by Sfara**
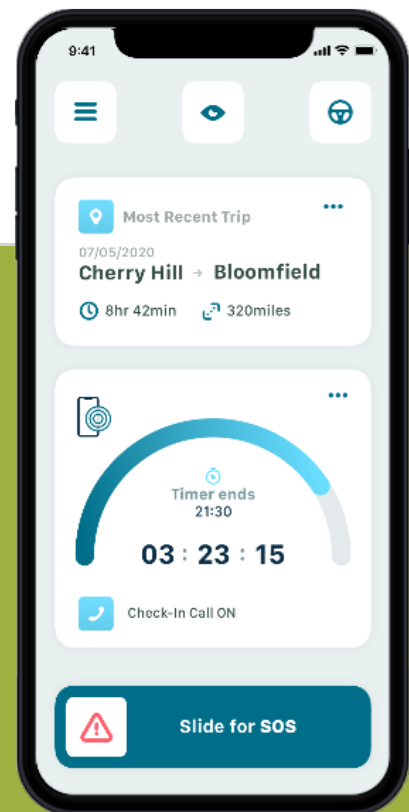
Welcome to Companion+ Mobile Safety

The Future of Driver Safety and Performance

Welcome to Companion+ Mobile Safety

THANK YOU for choosing **Companion+ Mobile Safety**, the safe driving application that will revolutionize the safety and performance of your drivers.

To make implementation as simple as possible, we have put together this helpful guide that should answer any questions you may have.

Inside this book we will work from beginning to end to ensure you understand how to get the most from your driver safety solution.

WHAT IS COMPANION+ MOBILE SAFETY?

Companion+ Mobile Safety is the latest innovation in Applied Driving driver and fleet safety solutions. As global leaders in driver and fleet safety management, Applied Driving has developed the Companion+ Mobile Safety app in partnership with mobile technologies leader, Sfara. Companion+ introduces the next generation method of targeting driver behavior and performance as it occurs.

CONTACT CUSTOMER SUPPORT

If you still have questions, please contact the customer support team:

companion@applied-driving.com

Visit the Help Center

Contents

sfara.Inside

Section 01
Introducing Companion+ Mobile Safety

01 Introducing Companion+

WHAT TO EXPECT | OUR MISSION | THE FORWARD VIEW

WHAT TO EXPECT

Companion+ Mobile Safety is a giant leap forward in the driver safety and performance industry. It is not a telematics or tracking service. It is a fully mobile solution using the latest developments in artificial intelligence (AI) and smartphone sensors.

THE BENEFITS

- **Individual driver profiles** - algorithms working alongside our AI read and understand patterns and trends to establish a driver profile from large amounts of behavioral data.

- **We don't need to capture every event** - because our algorithms are learning driving habits, individual data points, like a single hard-braking driving event, can be insignificant to the bigger picture.

- **We don't need to capture every trip** - if some of your trips don't record due to technology restraints, it won't matter. We record enough trips overall to still establish a behavior profile.

- **AI detection will only get better** - the brilliance of an AI-based system is that it is always learning. In time, as it is 'fed' more data, the AI will continue to improve and enhance its behavioral recognition.

OUR MISSION

Applied Driving ethos is to improving road safety around the world. Companion+ marks our latest step towards our **ultimate goal of preventing the needless loss of life on our roads**.

We believe that driver safety should be a global minimum standard, not a premium dictated by organizational time and resource. As such, we have built Companion+ to be as simple and time efficient as possible. Just like our other driver safety solutions, Companion+ is a fully managed service that requires as minimal managerial input as possible.

It is purposefully designed to make driver safety and performance management as efficient and effective as possible. **Put simply, we do all the work.**

Companion+ is informed by international best practice standards and founded on the **principles of a fair and just culture**. This means we look at the act of driving as an ongoing, fluid activity, where mistakes or unexpected events are going to happen. Observing patterns of driving behaviors identifies the opportunities for improvement.

We aim to dramatically reduce the occurrence of at-risk driving events. This, in turn, will reduce incident and collision rates alongside your once-costly insurance premiums.

Our mission? To improve driver behavior, increase road safety and, ultimately, save lives.

FORWARD VIEW

We are always looking ahead to how we can utilize the latest innovations and incorporate them into our existing driver safety services. As technology continues to advance, so will we.

Companion+ Mobile Safety is continuing to develop new features and make updates based on user feedback and evolving technologies. In time, we anticipate the release of additional premium safety features.

Your customer support team will be in regular contact with you to keep you informed on new releases as they occur.

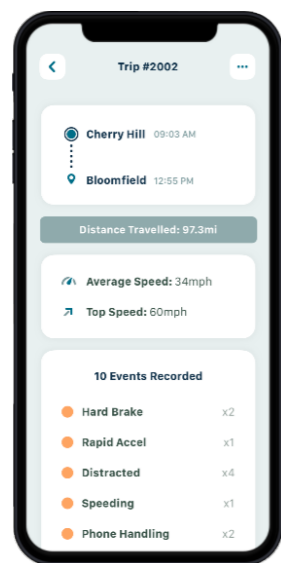sfara.Inside

Section 02
How it Works

02 How it Works

SMARTPHONE SENSORS & AI | TRIGGERED TRAINING | SAFETY MESSAGING

SMARTPHONE SENSORS & AI

The Companion+ Mobile Safety app uses a combination of **mobile phone sensors**, proprietary **algorithms** and **artificial intelligence (AI)** to detect at-risk driving behaviors and patterns.

Once at-risk driving events have been detected, **Triggered Training™** and **Safety Messaging** is issued.

GLOBAL PATENTED TECHNOLOGY

Our technology partner, Sfara, created and owns the patent for on-device processing. As a result, Companion+ Mobile Safety is designed to comply with GDPR data minimization principles. On-device processing not only protects private data but also helps with performance and speed.

Trip #2002

Cherry Hill 09:03 AM
Bloomfield 12:55 PM

Distance Travelled: 97.3mi

Average Speed: 34mph
Top Speed: 60mph

10 Events Recorded

Hard Brake   x2
Rapid Accel   x1
Distracted   x4
Speeding   x1
Phone Handling   x2

- - - - MAGNETOMETER

- - - - ACCELEROMETER

- - - - GYROSCOPE

- - - - NEAR FIELD

- - - - THERMOMETER

- - - - BAROMETER

- - - - GPS

TRIGGERED TRAINING & SAFETY MESSAGING

Companion+ Mobile Safety's **AI analyzes the data** generated by smartphone sensors. This identifies at-risk behaviors and patterns, which then triggers event notifications.

When at-risk driving events are recognized, Safety Messaging or Triggered Training will be **automatically issued** to the driver to curtail the identified risk.
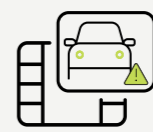
Your organization pre-determines when training or messaging is sent. For example, the first two events may only warrant a message but the third event may trigger online training.

All of this happens without management involvement. **Often the at-risk driving behavior is corrected before a manager even knew there was a problem.**

Safety messages are sent via email or SMS and tailored to address the specific events we have identified.

Triggered Training sends short, online modules directly to driver and tailored to drivers' at-risk event types.

HOW TRIGGERED TRAINING WORKS

At-risk driving behavior detected by artificial intelligence

Transmits "event" notices only; no driver activity tracking

Analyzes driving behavioral trends

FLEET-WIDE RISK REDUCED

NO INVOLVEMENT FROM MANAGER

Delivers training and tracks progress

Assigns specific training modules to correct at-risk behaviors

sfara.Inside
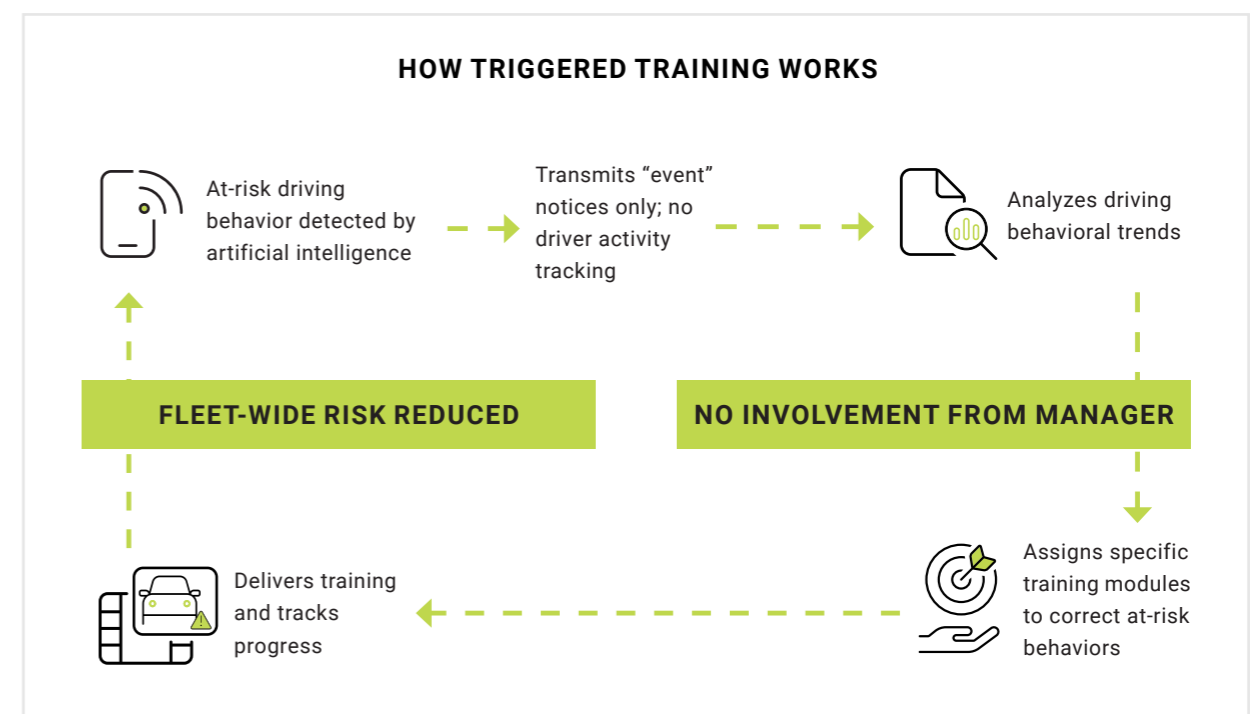
03 Personal Safety

SPHERE OF SAFETY | CRASH DETECTION | TRIPLE TAP & CHECK-IN CALL

COMPLETE SPHERE OF SAFETY™

The Companion+ Mobile Safety app is a total safety, mobile solution. Your employees have security and peace of mind no matter where they go, or who drove to get there*. During times of trouble, Companion+ provides a Safety Coordinator to help with at-risk or emergency situations. Safety Co-ordinators can, when necessary, advocate for the user, engaging emergency services and sending assistance to exact GPS locations. Companion+ provides four methods that users can get help, as illustrated below.

METHODS OF GETTING HELP	SAFETY COORDINATOR	METHODS OF RESPONSE
AI-Based Crash Detection		
Sfara Triple-Tap™		
Check-In Timer		
Manual SOS		

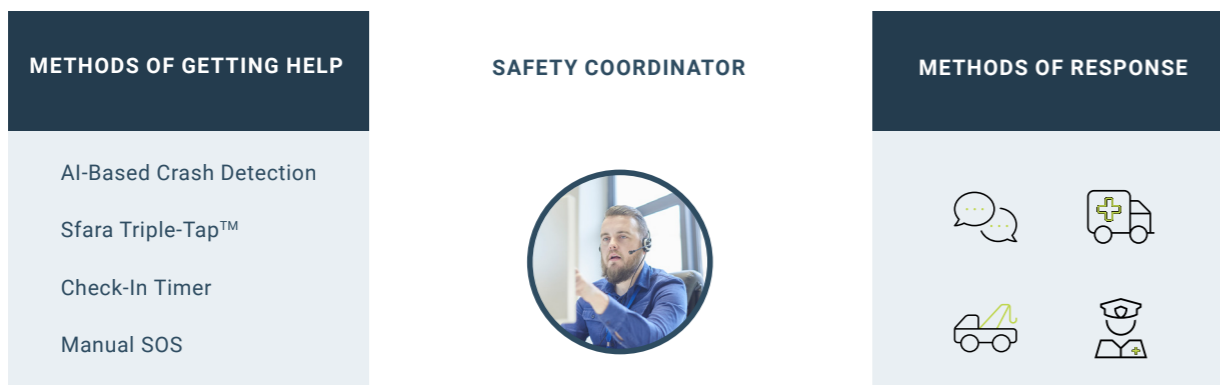**ALL SAFETY SERVICES ARE AVAILABLE 24/7, WHETHER THE EMPLOYEE IS ON OR OFF THE CLOCK**

*Personal Safety features unlocked at additional monthly cost in available regions.

CRASH DETECTION & RESPONSE

CRASH DETECTION THAT GOES MOBILE, NO MATTER THE LOCATION OR WHO IS DRIVING

Collisions don't just occur when your people are driving. They happen when they're in the passenger seat or in the back of taxi. Companion+ Mobile Safety travels with phone owners, vehicle to vehicle, so they're covered no matter who owns the vehicle, or where they're seated within it.

ALL OCCUPANTS COVERED, NO MATTER WHO OWNS THE VEHICLE							
DRIVER	PASSENGER	FRONT SEAT	BACK SEAT	CAR	TAXI	RIDESHARE	CARPOOL
✓	✓	✓	✓	✓	✓	✓	✓
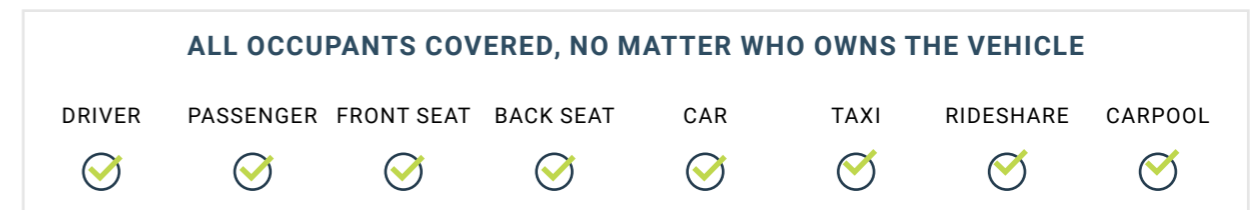
TRIPLE-TAP & CHECK-IN TIMER

REVOLUTIONARY TRIPLE-TAP CONTACTS HELP WITHOUT DRAWING ATTENTION TO IT

Companion+ Mobile Safety's advanced personal safety solutions offer three distinct ways to get help when the situation doesn't feel right. Tap the device three times and a Safety Co-ordinator will call the user. Schedule a Check-in Call from the Co-ordinator if the timer runs out (Users can also 'walk with me', staying on the line with the Co-ordinator until you feel safe). Or, swipe a manual SOS.

sfara.Inside
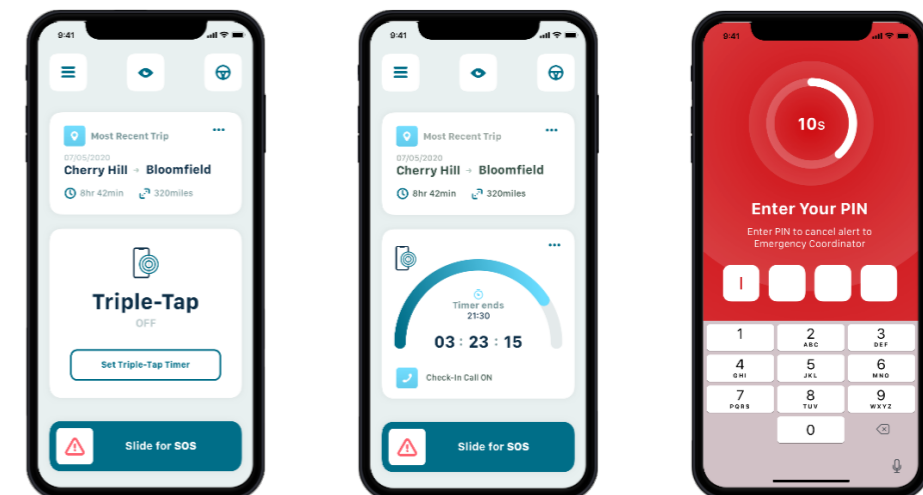
Section 03
Personal Safety

Section 04
Data Protection & Privacy

UNDERSTANDING TRIPLE-TAP™ & CHECK-IN CALL

Triple-Tap and Check-in Call are used when about to enter an unknown, dangerous, or nerve-wracking location or situation. It allows users to tap the front or back of the phone three times to discreetly contact a Safety Co-ordinator. They can also request a check-in call for when the timer expires.

When Triple-Tap is active, an endangered employee can tap the front or back of the phone three times to contact a Safety Co-ordinator. The employee can even tap through a pocket or a purse compartment. The only indication that help has been summoned is a short vibration of the phone, so the source of trouble doesn't need to know help is on the way. Employee's don't need to interact with the phone beyond the three taps, so are free to deal with the situation at hand.

MANUAL TRIPLE-TAP USING THE TIMER

Users can manually activate Triple-Tap using the **Triple-Tap Timer**. Once the timer is started, Triple-Tap is active and available for use. Users can choose to have a Safety Co-ordinator contact them for a check in call once the timer expires. If users answer, and they feel at risk - the co-ordinator will stay on the line with them until they are safe and if necessary, dispatch emergency services. If users do not respond to that check-in call by entering their unique PIN, help is automatically dispatched to their GPS location.

To avoid unnecessary dispatching of emergency services, the Check-in Call uses a series of audio alerts. Therefore, it is not as discreet as Triple-Tap. Check-in Timer sends help to someone in a situation where they cannot manually call for help because of physical, psychological or situational constraints.

TRIPLE-TAP TRAINING

Encourage your drivers to take the Triple-Tap training available within the app.
The training will get your drivers used to the physicality required to engage Triple-Tap on their individual phone models.

---

04 Data Protection & Privacy

DRIVER PRIVACY | ON-DEVICE PROCESSING | NON-SCORABLE | INCOGNITO

DRIVER PRIVACY & RESPECT

Companion+ Mobile Safety has been built to respect drivers. As such, neither their employer nor Applied Driving receive the geolocation of drivers at any time or any mapping data. Routes taken are only visible to the driver on their own device. Employers and Applied Driving have access only to at-risk driving event data.

SOMETIMES YOU SHOW DRIVERS RESPECT
WITH WHAT YOU DON'T DO

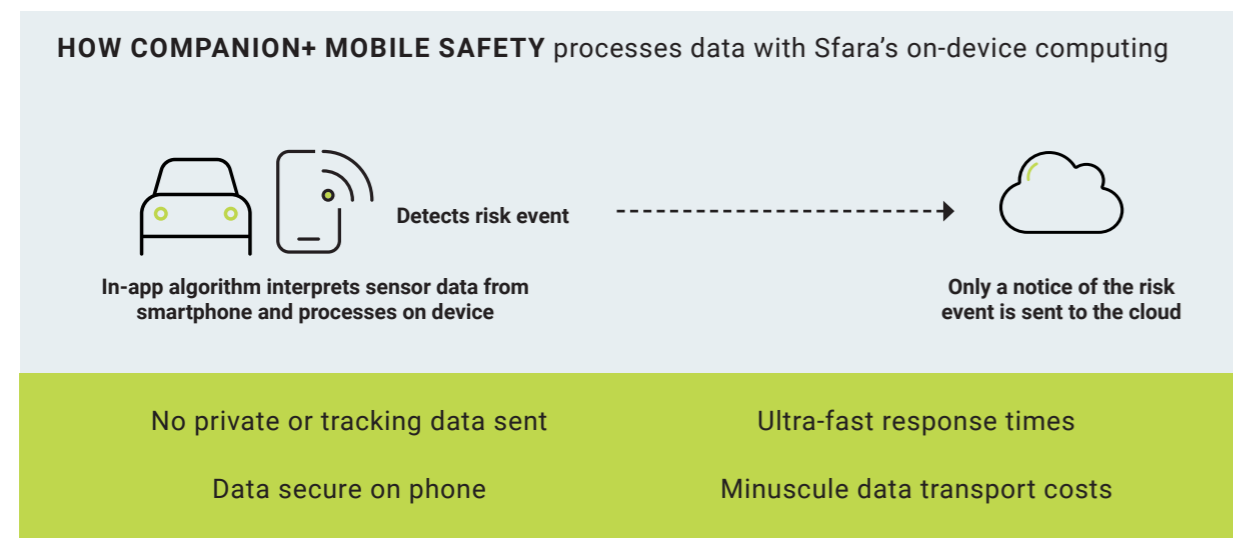| We don't use in-vehicle cameras or microphones	We don't track drivers or their activities	We don't send data when drivers are off duty	We are not random or subjective	We are not punitive
We don't record imagery that can be hacked, misused or compromised, eroding driver privacy and dignity.	Our edge computing model means that only event notices are transmitted, which meets GDPR data minimization principles.	Drivers have the ability to "clock out" by going Incognito so that no driving data is sent to their employer during off hours or breaks.	Our approach supports fair and just culture methodologies and manages individual drivers based on data, not subjective measures.	Our training solutions are targeted to specific driving events. They are encouraging and educational, intended to increase awareness and positive driving habits.

Section 04
Data Protection & Privacy

ON-DEVICE PROCESSING

Our technology partner, Sfara, created and owns the patent for on-device processing. But what does it mean? Well, rather than all the data the smartphone sensors gather being constantly sent to the cloud for processing, the smartphone does all the work instead.

This means raw sensor is not sent to the cloud; it all stays securely on the device. It is only the notice that an event has been detected that is transmitted to the cloud, not all the data that lead to that conclusion. As a result, Companion+ Mobile Safety is designed to comply with GDPR data minimization principles.

On-device processing not only protects private data but also helps with performance and speed.

HOW COMPANION+ MOBILE SAFETY processes data with Sfara's on-device computing

Detects risk event

In-app algorithm interprets sensor data from smartphone and processes on device

Only a notice of the risk event is sent to the cloud

No private or tracking data sent

Data secure on phone

Ultra-fast response times

Minuscule data transport costs

PRIVATE TRIPS

There are times when drivers will be off the clock but still in control of the vehicle. Or, they'll be in a vehicle but not the driver. Companion+ offers two solutions: Non-scorable and Incognito.

When trips are marked as Non-scorable or Incognito, trips and at-risk events will not be passed to Applied Driving or incorporated into driver scores. **Emergency services will still be available (if applicable).**

Drivers should build a habit of reviewing trips regularly. The AI will catch a large percentage of Non-scorable trips but not all of them, and there is no way for AI to know personal versus business trips. Drivers should be attentive in marking trips Incognito that occur outside of their schedules. **Users have up to 30 days to retroactively mark trips as Incognito or Non-scorable in the app**.

NON-SCORABLE

Non-scorable trips are for identifying if a person is a **passenger** and not the driver, or if they are riding in a **non-vehicular mode-of-transportation**, such as a train.

Drivers should mark their trips as Non-scorable when they are a passenger in a vehicle but not driving, or when they are in alternative mode of transportation, such as a bus.

Mode of Transportation features will catch many of these trips, however, it will not catch all of them. Drivers should develop the habit of checking non-scorable trips to ensure accurate attribution.

INCOGNITO

Incognito is for marking trips that were made on **personal time** (including breaks). Operated through either a quick-touch start or two schedulers that drivers manually set that will mark all trips outside of the work day as Incognito.

WORK SCHEDULE

Drivers should mark their work schedules so no events are detected and reported outside of the work day. Employees on rotating schedules can update their work schedule any time that it changes. They can even set a reminder through the scheduler.

VACATION

Drivers should mark out their vacation schedules so no events are detected and reported during their leave. Although vacation schedules can't be marked retroactively, a driver can go into 'Trip Reports' and mark all trips taken during that time period as Incognito.

Section 05
Implementation & Operations

05 Implementation & Operations

STEP-BY-STEP | TALKING TO DRIVERS | ROADMAPS | REPORTING

STEP-BY-STEP

- Data for Companion+ Mobile Safety users is provided to Applied Driving for onboarding

- Users receive a welcome email from with app download instructions

- Superusers receive an email with manager dashboard credentials (if applicable)

- Users create their password using the link in the welcome email

- Users have access to Companion+ Mobile Safety

- Users and Superusers receive weekly reports on performance

- Data is gathered on fleet and benchmarks are established between Applied Driving and Client

- Interventions are sent where necessary.

- Personal safety features are turned on (where applicable).

TALKING TO DRIVERS

Having open lines of communication with your drivers throughout the process is essential. The best results are achieved when drivers are actively involved with Companion+ and recognize the ongoing benefits to their personal safety and development. Make sure your drivers fully understand what Companion+ is, how it works and where they can direct any questions left unanswered from their User Guide.

KEY MESSAGES TO YOUR DRIVERS

COMPANION+ IS FOR YOUR SAFETY

Your company is implementing Companion+ to increase your safety. The Companion+ Mobile Safety app and related training will help you to make the choices that ensure you get home safe every day. In addition, you have available to you 24/7, whether you're on or off the clock, emergency services that can save your life during times of trouble *(where applicable to your organization and available services)*.

WE ARE HERE TO SUPPORT YOU AND HELP YOU IMPROVE

Companion+ is a safety improvement tool, not a critic. It does not judge or recommend judgment of driving habits. The tool is in place to support your continuing development and encourage best driving practices.

WE RESPECT YOUR PRIVACY

The only place your journey map is available is on your device. Applied Driving does not have access to your location at any time. **You have the ability to mark trips as Incognito and Non-Scorable when you are not driving the vehicle or during off-work hours.**

ENGAGEMENT IS CRUCIAL TO SUCCESS

Your full and complete engagement in the Companion+ service is crucial to its ongoing success. We can provide you the tools to learn and improve but it is your participation that creates the benefits.
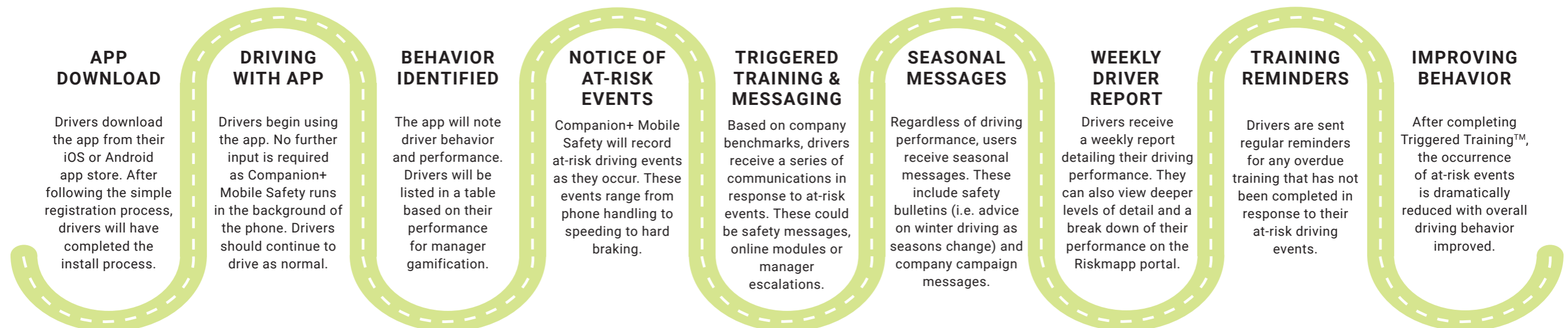
WE TAKE DATA PROTECTION SERIOUSLY

Applied Driving is ISO/IEC 27001:2013 accredited: the international best practice standard for data security. We do not share your data to any third parties without your prior, written consent.
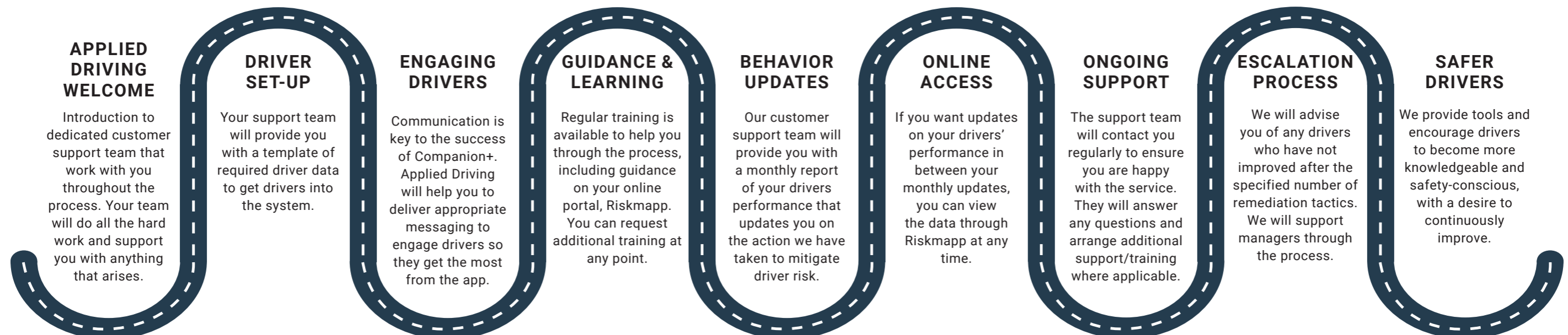
sfara.Inside

Section 05
Implementation & Operations

DRIVER ROADMAP

APP DOWNLOAD

Drivers download the app from their iOS or Android app store. After following the simple registration process, drivers will have completed the install process.

DRIVING WITH APP

Drivers begin using the app. No further input is required as Companion+ Mobile Safety runs in the background of the phone. Drivers should continue to drive as normal.

BEHAVIOR IDENTIFIED

The app will note driver behavior and performance. Drivers will be listed in a table based on their performance for manager gamification.

NOTICE OF AT-RISK EVENTS

Companion+ Mobile Safety will record at-risk driving events as they occur. These events range from phone handling to speeding to hard braking.

TRIGGERED TRAINING & MESSAGING

Based on company benchmarks, drivers receive a series of communications in response to at-risk events. These could be safety messages, online modules or manager escalations.

SEASONAL MESSAGES

Regardless of driving performance, users receive seasonal messages. These include safety bulletins (i.e. advice on winter driving as seasons change) and company campaign messages.

WEEKLY DRIVER REPORT

Drivers receive a weekly report detailing their driving performance. They can also view deeper levels of detail and a break down of their performance on the Riskmapp portal.

TRAINING REMINDERS

Drivers are sent regular reminders for any overdue training that has not been completed in response to their at-risk driving events.

IMPROVING BEHAVIOR

After completing Triggered Training™, the occurrence of at-risk events is dramatically reduced with overall driving behavior improved.

MANAGER ROADMAP

APPLIED DRIVING WELCOME

Introduction to dedicated customer support team that work with you throughout the process. Your team will do all the hard work and support you with anything that arises.

DRIVER SET-UP

Your support team will provide you with a template of required driver data to get drivers into the system.

ENGAGING DRIVERS

Communication is key to the success of Companion+. Applied Driving will help you to deliver appropriate messaging to engage drivers so they get the most from the app.

GUIDANCE & LEARNING

Regular training is available to help you through the process, including guidance on your online portal, Riskmapp. You can request additional training at any point.

BEHAVIOR UPDATES

Our customer support team will provide you with a monthly report of your drivers performance that updates you on the action we have taken to mitigate driver risk.

ONLINE ACCESS

If you want updates on your drivers' performance in between your monthly updates, you can view the data through Riskmapp at any time.

ONGOING SUPPORT

The support team will contact you regularly to ensure you are happy with the service. They will answer any questions and arrange additional support/training where applicable.

ESCALATION PROCESS

We will advise you of any drivers who have not improved after the specified number of remediation tactics. We will support managers through the process.

SAFER DRIVERS

We provide tools and encourage drivers to become more knowledgeable and safety-conscious, with a desire to continuously improve.

sfara.Inside

Section 05
Implementation & Operations

MANAGER SUPPORT: ESCALATIONS

LET US DO ALL THE WORK

Companion+ is designed to be a hassle-free service that requires as little input from managers as possible. Our fully-managed service takes the time-consuming and arduous task of managing the safety habits of your drivers away, allowing managers to get on with what they're best at. Companion+ works in line with fair and just culture principles which take an individual approach to your drivers based on intelligent data. You can be assured that your drivers are in good hands.

A GUIDING HAND

We are here to support you throughout the whole process. You will have a dedicated customer support team who will look after you and your drivers, answering any queries you may have. We supply ongoing support which covers understanding the remedial actions we take, how to communicate with drivers and creating an effective escalation process. We have tried to make Companion+ as simple as possible, however we are on hand to provide you with additional guidance at any point should you require it.

ESCALATIONS MADE EASY

After set-up, managers will only need to take action in the event of an escalation process. This is where we advise of a driver whose behavior has not improved after the set number of targeted remediation efforts.

You are not alone in this process. We can provide training on how to appropriately deal with these situations, founded on the principles of fair and just culture and using a root cause analysis. We will continue to support you, giving advice of the next best course of action. Escalations are often easily resolved through one of our in-depth, blended learning solutions:

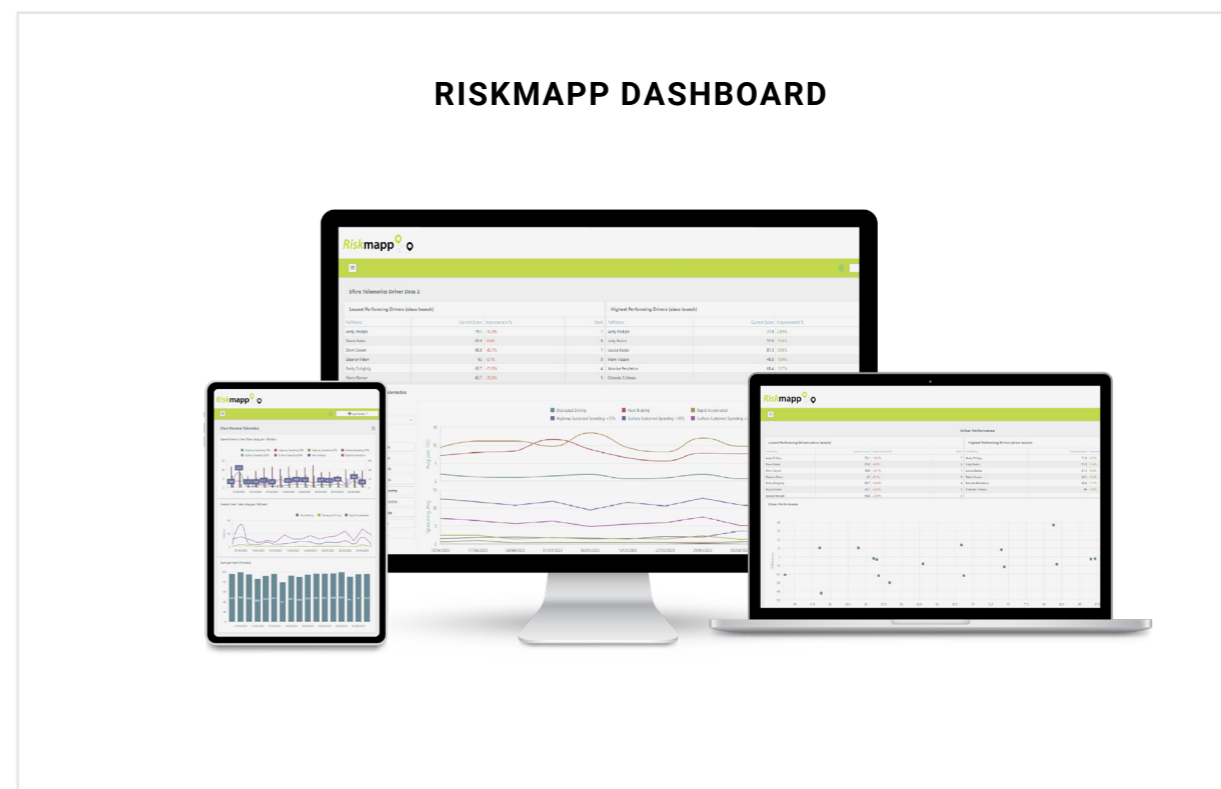**VR**   **SIMULATOR**   **IN-VEHICLE**   **CLASSROOM**

REPORTING

USING RISKMAPP MANAGER DASHBOARD TO VIEW COMPANION+ DATA

Several key telematics data points, as well as status of driver training, is available to you from Riskmapp, Applied Driving's online web application. Riskmapp is the central view to all your drivers participating in the Companion+ program.

RISKMAPP DASHBOARD

From the Companion+ dashboard, you'll be able to view the following driving data for individual drivers:

- Driver Rank (#)
- Speeding Events (#)
- Rapid Acceleration Events (#)
- Distracted Driving Events (#)
- Hard Braking Events (#)
- Fuel Consumption Index (#)
- Long Journey Events (#)
- Triple Tap Events (#)
- Performance Change (%)
- Triggered Training

sfara.Inside

07 Glossary

KEY TERMS

TRIP

A trip is the basic unit by which most driving is measured. A trip is identified as the start of a drive (when the AI in the app detects the vehicle is in motion) to the point where the AI detects the driver has exited the vehicle, or the vehicle has come to an extended stop. That is a single trip.

In the Riskmapp portal, fleet managers can view trip data, such as the following:

- How much time spent driving
- How many miles traveled
- How many trips undertaken
- Number of driving events by type
- Non-Scorable trips count

CAR MODE

When the app's algorithm detects that a vehicle is moving, Companion+ Mobile Safety turns on Car Mode. Car Mode is when the app actively processes driving data.

INCOGNITO

Allows drivers to "clock out" of the system so that no driving data is sent to their employer during the times they specify.

NON-SCORABLE

Users of the app should mark trips as Non-Scorable when they are a passenger and not the driver. During Non-Scorable trips, no driving events are transmitted to the fleet manager.

Drivers should develop the routine of marking trips Non-Scorable before embarking on the trip. However, they have 30 days from the start of the trip to do so.

EVENTS, DRIVING EVENTS, BEHAVIORAL DRIVING EVENTS

Central to Companion+ is the concept of a driving event that leads to inferences about driving behaviors. Sfara uses the phone's internal sensors to detect driving instances, such as hard braking, speeding or phone handling. These instances are identified as driving events.

Since Companion+ does event processing on the phone, only notifications of these events are transmitted and communicated to the back-end system for analysis of driving behaviors and trends.

Like any AI-based technology, the more miles driven with Companion+, the better the data and the analysis of driving behaviors.

The Companion+ solution detects:

- Trip start
- Trip end
- Rapid acceleration
- Hard braking
- Sustained highway speeding
- Sustained surface speeding
- Phone handling
- Crash detection
- Fuel consumption index
- Long journeys
- Triple-tap

PHONE HANDLING *(an event)*

Can detect if the phone is handled in the vehicle, while in motion.

RAPID ACCELERATION *(an event)*

Companion+ calculates vehicle speed and acceleration forces to determine if a driver is within standard acceleration tolerances or exceeding them.

HARD BRAKING *(an event)*

Companion+ calculates vehicle speed and deceleration forces to determine if a driver is within standard deceleration tolerances or exceeding them.

SUSTAINED HIGHWAY SPEEDING ("HIGHWAY SPEEDING") *(an event)*

"Highway speeding +X%" is the percentage of distance travelled at X% or greater over the posted speed limit when travelling >45 mph.

Section 07
Glossary

Section 08
Frequently Asked Questions

SUSTAINED SURFACE SPEEDING ("SURFACE SPEEDING") *(an event)*

"Surface speeding +X%" is the percentage of distance travelled at X% or greater over the posted speed limit when travelling <45 mph.

CONTEXTUAL SPEEDING *(an event)*

Detects when a driver has exceeded the posted speed limit on a road. The event is noted as being 5, 10, or 20 percent over the limit.

CRASH DETECTION *(an event)*

Detects that the vehicle has been involved in an impact.

FUEL CONSUMPTION INDEX

The AI determines a fuel consumption index based upon detected driving behaviors.

TRIPLE-TAP™ TIMER

A safety feature where the user only has to tap the front or back of the phone three times to contact a Safety Coordinator.

MANUAL SOS

A safety feature that allows the user to manually contact a Safety Coordinator by swiping the SOS button.

TRIPLE-TAP™ CHECK-IN TIMER

A safety feature where users set a timer. If the timer expires, before the user enters their PIN, a Safety Coordinator will call to check in and assess the situation.

08 Frequently Asked Questions

MANAGER QUESTIONS | DRIVER QUESTIONS

MANAGER QUESTIONS

WHERE CAN I SEE THE PERFORMANCE OF MY DRIVERS?

Your Riskmapp manager's portal will show you the ongoing performance of your drivers. For more guidance on how to use Riskmapp, contact your customer support team.

HOW WILL DRIVERS KNOW THEY HAVE TRAINING TO COMPLETE?

We will contact drivers directly to inform them of their new Triggered Training™ module and supply login details.

HOW MANY TRIGGERED TRAINING MODULES WILL DRIVERS GET AT ONCE?

Drivers can receive multiple training modules at once (i.e. one for each driving event). They may also receive safety messaging alongside any Triggered Training.

HOW LONG DO DRIVER HAVE TO COMPLETE THEIR TRIGGERED TRAINING MODULES?

The time to complete is set by your organization. We recommend drivers complete their training as soon as possible. The closer it is completed to the actual driving event, the greater the impact. We suggest completion within seven days.

Section 08
Frequently Asked Questions

DO DRIVERS GET TRAINING REMINDERS? IF SO, HOW MANY?

Drivers receive three email reminders. The frequency of when the reminders are sent will be set by your organization.

WHAT HAPPENS IF A DRIVER IS ALWAYS INCOGNITO OR NON-SCORABLE?

While we do not receive any details of an Incognito/Non-Scorable trip, we do record how many private trips are being taken. If we feel the app is not being used appropriately, we will alert line managers.

WHAT HAPPENS IF A DRIVER DOES NOT IMPROVE?

If a driver is not seen to improve after the set number of remedial actions, we will escalate to the line manager.

WHAT ACTION DOES A "PERFECT" DRIVER GET?

We anticipate that every driver has room to improve. In the event that a driver is not receiving any event notices, they will not receive any Triggered Training. They will continue to receive seasonal safety messages and attend/complete any company-wide training initiatives.

HOW DO I KNOW IF COMPANION+ IS IMPROVING MY DRIVERS' PERFORMANCE?

Your monthly report and online access through Riskmapp will detail the change of driver behavior over time. You will notice that the number of reported driving events decreases with overall driver performance increasing.

QUESTIONS FROM DRIVERS

I'M A PASSENGER BUT IT'S RECORDING MY TRIP

If a user is taking a trip as a passenger (i.e. carpool, taxi) then they should mark their trip as "non-scorable". The journey will still display in their trip history but Applied Driving will not receive any details of the trip. Drivers have 30 days to mark the trip as non-scorable.

CAN I TURN THE APP OFF?

No. Drivers can go "Incognito" during off-work hours or "Non-scorable" when they are a passenger in a vehicle. (See Glossary P.20)

I RECEIVED AN EVENT NOTICE FOR SOMETHING THAT DIDN'T HAPPEN

There are several reasons why an at-risk driving event could be detected or mis-detected. There is no need to be concerned about occasional event discrepancies as it will not impact a driver's overall behavior profile.

MY TRIP HASN'T RECORDED CORRECTLY

Since the AI-based service is based on driving patterns and longer-term behaviors, occasional anomalies are not important to the overall picture. The AI and algorithms process large amounts of data to build a driver behavior profile. This means if parts of trips are mis-detected, it won't impact the overall driver profile.

DOES IT USE A LOT OF BATTERY AND MOBILE DATA?

The Companion+ Mobile Safety app uses no more power than a GPS app, such as Waze and Google Maps, and even less power if you leave the app in the background.

WHERE CAN I VIEW MY PERFORMANCE?

Drivers can view their ongoing performance through the Riskmapp portal. They will receive an email at the beginning of the service providing them with login details for Riskmapp. They will also receive a weekly report of their driving performance.

Companion+
Mobile Safety

Together, we can make the roads safer