sfara Inside

Companion +
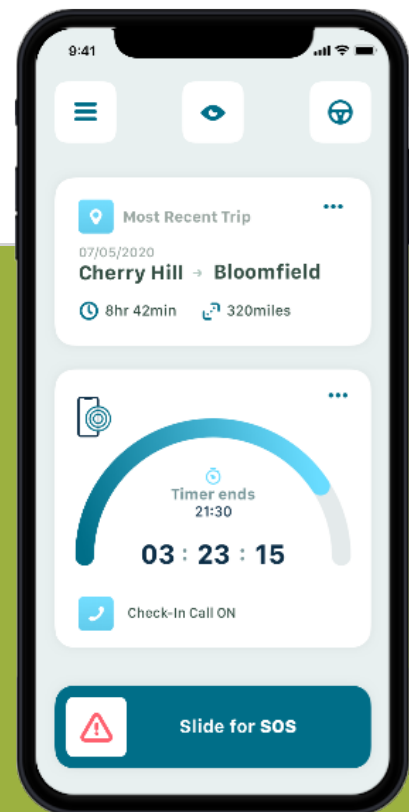Mobile Safety

COMPANION+
MOBILE SAFETY
USER GUIDE

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

Contents

WELCOME to your new driver safety application, **Companion+ Mobile Safety**. The most driver-friendly solution available.

Your employer has chosen Companion+ to help protect you on your work travel. Ensuring you're safe on the road is crucial to your company; **you are their most valued asset.**

WHAT IS COMPANION+ MOBILE SAFETY?

Companion+ Mobile Safety is a smartphone app that uses the latest technology to provide safety services and safe driving improvement.

The app supports your development by establishing a driving behavior profile, individual to you. Based on your dynamic profile, targeted training is issue specifically designed to encourage, support and improve your driver safety.

The benefits of Companion+ extend beyond work, when the tips, tricks and techniques you learn enhance your driving skills on and off duty.

In addition, the personal safety services* are available to you 24/7, no matter if you are on or off the job (if applicable to your company).

CONTACT CUSTOMER SUPPORT

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

companion@applied-driving.com
Visit the Help Center

*Personal safety services are an additional feature available in select regions.

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Section 01
Introducing Companion+ Mobile Safety

01 Introducing Companion+

WHAT TO EXPECT | WHY COMPANION+ MOBILE SAFETY
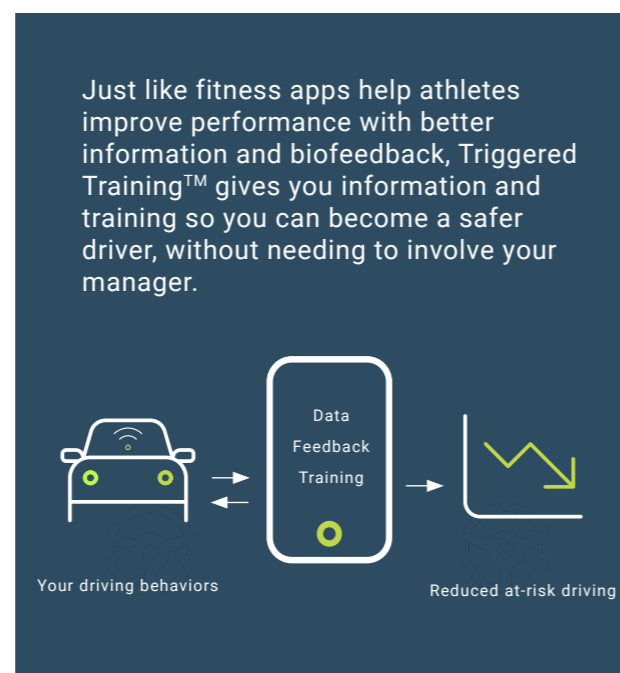
WHAT TO EXPECT

COMPANION+ MOBILE SAFETY IS AN APP THAT PROTECTS YOU AND HELPS IMPROVE YOUR SAFE DRIVING HABITS— WHILE ALSO RESPECTING YOUR PRIVACY.

Companion+ is a driver-friendly safety and safe-driving improvement app that respects your privacy and helps ensure that you return home safely every night.

The concept is simple. You drive. Companion+ detects when potentially risky driving events occur. Over time, Companion+ gets to know your driving behaviors and then sends you messages and training to improve in areas where you might be at risk.

You improve by taking the training and self-adjusting your behaviors. No need to involve your manager.

At the same time, the app provides safety services to you that can help you feel more secure in difficult situations and might just even save your life during an emergency.

Just like fitness apps help athletes improve performance with better information and biofeedback, Triggered Training™ gives you information and training so you can become a safer driver, without needing to involve your manager.

Data
Feedback
Training

Your driving behaviors   Reduced at-risk driving

WHY COMPANION+ MOBILE SAFETY?

- **Protecting you at your most vulnerable** - One third of road deaths involve people who are driving at work.

- **You are your company's most valuable asset** - Companion+ helps your company protect you by supporting your development into becoming the safest driver you can become and by giving you safety and emergency services that can make you safer in difficult situations.

- **Building a safe working environment through trust** - Your employer doesn't need to monitor your every movement. They can provide you the tools and trust that you are capable of making the best improvements to your own behavior.

- **Mobility is changing** - The way people travel is changing. The rise of Uber, car shares and rent-a-cars is making traditional telematics an impractical tool. The Companion+ Mobile Safety app goes with you, however you travel.

- **Technological advances** - Advances in technology allow for new and better ways to manage driver safety. AI and smartphones let employees take control of their own performance.

- **Saving lives** - Driving is typically the most dangerous activity your employer asks you to undertake. Improving driving behavior with Companion+ can save your life.

COMPANION+ MOBILE SAFETY REQUIRES CALIBRATIONS AND ADJUSTMENTS

The Companion+ Mobile Safety app works by learning your driving behavior profile and benchmarking this against your company's accepted standards. It takes time for the AI within the app to learn your behavior and adjust its assessments accordingly.

FAIR AND JUST CULTURE ALLOWS FOR MISTAKES

Fair and just culture builds an environment that doesn't focus on blame or punishment. Instead, it encourages a continuous learning environment. It accepts that people make mistakes and that such situations must be dealt with transparently and equitably. Fair and just culture encourages employees to take greater responsibility for their actions.
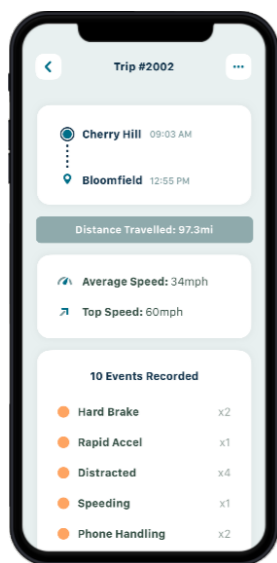
Section 02
How it Works

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+ 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

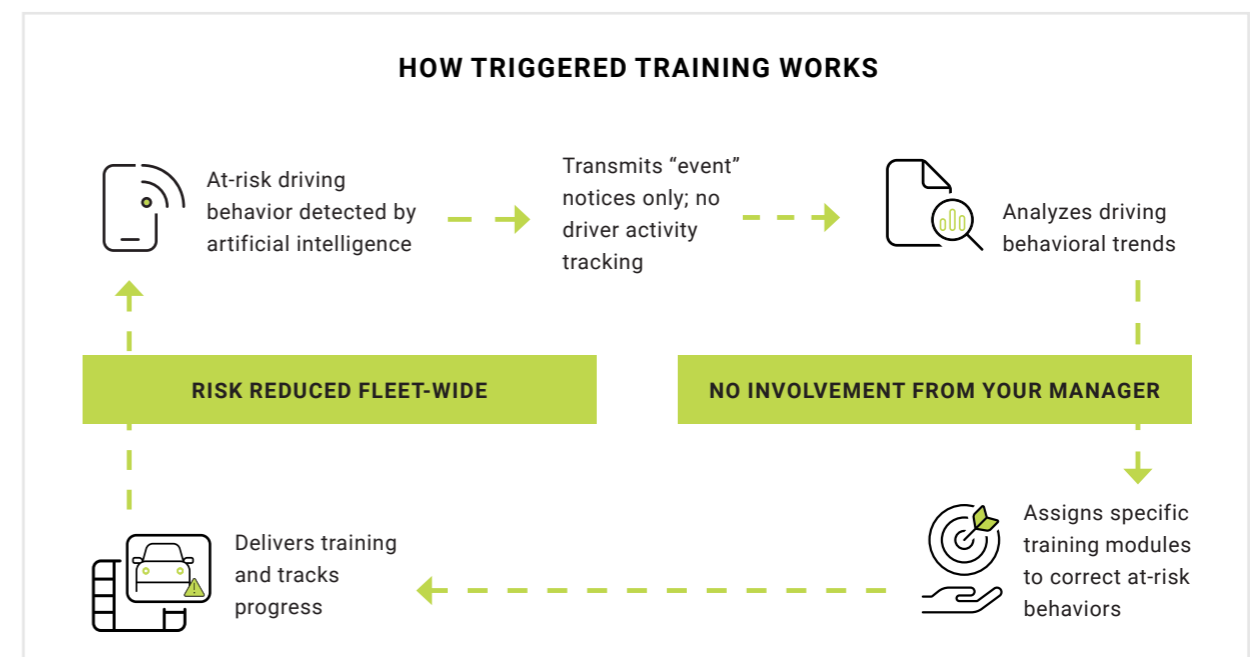## TRIGGERED TRAINING & SAFETY MESSAGING

Triggered Training™ works to improve driving the same way fitness apps work to improve your health: by giving you data-based feedback on your behaviors.

Companion+ Mobile Safety's artificial intelligence analyzes the driving data from your smartphone sensors. This analysis identifies at-risk behaviors and patterns, which then triggers event notifications.

When the system recognizes at-risk driving trends, it automatically takes action through either Safety Messaging or Triggered Training.

Safety Messaging
You may receive safety messages via SMS or email relating to any at-risk driving behaviors that have been detected.

Triggered Training
You may receive e-learning modules that are customized to curtail identified at-risk behavioral trends.

HOW TRIGGERED TRAINING WORKS

At-risk driving behavior detected by artificial intelligence

Transmits "event" notices only; no driver activity tracking

Analyzes driving behavioral trends

RISK REDUCED FLEET-WIDE

NO INVOLVEMENT FROM YOUR MANAGER

Delivers training and tracks progress

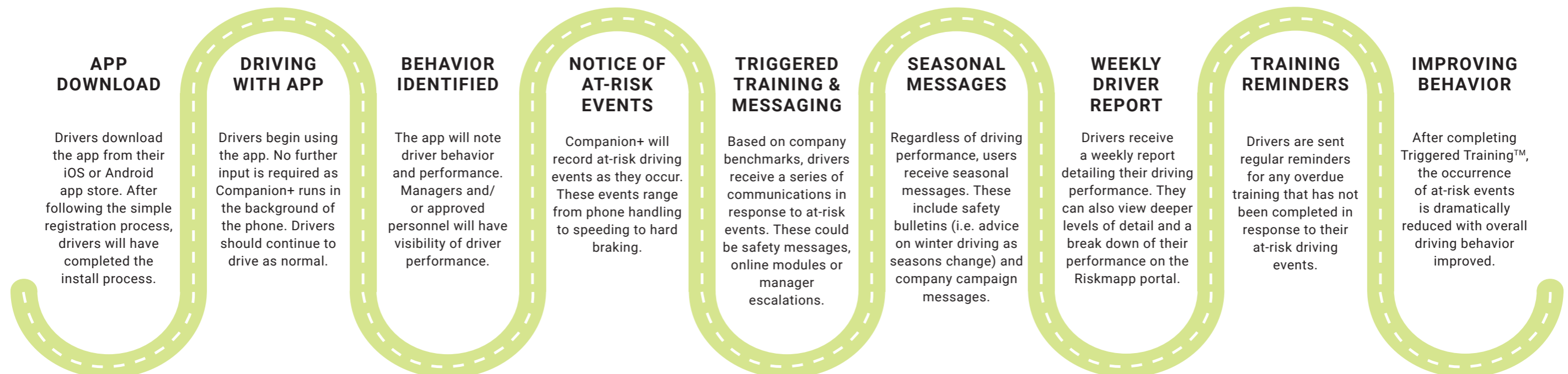Assigns specific training modules to correct at-risk behaviors

TRIGGERED TRAINING IS FOR YOUR DEVELOPMENT

You receive supportive training modules to help you enhance your driving skills. We aren't testing you. There is no pass or fail!

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Section 02
How it Works

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+ runs in the background of the phone. Drivers should continue to drive as normal.

BEHAVIOR IDENTIFIED

The app will note driver behavior and performance. Managers and/ or approved personnel will have visibility of driver performance.

NOTICE OF AT-RISK EVENTS

Companion+ 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.

IMPORTANT POINTS

- **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 your driving habits, individual data points, like a single hard-braking driving event, can be insignificant to the bigger picture. If an event is missed, or an anomalous event occurs, it won't impact your overall driving profile.

- **We don't need to capture every trip** - If some of your trips don't record due to a loss of cellular signal, GPS or other technology restraints, it won't matter. We record enough trips overall to establish an accurate driving behavioral 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.

Section 03
Personal Safety

03 Personal Safety

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

COMPLETE SPHERE OF SAFETY™

HOW COMPANION+ PROVIDES YOU WITH EMERGENCY AND SAFETY ASSISTANCE

Companion+ Mobile Safety is a total safety, mobile solution. You have security and peace of mind no matter where you 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 you, engaging emergency services and sending assistance to exact GPS locations. Companion+ provides four methods to get help, as illustrated below.

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

ALL SAFETY SERVICES ARE AVAILABLE 24/7, WHETHER YOU ARE ON OR OFF THE CLOCK

*Personal safety services are an additional feature available in select regions.

CRASH DETECTION & RESPONSE

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

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

The app has advanced personal safety features that offer three distinct ways to get help when the situation doesn't feel right. Triple-Tap the device and a Safety Co-ordinator will call the user. Schedule a Check-in Call from the Co-ordinator if the timer runs out (You can also 'walk with me', staying on the line with the Co-ordinator until you feel safe). Or, swipe a manual SOS.
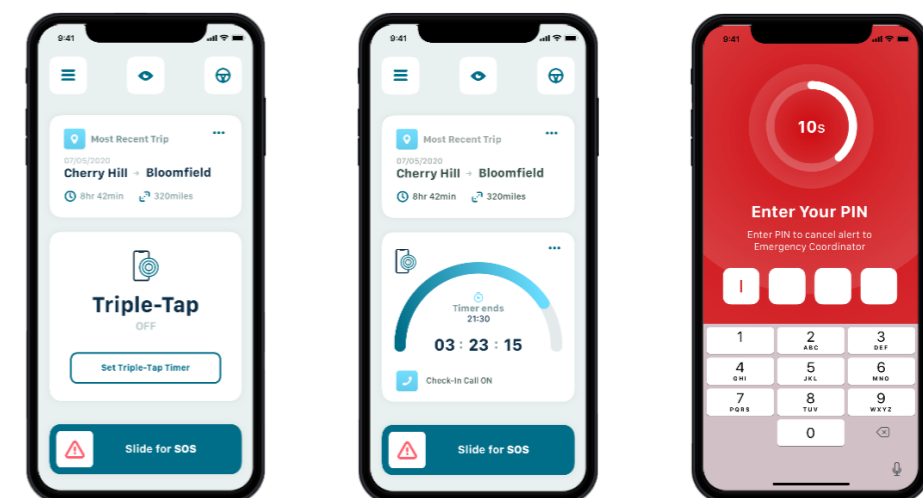
Section 03
Personal Safety

Section 04
Pre-drive Checklist

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 you to tap the front or back of the phone three times to discreetly contact a Safety Co-ordinator. You can also request a check-in call for when the timer expires.

When Triple-Tap is active, you can tap the front or back of the phone three times to contact a Safety Co-ordinator. You 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. You 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

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

We encourage you to take the Triple-Tap training available within the app.
The training will get you used to the physicality required to engage Triple-Tap on your individual phone model.

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04 Pre-drive Checklist

OVERVIEW | WHERE IS THE CHECKLIST? | COMPLETING THE CHECKLIST

OVERVIEW

Your employer may opt to include the pre-drive checklist feature for an effective and efficient way of checking your vehicle(s) before you travel.

The pre-drive checklist is a short survey of checkboxes to ensure you have fully checked your vehicle before travel. There is the option to add photos or documents to the pre-drive checklist to report anything of note.

You may receive reminders to carry out your pre-drive checks in line with company policy.

If you are assigned a vehicle that you consistently use, you can set up that vehicle in your User Profile from within the app at **Settings > User Profile > My Vehicle**.

WHERE IS THE CHECKLIST?

1. Open the main menu

2. Select "Pre-Drive Checklist"

Section 04
Pre-drive Checklist

COMPLETING THE PRE-DRIVE CHECKLIST

STEP 1 - Complete the **VEHICLE INFORMATION**

VEHICLE TYPE

Select from the available options the type of vehicle you are driving. MY VEHICLE is the vehicle you might have set up in your User Profile (if you are assigned a vehicle for consistent use).

PLATE NUMBER

Enter the license plate number of the vehicle.

VIN NUMBER

Enter the VIN number of the vehicle. You can do this manually or by using the included scanner technology. You access this by tapping on the camera image. Once the scanner is launched, point the camera towards your VIN number (barcode or numbers) until it captures the VIN. Check the number for accuracy.

WHERE IS THE VIN NUMBER?

On most vehicles, the VIN number is found on the front of the dashboard on the driver's side, where the dash meets the windshield/screen. The best way to see it is to look through the windshield/screen from outside the vehicle.

The VIN number is a 17 digit number or barcode, usually engraved on a thin metal plate.

You might also find the VIN number on the inside of the driver's side door, the end that is closed and not visible when the door is shut.

STEP 2 - Tap **CONTINUE**.

STEP 3 - COMPLETE THE ENGINE OFF, OUTSIDE VEHICLE INSPECTION

WHAT DO CHECKBOXES MEAN?

A checked box means that you inspected the item and it is OK.

An unchecked box means that you inspected it and observed problems.

For example, if you observe body damage that has not been previously reported, leave the box unchecked. You can then take or upload photos of the damage. You can also upload a document.

NOTE ON UPLOADING PHOTOS

Generally, photos only need to be uploaded to report damage and defects as determined by your organization's policy (usually scratches or dents over 4 inches or 100 millimeters in length). Some organizations require drivers to upload photos of the exterior of their vehicle on the completeion of every check, regardless of any damage/defect. You will know if this applies to you.

STEP 4 - Tap **CONTINUE**.

STEP 5 - Complete the **ENGINE ON, OUTSIDE VEHICLE INSPECTION**, then tap **CONTINUE**.

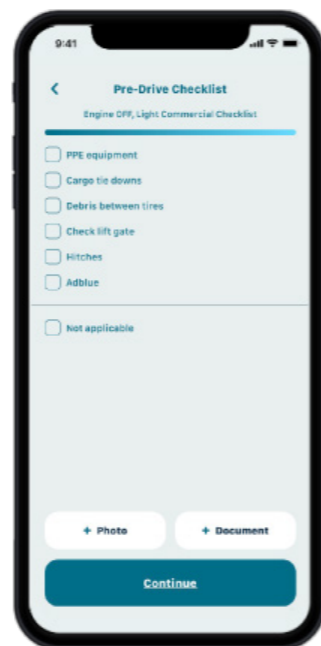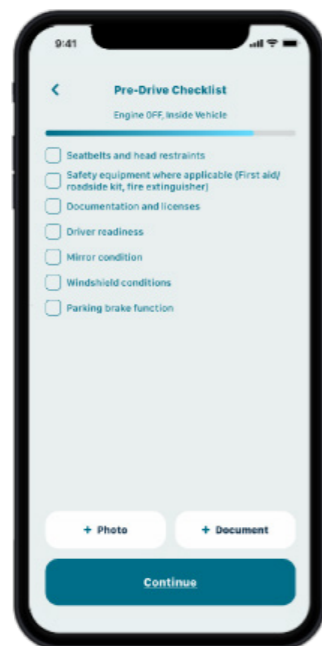**STEP 6 -** Complete the **ENGINE ON, INSIDE VEHICLE INSPECTION,** then tap **CONTINUE**.
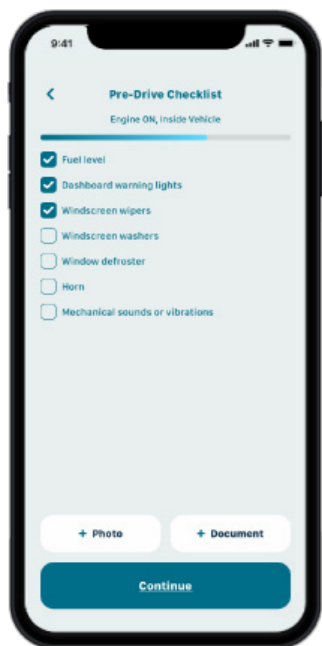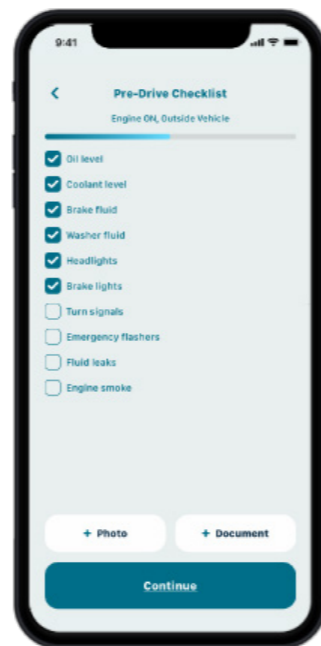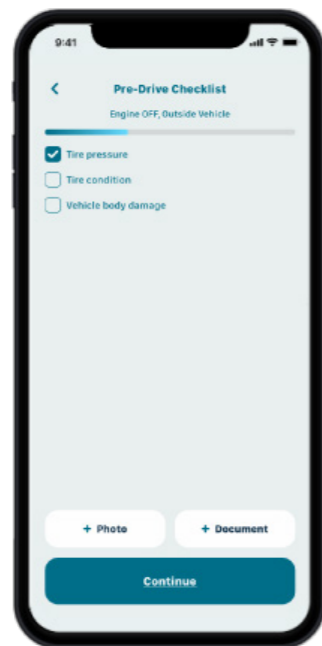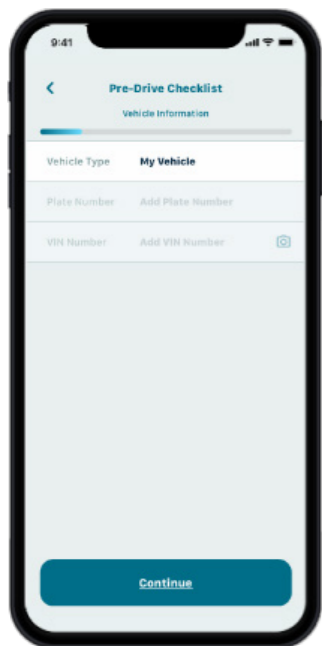
STEP 7 - Complete the **ENGINE OFF, INSIDE VEHICLE INSPECTION**, then tap **CONTINUE**.

STEP 8 - Complete the **ENGINE OFF, COMMERCIAL LIGHT VEHICLE INSPECTION**, then tap **CONTINUE**.

STEP 9 - Tap **START DRIVING**

Section 04
Pre-drive Checklist

Section 05
Data Protection & Privacy

05 Data Protection & Privacy

DRIVER PRIVACY | PRIVATE TRIPS | NON-SCORABLE | INCOGNITO

DRIVER PRIVACY & RESPECT

Companion+ Mobile Safety is purposefully designed to respect driver privacy and comply with GDPR data minimization principles. Other solutions use cameras and trackers as data collection devices to transfer every measurable move by drivers to the cloud for processing. This makes privacy compliance difficult, some might say impossible, to achieve.

Companion+ sends only event notices, such as a hard braking or phone handling events, to the back-end system. Your manager knows how many events have occurred and whether or not you have taken your training. That's it. No more.

COMPANION+ SHOWS YOU RESPECT
WITH WHAT IT DOESN'T DO

We don't use in-vehicle cameras or microphones

We don't record imagery that can be hacked, misused or compromised, eroding your trust.

We don't track you or your activities

Our edge computing model means that only event notices are transmitted, which meets GDPR data minimization principles.

We don't send data when you're off duty

You have the ability to "clock out" by going Incognito so that no event data is sent to your employer during off hours or breaks.

We are not random or subjective

Our approach supports fair and just culture methodologies and manages individual drivers based on data, not subjective measures.

We are not punitive

Our training solutions are targeted to specific driving events. They are encouraging and educational, intended to increase awareness and positive driving habits.

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Section 05
Data Protection & Privacy

Section 06
Using Companion+ Mobile Safety

PRIVATE TRIPS

There are times when you will be off the clock but still in control of the vehicle. Or, you'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).**

You 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. You should be attentive in marking trips Incognito that occur outside of your schedules. **You 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 or bicycle. Companion+ uses AI-based detections for driver/passenger and mode-of-transportation determination which marks relevant trips as Non-scorable.

You should mark your trips as Non-scorable when you are a passenger in a vehicle but not driving, or when you are in alternative mode of transportation, such as a bus. Although the Driver/Passenger Determination and Mode of Transportation features will catch many of these trips, it will not catch all of them. You 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 you can manually set that will mark all trips outside of the work day as Incognito.

WORK SCHEDULE

You should mark your work schedule so no events are detected and reported outside of the work day. If you are on a rotating schedule, you can update your work schedule any time that it changes. You can even set a reminder through the scheduler.

VACATION

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

06 Using Companion+ Mobile Safety

DOWNLOAD & SET-UP | YOUR RESPONSIBILITIES

DOWNLOAD & SET-UP

- Receive an email from Applied Driving Techniques with **registration instructions**.

- Click the link in the email to **create your password**.

- Go to Apple App Store or Google Play Store and search for "**Companion Mobile Safety**".

- Download and open the app.

- Log in with your email and the password you created in step two.

- Accept the permission as outlined in the registration instructions in your initial email. Permission requirements vary depending on your device.

- Once all steps are completed as per the registration instructions, you are ready to go!

WE'RE HERE TO HELP

If you have trouble downloading or registering on the app, contact the support team who are happy to help.

Visit the Help Center | companion@applied-driving.com

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Section 06
Using Companion+ Mobile Safety

YOUR RESPONSIBILITIES

COMPANION+ HAS BEEN DESIGNED TO REQUIRE AS LITTLE INPUT AS POSSIBLE

For the most part, Companion+ Mobile Safety can be left running in the background of your device. There are instances, however, where you may need to take action.

We have outlined some common actions you will need to take as you begin using Companion+.

IDENTIFYING YOURSELF AS A PASSENGER NOT THE DRIVER

Companion+ automatically detects if you are a passenger or the driver, but it will not detect 100% of these trips. As such, you develop the habit of flagging your trips as Non-Scorable if you are the passenger in a vehicle or riding in an alternative mode of transportation, such as on a train.

We do not collect event data for Non-Scorable trips which means the driver's behavior will not be reflected in your driving behavior profile.

While we do not receive event notices for Non-Scorable trips, we do record how many trips of this nature are taken. If we suspect that Companion+ is being misused, we will notify your line manager to ensure Non-Scorable trips are being recorded correctly.

(See also P. 14)

MARKING YOURSELF AS OFF-DUTY

You should "clock out" at the end of your working day by turning on Incognito.

We do not collect event data for Incognito trips, which means your off-duty behavior will not form part of your driving behavior profile seen by your employer.

While event notices are not sent for Incognito trips, their usage is reviewed. If suspicion arises that Companion+ is being misused, your line manager will be notified to ensure Incognito trips are being recorded correctly.

(See also P. 14)

REVIEWING OR EDITING A TRIP

You can review your trips from the last 30 days in the Trip Reports section of the app.

If you have forgotten to record a trip as Non-Scorable or Incognito, you can retroactively do this from the Trip Reports screen, up to 30 days after the start time of the trip.

Simply go into the trip you wish to edit, select the ellipses and select the appropriate flag.

COMPLETING YOUR TRIGGERED TRAINING™

Your company has begun using Companion+ as it wishes to make you and all its drivers as safe as possible on the road.

The Companion+ Mobile Safety app itself can only highlight your areas of improvement. The real change in behavior that will ultimately enhance your safety comes from completing any training issued to you.

It is important that you complete your Triggered Training as promptly as possible for it to have the most impact. We provide you the tools, but it is up to you to work on your development.

TAKING PART IN FEEDBACK SURVEYS

At regular intervals, you will be contacted to take part in feedback surveys to assess your experience of Companion+.

Obtaining feedback from our users is crucial to our ongoing developments and the success of our service. It is important, therefore, that you take part in each survey sent to you so we can monitor the progress of the app.

We ask that you answer all questions honestly and supply as much detail in your feedback as possible.

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Section 07
Glossary

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+ 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+ Mobile Safety app 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.

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™

A safety feature where users set a timer. During the timer, 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™ TIMER WITH CHECK-IN CALL

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.

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08 Frequently Asked Questions

COMPANION+ MOBILE SAFETY APP | TRIGGERED TRAINING & MESSAGES

COMPANION+ MOBILE SAFETY APP

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

If you are taking a trip as a passenger (i.e. carpool, taxi) then you must mark your trip as "Non-Scorable". The journey will still display in your trip history but Applied Driving will not receive any details of the trip. You have until midnight that day to mark the trip as Non-Scorable.

CAN I TURN THE APP OFF?

No. You can go "Incognito" during off-work hours or "Non-Scorable" when you are a passenger in a vehicle. (See P. 14, 16, 18)

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 your 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 insignificant 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.

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Section 08
Frequently Asked Questions

DOES IT USE A LOT OF BATTERY AND MOBILE DATA?

The companion 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?

You can view your ongoing performance through the Riskmapp portal. You will receive an email at the beginning of the service providing you with login details for Riskmapp. You will also receive a weekly report of your driving performance.

HOW DO I REPORT A PROBLEM WITH THE APP?

Go to the App Suport page: Menu > Technical Support > Visit Help Centre. In the bottom right-hand corner there is a green help icon. Ask the chatbot your question.

If your question is still unanswered you can leave a message with the chatbot or **click here to raise a ticket.**

TRIGGERED TRAINING & SAFETY MESSAGING

HOW WILL I KNOW IF I HAVE TRAINING TO COMPLETE?

We will email you directly to inform you of any new Triggered Training™ module and supply login details.

HOW DO I LOGIN TO COMPLETE MY TRAINING?

You will receive an email at the beginning of the service providing you with login details for the Riskmapp portal. These same login details are used to access your training at: https://secure.applied-driving.com

I'VE FORGOTTEN MY PASSWORD

Click on the reset password link on the login page to reset your password. You will need to enter your username which can be found in our training invite emails.

HOW MANY TRIGGERED TRAINING MODULES WILL I GET AT ONCE?

You could receive a training module for each driving event at one time. You may receive a mix of safety messaging and Triggered Training.

HOW LONG DO I HAVE TO COMPLETE MY TRAINING MODULE?

The time to complete is set by your organization. We recommend you complete you 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.

WILL I GET TRAINING REMINDERS? IF SO, HOW MANY?

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

Companion+
Mobile Safety