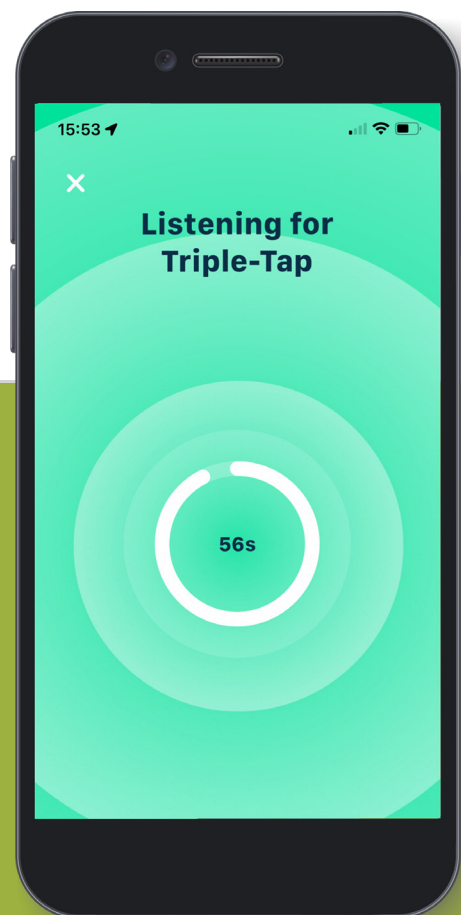


COMPANION+ MOBILE SAFETY USER GUIDE

(Personal Safety Features)



Welcome to
Companion+ Mobile Safety

The safety and performance solution by
Applied Driving, powered by Sfara

CONTACT :

E : companion@applied-driving.com

W : www.applied-driving.com

Welcome to
Companion+ Mobile Safety

The Future of Safety
and Performance

Welcome to Companion+ Mobile Safety



WELCOME to your new safety application,
Companion+ Mobile Safety.

Your employer has chosen Companion+ to help protect you on your work travel. Ensuring you're safe when travelling for work or on your own 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. The personal safety services are available to you 24/7, no matter if you are on or off the job.

Personal safety services are available in select regions.

CONTACT CUSTOMER SUPPORT companion@applied-driving.com
[Visit the Help Center](#)

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

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Section 01 Introducing Companion+ Mobile Safety

Section 02 Personal Safety

01 Introducing Companion+

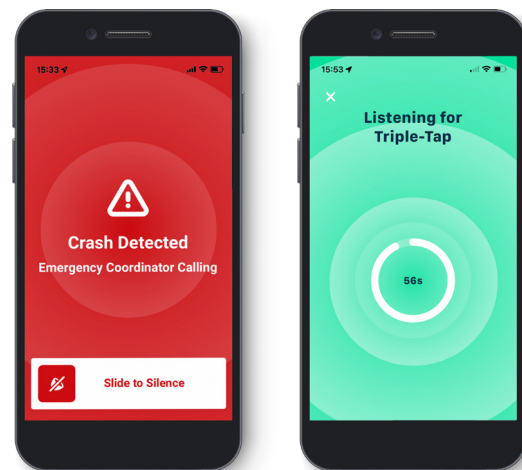
WHAT IS IT? | WHY COMPANION+ MOBILE SAFETY

WHAT IS IT?

COMPANION+ MOBILE SAFETY IS A MOBILE APP WITH PERSONAL SAFETY FEATURES THAT PROTECTS YOU WHILE WORKING.

Companion+ is a personal safety app that respects your privacy and helps ensure that you return home safely every night.

The concept is simple. The app provides personal safety features and services to you that can help you feel more secure in difficult situations and might just even save your life during an emergency.



WHY COMPANION+ MOBILE SAFETY?

- **Feel safe & supported** - Your employer wants you to feel safe and supported in any situation when at work, or outside it.
- **Technological advances** -Advances in technology allow for new and better ways to protect employees when driving for work or when working alone.
- **It can be life saving** - In the event that you feel at-risk or in an emergency, Companion+ is there to support you by having 24/7 access to global emergency call center's. Dedicated safety agents can dispatch local emergency services to your location.

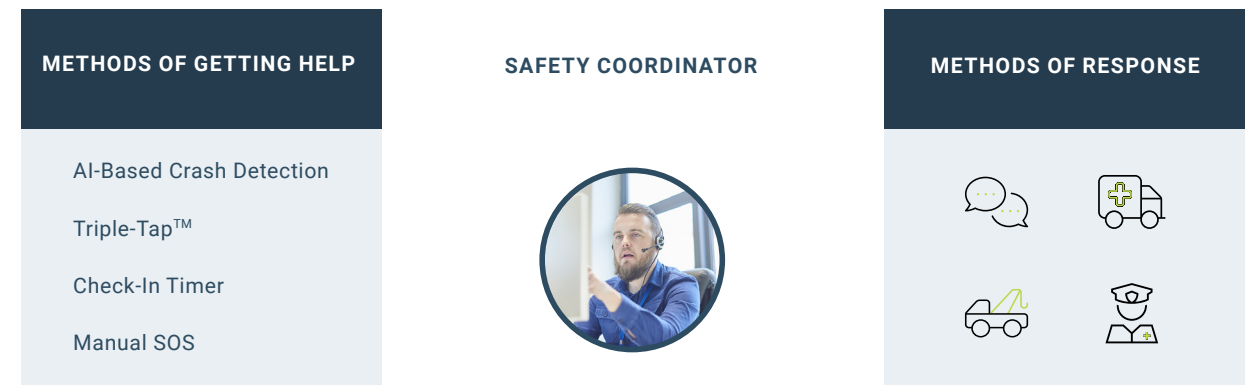
02 Personal Safety

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.



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

*Personal safety services are available in select regions.

Section 02 Personal Safety

Section 02 Personal Safety

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.

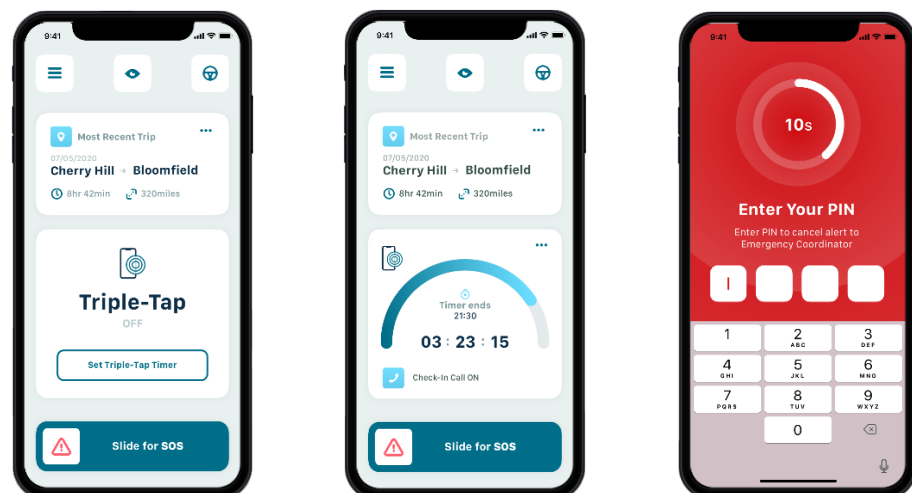
ALL OCCUPANTS COVERED, NO MATTER WHO OWNS THE VEHICLE

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.



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.

Section 03 Data Protection & Privacy

Section 04 Using Companion+ Mobile Safety

03 Data Protection & Privacy

PRIVACY

PRIVACY & RESPECT

Companion+ Mobile Safety is purposefully designed to respect privacy and comply with GDPR data minimization principles. Companion+ sends only event notices such as crash detections to the back-end system. That's it. No more.

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

<p>We don't use in-vehicle cameras or microphones</p> <p>We don't record imagery that can be hacked, misused or compromised, eroding your trust.</p>	<p>We don't track you or your activities</p> <p>Our edge computing model means that only event notices are transmitted, which meets GDPR data minimization principles.</p>	<p>We are not random or subjective</p> <p>Our approach supports fair and just culture methodologies and manages individual drivers based on data, not subjective measures.</p>	<p>We are not punitive</p> <p>Our training solutions are targeted to specific driving events. They are encouraging and educational, intended to increase awareness and positive driving habits.</p>

04 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

Section 05 Glossary

05 Glossary

KEY TERMS

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.

CRASH DETECTION (*an event*)

Detects that the vehicle has been involved in an impact.

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.

Section 06 Frequently Asked Questions

06 Frequently Asked Questions

COMPANION+ MOBILE SAFETY APP | PERSONAL SAFETY FEATURES

COMPANION+ MOBILE SAFETY APP

CAN I TURN THE APP OFF?

No, you cannot turn the app off.

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.

HOW DO I REPORT A PROBLEM WITH THE APP?

Go to the App Support 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](#).

Companion +
Mobile Safety