

## Companion+ Mobile Safety FAQ

### **What is Companion+?**

Companion+ is our latest innovative product which analyzes driver performance and mitigates potential risk autonomously. The technology is available as a smartphone app, or via telematics integration.

### **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't turn off the app, but you can go "Incognito" during off-work hours or "Non-Scorable" when you are a passenger in a vehicle.

### **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.

### **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 Support page: Menu > Technical Support > Visit Help Centre. In the bottom righthand 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.

### **How do I login to complete my Triggered 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>

### **How many Triggered Training™ modules will I get at once?**

You could receive a training module for each event type. You may receive a mix of safety messaging and training modules/videos.

**How long do I have to complete my training module?**

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

**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.

**Will I be penalized for at-risk performance?**

Companion+ uses a fair and just culture to build an environment that doesn't focus on blame or punishment. Instead, we encourage continuous learning.

We accept 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 own actions.