SMARTDRIVE

? QUESTIONS TO ASK WHEN SELECTING A VIDEO BASED SAFETY PROGRAMME

NOT ALL VIDEO BASED SAFETY PROGRAMMES ARE CREATED EQUAL.

The following questions will help you select the programme that's most effective in lowering risk and improving the safety of your fleet.

1 CORE PROGRAMME OFFERING

2 CAPTURING INCIDENTS & TRIGGERING VIDEO

3 SPEED OF INFORMATION

4 MEASURING RISK: MONTHLY SERVICE LEVELS

5 CONFIGURABILITY OF PROGRAMME

6 TECHNOLOGY PLATFORM

7 MONTHLY SERVICE

1 CORE PROGRAMME OFFERING

Do you review the video and tell me who my risky drivers are?

WHAT TO LISTEN FOR

✓ Yes – it is an integrated programme which includes expert review, ranking of risky drivers and risky driving skills for coaching follow up.

✓ Criteria for reviewing and scoring risky driving is clear and consistent.

✓ There is an integrated coaching workflow that walks managers through the video review process with drivers.

✓ Information from the coaching session can be exported to be used in other systems.

BOTTOM LINE

If the programme doesn't include expert review and a coaching process, you will need to staff the programme yourself. You are more likely to review the video inconsistently – or not at all. Measurably reducing risk requires an integrated programme – saving you time and improving results.

2 CAPTURING INCIDENTS
& TRIGGERING VIDEO

How do you trigger and capture events?

WHAT TO LISTEN FOR

✓ The system uses a variety of vehicle sensors and data sources to trigger events.

✓ That information is analysed to determine whether a risky manoeuvre has occurred and triggers video, based on that real time data (vs. after the fact, off line post processing). Data sources include:

- Accelerometers and GPS

- Predictive algorithms developed from our database of millions of unsafe driving events.

- The Engine Control Unit (ECU) to capture things like speed, RPM, braking, throttle, etc.

- Advanced crash sensors

- Active Safety Systems – like collision avoidance, ABS, stability control and lane departure warnings.

✓ Once captured, algorithms determine relative risk and immediately offload those that are risky for further review.

✓ Videos that are triggered but not offloaded are held on the camera and can be accessed on demand as part of your service.

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CAPTURING INCIDENTS & TRIGGERING VIDEO

In addition to accelerometers and algorithms what else does your system use to trigger events?

WHAT TO LISTEN FOR

✓ The system integrates with the Engine Control Unit (ECU) and uses the real time safety data from the vehicle and other third party systems to trigger events based on risky driving.

✓ Because we integrate and trigger based on that real time data, we do not have to rely on the less accurate and less reliable method that requires post-processing or after the fact matching of video and other data.

✓ For example, when a third party system engages – like a collision avoidance system – that real time data triggers a video event.

✓ In addition, intelligent business rules are used in conjunction with Active Safety System data to identify low risk vs. high risk events. For example – if a lane departure system activates three times in under 60 seconds, an event is triggered, but not every time the system goes off.

BOTTOM LINE

If the system doesn't connect to the engine you are missing a significant portion of risk.
The integration of that information after the fact requires more work and is significantly less accurate.

3 ACCESS TO VIDEO

When is video offloaded and when will I have access?

WHAT TO LISTEN FOR

✓ Video is offloaded in near real time, typically in less than five minutes provided the vehicle is in cellular coverage.

✓ This requires no manual intervention.

✓ We do not use 'offload windows'.

✓ In the event of a collision and your driver is injured, the video will still be offloaded – the driver does not have to press a button.

✓ This is part of the standard service offering and does not involve an additional charge.

✓ The driver can also activate a remote trigger button which captures and offloads an event.

BOTTOM LINE

Every second counts when it comes to safety and having access to information when you need it is critically important. There is a big difference between having the video available in under five minutes versus 24 hours later (or more) if you miss the offload window. It can be the difference between exonerating your driver or putting them at risk and delaying deliveries.

4

MEASURING RISK:
REVIEWED VIDEO &
MONTHLY SERVICE LEVELS

How many videos do you capture and review each month on average? Is that consistent each month?

WHAT TO LISTEN FOR

✓ The service level for reviewed video per vehicle is clearly outlined as part of the monthly package you select.

✓ The service level remains consistent each month and is included in the monthly service fee – there are no additional charges.

How do you measure whether my drivers and my fleet are getting safer?

WHAT TO LISTEN FOR

✓ The programme includes an average number of reviewed videos per vehicle across your site.

✓ The number of videos reviewed each month is held constant and risk is measured against that baseline.

  Example: Month 1–20 videos are reviewed, ten have speeding observations. Month 2–20 videos are reviewed, four have speeding violations. Speeding risk has been reduced from 50% to 20%.

✓ We do not rely on fewer videos as the measure of risk reduction.

4

MEASURING RISK:
REVIEWED VIDEO &
MONTHLY SERVICE LEVELS

If you adjust the amount of reviewed video each month, do you tell me?

WHAT TO LISTEN FOR

✓ We do not adjust monthly video service levels unless you decide to change the service package.

✓ Expert review is an important component of the service. Triggering accurately plus expert review are the fundamentals of determining risk.

✓ Reviewing the video to evaluate and quantify actual presence of risk is a key component of what you are paying for as part of your monthly service fee.

BOTTOM LINE

Fewer videos each month is not an accurate measure of risk reduction. Holding the average monthly reviewed video constant is the only way to accurately quantify that you are reducing risky driving and becoming safer.

5 CONFIGURABILITY OF PROGRAMME

Can I configure the programme to my safety policies?

WHAT TO LISTEN FOR

✔ Yes. You can modify the scores for specific risk areas, and what should be coached in what priority, based on your own safety policies.

For example, if smoking is against policy you can modify that risk score and require it to be coached every time.

✔ This is included as part of your monthly service fee and does not incur an additional charge.

✔ The programme includes a best practices configuration, and you can combine this with the custom approach if and when you want.

✔ There is a dedicated account manager who will partner with you to configure the programme for your goals.

BOTTOM LINE

A one size fits all programme locks you in. A configurable programme will keep pace with your business as it grows, ensuring you are capturing and reducing the risk that is most important to your business.

6 TECHNOLOGY PLATFORM

Can we install the forward facing camera only?

WHAT TO LISTEN FOR

✓ Yes. The camera can be installed as a single unit or it can be separated to accommodate different fleet needs, including a view that only shows the road ahead.

✓ The safety programme will, as a result, only capture certain types of risks and coaching will be focused on those areas.

✓ At such time as you are ready to upgrade, the interior facing camera can be installed and the programme expanded to cover the full range of driving risks.

Do you connect to the ECU?

WHAT TO LISTEN FOR

✓ Yes. The system connects directly to the ECU and based on that connection it can activate triggers based on real time information from the engine bus (J1939, J1708, ODBII).

6 **TECHNOLOGY PLATFORM**

Do you integrate to third party systems – both on the vehicle and in the back office? How?

WHAT TO LISTEN FOR

✓ Yes. There are several different ways to integrate:

- Through the ECU to read information in real time from systems connected to the ECU (J1939, J1708, ODBII).

- Through direct connection ports for hard wire integration via the hardware platform.

- With back office systems for driver identification coordination.

- Data feeds from our system that can be pulled into 3rd party system reports.

✓ Yes. The system integrates to Active Safety Systems through the ECU and can trigger based on real time alerts or data from those systems.

✓ This integration is immediate, there is no post processing or data matching needed after the fact.

✓ Active Safety data is presented in context of video playback. For example, you can see following distance time, lane departure violations, rollover risk, etc., as the video is playing.

BOTTOM LINE

Not all integration methods deliver the same value. Direct connection ports are only one way and the least powerful. Integration with the ECU, and triggering in real time from those systems, helps you get more out of your safety investments and deliver faster, sustainable results.

7 MONTHLY CONTRACT

What is included in my monthly service fee?

WHAT TO LISTEN FOR

- ✓ Minimum of 20 second video events (10 seconds before, 10 after)
- ✓ Automatic event offload (typically in minutes)
- ✓ Expert review
- ✓ Cellular or Wi-Fi offload configurations
- ✓ Web based application for video review and coaching
- ✓ Consistent service level of reviewed events on average across your fleet or sites (determined by selected subscription offer)
- ✓ On demand and manual events
- ✓ Over the air software updates and upgrades
- ✓ Active Safety System integration and triggers
- ✓ Advanced triggers, such as U-turns
- ✓ ECU based triggers (speed triggering, throttle, RPM)
- ✓ Real time triggering directly from 3rd party systems
- ✓ Management reporting and KPI's
- ✓ Notification and alerts
- ✓ Dedicated customer account manager
- ✓ 24x7 technical support
- ✓ Access to certified installer network
- ✓ Access to robust training programme for your managers, coaches, installers

7 MONTHLY CONTRACT

Is hardware included?

WHAT TO LISTEN FOR

✔ There are several different options to purchase the service, some of which include the hardware in an all in one package.

✔ Whether you select an all in one package or purchase the hardware separately, your monthly fee will not change unless you choose to change your service.

Are upgrades and software updates included in my monthly fee?

WHAT TO LISTEN FOR

✔ Yes – any software updates or enhancements are included as part of your monthly investment.

✔ If new capabilities are added that are charged for separately, you can determine whether you take advantage of that feature.

BOTTOM LINE

Understanding what is included in your monthly subscription is important – identifying what is an additional charge versus what is standard. Hidden costs can quickly drive up the cost of the programme and negatively impact the return on your investment.

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Vehicle systems integration capability can vary by make, model and specification and is subject to ongoing review.