

Companion+

COMPANION+ LIGHTFOOT MANAGER GUIDE



Welcome to
Companion+

The driver safety and performance
solution by Applied Driving

CONTACT :

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Section 01

Introducing Companion+ Lightfoot

01 Introducing Companion+

WHAT TO EXPECT | OUR MISSION

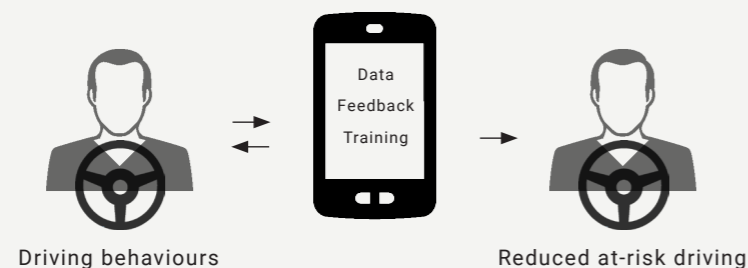
WHAT TO EXPECT

Companion+ is a safe-driving improvement solution that puts the power of change into your drivers hands.

The concept is simple. Your employees drive with the Lightfoot telematics system in their vehicles and Companion+ benchmarks their performance. Safety messages and training is sent to drivers to support them in the areas they might be at risk.

By completing the training, drivers self-adjust their behaviour without the need for any manager involvement.

Just like fitness apps help athletes improve performance by providing biofeedback, Triggered Training™ gives drivers information and tools to become safer drivers.



Section 01

Introducing Companion+ Lightfoot

OUR MISSION

Our mission is to significantly improve road safety. Companion+, is our latest step towards our **ultimate goal of preventing the needless loss of life on our roads.**

Driver safety should be a global minimum standard, not a privilege dictated by available managerial time and resource. Companion+ is built to require as little manager input as possible while delivering safe driving improvements.

Companion+ has been purposefully designed to make driver safety management as efficient and effective as possible. **Put simply, we do all the work.**

Companion+ uses 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 behaviours 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 behaviour, increase road safety and, ultimately, save lives.

Section 02 How it Works

02 How it Works

TRIGGERED TRAINING | MANAGER ROADMAP | DRIVER ROADMAP

TRIGGERED TRAINING™

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

HOW TRIGGERED TRAINING™ WORKS



Section 02 How it Works

Companion+ analyses the driving data captured by your Goetab telematics device. This analysis identifies at-risk behaviours and patterns.

When at-risk driving trends are recognised, Companion+ automatically takes action by initiating Triggered Training. This can be as a safety message or training video/module.



Safety messages are emailed to drivers and tailored to address the specific events we have identified.



Training vidoes/modules are short, online content sent directly to driver and tailored to drivers' at-risk event types

MANAGE BY EXCEPTION

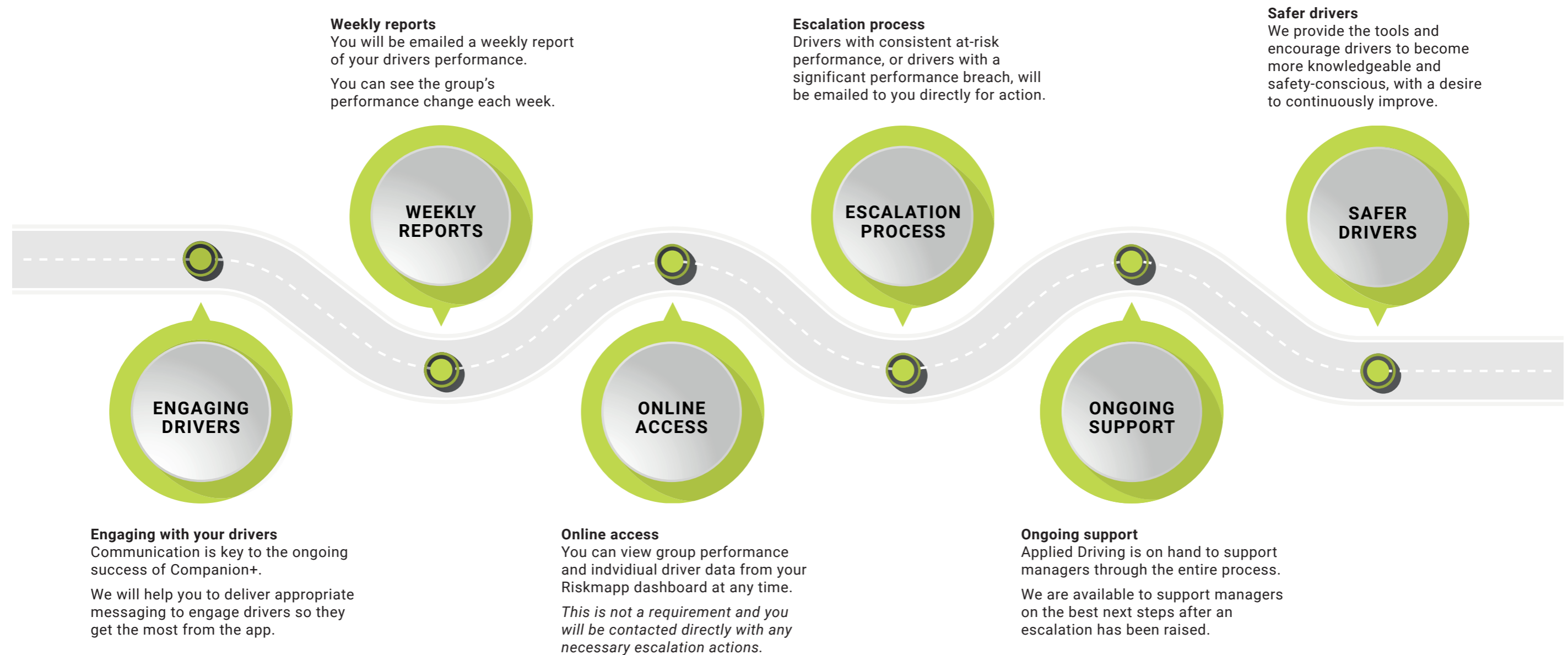
Companion+ automatically taps your drivers on the shoulder and supplies the tools they need to improve without any manager input. We do all the work!

You will be notified directly if your intervention is needed.

Section 02 How it Works

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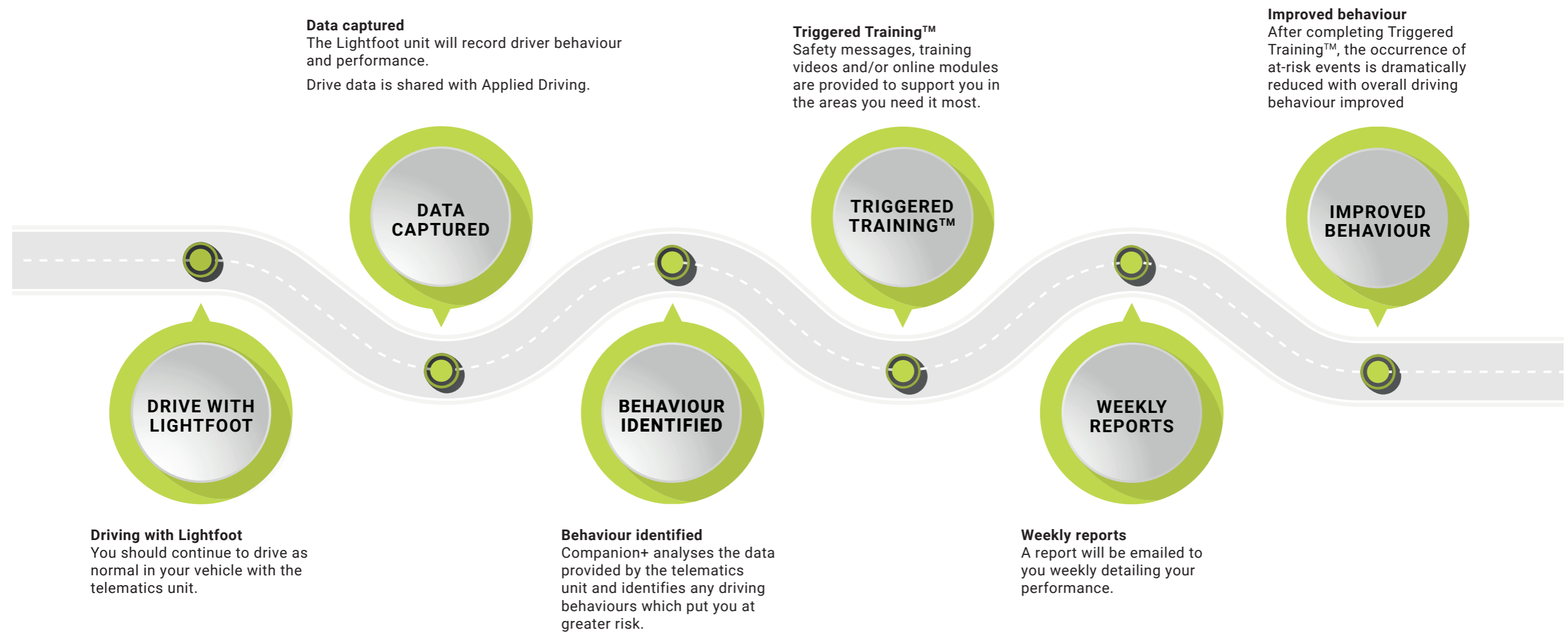
MANAGER ROADMAP



Section 02 How it Works

Section 02 How it Works

DRIVER ROADMAP



Section 03 Implementation & Operations

03 Implementation & Operations

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

STEP-BY-STEP

- Data for Companion+ users is provided to Applied Driving for onboarding.
- Users receive welcome email from Applied Driving.
- Managers receive welcome email from Applied Driving with dashboard credentials (if applicable).
- Users drive in their vehicle with an Lightfoot unit.
- Users and managers receive weekly reports on performance.
- Data is gathered on fleet. Benchmarks are established between Applied Driving and Client.
- Triggered Training™ is sent where necessary.
- If at-risk behaviour doesn't improve after multiple interventions, managers will be notified as a point of escalation.

Section 03 Implementation & Operations

TALKING TO DRIVERS

Having open lines of communication with your drivers throughout the process is essential. 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 DRIVERS

COMPANION+ IS FOR YOUR SAFETY

Your company is implementing Companion+ to increase your safety. The Triggered Training™ will help you to make good driving choices that ensure you get home safe every day.

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.

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.

Section 03 Implementation & Operations

MANAGER SUPPORT: ESCALATIONS

MANAGE BY EXCEPTION

Companion+ is a hassle-free service that requires as little input from managers as possible. Our automated service lets managers 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

The Applied Driving team is here to support you throughout the process. You have a dedicated customer support team who will look after you and your drivers, answering any queries you may have.

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 need it.

ESCALATIONS MADE EASY

Managers will only need to take action in the event of an escalation process. You will receive an email notification if a driver's behaviour has not improved after the set intervention plan.

You are not alone in this process. We can provide training on how to appropriately deal with these situations and 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

Section 03 Implementation & Operations

REPORTING

WEEKLY REPORT EMAILS

You will receive a consolidated report of your group's performance each week by email. It provides a summary of event type performance as well as training summaries.

RISKMAPP DASHBOARD TO VIEW COMPANION+ DATA*

Several key telematics data points and Triggered Training reports are available to view from your Riskmapp portal.



* Where applicable. Reporting access may be restricted or limited, depending upon your organisation's request.

Section 04 Frequently Asked Questions

04 Frequently Asked Questions

MANAGER QUESTIONS | DRIVER QUESTIONS

MANAGER QUESTIONS

WHERE CAN I SEE THE PERFORMANCE OF MY DRIVERS?

A consolidated report is emailed to you every week.

Companion+ is designed as a “manage by exception” service so there is no requirement for you to keep checking on driver performance. We will notify you directly when there is an issue requiring your involvement.

If you would like more in depth information, you can log into your Riskmapp dashboard (where applicable).

HOW WILL DRIVERS KNOW THEY HAVE TRAINING TO COMPLETE?

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

HOW MUCH TRIGGERED TRAINING WILL DRIVERS GET AT ONCE?

Drivers can receive multiple Triggered Training messages, videos or modules at once. Usually, this is maximum of one Triggered Training type for each event type.

Section 04 Frequently Asked Questions

HOW LONG DO DRIVERS HAVE TO COMPLETE THEIR TRIGGERED TRAINING?

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.

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

Their weekly report highlights any training modules outstanding for completion. The outstanding training will remain on the report each week until completed.

WHAT HAPPENS IF A DRIVER DOES NOT IMPROVE?

If a driver is not seen to improve after the set number of interventions, 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 generating any event notices, they will not receive any Triggered Training.

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

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

Section 04

Frequently Asked Questions

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QUESTIONS FROM DRIVERS

I HAVE RECENTLY CHANGED MY VEHICLE

Applied Driving receives regular data updates so it is likely we have already adjusted your profile to show the correct vehicle. If in doubt, email us to let us know: companion@applied-driving.com

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 behaviour profile.

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 multiple Triggered Training messages, videos or modules at once. Usually, this is maximum of one Triggered Training type for each event type.

HOW LONG DO I HAVE TO COMPLETE MY TRAINING MODULE?

The time to complete is set by your organisation. 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.

WILL I GET TRAINING REMINDERS?

Any outstanding training will be listed at the bottom of your weekly report.

Companion+

Together, we can make the roads safer