



Fleet Vehicle Video-Based Safety Program Policy and Procedures

PURPOSE AND SCOPE

VSC Fire & Security, Inc. (VSC) has established a Video Based Safety Program (Telematics) for fleet vehicles. Program Objectives:

- Protecting VSC employees and property.
- Enhancing the employee driving experience by positively affecting driver safety.
- Providing an additional means of driver training.
- Preventing traffic accidents, violations, and offenses.
- Reducing auto claims and claim-related expenses.
- Developing defenses against false allegations of fault leveled against the VSC driver.

PRINCIPLES

The following principles apply to the Video Based Safety Program (Telematics):

- A. Telematics devices (*i.e.*, *Dash Cams*) will be installed in all VSC fleet vehicles.
- B. Devices will be professionally installed and attached to the windshield. They will be aligned to accurately detect the driver and objects ahead of the vehicle.
- C. The vehicle's engine must be turned on for the camera to begin recording and detect unsafe driving behavior. The camera will continue recording until the vehicle's engine is turned off.
- D. No images and information will be stored except where a relevant incident (event) has occurred as noted in Appendix A.
- E. It is possible to review video on-demand if deemed necessary to determine fault in the case of a complaint, citation or incident that did not get saved as an event.
- F. Drivers **cannot** be remotely viewed in real time.
- G. It is not VSC's intention to use this technology for monitoring the work of employees or to infringe upon employees' rights to privacy.
- H. In-cab audio is not recorded and not available.
- I. Drivers are responsible for their actions as well as the actions or violations of any passengers in the vehicle.
- J. Violations can occur at any time while operating a company vehicle, even after hours or while not on the clock. Drivers and passengers in company vehicles must adhere to, and always abide by, all local and federal laws while operating company vehicles.

HARDWARE

A dual facing (road and driver) telematics device will be installed just below the rearview mirror of the fleet vehicle. A road facing camera will provide a 140-degree view of a driver's field of vision. The camera is powered by artificial intelligence (AI) to detect behavioral triggers and alerts.

A driver facing device will provide a 130-degree view of the vehicle cab. The camera will have a built-in infrared and day/night sensor. This camera will be powered by artificial intelligence (AI) to detect driver facing triggers as noted in Appendix A.

ACCESS TO RECORDINGS

Access to retained images, video footage and other information will be restricted within VSC and will only be accessible to parties that have a vested interest in reviewing the data. This includes, but is not limited to VSC's Risk Team, HR Team and Division Managers.

Any other interested party must obtain authority from the Fleet Manager to access and view recorded footage. Any persons whose images are recorded also have a right to view those images, and to be provided with a copy of those images. Employees making such a request must submit their request in writing to VSC's Fleet Manager.

RETENTION PERIOD

Video events that are captured will be uploaded to a cloud-based environment and are available for 90 days. Videos can be downloaded and saved from the cloud before the 90-day expiration period.

Each camera has a 256GB SD card installed that will retain footage for up to 60 hours and then overwrite itself. This footage can be retrieved and downloaded on demand.

RECORDED VIDEO FOOTAGE

Video telematics devices will capture pictures of employees and potentially non-employees. Videos may be classified as evidence in the course of investigations.

- Video evidence may be used by VSC as part of an employee investigation where, in the reasonable belief of management, there may have been misconduct or unsafe practices. Where footage is used in disciplinary proceedings, the employee may be permitted to see and respond to the images, and to obtain a copy. When requested by law enforcement or other legal entities who issue a subpoena the video will be provided.
- In defense of claims against VSC, or in pursuit of VSC vehicle damage recovery from responsible parties, video will be provided to VSC's fleet management company or insurance company.
- Where an incident involves a third party, the relevant insurers will be informed of the details. Although the third party may be made aware that there is video evidence, a copy of the recorded material can only be obtained through issuance of a subpoena.

VIDEO EVENT BEHAVIOR TRIGGERS AND ALERTS

Video recordings are uploaded and stored to a cloud-based environment when an unsafe driving behavior is detected by the video telematics device. This is commonly referred to as an "event". These events are then made available to management for review and action if necessary. Reference Appendix A.

When a video "event" is recorded, artificial intelligence (AI) analyzes the video, detects what is happening in and around the vehicle, and classifies the event based on the severity of the incident. A video is classified depending on how urgently it should be reviewed. Videos will be classified as either Critical, Major, Moderate, or Minor, with Critical being the most severe.

- **Critical** – The driver might have lost control of the vehicle and left the road, mounted a curb, spun the vehicle, or collided with a person, object, or another vehicle.
- **Major** – The vehicle might have been involved in a dangerous situation. The driver might have swerved or braked suddenly to avoid a collision with a person, object, or another vehicle.
- **Moderate** – The driving manner was inappropriate to the situation and there was an elevated risk of an accident. The driver might have braked or accelerated more harshly than usual, even if there are no people, objects, or other vehicles nearby.

- **Minor** – The event that triggered the recording was just above the threshold to register as a harsh driving event. The analysis suggests that an incident was unlikely.

IN-CAB AUDIBLE ALERTS

Telematics devices can also notify drivers with in-cab audio alerts. These prompts are designed to immediately encourage safe driving practices. When active, in-cab alerts cannot be turned off or edited by the driver.

The Fleet Manager is responsible for customizing the audio notification that drivers will hear in the cab and determining which unsafe driving behaviors trigger both an event and in-cab alert.

FALSELY TRIGGERED VIDEOS

Videos can be falsely triggered, usually when the camera lens is obstructed or in the wrong position. Additionally, the artificial intelligence (AI) calibration can be disrupted if the driver is regularly touching their face, wearing glasses, a hat, or mask.

The accuracy of video classifications can be improved by checking that the vehicle's camera is working properly and by providing feedback on each video event.

At the end of each video, feedback is requested on the accuracy of the video classification and analysis. This feedback data is used to update and improve the artificial intelligence (AI) algorithm.

All users with access to video will have the ability to provide feedback on recorded events.

VIDEOS AND COLLISIONS

In the event of an accident, cameras may stop recording at the point of collision. This happens when the vehicle's power is cut as a safety response, or the impact is severe enough to damage the device. If this happens, a video event will not be triggered.

Low force impacts, such as side swipes, are less likely to be detected. If the collision does not generate an event, the video will be retrieved using the device's on-board SD card.

For every accident, whether at-fault or not-at fault, video will be used to try and identify the contributing factor(s) that may have led to the collision. This will be included as part of the overall analysis of the accident while also reviewing pictures, accident reports, police reports, witness statements and more.

COACHING

Coaching is the preferred approach to improving employee driving performance. Coaching is based on the following principles:

- Asking and providing guidance rather than telling.
- Provoking thought rather than giving directions.
- Holding a person accountable for his or her actions.

Coaching helps drivers become more aware of driving decisions, draw objective conclusions about their performance, take ownership of the outcome, and commit to making positive long-term changes.

Coaching is a powerful tool that guides drivers to critically think about driving situations. It helps demonstrate concern for the driver's safety and allows the driver to reach their own conclusion that there

is more they can do to be a safer driver. Coaching reinforces correct behaviors which results in safety-based driving decisions being made when the driver is unsupervised.

Supervisors will use video events, GPS data, scorecards and other data collected to have conversations with employees about driving behaviors. It is highly recommended that drivers view these videos during the coaching sessions.

Anytime a driver is coached or disciplined, this must be documented and sent to Human Resources. Keeping detailed records of training and coaching can serve to help protect VSC in the event of an incident.

Safe driving behaviors are to be shared with the employee and celebrated. Rewarding and recognizing safe driving behaviors reinforces the desired behaviors which leads to a reduction in accidents and those related expenses.

To assist in coaching, a series of decision trees have been developed and will be used by managers to carry out the coaching process. A Driver Performance Coaching Form will also be used to serve as the official documentation of the coaching session.

DISCIPLINARY ACTION

Corrective actions can range from verbal or written warnings to stronger penalties, including but not limited to suspension, revocation of driving privileges, and termination of employment. Disciplinary action will be taken against any employee who is involved in any of the following actions:

- Destroying, dismantling, or unplugging the Telematics device.
- Deliberately blocking the view of the camera inside the cab or outside the cab of the vehicle.
- Exhibiting unsafe behavior that endangers the lives of themselves, other workers, and the public.

INCENTIVES AND REWARDS

Recognizing drivers when they are performing well is an important part of this safety program. Positive reinforcement also helps drivers already doing well to grow and thrive in their position.

All drivers will be graded and scored using key performance indicators (KPI's). A reoccurring driver scorecard will be made available to Supervisors. These scores, when compiled and compared, can be used to work with, reward, or improve driver performance. Supervisors will use the data to provide rewards weekly, monthly, or annually. Rewards and recognition may include but are not limited to the following:

- Cash Bonuses
- Monthly awards or recognition using certificates, gift cards, or recognition during meetings.
- Career advancement to train employees and coach drivers who need improvement.

Gamification, or the creation of a program that uses elements of game playing, is one way to create a driver incentive program that encourages employee participation. Driver scorecards provide weekly scores and rankings. These rankings can be published for everyone to see with top drivers being rewarded. This also encourages drivers with lower rankings to seek out opportunities to improve.


APPENDIX A
VIDEO EVENT BEHAVIOR TRIGGERS AND ALERTS

<u>Driver Facing Triggers</u>	
Tiredness	When the driver becomes sleepy. The driver yawns and/or closes their eyes for at least 2 seconds. The vehicle must be traveling over 25 mph. In-Cab Alert Available.
Distraction	When the driver is not focusing on the road. The driver looks away from the road for at least 2 seconds. The vehicle must be traveling over 25 mph. In-Cab Alert Available.
Phone Call Detection	When a driver handles a cell phone to make or receive a call while driving. The driver holds the shape of a phone to their face for at least 5 seconds while driving. The vehicle must be traveling over 25 mph. In-Cab Alert Available.
Seatbelt	When a driver is not wearing their seatbelt.

<u>Road Facing Triggers</u>	
Speeding	The vehicle travels faster than the posted speed limit and tags a video with Posted speed exceeded. Videos show the vehicle's speed and the road's speed limit.
Tailgating	The vehicle is dangerously close to the vehicle in front. The driver does not have enough time to stop if the vehicle in front slows down. The vehicle in front may have entered the driver's lane suddenly, or the driver got too close due to unsafe driving. The vehicle must be traveling over 37 mph. In-Cab Alert Available.
Pedestrian Ahead	The vehicle is close to a pedestrian or cyclist. The vehicle must be traveling 6-18 mph. In-Cab Alert Available.
Stop Sign	The vehicle fails to come to a complete stop at a stop sign or runs through a red light. Vehicle makes a "rolling stop".

<u>Harsh Driving Events and Thresholds</u>	
Hard Acceleration	The vehicle speeds up suddenly (by more than 5 mph per second). The g-force is above 0.220g for at least 1 second.
Harsh Cornering	The vehicle makes a harsh turn at speed. The g-force is above 0.4g for at least 2 seconds.
Hard Braking	The vehicle slows down suddenly (speed decreased by more than 6 mph per second). The g-force is above 0.265g for at least 1 second.
Sudden Force	The vehicle jolts suddenly (caused by impact with a person, animal, or object for example). The g-force is above 0.7g for 0.1 second.


Video Telematics Risky Driving Behaviors

 Critical Unsafe Driving Behaviors	Other Risky Driving Behaviors to Assess
<p>Non-hands-free cell phone use - making/taking handset calls</p> <p>Texting and/or manipulating a cellular phone or electronic device*</p>	<p>Driver either falls asleep or comes dangerously close to falling asleep behind the wheel</p>
<p>Not wearing a seatbelt as required by state law</p>	<p>Following Distance – Tailgating Driver following too close behind vehicle ahead</p>
<p>Purposely disconnecting, shutting off, obstructing the lens of, or redirecting a camera</p>	<p>Too Fast for Conditions Driving too fast for roadway or environment</p>
<p>Driving >90mph at any given time</p>	<p>Speeding >10mph over Posted Speed Limit</p>
<p>Texting and/or Manipulating a Cellular Phone</p> <p>*Sending or reading text messages while driving a VSC vehicle is strictly prohibited. Additionally, checking email, checking social networks, using the internet and using smartphone apps is also prohibited.</p> <p>*GPS navigation devices may be used while driving as long as they are set up in a manner that does not obscure your view. Always select your destination on a GPS navigation device before beginning a trip and do not attempt to enter a new destination into the device while driving.</p>	<p>Speeding in a school or work zone</p> <p>Near collision with object, pedestrian, or another vehicle</p> <p>Distracted Driving (non-phone related)</p> <p>Red Light or Stop Sign Violations</p> <p>Exhibiting Road Rage or Highly Aggressive Driving</p> <p>Preventable harsh braking, acceleration or cornering</p>

Video Telematics Manager Decision Tree for Improving Driver Behavior

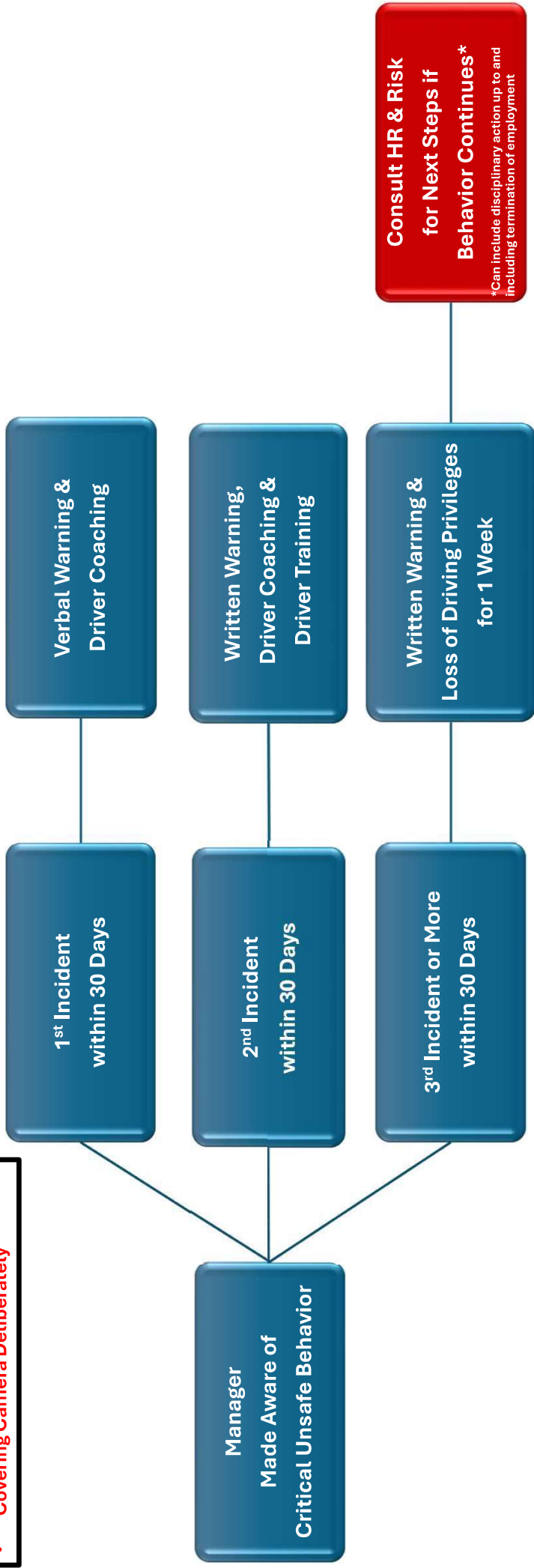
Critical Unsafe Driving Behaviors

- Non-Hands-Free Phone Use
- Not Wearing a Seatbelt
- Driving in Excess of 90mph
- Covering Camera Deliberately



Behavior Event Awareness Methods

- Checking Videos in Database
- Reporting, Alerts & Scorecards
- Referred from Risk/Safety
- Post-Accident Response



- Documented driver coaching is the minimum response.
- Management reserves the right to take additional action if coaching is not working or the nature of the behavior merits a stronger response.

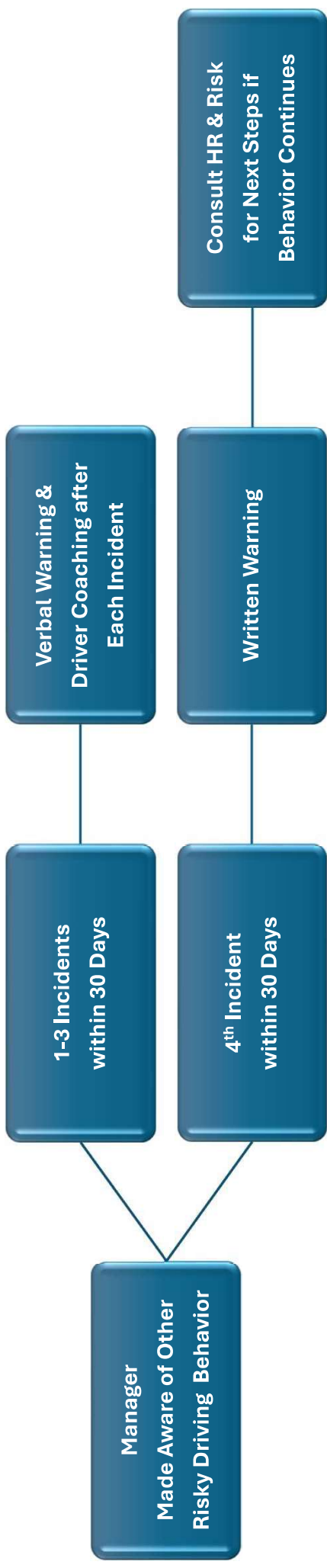
Note: VSC reserves the right to assign training for any of the listed activities.
All warnings and driver coaching sessions must be documented and reported to HR.

Video Telematics Manager Decision Tree for Improving Driver Behavior

“Other” Risky Driving Behaviors

- Refer to chart for examples

- ### Behavior Event Awareness Methods
- Checking Videos in Database
 - Reporting, Alerts & Scorecards
 - Referred from Risk/Safety
 - Post-Accident Response



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VSC Fire & Security Fleet Vehicle Video-Based Safety Policy Employee Acknowledgment

I, _____, hereby acknowledge receipt of VSC Fire & Security's (VSC) Fleet Vehicle Video-Based Safety Policy and affirm my commitment to adhere to its provisions. This policy establishes guidelines governing the operation and utilization of the video telematics device installed in VSC fleet vehicles. Recognizing the paramount importance of safety, I pledge to operate any VSC company vehicle in a manner that prioritizes safe driving behaviors and mitigates risks of injury or property damage.

I understand that as part of my responsibilities, a video telematics device is installed in the assigned VSC fleet vehicle. The primary objectives of this device include safeguarding the well-being of VSC employees and assets, as well as cultivating a culture of safe driving practices.

Furthermore, I acknowledge that VSC has the right to modify, append, revoke, suspend, or terminate any aspect of its policies and procedures at its discretion and without prior notification. Such alterations shall be applicable to both current and prospective employees.

In alignment with the key tenets outlined in the policy regarding the operation of VSC fleet vehicles equipped with video telematics devices, I affirm the following:

- **The purpose of the video telematics device is not to surveil work performance or infringe upon personal privacy rights.**
- **Real-time remote monitoring of my activities is not a feature of this system.**
- **Audio recordings within the vehicle cabin are neither captured nor accessible.**
- **Safe driving violations may be recorded at any time, including outside of regular working hours.**
- **Access to recorded images and video footage is restricted within VSC and limited to relevant stakeholders.**
- **I retain the right to access and obtain copies of any recorded images featuring me.**
- **In-cab audio alerts may be utilized to enhance driving behaviors.**
- **Data and footage collected may be utilized for coaching, disciplinary measures, or employee commendation.**
- **Recorded images may be utilized for accident investigations, claims defense, and legal proceedings.**
- **Tampering with, damaging, or obstructing the camera's view inside or outside the vehicle may result in disciplinary action, including termination of employment.**
- **By affixing my signature below, I affirm that I have thoroughly reviewed and comprehend the contents of the VSC Fire & Security Fleet Vehicle Video-Based Safety Policy and agree to comply with its directives.**

Employee Signature: _____

Date: _____