

# Emergency Response Services

## Global Emergency Detection & Assistance

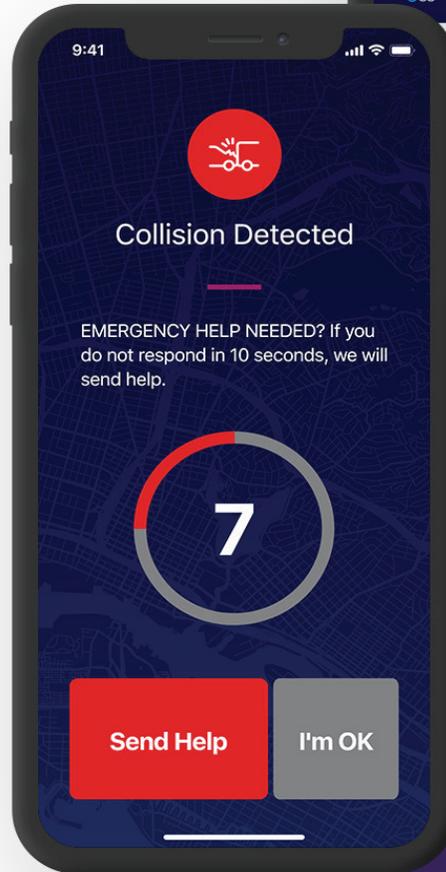
Mentor<sup>SM</sup> by eDriving further extends its commitment to helping drivers return home safely to their loved ones at the end of each day with the introduction of **Emergency Response Services** powered by Sfera & Bosch.

Integrated, Sfera-patented crash detection technology automatically recognises a collision with **industry-leading accuracy** and minimal false alerts. Bosch dedicated global agents facilitate a highly efficient emergency response process to dispatch assistance and/or help get drivers back on the road. Through the Personal SOS feature, this same global assistance is available to individuals whenever they feel unwell or concerned their safety is at risk. Mentor's integrated solution embodies a holistic approach that ultimately will expand beyond personal safety to include roadside driver & vehicle assistance, and accident & claims management.

## Precision Crash Detection

20-50 million crash-related injuries occur worldwide each year<sup>1</sup>, often leaving drivers stranded or worse, unconscious and unable to call for help when every minute counts. Now, **Automatic Crash Detection**, built into Mentor<sup>SM</sup>, protects your employees and contractors 24/7 from such circumstances should a crash occur while driving for work purposes. Sfera's patented, fully smartphone-based technology detects collisions and triggers a voice call to the driver from the Bosch Emergency Centre serving over 50 countries and handling more than 1.7 million emergency calls globally each year. **In the case of no response from the driver or confirmation of an emergency, event information will be relayed to local emergency services for immediate dispatch of help to the scene.** Approved contacts in a driver's Mentor Emergency Profile (e.g., next of kin, employer, etc.) will also be notified.

<sup>1</sup>World Health Organization



## Privacy-first, data secure protection

Consistent with Mentor by eDriving's approach, Sfera's & Bosch's Emergency Response Services make protecting driver privacy a priority. Unlike cloud-based services that send drivers' every movement and action to be analysed for risk events, Emergency Response Services employ patented "on-device" processing, sending only event data to the cloud for notification and response purposes.

## Advanced personal safety at your fingertips

The **Personal SOS** feature, **powered by Sfara and Bosch**, allows an employee or contractor to silently initiate an emergency call while driving, delivering goods from their **vehicle**, walking, or riding public transportation – whenever they feel unwell or concerned their personal safety is threatened.

In the case of **no response from the driver or active confirmation of an emergency**, event information will be relayed to the emergency services for **immediate dispatch of help** to the scene.

## Industry-leading accuracy and reliability

Sfara's smartphone "sensor fusion" technology combines data from the smartphone's sensors and employs native artificial intelligence (AI) "trained" through thousands of accidents and near-misses to ensure the highest level of accurate event detection available. Sophisticated AI algorithms weed out "false positives" that might otherwise unintentionally deploy support personnel for non-emergency events such as potholes, slammed doors, and/or curb hits. "False positive" events are successfully suppressed **over 99%** of the time, ensuring critical personnel will be available and summoned only for true emergencies. Bosch's fully redundant global IT network ensures that more than 1.7 million incoming calls successfully and quickly reach their agents each year - because time matters!

## eDriving + Sfara + Bosch = A powerful combination

Revolutionising driver risk management for 25+ years, **eDriving** is the trusted partner of choice for many of the world's largest Sales, Service, and Delivery fleets, supporting over 1.2 million drivers in 125 countries with award-winning digital driver risk management solutions. A respected partner of the automotive industry for more than 125 years, **Bosch** protects over 20 million vehicles with its global emergency management services platform. **Sfara** provides its patented AI technology with industry-leading accuracy and speed to connect Mentor users with Bosch's lifesaving dispatch services. A powerful trio backed by experience and expertise, committed to helping drivers return home safely at the end of each day and supporting drivers in their moment of need.

## Benefits

- **Peace of mind for employers AND drivers**
- **24 x 7 x 365 coverage**
- **Unmatched call reliability** – fully redundant, global IT network
- **Fully integrated in Mentor** – single application solution
- **Global support** - >50 countries, 20 languages
- **Real-time crash detection**
- **Industry-leading crash detection accuracy**
- **Highest level of driver privacy protection**
  - Data securely processed locally on the phone
  - No PII or tracking data sent without prior permission
- **SOS option for personal emergencies**
- **Low battery consumption**

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