Aware4Duty

The Supervisor's Guide

What is Aware4Duty?

Aware4Duty® is a simple, game-format test based on validated science that detects cognitive alertness in workers.

It can identify whether workers are cognitively alert and aware or when their normal brain activity may be impaired due to underlying symptoms such as fatigue, emotional distraction, drug and alcohol impairment, or illness.

Why do companies use it?

Companies use Aware4Duty® to keep their employees safe; to keep their business functional and productive; and to instill a positive safety culture in their workplaces.

Aware4Duty® has been shown to reduce risk of accident and injury by ensuring that employees are in a safe state-of-mind for work.

How does it work?

1. Each individual worker must have access to a touchscreen tablet, smart phone, or other device to use Aware4Duty

2. New workers must establish a baseline by taking the test 10 times. The test can be taken up to 3 times per day.

3. Once the baseline is established, workers can take the Aware4Duty® test at various times throughout the day such as before their shifts, at lunch-time, or before performing any critical tasks.

4. If a worker's alertness level is outside normal range, they will be asked to take the test again. A second ONR score will notify a designated supervisor.

The Test
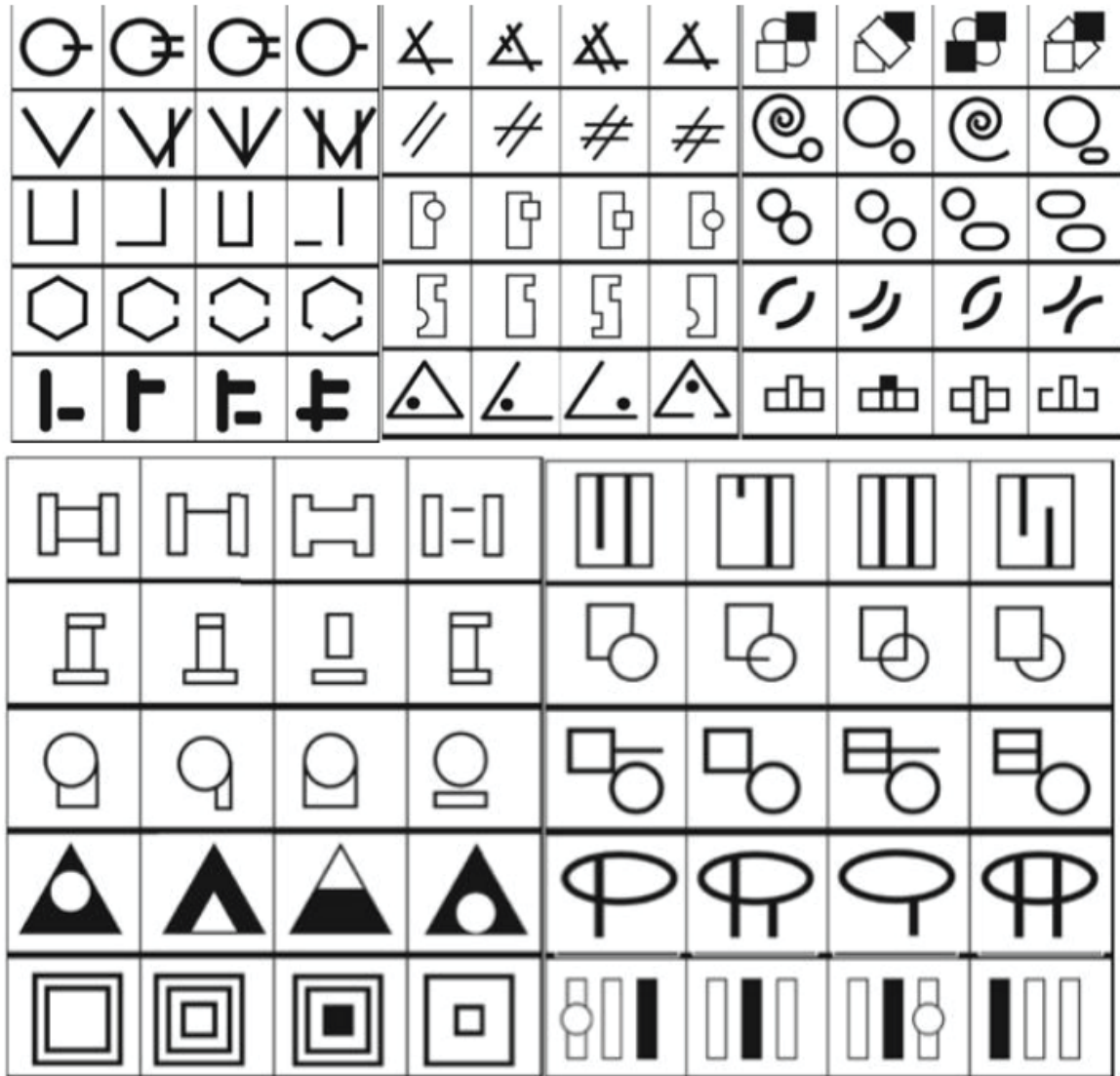
The test consists of 100 Shapes from 25 shape families that are randomly selected. The worker must select the shape that is different from the others, or click "they're all the same" if there is no difference. Each test displays a random selection that is different every time.

Here's the complete library of shapes used in Aware4Duty®:
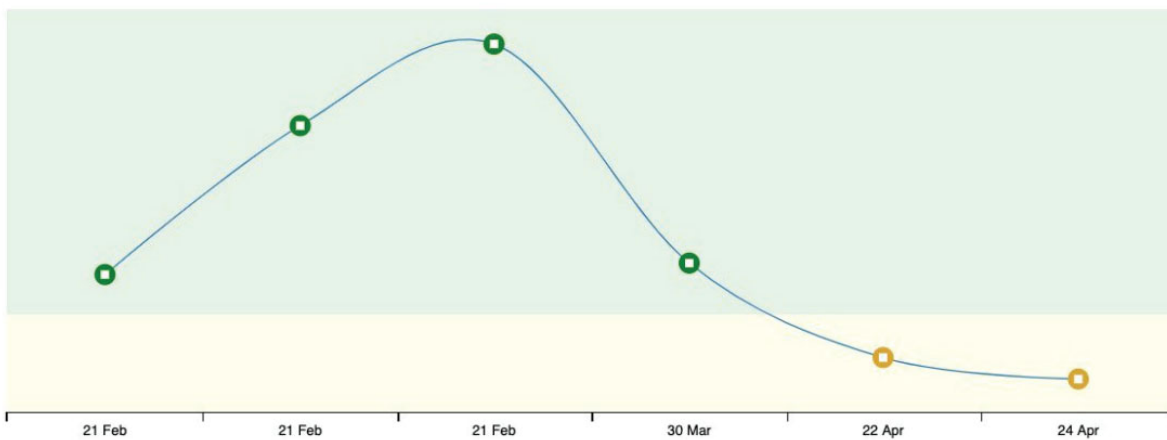
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How is the test scored?

Scores are based on speed, situational awareness, cognitive consistency, and accuracy.

• Aware4Duty® users are required to establish baseline scores in order for the system to learn how they perform on the test.

• A baseline score is established after completing the test 10 times.

• Workers can take the test as often as they would like before their baselines become established, but only their best 3 performances in a 24-hour period will apply toward their baseline calculations. Therefore, establishing a baseline takes a minimum of 4 days.

Each worker's score is compared to their own established baseline, and natural cognitive ability and tendencies. Workers' scores are not compared to coworkers and there is no better or worse baseline. As long as workers are consistently doing their best on the test, the test will only give them an "Outside Normal Range" score if they score outside of their own normal performance.

Green indicates a normal score while yellow indicates a "guarded" score.

Taking the test

• Once workers begin the test, they must complete it in order for it to be recorded in the system.

• After establishing their baselines, workers can take the test up to 3 times within an hour.

• When a worker scores outside their normal baseline range, the system will prompt them to take the test again. This must be done within 5 minutes.

What ONR Means

ONR: Outside normal range. The score may indicate any number of issues, including:

- Exhaustion from staying up all night with a sick child
- Illness or physical pain
- Use of alcohol or impairment substances
- Medication or another substance that is impeding concentration or causing drowsiness
- Emotional distress and distraction due to a relationship crisis or bad news

Because the detection is general, no immediate conclusions should be made on why an employee has gotten a score outside their normal range or on how to proceed. An ONR does not automatically imply that punitive action should be taken.

Rather, supervisors should have a discussion with the employee to understand the underlying cause and how to proceed safely. Consistent with general HR policy, there may be matters of confidentiality and personal information that will prevent the employee from sharing factors with the supervisor that may affect alertness. The goal of a discussion with the employee is to learn more about what can be done to keep the employee and the work environment safe.

Pending approval by your company's general HR policies, we recommend the following process.

Managing Notifications

Most of the time, Aware4Duty® simply indicates that a worker is alert and fit for work. However, it may also indicate that preventative action may be necessary to ensure a safe and productive work environment.

As a supervisor, you may receive automatic notifications when a worker performs outside of their normal range.

These notifications are automatically sent when:

• Someone scores abnormally on two tests, taken within 5 minutes of each other

• Someone scores abnormally on one test and doesn't retake the test within 5 minutes

Suggestions for Employee Discussion

A Supervisor can follow this process to understand the nature of the employee's lack of alertness and subsequent actions that should be taken.

1. Before approaching the employee, take a moment to ensure that you are in the right frame of mind for a discussion with the employee. Hold the discussion in a private setting. You should:

• Note if you are harboring any predetermined attitudes that may hinder problem-solving.
• Realize that the employee may already have a reasonable solution to the issue if they are asked.
• Maintain your leadership position and be prepared to make decisions required to keep the employee and the team safe.

2. Ask the employee if they are aware that they scored outside their normal range.

• Assure the employee that they are not being accused of 8 wrongdoing, and that the reason for the discussion is to make sure the employee is in a safe state of mind to proceed to work.
• Tell the employee that the conversation is confidential and that they are not required to disclose personal information to you. However, that doesn't preclude you from making an informed decision to the best of your ability.

3. Ask the employee if they are aware of why they may have scored outside their normal range.

- If the employee states that they are not feeling well, refer the employee to seek medical attention. The employee is not required to disclose the underlying medical condition to you.
- If the employee states that they are emotionally distracted by problems such as relationship difficulties, financial worries, or other personal issues, ask if there is anything immediate and reasonable that can be done to help them refocus on the work at hand. Your judgment will be required to determine what kind of accommodations are necessary and appropriate to keep the employee and others safe.
- Upon personal observation, if you have reasonable suspicion that the employee may be exhibiting signs of alcohol or drug impairment, you should follow the guidelines put forth by your company policy. If the employee states that they are tired or distracted but they feel they can "pull it together" and you agree, check back with the employee to make sure that they were able to focus and are now alert. A good rule of thumb is to have them take the Aware4Duty® test again after an hour or two.
- If the employee is unaware of any reason why they might have scored outside normal range on the test, or states that there was environmental distraction, you should use your own judgment to proceed. Be aware that the possibility of someone scoring outside normal range twice in a row highly indicates that an external factor is impeding their ability to focus.

4. Based on company policy and procedures, companies can discuss possible scenarios with supervisors and identify reasonable consequences that support supervisor decisions and maintain a safe work environment.

5. It's a good idea to familiarize yourself with the employee experience by going over the Employee User Instructions.

6. For more information on how to set up the Aware4Duty®, refer to the Setup Guide.

The ONR Documentation Feature

The purpose of the ONR Documentation Feature is to allow supervisors to record the decisions they make after an employee gets an ONR. We believe keeping these records will prove useful to your management team and may help you identify patterns within potential impairment causes.

Here's how it works:

• After a worker gets an ONR, you will see a red triangle and the words "Outside Normal Range" appear next to their name on the Dashboard or on the individual employee's profile page. Click on it.

• Click edit. Select your name from the Interviewing Supervisor drop-down menu. Select the Possible Cause of ONR that you suspect after speaking with the employee. Select how you've decided to move forward from the action taken drop-down menu.

Here is some guidance on how you may define each of the possible causes of ONR in the drop-down menu:

- **Fatigue**: Poor energy or alertness specifically due to lack of sleep or poor quality sleep.
- **Tired**: Temporary lack of energy due to excess work or expending a high amount of energy.
- **Not feeling well/drowsy**: General listlessness potentially due to illness or medication side-effects.
- **Stressed/preoccupied**: Mental distraction due to emotional distress or personal problems.
- **Interrupted**: Interruption while taking the test due to coworker disruption, environmental noise, technological error, etc.
- **Other**: Any potential cause of ONR not identified above. Please explain below.

Here's some guidance on how to define each item under "action taken":

Action Taken

Monitor ⌄
Monitor
Reassigned
Evaluation
No Action Required
Retest
Other

- **Monitor**: More frequent observation or check-ins with employee during the shift.
- **Reassigned**: Reassign employee to tasks with lower risk.
- **Evaluation**: Send employee for further evaluation per company policy.
- **Retest**: Have the worker take the Aware4Duty test again.
- **No action required**: Choose no action.
- **Other**: Any other action not identified on this list. Please explain below.

NOTE: This tool is meant to aid you with record-keeping. In no way is it meant to intervene or provide guidance in how supervisors identify specific causes of impairment, nor the steps they take as a result. Although we recommend taking full advantage of this new feature, it is up to you if and how you want to use it.

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The Administrative Website

The administrative website is an additional tool for supervisors or designated administrators to add/delete team members or to receive more in-depth information on employee status. It is not necessary to use the admin website to receive notifications. When employees perform Outside Normal Range twice in a row, their designated Supervisor will be notified automatically.

However, you have access to the Administrative Website in case you wish to view employees' scores over time or if you are asked to update employee information on the website.

- To access the Aware4Duty® Admin Website, log in with your credentials at: https://aware4duty.aware360.net/admin. Make sure to include the https:// portion or your browser may not be able to connect.
- When you log in, you will only be able to see those employees that have you listed as a Supervisor.
- For your own account settings, you will see in the upper right corner your name and the Account Settings drop-down menu. Clicking on Account Settings allows you to manage your notification settings (when to receive notifications), change your password, and log out.
- Just below the blue ribbon at the top of the screen, you will see the Navigation Tabs that show you the different aspects of the Admin Website. They are:

  - **Dashboard** — An overview of employee Aware4Duty® usage over a specified period.
  - **Employees** — Manage your roster of staff, supervisors, and administrators.
  - **Test Results** — View Aware4Duty® test results and alertness notifications.
  - **Shift Management** — Create and manage the shifts that your employees are assigned to.
  - **Surveys** — A question or group of questions that the test taker answers pretest or post-test.
  - **Customization** — Change certain settings according to your preferences or needs.
  - **Company** — View and update company and company representative information.
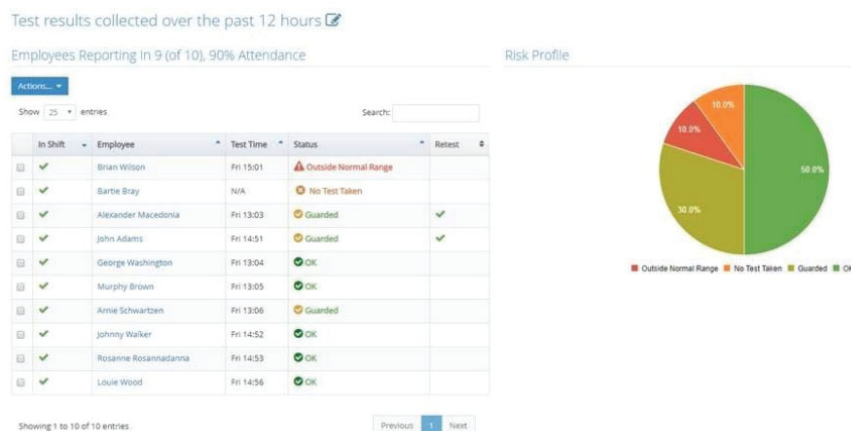
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You will automatically receive all necessary notifications regarding your team's alertness status. However, the dashboard is an optional tool on your company's Aware4Duty® website that can provide you with a more in-depth view of your team's alertness. Results can be collected for a shorter or longer period of time based on how the display is configured under the customization tab.

The Dashboard

- The Dashboard tab is the default view upon logging in to the Admin Control Panel. It provides an overview of test performance and participation for a given period of time. You can specify the range of time by clicking the icon that looks like a pencil and square.
- The employees and the tests that occurred within the specified time are listed, and the list can be sorted by clicking on any of the column titles.
- The pie chart on the right is the Risk Profile, a visual representation of the percentage of different test results among employees within the specified time period. This provides an understanding of the degree of impairment-related risk among a workforce at a quick glance.
- The quick glance Risk Profile assigns employees to one of three categories, based upon their recent test performances: OK, if test results are above their baselines; Baseline, if users have not yet completed their baselines; or Outside Normal Range, if test results demonstrated atypical performance.

In the pie graph, green indicates an "OK" score; yellow indicates a "Guarded" score, red indicates an "Outside Normal Range" score; and orange indicates "No Test Taken".

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The Employees Tab

The Employees Tab provides you an overview of your personnel roster, allows you to search for employees according to certain rules, and allows you to assign Roles, Supervisors, or Shifts to multiple employees at once. From this tab, you can also add/remove employees from your organization's Aware4Duty® system.

The Employee Detail Screen

Clicking on an employee's name will show the Employee Detail screen. Here you can view and update individual employee information, roles, shifts, logins, and test configuration (web browser or mobile app).

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Example of Test Results