

CONNECT THEN PROTECT YOUR WORKERS

Choose the only partner who puts into practice not just the product but also the people and processes you need for success.

openreach



LETTER FROM OUR CHIEF EXECUTIVE OFFICER

Dear Openreach Team,

I am writing to introduce myself as the CEO of MiX Telematics, and to thank you for considering us as a potential partner on your safety journey. At MiX, we pride ourselves on our unique approach to providing safety services for blue-chip companies, and I would like to take this opportunity to explain what sets us apart from our competitors.

Firstly, having run MiX for over 25 years since founding the company in 1996, I know that when embarking on a major initiative like this, the keys to success are the right people and the right transformational processes as well as the right product. The team that will work with you will live and breathe Openreach, they will merge their extensive skills, expertise and proven processes with your cultural individualities to ensure truly sustainable safety transformation. To evidence this, in Europe, 20% of our clients have been with us between 5 & 9 years, 20% between 10 & 14 years, 23% between 15 & 19 years and 10% between 20 and 24 years. Our customers stay with us for the long term.

Secondly, our product will address all of your known key safety considerations as well as locating and tackling any grey areas that may be currently shrouded. For example, our solution can identify true lane departure and has advanced specific fatigue detection and alert capabilities that go beyond the scope offered by typical market solutions. These capabilities have been proven to flag up and subsequently enable the resolution of otherwise hidden safety risks.

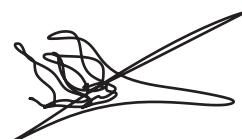
Thirdly, our ultimate metric is proven results. We target our teams to not only deliver real outcomes but to help our clients win awards for their safety efforts. The objective is not the award itself but rather the level of excellence required in order to be benchmarked as the best of the best against our competitors through independent measurement. We not only helped our client, McGills, win the 2022 UK Brake Fleet Safety Partnership award, but we also achieved the second place "highly commended" accolade through our work with British American Tobacco.

We will prove our results to you throughout our partnership and will take great pride in your brand becoming one of our very top customers, not just in the UK, but globally.

I look forward to the opportunity for our teams to meet and discuss our proposal in more depth.

Yours Sincerely,

Stefan Joselowitz (Joss).



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EXECUTIVE SUMMARY



Openreach is a leader in solving complex engineering problems. Our people solve your driver safety and fleet decarbonisation problems.

We convert insights from your drivers' performance data into life-saving results. The software we sell is only one-half of the answer. You don't just need software-as-a-service. You need 'safety as a service'.

We are the only partner who fuses 30 years of expertise with state-of-the-art machine learning and artificial intelligence to drive continuous improvement in driver safety. The complete answer. Driver safety, delivered.

WHAT WE'VE HEARD ABOUT YOUR SITUATION

Openreach has successfully managed its business to a high level of performance for many years. Its focus on quality and innovation has yielded many awards for customer service, application development, employee experience, fleet management, and safety.

However, for Openreach to remain a leader in all these areas, it must continue to innovate and improve its performance further.

We know that Openreach takes driver safety seriously and that you do not want to accept the level of risk your employees are exposed to.

However, improving driver safety presents several challenges:

- Your existing telematics technology isn't suitable as it is cumbersome and cannot support AI video capabilities.
- Providing driver feedback across all 35,000 Openreach drivers is time-consuming.
- You have a large, complex organisational structure to manage.

You need a solution that will enable you to overcome these challenges and deliver improved driver safety and support a transition to EVs.

INTRODUCING MiX TELEMATICS

MiX Telematics is a global company that collaborates with over 4,500 customers to save lives, restore the planet, and save money. We currently monitor the use of 959,000 vehicles in over 120 countries for our customers.

We have a unique capability to support large, complex fleet operators. Openreach can join a cohort of major international organisations partnering with us to ensure workers get home safely every night and decarbonise the world's economy.

PROVIDING ALL THE CAPABILITIES YOU NEED

Openreach can access a partner that provides everything it needs to deliver the behavioural change it seeks.

For over 30 years, MiX has been at the coal face, working alongside thousands of fleet operators to help them improve their work. We've coached over ten million drivers and tens of thousands of office-based staff.

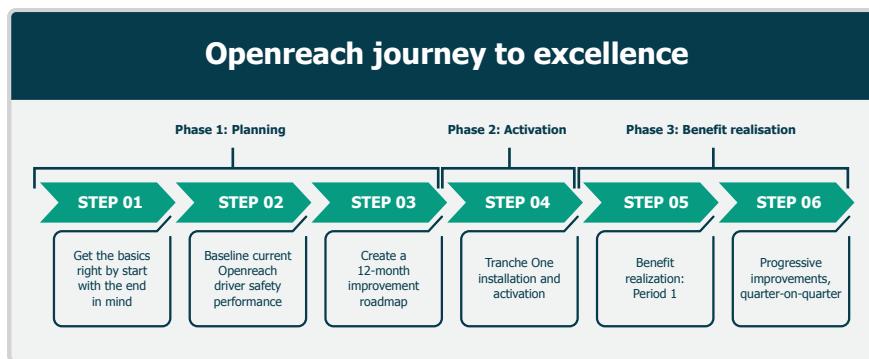
Through trial and error, we've learned what works and, just as importantly, what doesn't work. We have created a behavioural change program supported by decades of research and experimentation that delivers results.

This proposal will share how we can leverage our people, systems, and processes to help Openreach improve driver safety, transition to a low-carbon fleet, and boost efficiency.

A DIFFERENT, MORE ROBUST APPROACH

By Openreach partnering with MiX Telematics, we will collaborate on a five-year program to drive excellence in occupational road safety and deliver a low-carbon fleet. This will be a journey that we make together.

To lighten the load for you, we'll deploy a full-time, dedicated Success Manager embedded within your business to manage the program on your behalf, from the inside.



We propose utilising an agile program management methodology to create intensive 12-week "sprints" through which incremental value will be created for Openreach every quarter.

These sprints will be planned in detail and use the resources from our playbooks.

A COMMERCIAL STRUCTURE THAT MINIMISES OPENREACH'S RISK

We have included three pricing sheets, one for each alternative hardware specification outlined in Section [on page 50]. We have listened to your desire for an enterprise pricing model.

We are pleased to confirm that we offer Openreach a pricing model with one fixed monthly service fee for your whole fleet, no matter how many vehicles you operate. Thus, we will adopt the volume risk of this contract.

NEXT STEPS

We would be delighted to discuss our proposal with you in more detail and would welcome a meeting to provide any necessary clarification and agree on the next step of exploring our partnership to connect and protect your fleet and drivers.

Most of our customer relationships stretch more than ten years, demonstrating that our journey together doesn't have an end date.



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ABOUT US

1

COMPLIANCE STATEMENT

Section	Requirement	Fully (F), Partially (P), Non-Compliant (N)	Comments	Document Page
Description & Scope of Services	The system shall provide artificial intelligence (AI) enabled, dual-facing cameras.	F		37
	The system shall include telematics capabilities.	F		33
	Be suitable for both the Openreach commercial and car fleets.	F		33
	In-vehicle nudge coaching to drivers.	F		40
	The system shall enable users to see what a driver was doing at the time of an RTC in a quick and efficient manner.	F	Facial recognition not recommended	42
	The AI dashcam must allow us to tell who is driving what vehicle – utilising facial recognition technology and phone scanning so we always know who is and was in control of a vehicle at any one time.	P	Connection by OBDII not recommended	35
	The technology must plug straight into the vehicle On Board Diagnostic Port and be easy to install/remove.	P		33,34
Transfer of Data	Integration with Openreach system via APIs (including feed from HR system, Fleet).	F		39
	Data will be received from the supplier by individuals in regards to their own performance.	F		40
	Data will be received from the supplier by managers will receive data on their teams performance.	F		39-42
	There will be a suite of MIS available to other stakeholders for performance monitoring/investigation purposes.	F		42
	Software infrastructure must be ISO 27001 and SOC 1 Type II certified.	F		45
	Any sensitive data stored at rest should be encrypted within the database to at least SHA256 and preferably SHA512.	F		45
	Any data in transit must be encrypted according to the latest BT standard/policy.	F		45
	It must be compliant to UK Data protection laws and GDPR (General Data Protection Regulation).	F		45, Questionnaire
	Periodically (yearly) support BT / Openreach to carry out penetration testing to expose vulnerabilities. The vendor to share corrective action evidence to remediate any items found. Remediation to be within agreed SLAs	F		45
Supplier Supplies & Technology	AI dashcam with telematics features.	F		36,37
	AI must be run "on the edge" on the proposed solution.	F		n/a
	Facial recognition of drivers for automated driver assignment.	N	Facial recognition not recommended,	35
	Installation of the solution must not require cutting and or soldering to the vehicle wiring looms.	F		33
	All hardware and software to be provided by the supplier.	F		50
	Dashcam must be configurable (modify settings, telematics parameters, sound on/off etc).	F		42
	Live streaming from the vehicle to be included in the solution.	P	Scheduled for 2023.	n/a
	Parking mode (configurable) to be included in the solution.	F		n/a
	Driver Feedback to be provided in voice to the driver in realtime.	F		40
	"Driver Mobile Application to present 1) Safety Scores, / 2) Eco Driving, / 3) Messaging, / 4) Integration to Openreach Systems and / 5) Vehicle Inspections".	P	Messaging not currently available.	40,41
	SSO for Driver Mobile Application Logins.	P	Scheduled for 2023.	n/a
	Driver to remotely receive footage of any incidents detected.	F		40
	Live Vehicle tracking data- available via API.	F		41
	Geofencing capabilities required.	F		41

Section	Requirement	Fully (F), Partially (P), Non-Compliant (N)	Comments	Document Page
Deliverables	Resourced to deal with a fleet of c.30,000 vehicles.	F		15,48
	Provision of MIS to Individual users and a suite of MIS for analysis/performance reporting purposes configurable by Individual/OUC.	F		40
	Maintenance or replacement of defective/damaged kit within 48 hours.	F		SLA
	Hardware and software upgrades included in the license fee (expectation these will keep pace with advances in technology).	F		SLA
	Customisable reporting suite with additional requests at no cost.	F		40
	Support structure in place for issues and queries.	F		44,46
	Training and installation support/materials/programme.	F		27
	Platform must be built for scale.	F		15
Maintenance and Support	Named account and support team to be provided for the duration of the contract.	F		48
	Provide titles and responsibilities.	F		22,24,26,48
	24/7 telephone, email and in-platform support.	F		44
	Provide uptime statistics for previous 24 months.	F	For our UK business, unplanned system downtime for the 24mo to February 2023 was 27 minutes at 16:03 UTC on 16 August 2022	n/a
	Provide release date and failure rates of the proposed hardware solution.	F	Telematics Device 2018, <0.5% p.a.	n/a
	Provide implementation consultant to ensure smooth and assisted deployment.	F		27,47
	Provide implementation consultant to ensure smooth and assisted deployment.	F		27,47
	Provide implementation consultant to ensure smooth and assisted deployment.	F		39
BT Suppliers	The supplier will require access to BT sites for the installation or repair of hardware.	F		27
BT Systems	Authorisation required prior to integration with BT systems.	F		n/a
Key Assumptions	The solution will preferably utilise an Enterprise model.	F		50
Site	The solution shall support BT sites across the UK and Northern Ireland.	F		15
Intellectual Property	New IP developed to be owned by BT.	F		Contract
Security and Business Continuity	Compliance with BT Security requirements, with reference to SBCA or minimum BT Security requirements depending on the level of systems and data access.	P	See comments in document	Contract
Security, EU GDPR and Contract	Note BT Security clauses, GDPR Questionnaire and Contract.	F		n/a
Pricing Model	Supplier can update their own pricing format.	F		50
Day to Day responsibilities	List any other day-to-day activities expected as part of the Price.	F		50
	Self sufficient engagement and interface with the Openreach Central Safety Team and Fleet to ensure successful deployment and management of the hardware/software and MIS deliverables.	F		35
	Interface with Central safety and CTIO to investigate other opportunities and other BT Lines of Business [LOB], where applicable.	F		47
	Stakeholder Management.	F		47
	Project Planning.	F		47
	Active management of risks, issues, dependencies and assumptions.	F		47
	Provision of MIS	F		48

Section	Requirement	Fully (F), Partially (P), Non-Compliant (N)	Comments	Document Page
"Responses Requirement"	Please comment against each point in the below table.			
	AI Dashcam Solution (what is can detect).	F		36,37
	Ability for multiple camera feed (connect existing vehicle cameras & new camera's).	F	Multi-camera feed supported.	n/a
	Real Time In Cab Coaching.	F		40
	Driver App Solution (Safety Scores, Vehicle checks Gamification).	F		40,41
	Telematics (Basic & Advance Features).	F		33
	Park Mode.	F		37
	Live Streaming.	F	Scheduled for 2023.	
	Audio Configuration.	F	User-defined audio files.	
	Driver ability to see video footage for poor behaviours.	F		40,41
	Passenger Blur.	N	Blur not currently available.	
	Single Sign On.	P	Scheduled for 2023.	
	Facial Recognition Login.	N	Not recommended	
	24/7 support.	F		44
	API integrations to Systems.	F		39
	Configurable MIS reporting.	F		40
	Geo Fencing for Duty of care.	F		41
	Live Vehicle Tracking.	F		41
	Customisable MIS Reporting.	F		42
	Installation options (Self-install or third-party).	F		51
	Installation (plug & play / non-invasive install).	F		34
	Installation Time to install.	F	Solution dependant.	SLA
	Service Response Times (for replacement hardware & System issues).	F		SLA
	Hardware & Software Upgrades included .	F		SLA

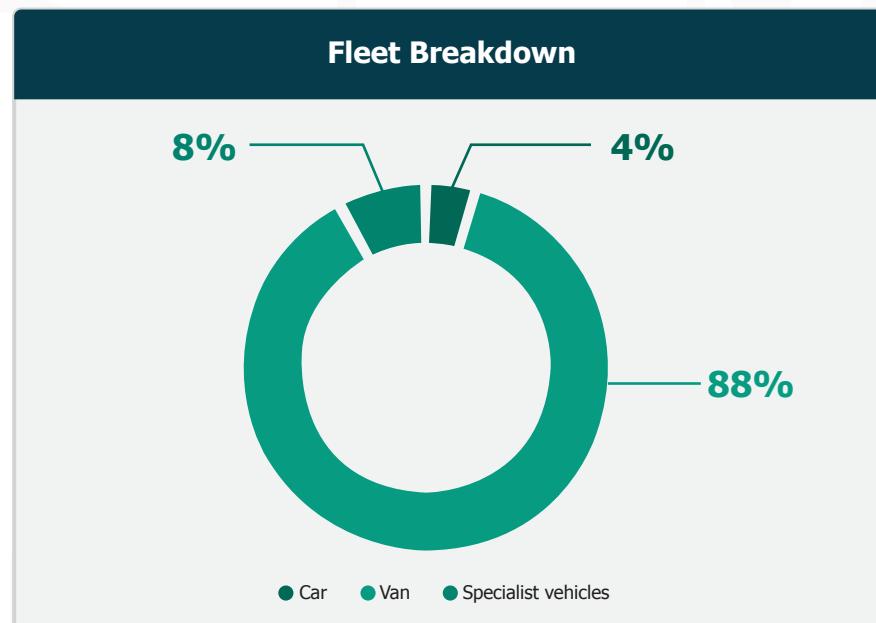
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WHAT WE'VE HEARD ABOUT YOUR CURRENT SITUATION

Openreach has successfully managed its business to a high level of performance for many years. Its focus on quality and innovation has supported many awards for customer service, application development, employee experience, fleet management, and safety.

However, for Openreach to remain a leader in all these areas, it must continue to innovate and improve its performance further.

In addition, given the size and nature of your business, any weakness will be amplified. This is especially the case regarding your fleet safety, where you operate the second largest fleet in the United Kingdom and travel predominantly on the least safe parts of the road network. Sadly, one of your partners recently experienced a fatality due to a road traffic collision, and your internal team has also witnessed two near misses.

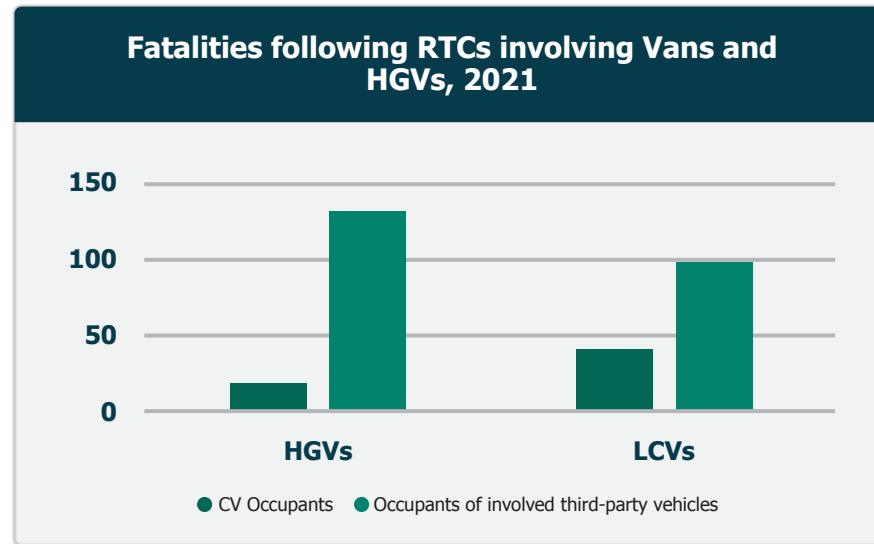


WHAT WE'VE HEARD ABOUT YOUR SITUATION

We've understood that Openreach takes driver safety seriously and that you do not want to accept the level of risk your employees are exposed to. However, improving driver safety presents several challenges that your health and safety team has recognised:

- Your current telematics technology doesn't allow you to monitor drivers' behaviour effectively. It can measure their response to poor behaviour, for example, harsh braking. However, it can't highlight the circumstance that caused that reaction. In this case, the fact the driver was distracted and didn't spot the car in front was slowing, requiring a later but greater response.
- Providing driver feedback across all 35,000 Openreach drivers is time-consuming and can easily slip when operational pressures peak.
- You are organised into four divisions, each with multi-level hierarchies. Driving through initiatives across an organization of your scale is resource-intensive and will likely need tailored messaging across different teams.





Road traffic collisions present a significant safety and reputational risk for UK commercial fleet operators. Of particular concern is that occupants of the other vehicles involved these RTCs suffer a disproportionate number of fatalities compared with the van or HGV occupants. [Source](#)

Outside of driver safety, Openreach, as part of the BT family, is committed to achieving net zero carbon emissions by 2040. That will require a transition of vehicles to ones utilising alternative energy sources such as battery electric and hydrogen. Vehicle selection and availability are two challenges facing your fleet team in their move to a low-carbon fleet.



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YOUR CURRENT INITIATIVE

In response to these challenges, Openreach has commenced a project to procure a connected, AI-enabled dashcam you intend to fit into all your vehicles.

During discussions with your business, we've identified you want this dashcam solution to be:



Self-installed to reduce the cost



Light touch in that it provides automated coaching of drivers based on their performance



Connected with the vehicle's CANbus through the OBDII port to retrieve key data that will help your fleet team manage maintenance and total cost of ownership.

You plan to complete this procurement by mid-April 2023 and deploy the equipment into your fleet in Northern Ireland immediately thereafter (Tranche 1).

Providing your experience is positive, you intend to continue the rollout, initially to the rest of your commercial fleet and then to your cars.

Your chosen partner needs to support this deployment pace and the number of vehicles in their online platform.

3

INTRODUCING **MiX TELEMATICS**

MiX Telematics is a global company that collaborates with over 4,500 customers to save lives, clean the planet and save money. We currently monitor the use of 959,000 vehicles in over 120 countries for our customers.

MiX Telematics has a unique capability to support large, complex fleet operators. Openreach can join a cohort of major international organisations partnering with us to ensure workers get home safely every night and decarbonise the world's economy.

For over 30 years, MiX has been at the coal face, working alongside fleet operators to help them get better at what they do.

During that time, we've coached over ten million drivers and tens of thousands of office-based staff. They've had fewer road traffic collisions, burned less fuel, and saved their companies hundreds of millions of pounds.

We were looking for a telematics provider to partner with Hitachi on its 'ZeroCarbon' battery and charging management services for commercial vehicle e-fleet operators and owners. Hitachi 'ZeroCarbon' manages vehicle charging optimisation, and continuously monitors battery health, to maximise the lifetime performance of the assets we manage for bus and eHGV fleet operators. Hitachi 'ZeroCarbon' chose MiX Telematics based on their ability to provide the high level of technical functionality and service we require. We were impressed by the knowledge, experience and pedigree of their team, which is so important when implementing technology. This partnership will enable us to deliver a great service and experience for our clients.

-Anna Price Commercial Director Hitachi Europe



I am delighted to introduce MiX Telematics' capabilities to Openreach and am encouraged by this opportunity for our two companies to collaborate in improving driver safety.

-Charles Tasker, Chief Operating Officer

10 million

drivers coached to improve their safety.

Openreach will access the world's most experienced pool of driver safety experts. MiX Telematics has coached more than 10 million drivers to date.

We've learned that technology is not a silver bullet. A more holistic approach is required to achieve improved occupational road safety, recognising that driver behaviour is only one lever for improving safety and that an integrated driver behaviour change model is required.

Company Policies

Employers should have strict policies in place regarding safe driving practices, including prohibiting the use of mobile phones while driving and requiring regular vehicle maintenance. Employers can also provide incentives for safe driving, such as bonuses or promotions.

Driver training

Employers should provide training to their drivers on safe driving practices, defensive driving techniques, and how to handle emergency situations on the road.

Employers can also encourage drivers to attend defensive driving courses and provide incentives for those who do.

Vehicle technology

Employers can equip their vehicles with advanced safety technology, such as lane departure warning systems, forward collision warning systems, and automatic emergency braking systems. These technologies can help prevent accidents and keep drivers safe on the road.

Monitoring and feedback

Employers should monitor their drivers' behaviour and provide feedback on areas where they can improve their driving skills. This can be done through telematics devices that track vehicle speed, acceleration, and braking, as well as other driving behaviours.

DRIVER BEHAVIOUR IMPROVEMENT MODEL



Work schedules

Employers should provide a well-planned work schedule to reduce fatigue, improve focus by reducing stress, allow time for planned maintenance and avoid congested areas.

Employee engagement

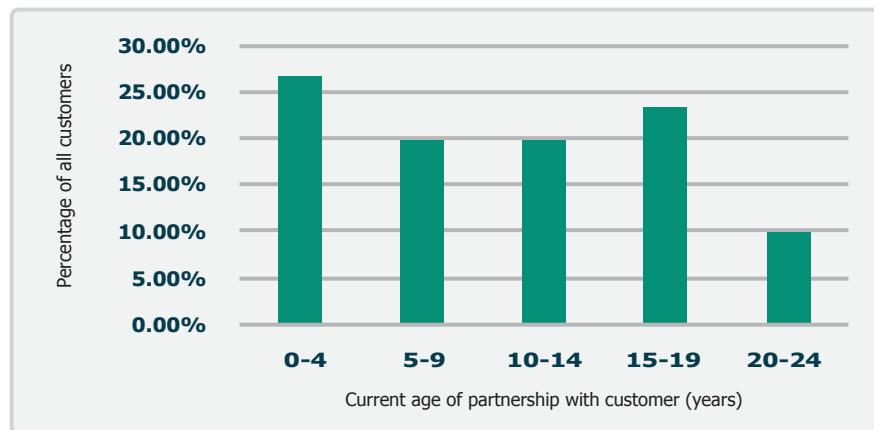
Employers should engage their drivers in discussions about safe driving practices and encourage them to share their experiences and concerns. This can help create a culture of safety and responsibility within the company.

Regular assessments

Employers should conduct regular assessments of their drivers' driving skills, including road tests and reviews of driving records. This can help identify areas where drivers may need additional training or support.



The driver safety expertise, the processes we've crafted, and the systems we've built will provide Openreach with the capabilities it needs to achieve your vision. By partnering with MiX, you can make zero work-related road deaths a reality in your business. Customers typically reduce their incident rate by more than 50%. Our collaborations provide near-immediate results, and their benefits have proven sustainable in the long term.



Openreach can assess the ability of a partner to deliver on its promises by looking at the behaviour of its customers. MiX Telematics's customers in Europe continue their partnership for more than 10.5 years on average.

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In addition to safety, you can rely on our technology to save Openreach time and money, recognising they have become critical issues in determining the success of your business.

Let's explain how we'll help you on this journey.

Company Name	Industry	Fleet Size	Customer Since	Goals
Eskom	Energy / Utilities	11,000	2010	<ul style="list-style-type: none"> Driver safety Utilisation
Iberdrola (inc Scottish Power)	Utilities	6,500	2021	<ul style="list-style-type: none"> Driver safety Transition to EVs
British American Tobacco	FMCG	2,000	2017	<ul style="list-style-type: none"> Driver safety

Examples of where MiX Telematics has helped its customers improve driver behaviour.

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4

**CREATING A BESPOKE JOURNEY
TO EXCELLENCE IN ROAD SAFETY
AND A LOW CARBON FLEET**

OVERVIEW OF JOURNEY

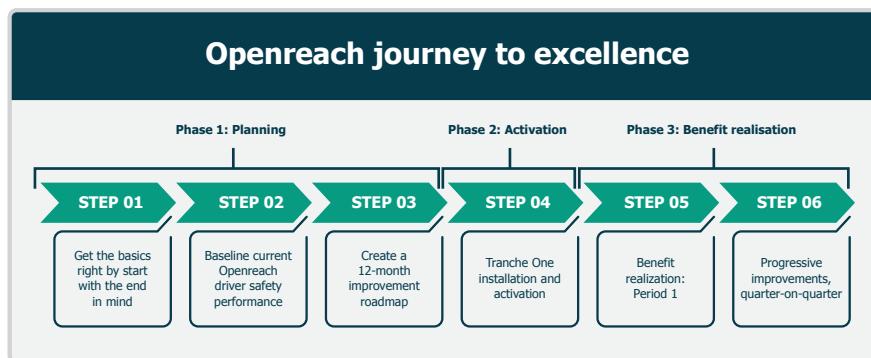
By Openreach partnering with MiX Telematics, we will collaborate on a five-year program to drive excellence in occupational road safety and deliver a low-carbon fleet.

This will be a journey that we make together. Your journey with us will start before any financial commitment and before you sign any agreement.

It's important to us - and we'd expect Openreach too - that there is clarity on what this program will look like and that you can experience how we work with customers before formalising any partnership.

There are three distinct phases to this program:

- Planning (pre-contract) - gaining consensus amongst stakeholder groups for the five-year program goals, baseline current performance, and creating an initial 12-month roadmap.
- Activation (post-contract) - Socialise the program, deploy the technical solution, and train and engage the team on the core processes.
- Benefit realisation - Deploy relevant driver safety plays to achieve short-term goals.



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STEP 01: EXPLOIT THE BENEFITS OF AGILE PROGRAM MANAGEMENT

The value created by Openreach and other customers through partnerships is critical to our success.

We achieve that success by working shoulder-to-shoulder (onsite) with customers, identifying opportunities to improve driver performance, and ensuring the required tactics are executed to realise the anticipated benefits.

Our framework, based on the concept of periodisation and lending elements from the agile methodology, is proven to deliver results.

We **improved G4S risk profile by 66%**, **decreased collision rate by 80%**, and **decreased idling hours by 43%** within six months of them choosing MiX Telematics to replace their previous supplier of eight years.

Adopting this winning formula within our partnership will ensure you achieve similar levels of success.

Every quarter, at a program review, our local customer success managers, who we will embed within your business, will review driver and vehicle performance in their areas.

They will then recommend the 1-3 short-term goals that will have the most significant impact on realising Openreach's safety and environmental visions in the following 12 weeks.

Customer Success Managers will work with your local fleet safety committees to define the tactics to deliver the goals of the 12-week plans.



Customer Success Managers will work with your local fleet safety committees to define the tactics to deliver the goals of the 12-week plans.



A proven methodology to improve performance. We use our proprietary framework based on agile methodologies to drive regular improvements in performance with our customers.

They will also recommend a series of leading and lagging performance indicators to enable the local team to measure actual vs planned activities and their success in terms of outcomes.

Every week, each fleet safety committee will be invited to a short check-in call to enable the Customer Success Manager to check in on execution and address any issues.

At the end of each period, we will review progress and agree on new goals for the next 12 weeks.

And so forth, with each quarter building on the previous quarter's results.

Each Openreach business unit and regional team is starting its journey to excellence from a different place.

It's essential; therefore, the 12-week plans created for each team are based on their:

- Current starting point
- Size and nature of the operation
- Immediate customer or regulatory priorities

Openreach will receive a rolled-up summary of the initiatives at a group level.

- We lighten the load for Openreach by providing everything you need to launch and run the programme.
- From communication templates, to playbooks, incentive schemes and competitions.



We acknowledge your need to limit this improvement program's burden on the Openreach team. However, as previously discussed, our experience is that the human element of change cannot be avoided. We will provide everything you need to launch and run the program to lighten the load for you. This toolkit includes:

- Online and printed worksheets, guides, and templates
- Done for you strategy, KPI, and dashboard creation
- Driver Safety, Fleet Electrification, and Cost-Saving Playbooks
- Driver incentive scheme design with limited funding
- Priority 24/7 telephone support for your drivers and managers

You'll receive personalized, onsite 1-2-1 support every week from a dedicated success coach who will be your guide on the journey to running a safer fleet. Your success coach will be embedded within your organization and support the Openreach program from within your business. We highlight relevant resources in the following stages of your partnership journey.

STEP 02: GET THE BASICS RIGHT BY STARTING WITH THE END IN MIND

Step One of the journey we've designed for you will ensure that all stakeholders in the program have been identified and are aligned with a shared, common set of goals.

Through this three-month sprint, we'll help Openreach set a flag in the sand where all your teams are satisfied. Those teams include your engineers, finance team, customers, and your health and safety and fleet teams.

We'll invest time to map out your organizational needs and help you build consensus around a shared, common vision regarding your occupational road safety and fleet electrification. This vision will keep all groups involved in the program aligned throughout our relationship.

Sue Kairies has been a valuable resource for our organization over the last five years or more that we've been working with her. She's helped engage our drivers, engineers and shared services team in the whole process and has provided great support in getting the trade unions on board with our telematics initiative.

-Gareth Mole, Cardiff Bus

Using our Stakeholder Management Framework as a guide, we'll facilitate a series of workshops (either onsite or online, depending on attendee needs), during which we'll seek to document an organization-wide picture of your current and to-be states. We'll consolidate all input and develop a single pair of statements that all stakeholder groups accept.

These documents will be stored in our shared program library that we'll host and make available as necessary to the Openreach team.

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RESOURCES



Stakeholder Management Framework, Best Practice Guide to Goal Setting.



Sue Kairies

Head of Customer Success, United Kingdom



Having joined MiX Telematics 25 years ago as a Logistics Clerk, Sue is a testament to our commitment to developing our people. Sue has acquired considerable expertise in helping customers engage their drivers in the change programs we collaborate on and is adept at creating consensus with union representatives. Notable wins for Sue's customers include a 12% improvement in fuel efficiency at Go-Ahead, 100% claim repudiation rate at Kloeckner Metals, and an 85% reduction in harsh driving events at Wincanton. Sue has appeared in court as an expert witness for our customers on numerous occasions.



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STEP 03: BASELINE CURRENT OPENREACH DRIVER SAFETY PERFORMANCE

The output of Step Two of your journey provides a critical element of your safety improvement plan. Having set a five-year vision, we'll lead you through a process of taking a hard look at your current performance.

Most companies overestimate their safety performance. Scientific research has shown this to be entirely natural and is a bias that shows up in all areas of our lives, professional and personal. For example, [one study published in Acta Psychologica](#) showed 93 percent of American drivers claim to be better than the median, which is statistically impossible.

But you can only make progress on your journey if you're clear about where you are today and where you're heading. That's why we'll complete an objective analysis of your current processes, policies, and performance. We'll let you know exactly where you stand. Openreach will receive an objective, representative assessment of its driver behaviour and your management thereof. We will use our established process honed over a decade to create a specific baselining project designed just for you. This process will deliver four key outcomes:

- A map of your drivers' current behaviour, including analysis of driver score by business unit and team, event frequency by type, location, time of day, the segment of the driver's shift, vehicle type, vehicle model, driver's role, driver's age, and road type.
- Benchmark of overall performance against industry comparators.
- A deep dive into the systems and processes used to manage your occupational road safety.
- A summary of the maturity and current performance of your driver safety management.

Data will be collected by our equipment installed into a representative sample of Openreach vehicles through interviews with key individuals and surveys with key stakeholder groups. Our team is used to working at pace and will complete this activity within a single 12-week sprint, just like all our initiatives.

These insights will be presented to the program steering board to provide an opportunity for clarification and comment. Working with you, we will then use the report to guide our recommendations for the 12-month roadmap we outline in the next step of your journey.



RESOURCES



Driver Safety Maturity Model, Benchmark Performance Data.



Lisa Henshaw

Head of Customer Success, Strategic Accounts



Customers as far afield as Dubai, Nigeria, Australia, and the United States have benefitted from Lisa's capability to structure driver behaviour programs in large, complex fleets. In her 12 years with the business, Lisa has supported Iberdrola, TotalEnergies, and RIO Tinto to deliver significant reductions in their accident rates. Now leading our European Customer Success team, Lisa brings her wealth of international experience to benefit customers in the United Kingdom.



STEP 04: CREATING A 12-MONTH IMPROVEMENT ROADMAP

In this last step, before we ask Openreach to commit to its partnership with MiX Telematics, we prepare a 12-month improvement roadmap, setting out the short and medium-term plays to create momentum in your program.

Your success manager will take your 5-year driver safety vision, the current maturity and performance report, our agile program management framework, and input from Openreach and MiX Telematics stakeholders to build a 12-month roadmap for improving your safety performance.

We will draw upon the expertise of our Certified Agile Practitioner network within our business to craft a deliverable plan that is flexible enough to adapt to changes in the program's external environment.



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You can expect the first 12-week sprint to include a number of detailed plays for the installation of all onboard hardware and activation of your drivers and managers with the program.

We'll use our Installation and Activation Playbook to leverage the systems, processes, and people we built over time to optimize the speed, quality, and risk of deployment.

Example plays we'll expect to use from our Installation and Activation Playbook are:



Union Engagement and Support



Health and Safety Control



Event Configuration



Driver Activation



Installation Scheduling

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Each of these plays will be supported by a number of tools, templates, and guides that will be adapted as necessary for your circumstances.

Future 12-week sprints will be planned with decreasing levels of detail to reflect the environmental uncertainty that exists.



What exactly is a playbook?

Playbook comes from a sporting term, meaning various strategies for the team that, when employed, would hopefully result in a win. These days, it's more often used to define an organization's approach to things, such as improving driver anticipation. Playbooks are written to help teams learn how to do things in the best way. Typically, outsiders are brought in to execute a specific playbook, i.e., to solve a particular problem in a particular way. There will be no need to make things up as we go along because we've taken the time to codify our learning from the past 30 years into this library. That means that, together, we can move faster, harder, and with less risk.

RESOURCES



Driver Safety Playbook, Cost Reduction Playbook, EV Transition Playbook.

Certified Agile Practitioner



Johan Havenga

Professional Scrum Master I (PSMI), Certified Scrum Product Owner (CSPO), and Kanban System Design (KMP1)



Across our group-wide operations, MiX Telematics adopts an Agile approach to everything we do, from developing our software to improving our processes and managing projects. Working as a certified agile practitioner for more than ten years in the Finance, Retail, and IT sectors, Johan leads a Centre of Excellence for the Agile process at MiX Telematics. Thus, all areas of our business, and our customers, can benefit from this powerful methodology that originated in the software development function.



STEP 05: TRANCHE ONE DEPLOYMENT AND ACTIVATION

Activating each tranche of vehicles in the Openreach fleet quickly will provide positive momentum to your safety improvement programme. Doing so will also decrease your time to profit. As a guide, we recommend deploying and activating each phase within three months.

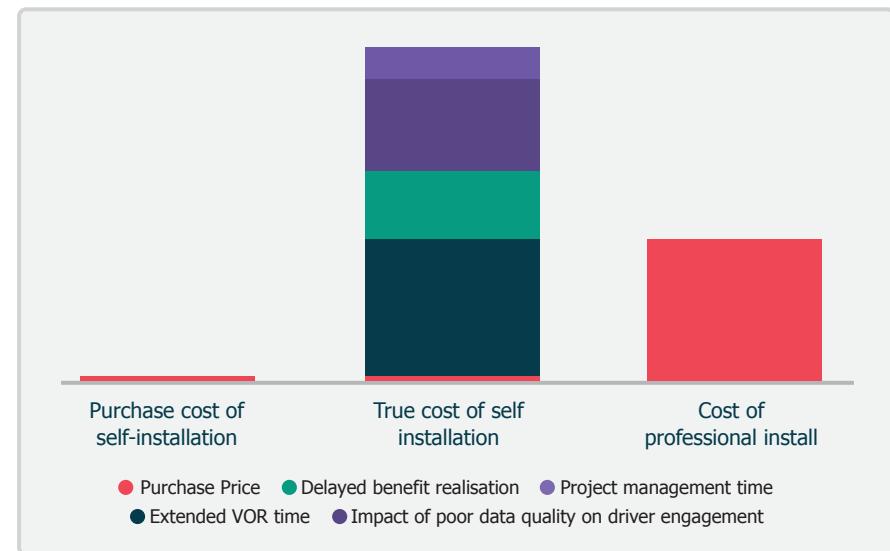
We can train the Openreach vehicle maintenance team to self-install our onboard hardware using non-invasive techniques as required. This training will be delivered on a regional basis in small groups to make attendance easy.

However, we also encourage you to consider our professional installation service. The reasons for you choosing this alternative are three-fold:

- As discussed in section on page 53, using our contactless CANSense device provides a more reliable solution.
- The genuine cost of self-installation is, from our experience, higher than the price we charge for a professional installation.
- Quality data is the #1 success factor in any change program such as yours. This is better assured using trained engineers with many years of experience working with the equipment concerned.

By acquiring the military-style precision of the MiX Telematics installation service, Openreach will benefit from the professional installation of all equipment within a three-month period for each phase. This will provide you with a more reliable data set, faster return on investment and lower initial cash outflow.

We've taken the initiative to plan resources from within our service partner network to ensure Openreach a smooth installation in line with the timings provided.



A professional installation of your telematics equipment is likely to be much lower than the true cost of a self-install option. Our experience is that hidden costs outweigh the initial cost of a fully managed installation project.

Our European Operations Director, Gavin Lancaster, will use his senior military experience to ensure his team delivers an installation project with discipline, precision, and integrity at its centre. Whichever installation option you select, our training experts will deliver training to your drivers and management teams.

Available training includes modular online training via the MiX Learning Centre and face-to-face training delivered to the site management team, drivers, nominated driver trainers, and mentors.

The learning management system produces training attendance records and automated certification upon completion.



Vehicle Survey Template, Model Installation Project Plan, Equipment Testing Process, Onboarding Process, Stakeholder Management Framework



Authorized Service Partner Network, Trainer



STEP 06: BENEFIT REALIZATION: PERIOD 1 OF 20

With your Northern Ireland fleet fully installed and your users and drivers trained and engaged, it's time to deliver our first improvement "sprint."

We will have agreed on 1-3 short-term goals during the later stages of the Installation and Activation project. Working together and with the support of our embedded Program Manager, we will now take action on our first plays to deliver real value to Openreach within 12 short weeks.

Every quarter, at a program review, your Success Manager will recommend the 1-3 short-term goals that will significantly impact moving toward your 5-year vision in the following 12 weeks.

The Success Manager will also recommend a series of leading and lagging performance indicators to enable the local team to measure actual vs. planned activities and their success in terms of outcomes.

Openreach can access our entire toolkit, including templated communication plans, collateral, processes, and training to leverage existing resources.

Every week, each business unit will be invited to a short call to enable the success manager to check execution and address any issues.

At the end of each period, we will review progress and capture lessons learned before spending week 13 of the quarter planning for the upcoming 12-week sprint.

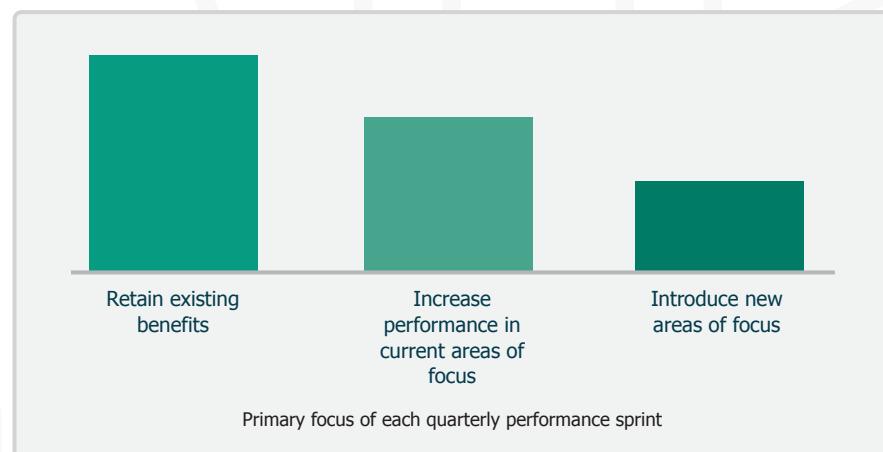
RESOURCES
 Quarterly Business Review, Agile Planning Framework, Behaviour Change Model, Incentive Scheme Management, Programme Management Playbook
 MiX Fleet Manager application suite
 Embedded CSM

STEP 07: PROGRESSIVE IMPROVEMENTS, QUARTER-ON-QUARTER

Each quarter throughout our partnership, we will sit with you to agree on new goals for the next 12 weeks and to plan the actions required to achieve those goals. Each quarter will build on the previous quarter's results.

Each quarter throughout our partnership, we will sit with you to agree on new goals for the next 12 weeks and to plan the actions required to achieve those goals. Each quarter will build on the previous quarter's results. Each Openreach operation is starting its journey to excellence from a different place. It's essential; therefore, the 12-week plans created for each business unit are based on their:

- Current starting point
- Size and nature of the operation
- Immediate customer or regulatory priorities



Openreach will benefit from a carefully orchestrated safety improvement roadmap. Your embedded Success Manager will balance the need to retain the benefits you've already secured and introduce plays that target performance growth from existing and new driver behaviours.

Openreach will receive a rolled-up summary of the initiatives in each business unit at a group level.

RESOURCES



Quarterly Program Review, Agile Planning Framework, Behaviour Change Model, Incentive Scheme Management



MiX Fleet Manager application suite, Zendesk



Embedded Success Manager

5

TECHNICAL SOLUTION



MiX Fleet Manager is a flexible service designed to meet the needs of Openreach's different vehicle groups and operational needs.

Openreach can use a telematics system proven to support large organizations' occupational road safety, sustainability, and efficiency improvement programs.

Your operations can make informed and timely decisions to enhance their drivers' and vehicles' safety, environmental impact, and efficiency by getting the necessary insights into their current performance and improvement opportunities.

Therefore, staff will benefit from a company-wide analysis highlighting the key trends needing intervention at a head office level.

CAPTURE AND RECORD INFORMATION ACROSS THE WHOLE OPENREACH FLEET

Whilst vans represent the largest group of vehicles in the Openreach fleet, the number of cars, specialist vehicles, and items of plant is significant.

The three alternative in-vehicle equipment solutions we propose ensure you can capture data from all vehicles in your fleet. Further, you can view all insights through a single platform.



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ALTERNATIVE CONFIGURATIONS FOR DIFFERENT VEHICLE GROUPS

Our range of onboard hardware options means you can confidently select the most suitable solution for each vehicle group in your fleet.

We can offer you a standardized platform where you can choose the exact configuration used in each country to maximize the value created by our service.

Whereas many other telematics service providers have only one technology for capturing data in the field, we have a full range of alternatives suitable for mixed fleets. These alternatives report through the same web-based and mobile applications so that you will maintain a single view of performance.



Certain groups of vehicles in the Openreach fleet have additional safety needs. By providing a range of in-vehicle hardware options, MiX Telematics can integrate with other onboard equipment, such as stabilizer legs on your pole erectors, for example, to ensure the safe operation of your cranes and platforms.

THE FOUR ALTERNATIVES ARE:

Solution Name	Description	Suitable for...
Primary Solution	AI-enabled connected camera, advanced telematics using cloud-cloud connection with OEM for vehicle data.	Vans.
Advanced Solution	AI-enabled connected camera, advanced telematics using a hardwired onboard computer, vehicle data from contactless CAN connection or FMS gateway, onboard integration with DTCO, crane, etc.	HGVs Specialist vehicles. Vans, where the cloud-cloud OEM connection is not available.
Lite Solution	Standalone, AI-enabled connected camera, basic telematics.	Company cars.
Plant and Equipment Solution	Basic telematics, no camera.	Powered and un-powered plant and equipment.

Whichever alternative is used, you can rest assured that we can deliver reliable and accurate data.



Why we don't recommend connecting through the OBDII

Our compliance statement noted that MiX Telematics does not recommend connecting to the vehicle CANbus using the OBDII port.

As a globally recognized leader in telematics, we can do so if we want. However, there are technical and pragmatic reasons why we have chosen alternative approaches to read data from the vehicle's CANbus.

Firstly, our experience is that, no matter how well trained, the OBDII plug to the device is left disconnected following vehicle service.

Hardwiring the onboard computer or camera means you won't be left trying to defend a claim without data because the OBDII connector had been disconnected.

Secondly, fuel consumption is not available from any of the top 10 vans sold in the United Kingdom. As part of our response preparation, we verified that only tank fuel volume or percentage fill is available.

This requires that fuel consumption be calculated by the telematics service provider rather than directly obtained from the vehicle.

Hence there is an opportunity for a variance from one vehicle to another, depending on temperature, vehicle incline, etc. We have found that data quality is the #1 determinant of program success and do not recommend anything that might undermine this requirement.

DRIVER ID

We considered several alternative ways to identify drivers and were mindful of Openreach's desire always to know who drives a vehicle.

- Compatible MIFARE (13.56Mhz) RFID company ID cards.
- A "blue key" which holds the driver's identity.
- Drivers use their mobile devices running the MyMiX driver engagement app to scan a windscreen-mounted QR code.
- Facial recognition of driver.

Whilst facial recognition may sound attractive, we do not recommend this approach and propose that drivers scan the windscreen-mounted QR code.



The inbuilt privacy switch on our AI-enabled cameras can be configured to suspend video recording and location monitoring during personal trips carried out in your company cars.



The reason for this recommendation is as follows:

- Research published in the Harvard Journal of Law and Technology demonstrates several biases present in facial recognition algorithms ([source](#)). These biases are well known, and we are concerned that your union representatives will object on the grounds of (i) unfair bias towards some drivers who are more likely to be monitored than others and (ii) the additional sensitive personal data held (more than a photo) that they could argue is not necessary or proportionate.
- There is a certain administrative burden of capturing and uploading a driver's photograph to the telematics system to facilitate facial recognition. Further, doing so for temporary workers could quickly become unworkable.
- Dashboard clutter should be kept to a minimum wherever possible.

MANAGED SERVICE

Keeping all in-vehicle hardware configured correctly can be difficult for large, multi-site fleet operators. Our managed service included within our pricing takes away this headache for you.

We maintain regular checks of your in-vehicle hardware to ensure it functions and uploads data as it should. We also check that the latest firmware is installed and configured per the agreed-upon plan. We assure you that all your vehicles remain visible in our applications and that data is reported correctly.

ENRICH DATA USING AI AND CONNECTIONS WITH THIRD-PARTY DATA SOURCES

Openreach will benefit from the “data lake” we have created. The idea is that we draw insights from the telematics data we collect and many other third-party datasets. Doing so allows us to use AI and machine learning technologies to identify trends and causality links that would have otherwise remained hidden if we had not combined the data.

Incorporating OEM data into our data lake can provide vehicle data without any physical connection in the vehicle.

Examples of the types of data we are starting to populate into this data lake are:

- Weather data to identify how EV range depends on temperature.
- Vehicle-specific OEM data to get much more detailed engineering insights regarding the performance of your vehicles.
- In-house customer data to spot how driving performance varies with the workload.



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AI ANALYSIS OF VIDEO

Traditional telematics-generated events answer the question, “What happened?”. In contrast, the contextual video explains, “Why did that happen?”

The AI algorithms embedded into our connected camera technologies, and running on the edge, automatically detect a range of driver fatigue and distraction events, seatbelt detection, and others.

The algorithms detect many, but not all, of the causes of poor driving behaviour.

Identifying and correcting these leading indicators will prevent many risky events from happening.

It also provides drivers and managers additional context for harsh driving events.

For example, a driver can see that he was forced to brake sharply because he was distracted when reading a text message on his mobile phone.

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ROAD EVENTS <ul style="list-style-type: none"> Unsignaled lane departure Imminent forward collision Unsafe following distance 	DRIVER EVENTS <ul style="list-style-type: none"> Fatigue (eyes closed and yawning) Distraction (looking up or down) Phone use Missing seat belt Smoking Missing driver 	OBC-TRIGGERED EVENTS <ul style="list-style-type: none"> Harsh braking and acceleration Speeding Impact detection Rollover detection

All events have in-cab, real-time driver coaching feedback via configurable audio and visual alerts from the camera/display screen.

Accurately identifying fatigue is important, even for a fleet operator such as Openreach. While the common wisdom is that driver fatigue is restricted to long motorway journeys, **research shows this is untrue**. Drivers also suffer fatigue due to poorly scheduled work shifts and in particularly dense, congested traffic.

Unlike other systems that simply identify a nodding head, we use algorithms that monitor eye AND face movement to increase the specificity and sensitivity of the events we record.

Our optional Driver Safety Monitor (DSM) camera that connects to the base camera unit uses infrared light to record eye and face movement, the gold standard for Driver Fatigue detection.

Lane departure vs. Unsigned Lane Departure

A Lane Departure event is typically recorded when a vehicle slowly moves from one lane to another.

However, this approach is prone to recording "false positives."

It's good practice to commence an overtaking manoeuvre early to increase visibility and avoid aggressive turning.

Receiving event notifications while executing good driver behaviours causes frustration and risks deteriorating driver buy-in for your program.

Instead, we recommend using an Unsigned Lane Departure event captured only when the relevant indicator is not operational at the time of the move.

Whilst this requires a physical connection to the indicator circuit, we consider this to be a price worth paying for the greater benefit of the program.

OEM CLOUD-CLOUD CONNECTION

MiX Fleet Manager fully integrates with several vehicle manufacturers (OEMs) to directly provide trip and event information in MiX Fleet Manager without installing a MiX onboard computer.

This reduces installation costs and vehicle downtime for Openreach and provides additional data otherwise unavailable.



Our OEM Connect service offers seamless integration and provides a standard data-rich solution comparable to that customers receive from using our onboard computer.



The cloud-cloud connection is available for Ford Europe, Stellantis, Mercedes, and others. Note that availability for Ford vehicles in North America does not infer that their European vehicles will support this service.

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Reduce investment costs by leveraging your existing telematics equipment

By exploiting the capabilities of your existing onboard hardware, Openreach can potentially acquire its desired telematics functionality without additional investment.

Following our purchase of Trimble's US field services business, we have integrated a range of Trimble hardware with our MiX Fleet Manager service.

We will be pleased to explore the potential of using your existing equipment with you.

MiX Telematics has cloud-cloud data sharing agreements and connectors with many Openreach van and car OEMs.

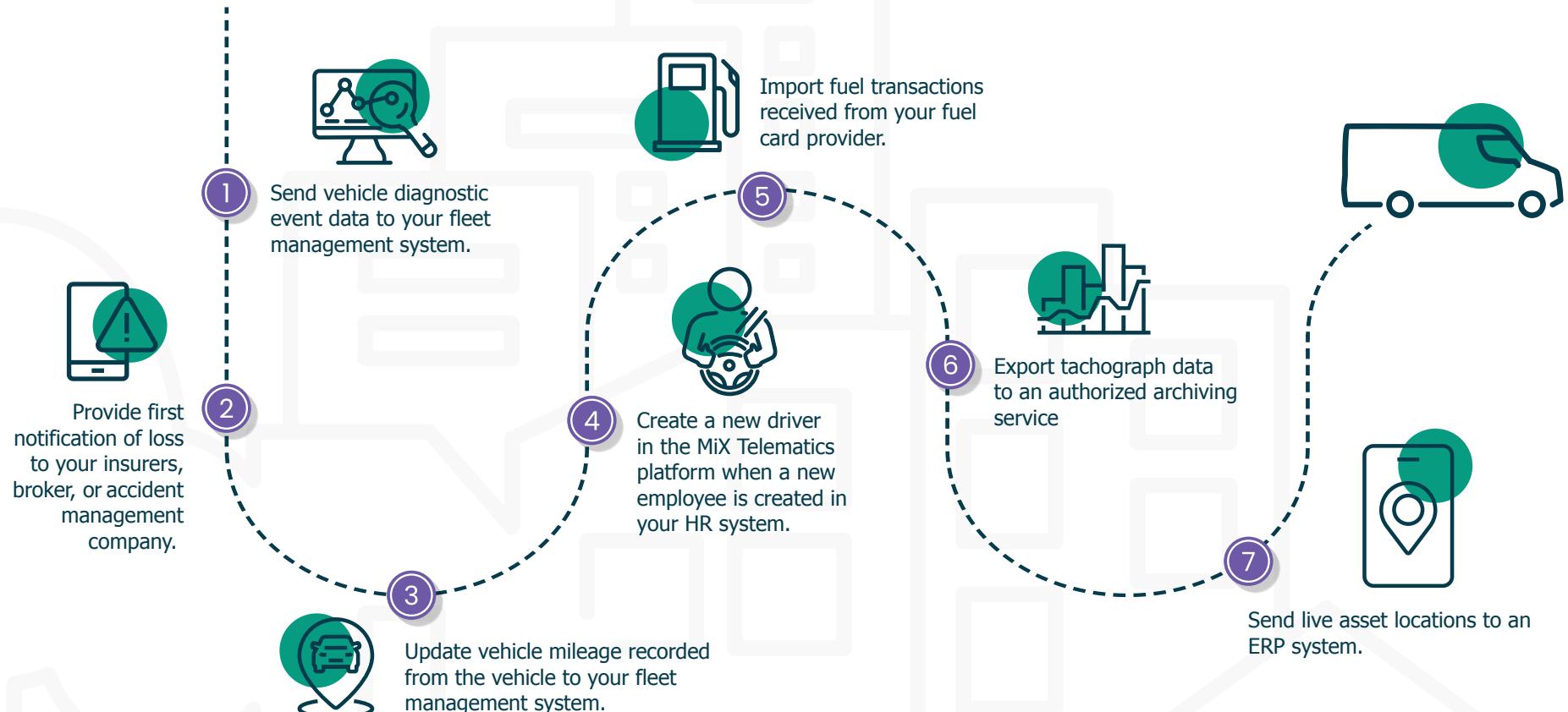
This includes Ford Europe, which manages data-sharing arrangements separately from its parent in North America.

As such, a cloud-cloud connection with the vehicle OEM is our recommended method of obtaining advanced telematics data where this is required.

OPEN API

MiX Integrate, our API service, creates an open telematics platform for Openreach, whereby you can seamlessly pass telematics data to and from your other business systems. Our API cuts out manual processing in sharing data and creates opportunities for generating more value from the vehicle and driver-related information.

Openreach can use the API to carry out the following tasks and many more besides:



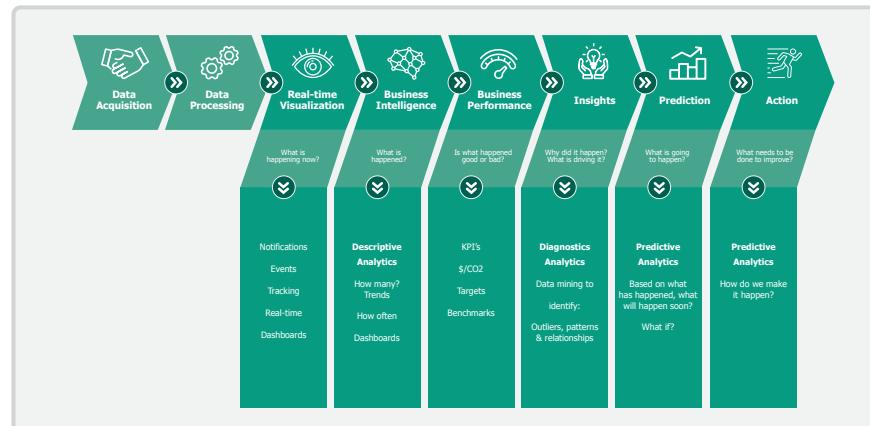
Getting started is easy. The modern, user-friendly interface gives clear, concise documentation on application set-up and getting started. This, along with the provision of sample code, helps give you more understanding and control of your hosted data.

PROVIDE INSIGHTS TO THE RIGHT PEOPLE AT THE RIGHT TIME

Our vision for presenting insights to our customers exceeds traditional reports and dashboards. Our development team is currently releasing a next-generation suite of tools to highlight not just what has happened but also:

- What is happening now?
- What has happened?
- Was that good or bad?
- Why did it happen? What's driving it?
- What is going to happen?
- What needs to be done to improve?

Together these tools move us from simple data visualization and descriptive analytics (dashboards) to diagnostics (data mining to identify outliers, patterns, and relationships) to predictive analytics (forecasting) and toward answering the question of what needs to be done to improve?



The value our “next generation” tools create increases at near-exponential rates in the move towards the right-most areas. Dashboards are lower in the value chain.

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IN-VEHICLE DRIVER FEEDBACK

Our AI-enabled video provides timely, in-cab feedback to drivers on their behaviour.

We provide this feedback in a spoken voice format as the behaviour may not be obvious to the driver at the time.

These voice warnings are configurable to enable consistency with Openreach terminology.

All AI- and harsh-driving events are included. [Watch this video](#) to learn more about the MiX Vision AI solution and see how it works.

POST-TRIP DEBRIEFS

Openreach drivers and managers can access the MyMiX driver engagement app. It equips drivers with all they need to assess and improve their driving performance, engaging them with your behaviour improvement program and incentive schemes.

MyMiX provides drivers with a tangible opportunity to own their continuous improvement. Drivers can log in to MyMiX via the web or a mobile device that supports Android or iOS operating systems.

Personal and convenient access to key information about their performance is proven to enhance driver engagement and driver behaviour. Not only can drivers view their scores, but they can also see how they rank compared to site and organization averages.

This spark of healthy competition helps operators to cultivate a strong performance culture.

As well as the driver being able to log on and see their driver score, they can also gain the following:

- View a daily breakdown of their driving performance for the past seven days, along with a weekly total of their driving distance and driving hours.
- See their personal performance dashboard displaying your current score against the team's average score, site, or complete company group. This comparison is fully configurable by the Fleet manager administrator.
- Review a trend analysis of both their performance and their site's performance.
- The My Vehicles page shows a list of the different vehicles the user has driven in the current week. For each vehicle, the user can see a breakdown of their driving score per vehicle.



The MyMiX driver engagement app allows drivers to review videos of their driving events at the end of the day, check their performance against peers, and flag any concerns to supervisors.

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OPERATIONS MANAGEMENT

The MiX Fleet Manager application provides Operations Management teams at Openreach with the tactical insights they need to run their business.

The breadcrumb trail is configurable based on the time and direction change of the vehicle. Users can view this on a map with granular event information (for all vehicle types, including EVs) and multiple movement reports with the route in sequential order.

MiX Fleet Manager live tracking loads the vehicle trails onto the live tracking map. This live tracking map shows the vehicle's route and information on each GPS position recorded. The same function is available in the application's historical tracking module, displaying historical movements for 12 months.

Users can find additional settings in the live tracking feature to extend or shorten the period shown on the trail. They can also use this function within the MiX Fleet Manager Mobile application.



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In addition to our comprehensive reporting, you will also have access to our dynamic business intelligence tool.

We have built our dashboard insights to provide direct, user-defined data points with organization hierarchy level, with drill-through options to driver, location, or event level. Today, we currently offer dashboards for event-related data. Various user-defined display options are available such as:



Duration with added granular views such as by day/week/month.



Asset/driver-centric views



Organization hierarchy level drill through options



Filter and sort options, i.e., best to worst, and show the top "x".

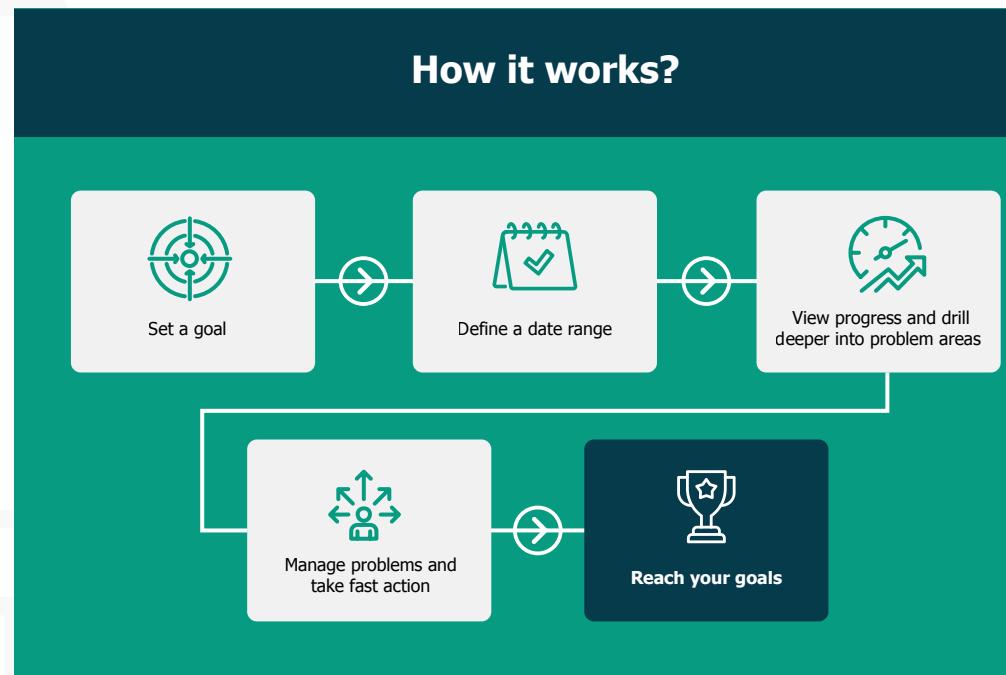
EASILY MANAGE YOUR PERFORMANCE IMPROVEMENT

You can also access our KPI management tool, which allows setting targets and define goals relating to key performance metrics.

Visibility on planned vs. actual performance allows your managers to ensure they achieve targets and a strong return on investment throughout your business.

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Our intuitive KPI management module makes it easy for Openreach teams to track their progress toward organizational goals and understand where adjustments to the plan are required.



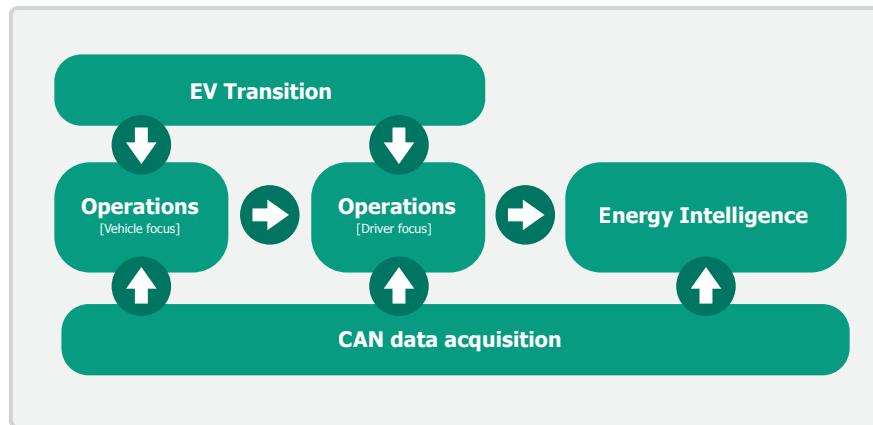
REPUDIATE OFFENSIVE CLAIMS FOLLOWING A ROAD TRAFFIC COLLISION

Our technology records continuous per second tacho data per trip linked to the speed and rpm.

This information is used for accident analysis. The built-in 3-axis accelerometer can detect impact and related custom events can be configured, including rollover. Detailed reports can be delivered on the whole scenario of an accident. An accident report can attract an additional charge depending on the technicalities involved.

ACCELERATE OPENREACH'S TRANSITION TO A LOW-CARBON FLEET

The migration to Zero-Emission Vehicles (EVs) will significantly alter the cost and planning of Openreach operations. However, if planned correctly, the move to EVs may enable significant TCO savings. To assist in your transition, we provide support with strategy, planning, and operation of EVs.



Building a low-carbon fleet requires insights into how best to transition and then how to operate the EVs brought onto the fleet. In the future, energy intelligence will be critical to cost control.

TRANSITION PLANNING

To help you correctly plan and execute this transition, we can partner with Dynamon, a specialist consultancy firm in this area. The company is a world-class team of data scientists and AI engineers developing innovative data analytics tools to support companies in making optimum fleet procurement decisions.

EV transition requires careful consideration of charging infrastructure and power supply, in addition to vehicle selection.

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ZERO, an optional EV service that we can discuss in further detail if of interest to you, provides a clear technical and economic pathway to transition to EVs.

The tool brings a unique capability to the market by forecasting optimum EV battery sizes and required charging infrastructure for any operation. It also considers electricity demand from EV charging, helping you plan your infrastructure investment. We deliver this market-leading insight by combining big data analytics, artificial intelligence, and physics-based modelling.

Dynamon creates its recommendations by analysing our telematics and environmental data (weather, terrain, and road conditions data) alongside EV performance data gathered from their EV testing program.

EV OPERATIONS

To support Openreach in reaching its sustainability goals, our solutions facilitate information on;

- Vehicle locations
- Charge State
- Battery health
- Odometer readings

Furthermore, with the addition of custom map layers, we can also provide:

- Location and types of charging stations
- Opening hours
- Number of connections
- Price information.

TECHNICAL SUPPORT WHENEVER YOU NEED IT

We will provide comprehensive 24/7/365 technical support to Openreach. You can request service by email, online, and telephone.

We staff our English-languaged helpdesk with experienced internal colleagues. All have received in-depth training on our products and services and can assist your users with any MiX Fleet Manager or MyMiX application and hardware issues.

Our support staff logs all calls in our helpdesk software, Zendesk, which allows us to analyse service requests and create pre-emptive communications to avoid unnecessary cases.

The site also provides frequently asked questions and a knowledge database to resolve issues quickly.

The software automatically escalates tickets that breach an SLA to ensure that a line manager can engage and assist with an urgent resolution.

Openreach should not be in a position where it must be chasing us for issues to be resolved.

In addition to our helpdesk, we also provide daytime support resources worldwide.

For issues that cannot be addressed via our support platform or solved by over-the-air diagnosis, our UK-wide service partner network facilitates our ability to put our feet on the ground should they be required.



PROTECT AND SECURE OPENREACH INFORMATION

Openreach can rest easy knowing we will use best industry practices to protect and secure your personal and commercial data.

Our organizational and technical measures have been externally assessed as GDPR-compliant. The principle of least privileged access is embedded throughout our organization, and our Privileged Access Policy is enforced using automation tools.

Access records log files are integrated with Wazuh, our SIEM tool. As a data processor working on Openreach's behalf, we document and agree on the processing we will carry out and enforce this through our established suite of data protection policies and processes. We use Amazon Web Services (AWS) to host customer data. This environment is ISO 27001 and SOC 1 Type II certified.

Their platform provides a solid foundation that we have used to build a highly secure service:

- Snapshots of these servers are done every hour and can be restored in any other availability zone. Any data processed between snapshots are replayed into the database to ensure no data loss. These restores are tested regularly to ensure optimal Recovery Time Objective (RTO) and Recovery Point Objective (RPO).
- Our backend systems for event and position processing use Amazon Aurora. Amazon Aurora offers greater than 99.95% availability, increasing MySQL and PostgreSQL performance and availability by tightly integrating the database engine with an SSD-backed virtualized storage layer purpose-built for database workloads.
- Storage is fault-tolerant, and self-healing and our tools repair disk failures in the background without losing database

availability. Amazon Aurora automatically detects database crashes and restarts without needing crash recovery or rebuilding the database cache. If the entire instance fails, Amazon Aurora will automatically fail over to one of up to 15 read replicas.

- All customer data is programmatically segregated.
- Daily perimeter and vulnerability scans are performed against all our SaaS instances daily, and breaches or threats are reported to the Infrastructure Management Team and security officer.
- We commission third-party penetration tests against newly released software upgrades and perform full annual penetration tests; the results are available upon request.

We take your data security seriously

Secure transport and storage of customer data is at the centre of what we do. We use a range of controls including SFTP, HTTPS, IPSEC, VPN and AWS VPC's.

All data is encrypted at rest to AES 256. The SSL key size for data in transit is 2048 bits and we use up to TLS 1.2.

We use Amazon's Key Management Service for storing all encryption keys.

6

GOVERNANCE STRUCTURE



A carefully designed governance structure will provide Openreach with the comfort that MiX Telematics will perform as a partner today and throughout the initial 5-year contract term.

You will secure a dedicated, embedded Success Manager who will lighten the load by managing your program for the duration of our partnership.

There is a clear escalation path to our regional Managing Director; who will also engage with your senior stakeholders participating in a program steering board we'll help you set up.

STEERING BOARD

The project steering board we propose to be established will ensure all parties are closely aligned.

To direct and control the performance of our partnership, we propose the establishment of a Programme Steering Board comprising senior management from our two companies.

The Programme Steering Board will (i) ensure that priorities in both Openreach and MiX Telematics are aligned, (ii) track progress towards delivery of those priorities, and (iii) monitor how well we perform as a supplier.

We propose members of the board will include representatives of your operational team to ensure that we fully engage this key stakeholder group with this initiative.



The board will meet quarterly or at other times as may be required and be responsible for the following:

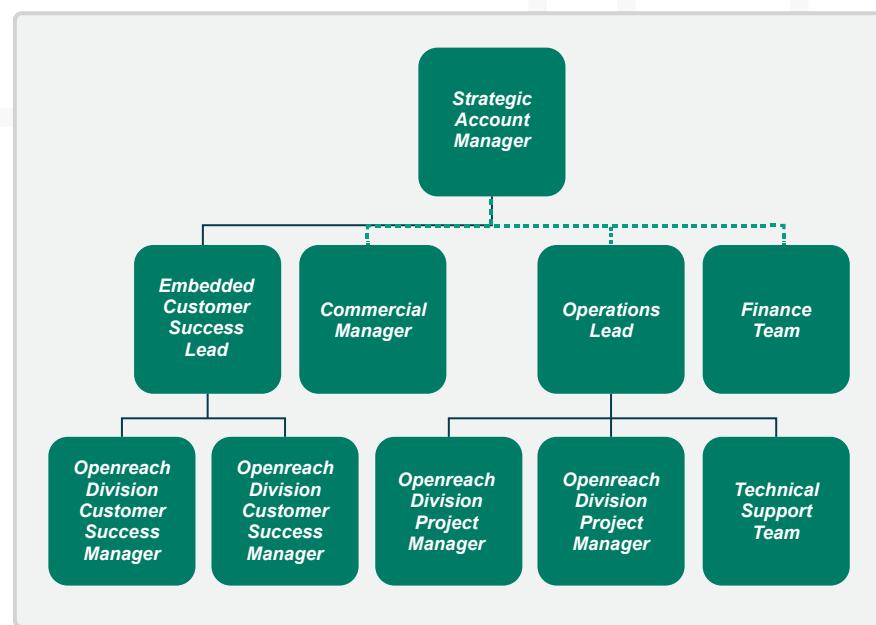
- Set and agree on group-wide objectives of Openreach's improvement programme.
- Approve the plans for each country.
- Quarterly review of progress towards defined objectives and to resolve escalated issues.
- Approve any change requests made by the Global Customer Success Manager

ACCOUNT MANAGEMENT

You will benefit from a highly skilled team experienced in telematics and working with leading distribution companies.

We will create account management and customer success teams organized around your business.

Together, these teams will report to our Programme Sponsor, a group-level director at MiX Telematics, who will provide advice, challenge, and support to our team.



A team organized around Openreach's business. MiX Telematics will structure our service delivery team to reflect the structure of your business.

Openreach will get the support of our best, most skilled people drawn from our global talent pool.



We will ensure we move forward as a partnership throughout the contract by systematizing innovation.

REPORTING AND KPIS

Given the complex nature of Openreach's operations, we recommend collaboratively creating an SLA.

The minimum scope of any SLA and associated metrics are detailed in the specimen SLA attached to this proposal.

The Programme Steering Board will easily access our performance metrics through a supplier dashboard that we'll create to support an agreed SLA.

We'll collect quantitative feedback from the broader community in your business through an annual stakeholder questionnaire and provide the results to the program steering board.

The interactive supplier dashboard you'll receive will highlight trends in our service levels and KPI attainment at all operational levels.

This dashboard will provide transparency across your group and ensure we are continuously accountable for our performance.



REPORTING AND PERFORMANCE MANAGEMENT PROCESS

The objectives set in each country's 12-week plan will be quantifiable, and we'll help you establish KPIs for that driver group's performance. These KPIs, which will form part of your global performance dashboard, will combine leading and lagging metrics to ensure that we take corrective actions as soon as possible.

We'll set ROI markers to track cumulative returns and measure the value of any service extensions before rolling out the extension fleet-wide.

Progress towards these will be provided to the program steering board, allowing you to view the project's success at three levels:

- Company-wide summary
- Business unit-level action plans
- Individual departmental performance

Your embedded success manager will maintain and review the relevant program outcomes dashboard to highlight key trends in the agreed outcomes and the input KPIs that drive these results.

Your manager will take variances identified by their dashboard review to weekly check-in calls and agree on remedial actions required to bring any metrics back onto the plan.

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CONTINUOUS INNOVATION

Driving continuous innovation is key to ensuring continued growth in the value of your partnership with us.

We propose creating an Innovation Hub for structure, coordination, and accountability.

Meeting quarterly and with key stakeholders from across your organization, the Innovation Hub will create the space and opportunity to share ideas about Openreach's use of telematics technologies. We will also contribute ideas from our experience with other large enterprises in the utility market and other industries.

The Innovation Hub will explore these ideas and agree on which should be further explored. The team will monitor progress on each discovery project at the Hub to apply Group-wide expertise to each innovation.



Multiple forums will drive bottom-up innovation. User groups, business reviews, and our Innovation Hub will support our goal of continuous innovation.

The best ideas demonstrating significant value will be available for adoption by countries across Openreach, confident that these will be beneficial investments.

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A COMMERCIAL STRUCTURE THAT MINIMISES OPENREACH'S RISK

	BASE SOLUTION AI video and basic telematics	OPTION 1 +deviceless advanced telematics	OPTION 2 +installed advanced telematics and onboard integration
Use case	Company cars and vans	Vans suitable for OEM integration	Other vans, heavy goods and specialist vehicles
Equipment purchase	£200	£nil	£100
Service fee (excluding SIM)	£6	£10	£5
Pro-install option	£75	£nil	£125

Notes to pricing:

Excludes VAT

All service fees priced per vehicle per month

SIM Provision available if required

Option prices additional to Base Solution

Terms and conditions apply

Based on total fleet commitment

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ABOUT US

MiX Telematics moves the world forward every day by delivering meaningful information to our customers that creates safer roads, a cleaner planet, and improved efficiencies.

MiX Telematics's strategy is to leverage its profitable, cash-generative business by expanding its recurring revenue model through its worldwide distribution network.

With significant critical mass, a global footprint, a large subscriber base, and a history of operating successfully in international markets, MiX Telematics is ideally positioned to take advantage of significant international and local growth opportunities.



The MiX Telematics range of products and services is sold in over 120 countries worldwide. We have offices in South Africa, the United Kingdom, the United States, Uganda, Brazil, Australia, and the United Arab Emirates.

Our solutions provide enterprise fleets with safety, efficiency, compliance, and security solutions.



Many of the world's largest fleets have partnered with MiX Telematics. They chose us because of our demonstrable commitment to making good on our promises.

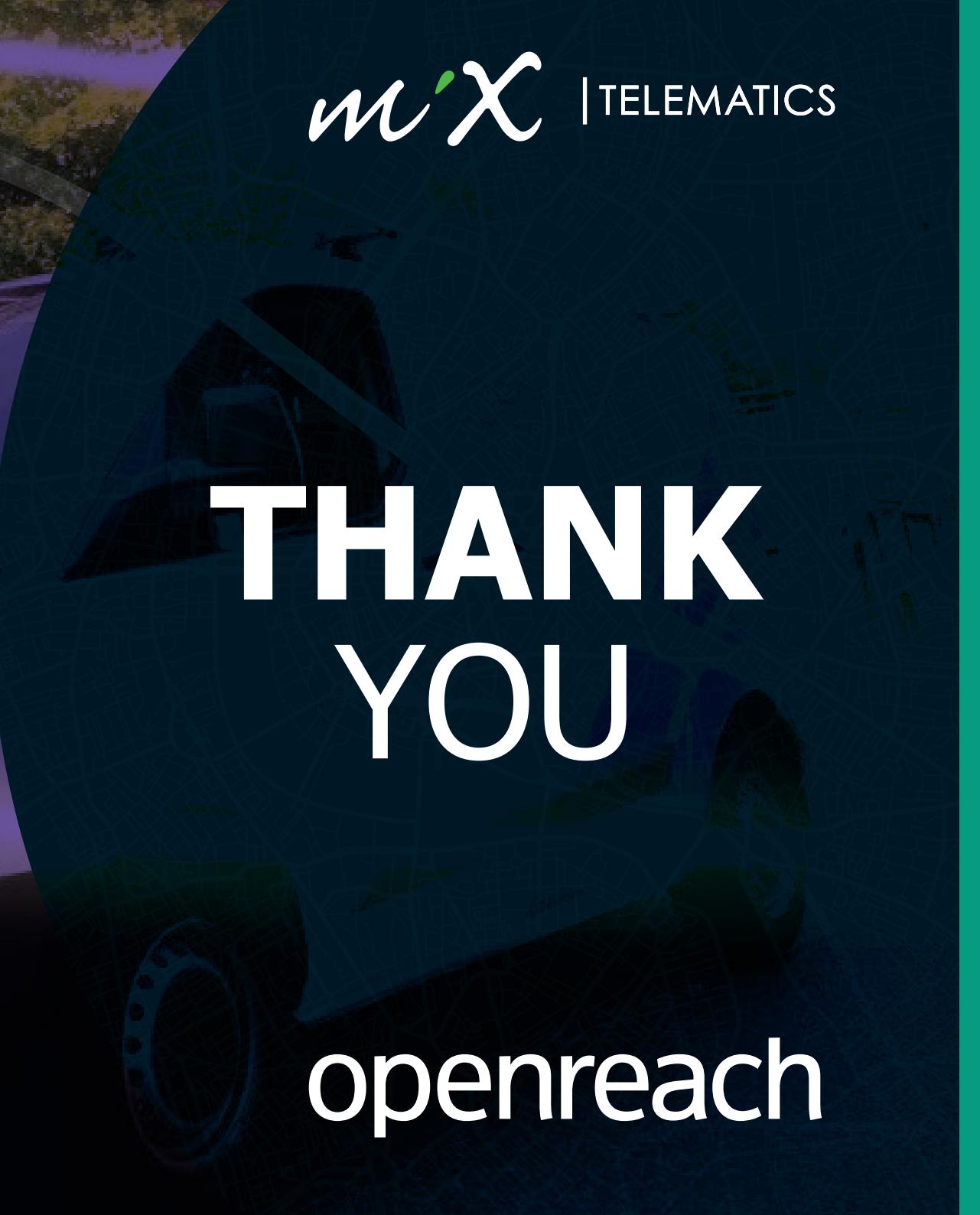


MiX Telematics's unique global footprint provides unparalleled scale and scope of expertise that Openreach can access.



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THANK
YOU



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