Service Definition Document

Service Description

SCRAM CAM provides 24/7 monitoring to address antisocial behaviour, alcohol-fueled crime, and alcohol misuse.



The bracelet transmits data via a wireless RF signal to the SCRAM Base Station. It is optimized to communicate via cellular or Wi-Fi connection.

Features

- Automated, non-invasive monitoring
- Samples perspiration every 30 minutes
- Industry-leading anti-tamper technology
- Data analysis of every alert
- Validated by 10+ years of independent, peer-reviewed research
- Customer care provided by 24/7 support centres

Benefits

- Continuous, automated testing means no drinking around test schedules
- Single-source admissibility—no back-up tests required
- Confidence in test results—conclusively distinguishes alcohol consumption vs. environmental alcohol sources
- Ankle-worn tag allows clients to maintain obligations to family and work

Service Option	Description
CAM Only Monitoring	Continuous Alcohol Monitoring with the use of a base station for daily downloads, or without a base station and scheduled downloads by an agent. Base station downloads can be done via Wi-Fi or cellular (costs involved for enhanced communication).
CAM plus House Arrest (Curfew) Monitoring	Continuous Alcohol Monitoring with the use of a base station for daily downloads, or without a base station and scheduled downloads by anagent. Base Station downloads can be completed via Wi-Fi or Cellular. House Arrest includes a customisable daily schedule allowing clients to leave withina schedule set by their supervising agent.

CAM Device

The patented SCRAM CAM ankle bracelet is attached to the client with a durable and anti-tamper strap. It is worn 24/7 by the client and monitors for alcohol consumption by sampling the insensible (gaseous) perspiration constantly being emitted from the body. The bracelet transmits data by RF signal to the SCRAM Wireless Base Station. When data is received by the base station, it is transmitted to SCRAM Optix by Wi-Fi or cellular communication. In addition, SCRAM CAM has optional RF capabilities, allowing it to monitor a client's compliance with curfew and schedule restriction (if required).

The SCRAM Wireless Base Station is the latest in base station technology and brings cellular and Wi-Fi connectivity together in a single, wireless unit. Officers can install and monitor clients easier than ever. The benefits include:

- Works in any home, office, or location with electricity
- Connects instantly with cellular, or complete Wi-Fi connections with the push of a button. No more need to Direct Connect the bracelet or base station
- Easy to set-up Wi-Fi connectivity during installation or when the client gets home
- Cellular connectivity means communications start before a client even leaves the office
- Automatically switches to cellular if Wi-Fi is disconnected, ensuring continuity of data

As the original and most widely used transdermal monitoring technology, SCRAM CAM has monitored more clients worldwide than all other transdermal devices combined.

SCRAM Optix is the web-based application developed and managed by SCRAM Systems where client data is collected, analyzed, and maintained in a secure, central location. The software notifies the supervising authority of any alcohol alerts, tamper alerts, or equipment malfunctions so they can respond quickly to problem clients. This central information hub not only houses all client data but allows courts and supervising agencies to access and manage their data from any web-based browser. In addition, the software provides a wide range of reports and graphs—from a snapshot of a single event to a comprehensive view of a client's behavior over time.



Continuous Alcohol Monitoring. Because people excrete approximately one percent (1%) of the alcohol they drink through their sweat, if an individual has been drinking it will show up in the level of alcohol vapor present in the insensible perspiration that is constantly produced and emitted by the skin. The SCRAM CAM ankle bracelet continually collects a sample of a client's insensible perspiration and automatically tests the sample every 30 minutes, 24 hours a day. SCRAM CAM provides the industry's only true

24/7 sobriety monitoring, ensuring that authorities know conclusively if a client has been drinking or if they are compliant with the conditions of their supervision.

The SCRAM CAM device is ankle-worn and once installed, continuously collects a sample, making it easy to use with no required intervention from the client. There are no reminder calls necessary, no prompts required to initiate monitoring, and no action needed by the client to preface testing.

Officers receive confirmation of drinking events with scientifically based, peer-reviewed, court-validated analysis.

Single Source Admissibility. SCRAM CAM is single-source admissible, which means it never requires a secondary test, such as a breath or blood test, to confirm a drinking event. It can conclusively distinguish between ingested and environmental alcohol to ensure accurate monitoring. This is possible due to the following reasons:

- **Controlled, Quantifiable Sample Delivery System.** SCRAM CAM is the only CAM device on the market that uses a controlled, quantifiable sampling method—collecting every second—to create a measured sample every 30 minutes. This is the same proven type of sample delivery system used in evidential breath testing equipment that has been the standard in law enforcement for decades. Without this sampling method, a device is susceptible to environmental factors causing false positives and/or may require a secondary test. By combining this system with SCRAM Systems' patented method of "contaminant isolation" SCRAM CAM can distinguish between environmental and ingested alcohol.

  The sample delivery method results in a quantifiable Transdermal Alcohol Concentration (TAC) curve, with specific alcohol absorption and elimination rates. The contaminant isolation method allows SCRAM CAM to measure the level of environmental or ambient alcohol prior to each transdermal alcohol measurement, indicating if a test has been contaminated. When combined, these approaches ensure results of the highest confidence with the lowest false positive rate possible.

- **Proven Electrochemical Fuel Cell Technology.** The electrochemical fuel cell, which is the heart of the SCRAM CAM bracelet, has been proven through decades of research and experience and is considered the gold standard in alcohol testing applications. This is the same type of fuel cell used in evidential breath testing equipment and interlock devices and it is comprised of extremely sensitive and ethanol-specific alcohol sensors.

- **Thorough Data Analysis and Review Process.** All data received from the SCRAM CAM bracelet is subjected to a rigorous, scientific alcohol detection analysis. This review process, supervised by SCRAM Systems' specially trained team of analysts, looks at key data (such as alcohol absorption and elimination rates) of the TAC curve. This peer-reviewed, scientifically proven, and court-validated confirmation process ensures that only true alcohol consumption events are confirmed.

Anti-Tamper Technology. The SCRAM CAM bracelet is equipped with industry-leading, anti-tamper technology that incorporates multiple sensors and accurately detects any tamper attempts. These sensors monitor changes in temperature and any attempt to cut, obstruct, remove, or otherwise defeat the technology. The bracelet's intelligent self-diagnostic capabilities constantly monitor and report its functionality. Any attempts to tamper with the bracelet or its functionality will be immediately detected by the SCRAM CAM system.

Immediate detection of attempts to tamper or circumvent monitoring.

Bracelet Design. The bracelet straps are made of latex-free, flexible material that eliminates a break-in period. The lightweight transmitter does not restrict activities and poses no health hazard. SCRAM Systems offers two different strap sizes to accommodate both smaller and larger ankles.

Durable and Water Resistant. The SCRAM CAM bracelet is water and shock resistant, durable, and hypoallergenic. SCRAM CAM is completely water resistant, and all participants are encouraged to shower as frequently and thoroughly as they want. Additionally, it does not have any exposed water chambers or external features that could freeze in colder temperatures or cause it to stop functioning if it was subject to adverse wearing conditions.

Maintenance and Calibration. SCRAM Systems performs all equipment maintenance, including recalibration, to ensure proper working order. The standard policy is to bring devices back after 365 days of use for recalibration. This is done by issuing a "Scheduled Maintenance" RMA at the time the device is due. There is no charge to the customer.

Battery Life. The bracelet uses a Lithium CR2, disposable battery with an up to 90-day life in use. No charging by the client is required. The bracelet will post a low battery message seven (7) days prior to battery failure, allowing enough time for the battery to be replaced.

Memory. The SCRAM CAM bracelet can store up to 30 days of events in its onboard memory. In addition, the base station has its own memory capacity and can store up to a month's worth of data.

Data can also be retrieved using the SCRAM CAM Direct Connect device. This enables the supervising authority to connect the SCRAM CAM bracelet directly to an Internet-enabled computer without the need for the SCRAM Base Station and phone line.

Base Station and RF/Curfew Monitoring



The bracelet can be used as CAM-only or combined with integrated RF (curfew) as needed depending on the offense, situation, or behavior while on the program. Enabling the house arrest feature is easily completed in the software and can be done at any point during a client's monitoring without the need to change equipment.

Flexible Communication. The SCRAM Base Station is optimized to communicate by Wi-Fi and cellular connectivity. The bracelet communicates all alerts with the base station when in range, which then sends all available data to the monitoring software.

Range. The range between the base station and the bracelet can be set to "Minimum," "Average," or "Maximum" to account for the size of the client's home or other authorised location. These settings are approximately 35, 75, and 150 feet, respectively. The SCRAM Base Station includes an LED indicator and an audible alarm that that can be enabled to alert the client when they are out of range. The latter feature is only relevant for curfew functionality, which can be turned on, if required.

Movement Verification. An alert will be generated if the base station is moved.

Curfew Schedules. SCRAM Optix provides an efficient means of managing curfew schedules for each client on a case-by-case basis as determined by the supervising officer(s). It enables supervising officers to easily modify any client's schedule and curfew information via flexible edit, copy, and delete features. It also allows officers to view past schedules, as well as historical changes to the client's records.

Memory. The SCRAM Base Station can hold up to a month's worth of data (about 7500 messages). This equates to about 48 tests per day, or 1,440 tests per month. All messages are time-stamped and stored in its non-volatile memory, so that the messages are never lost.

Power/Phone Failure and Memory. The SCRAM Base Station is powered by the client's home AC power outlet. If it becomes unplugged or loses power, it will switch to the backup battery and an "AC Power Loss" message will be called into the monitoring software. The backup battery will function for up to 48 hours during a power outage with a fully charged battery. When electrical power is restored, it will switch back to main power and an "AC Power Restore" message will be called into the software. All alerts will be reported to the customer per pre-defined procedures.

If telephone service is lost, the base station will log a "Telephone Loss" message. When telephone service is restored, the base station will log a "Telephone Restore" message and communicate both messages to the monitoring software. The base station can hold up to a month's worth of data (about 7500 messages) and the transmitter can hold 160 days of events. All messages are date and time stamped.

Monitoring Software

Secure 24/7 Access. All SCRAM Systems devices are monitored by SCRAM Optix, the web-based software application managed by SCRAM Systems. SCRAM Optix is accessible 24/7 via any web-enabled device. Officers can enroll clients, adjust device settings, enter/edit schedules, select notification methods or parameters, manage inventory, and quickly assess detailed caseload information at-a-glance via device and status indicators. Authorised personnel can do the following through the web-based software application:

- View information about the client, including—but not limited to—personal information, current electronic monitoring data, historical electronic monitoring data, violation statuses, notification settings, and reports.
- Enroll/edit/remove clients without calling the monitoring center.
- Create, edit, delete, and apply monitoring parameters (such as daily/weekly schedules) for clients when using RF/curfew monitoring.
- Determine which violations/events must trigger notifications and by what means the notifications must be sent to customer personnel.
- Set up notification to be sent to customer personnel.
- Customise and tailor reporting that best suits their needs, further helping to reduce officer workload.
- Inventory management.

Mobile Adaptive. SCRAM Systems software is mobile adaptive, making it accessible and easy-to-view on any smartphone or tablet. With client profile information at their fingertips, officers can access priority alerts such as confirmed drinking events and tampers, client addresses, and call clients right from their mobile device.

Alert Notification. Notification methods for all alerts include email, text, and/or a Daily Activity Plan (DAP). The DAP can be automatically delivered up to twice daily. All alerts and monitoring activity are also accessible through the software and are automatically date- and time-stamped.

Prior to notification, SCRAM-certified analysts confirm all CAM-specific violations (drinking events, tampers, obstructions, communication alerts, and environmental contaminants/alcohol). This ensures that alerts are valid, so that follow-up testing —such as blood, breath, or urine—are not needed to confirm drinking events.

House Arrest events can be selected as priority alerts, ensuring notification within 15 minutes of the alert either by email and/or text, as specified. Additionally, RF monitoring events can be integrated into the client-facing SCRAM TouchPoint application, creating improved programme efficiencies, and streamlining officer/client communications.

Security

Information Security Governance. SCRAM Systems has adopted an information systems management system (ISMS) based on the ISO 27001 ISMS standard. SCRAM Systems has maintained its ISO 27001 certification since 2016.

Data Security. SCRAM Systems uses industry monitoring tools that monitor network, application, database, and systems 24/7 with alarms and alerting.

- **Confidentiality**. SCRAM Systems has strict policies in the call center to ensure that all client data records are retained, stored, and disseminated within industry confidentiality guidelines. All employees are bound by confidentiality agreements. SCRAM Systems does not release information to any parties who are not directly involved in the client's supervision without formal legal releases or subpoenas on file. This includes telephonic and written requests. All SCRAM Systems employees undergo background checks prior to being hired. Proper documentation will be provided upon request and as allowed by law.
- **Data Encryption**. All information is encrypted using password protection that meets guidelines from the National Institute of Standard and Technology (NIST). SCRAM Systems webservers use TLS certificates to ensure that all session data is encrypted, and all host communications information is confidential. The entire perimeter is protected and monitored by high-availability firewalls and intrusion-detection/intrusion-prevention systems. All database data is covered by a blanket encryption software from Datrium which is FIPS-approved AES-XTS-256 with 512-bit keys.
- **User Access Authentication and Authorization**. All users must have a username and password to access the system. The application is constructed in a manner to ensure that customers do not have access to any systems operations areas and are restricted to their portal view of the data. Our phone system works in conjunction with Salesforce, which provides a caller ID match within the database. In addition, when contacting customer service, all callers must provide a Personal Identification Number (PIN) in order to continue to the telephone help menu. These security measures help to ensure that calls coming into SCRAM Systems are from authorised SCRAM Systems customers.

Risk Assessments and Business Impact Assessment (BIA). Business Impact Assessments and Risk Assessments are tools that SCRAM Systems uses to constantly evaluate risks and prioritize resources. The primary risk assessment tool is our Asset Based Risk Assessment that follows the ISO 27005 Risk Assessment Methodology and is reviewed twice yearly. This allows us to define, categorise, measure, and monitor Information Security risks.

Privacy Impact Assessment (PIA). SCRAM Systems has performed a Privacy Impact Assessment for its services to ensure that it only collects data that is necessary, and is compliant with privacy laws, regulations, and contracts. SCRAM Systems does not own the data and is a processor of the data. As such, SCRAM Systems does not share, nor sell the data. We use the data only in a manner authorised by our customers.

Business Continuity Plan and Disaster Recovery. SCRAM Systems maintains and reviews its Business Continuity Plan annually. A Disaster Recovery Plan is also maintained that contains the technical details for specific system recoveries.

Change Management. SCRAM Systems is well versed in change management processes and

regularly meet with relevant stakeholders to effectively communicate maintenance and upgrades due for deployment.

Configuration Management. Device and system hardening are the baseline of SCRAM Systems' services as they are developed, deployed, and maintained. This process is further complemented by regular vulnerability scanning and patching.

Vulnerability and Patch Management. Scans of systems and services for vulnerabilities are done at least weekly.

Access Control. Access Control is tightly controlled at SCRAM Systems and is closely monitored. Many SCRAM Systems products allow customers to integrate Azure AD authentication.

Awareness and Privacy Training. At a minimum, training is performed annually. Some personnel undergo additional training to improve their ability to avoid phishing attacks. All personnel also receive training specific to PII privacy practices.

Critical Service Providers. SCRAM Systems uses a combination of critical service providers. These include Microsoft Azure Gov Cloud services and cellular telecommunications, WAN circuit providers, and Data Centers. Premium service and support contracts between these providers and SCRAM Systems are purchased to ensure reduced service disruptions and fast trouble ticket resolution. Security assurances are provided thru SOC 2 reports, security audit reports and attestation statements from each of our service providers.

Personnel Security. All personnel at SCRAM Systems are vetted with a background check prior to employment. Due to the nature of our business serving in public safety, the background checks are more extensive with a higher level of scrutiny. Many SCRAM System employees have a background in law enforcement, public safety, and social services. The UK based employees are DBS checked as well as BPSS assessed.

Independent Audits and PenTesting. SCRAM Systems performs an annual PenTest and uses an internal Corrective Action process to address any findings. SCRAM Systems also undergoes a third-party audit for its annual internal audit of its ISO 27001 and 27701 certifications. SCRAM Systems also has an annual surveillance audit for maintaining its ISO certifications.

Systems Security Planning. Systems security planning encompasses many facets of the security posture of the organization, including: anti-malware, asset management, capacity management, cryptographic controls, data centre operations, incident management, logging and monitoring, and network security.

Logging. Logging and monitoring of SCRAM systems infrastructure is performed with a SIEM that is monitored by our infrastructure and security teams. Logs are aggregated and correlated to security alerts that are tuned to detect known attack tools and techniques. Logs are retained for a minimum of six months.

Onboarding Support

SCRAM Systems will develop a simplified and customised on boarding process for each agency that contracts them as their service provider. This process will include, but is not limited to:

- Customer setup
- Device testing within customer area
- Live training sessions
- Customer demonstrations

- Deployment planning and execution

Our Field Support Services team provides professional service and support for SCRAM Systems customers by performing onsite initial and refresher training, equipment installations on active offenders for new programs, and repairs and maintenance for the full suite of SCRAM Systems products. They bridge the gap between programme adoption and customer support by providing more than 1,500 hours of training to SCRAM Systems partners and agencies each year. Field Support Services diagnoses technical issues to determine proper solutions and ensure your electronic monitoring programme is running to your satisfaction. In addition, a UK-based team is available to help create and/or maintain a monitoring program tailored specifically to your budget, policies, procedures, and goals.

Service Levels

Support Services. Our monitoring services brings together everything from monitoring of our entire product line to our best-in-industry court support program, 24/7 customer support, client compliance analytics, and beyond. It's what sets us apart from all other electronic monitoring companies.

- **24/7 Monitoring & Customer Support.** SCRAM Systems provides a 24/7monitoringcentre managed by a well-trained team of data analysts who are devoted solely to monitoring clients on SCRAM Systems alcohol and location monitoring technologies.
- **Training.** From in-person training offered at the customer's site to our robust SCRAM Systems University online training platform, our dynamic training programs meet the needs for every member of your team. In addition to the initial training, all refresher training and written documentation is available online at SCRAM Systems University. We also offer on-line resources through our help page in SCRAM Systems software.
- **Comprehensive Court Support.** No other monitoring company in the industry delivers a comprehensive Court Support Program like SCRAM Systems. Depending on the requirements of the technology, our Court Support Program delivers everything from proper documentation, to comprehensive court reports, to expert court testimony.

Ordering and Invoicing Process

Orders are placed directly with our UK-based team and are promptly dispatched.

SCRAM Systems will bear the costs of all standard delivery on items. Priority shipping is available upon request. The customer will be required to pay for customs and excise duty associated with shipping.

Through our standard Return Merchandise Authorization (RMA) procedures, SCRAM Systems will pay for all RMA return shipping costs related to repairs and/or maintenance of equipment that is not fully functioning through no fault of the customer.

Our software is customisable and can accommodate an unlimited number of accounts within one site. Billing can be separated as needed. Invoices are sent in Net30 terms via standard mail or email.

Contact information

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SCRAM Continuous Alcohol Monitoring® Specifications

CAM BRACELET

Dimensions:	5.9 cubic inches (approximately 2.8" tall x 2.8" wide x 0.75" deep)
Weight:	5.8 oz (164 grams)
RF Frequency:	916.5 MHz
Water Resistance/Waterproof:	• IEC 60529 • IPX5 (when pump is running), jetting water • IEC60529 IP68—waterproof to 1 meter (when pump is not running)
Operating Temperature:	59°–113°F (15°–45°C); typical temperature on leg 72°–93°F (22°–34°C)
Strap Material:	Hypoallergenic, industrial grade thermo-plastics, embedded steel cable
Monitoring Options:	• Continuous Alcohol Monitoring (CAM) • CAM + House Arrest (HA)
Testing Interval:	Collects continuously—controlled sample tested every 30 minutes
Memory (storage):	Onboard, up to 160 days of readings
Battery Life:	• 90 days CAM • 60 days CAM with house arrest; • Field replaceable
Tamper Detection:	Strap, temperature, obstruction, body mass, faceplate removal
Alert Notification:	User configurable email or text

BASE STATION

Dimensions:	Approximately 3.00" tall x 6.00" wide x 6.00" deep (7.62 cm tall x 15.2 cm wide x 15.2 cm deep)
Weight:	• Traditional: 15.0 oz (425 grams) • Wireless: 16.5 oz (469 grams)
Range:	35–150 foot radius
Backup Battery:	48 hours
Memory (storage):	Onboard, up to 30 days of readings

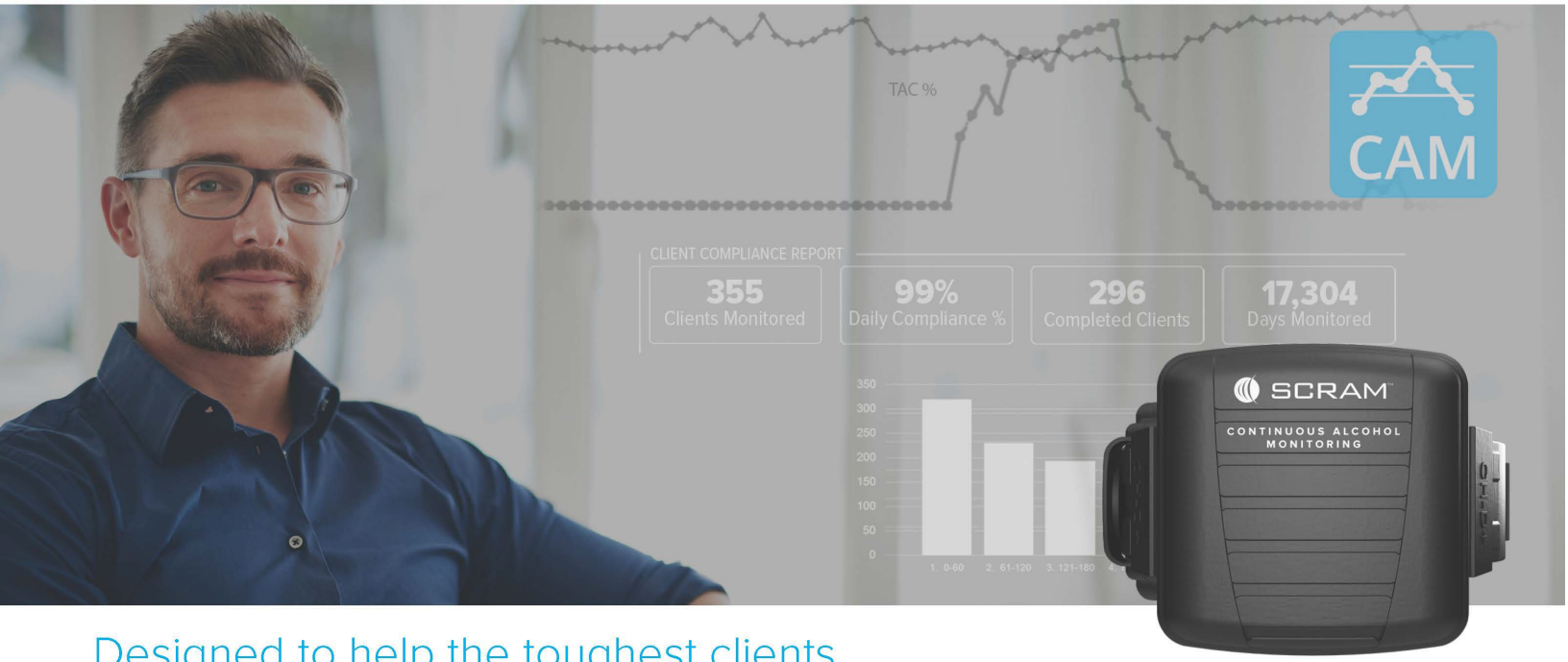
Tamper:	• Traditional: Unplugged, housing breach, power failure, potential movement (power failure and unplugged phone line) • Wireless: Unplugged, housing breach, power failure, potential movement (motion detected via accelerometer)
Communication:	Landline, Ethernet, Cellular, Wi-Fi
Client Communication:	LCD
Firmware Updates:	Traditional: Direct Connect via mini USB; Wireless: Cellular and Wi-Fi
Antennas:	Two internal multi-directional antennas

CAM MONITORING SOFTWARE — SCRAM OPTIX

Access:	• Secure, 24x7 web-based access • Single platform for all SCRAM product data • Configurable dashboard view; mobile adaptive
Browser Compatibility:	• Internet Explorer 10 and 11; Firefox; Google Chrome
Alert Management:	• Desktop dashboard and mobile app access • Sort and view alerts by severity, product type, time • Unified alert management across all monitoring types
Reporting:	• Standard and custom reports, exportable to Word, Excel, or PDF • Automated report distribution • Graphic reports for key program or court metrics: alert analytics, client compliance, client breakdown, inventory • Analyzes and graphs alcohol and tamper readings, custom scheduling, data collection, data storage, data analysis, data reporting • Advanced, real-time program analytics powered by Microsoft Power BI
Inventory Management:	• Regionalized inventory capabilities • Active and inactive equipment list • In-system Return Merchandize Authorization (RMA) process • Track lost or damaged equipment
Caseload Management:	• Unified caseload listing across all monitoring types • At-a-glance caseload view with device and status indicators • Sort by monitoring type, assigned officer, alert status • Search active or inactive clients
User Management:	• Configure information access by user roles: Custom; Admin; Read Only
Mobile App Integration:	• SCRAM Optix is mobile adaptive, meaning officers can access from any mobile device using a web browser (Apple Safari, Google Chrome, etc). • SCRAM TouchPoint client mobile app
Schedule Management:	• Create and view house arrest schedules

SCRAM® CONTINUOUS ALCOHOL MONITORING

The world's most trusted
alcohol monitoring solution



Designed to help the toughest clients remain sober and compliant.

SCRAM Continuous Alcohol Monitoring® (SCRAM CAM®) provides 24/7 transdermal alcohol testing for high-risk drunk drivers and domestic violence offenders. It is proven to support long-term behavior change and complements treatment for alcohol dependence or addiction. By automatically sampling the wearer's perspiration every 30 minutes, the SCRAM CAM bracelet eliminates testing gaps and encourages accountability.

The SCRAM CAM bracelet is ideal for:

- Pretrial and probation
- Parole and re-entry
- DUI courts
- High-risk alcohol clients
- Domestic violence cases
- Family court

- No Missed Tests
- Confidence in Test Results
- Rigorous Data Analysis
- Supports Long-Term Behavior Change
- More Productive Alternative to Jail
- Court Admissible and Validated Results
- Court Testimony Support
- Anti-Tamper Technology
- Optional House Arrest
- No Urine or In-person Testing Needed

Continuous Monitoring is Key for Higher-Risk Clients

Alcohol metabolizes quickly, which means clients can drink around EtG and breath tests.



Integrated Software & Mobile Solutions



The SCRAM TouchPoint™ mobile app

- Improves client engagement while making SCRAM CAM programs more efficient
- Secure, real-time messaging, automated equipment reminders, document management, and mobile check-ins help clients successfully complete the terms of their supervision

SCRAM Optix™

- Manage entire SCRAM electronic monitoring caseload with a single login
- Search for clients, view and work alerts, and run advanced SCRAM CAM reports and interactive program analytics

Reporting & Data Analysis



Expert Review of Every Alert

- Drinking and tamper alerts are subject to rigorous data analysis conducted by SCRAM Systems' professionally trained analysts
- Confirmation criteria is peer-reviewed, validated, and published
- SCRAM CAM test results are single-source admissible, meaning no secondary tests are required to validate results

Customer Support



Monitoring Services

- Around-the-clock customer support via phone, email, or online chat
- Dynamic web-based and in-person training courses
- Comprehensive court support including proper documentation, court reports, and testimony assistance
- Automated visibility into inventory with built-in tools to manage devices

Evidentiary Hearings

- SCRAM Systems backs our technology in court and provides everything from a written report confirming a violation to in-person expert testimony for evidentiary hearings

For more information or to schedule a demo
visit **scramsystems.com/cam**

SCRAM SYSTEMS