Service Definition Document

Service Description

SCRAM Remote Breath® Pro is a portable, wireless breath alcohol monitoring device that provides a GPS location with both taken and missed tests. It is designed to be compact and discreet, making it easy for users to carry and use in various settings. The device is equipped with government-grade facial verification software, which significantly reduces the need for manual photo review by up to 95%, allowing officers to focus more on their caseloads and clients.

The device communicates via cellular networks and notifies supervising authorities of any alcohol readings (BrAC), tamper alerts, or equipment malfunctions so they can respond quickly to problem clients.



Remote Breath Pro is compact, discreet, and portable.

SCRAM Remote Breath Pro offers the following features and benefits:

- Sleek, lightweight, and compact. The device measures 2.9”x6.5” with a 1.2” depth.
- Facial authentication software decreases manual officer photo manual matching by up to 95%, allowing officers more time to spend on their caseloads and clients.
- Enhanced facial guidance provides visual cues ensuring face is aligned during client testing.
- Device-initiated testing—automatically turns on and prompts clients for scheduled and on-demand tests.
- Wi-Fi capabilities—so that downloads can be performed when a cellular connection is not available.
- Store & Forward—never lose test results.
- GPS location with both taken and missed tests.

User-Friendly Design. The handheld device is sleek, lightweight, and compact, weighing only 9.95 ounces. The device measures 2.9”x 6.5” with a 1.2” depth. The small and durable device comes with a fitted carrying case and adapts to the client’s everyday life, enabling clients to take a test anytime, anywhere.

The device is easy and simple to use, with clear instructions on the display screen and side-buttons to scroll up or down and select menu options. Clients can also adjust the volume and screen brightness as preferred.



The small, sleek, lightweight device comes with a fitted carrying case as well as both a USB and standard wall charger.



The full color LCD screen, lights, and simple side buttons make the device user-friendly for officers and clients.

Rugged—Built for Corrections. SCRAM Remote Breath Pro is a rugged device built for corrections and not the general public. It has been subjected to rigorous drop testing and meets military drop test standards ML-STD810G, which means that it is able to operate after 26 drops on all edges, surfaces, and corners from four feet in height onto a two-inch plywood board over a concrete surface. The device is FCC certified (FCC ID P8M-RB200 AT&T and FCC ID P8M-RB210 Verizon) and meets industry level ISO certification.

Enhanced Facial Guidance. The device provides visual clues ensuring that the client's face is aligned during testing. The device will prompt the client to first align their face, showing a red border, and then when ready, the screen changes to indicate that the client should blow, showing a green border. This helps the client take successful tests, increases client compliance, and reduces the need for multiple tests.

Client Feedback. The device also gives feedback to the client during the enrollment and testing process to help ensure quality enrollment and testing photos. This feedback reminds clients to avoid sitting/not standing straight, direct sunlight, obstructions to the face, or holding the unit at an extreme angle (the breath tube must be level). This functionality allows the user to correct these factors with an immediate retest, resulting in an increased likelihood of a match—saving the Authority time and money by reducing the need for officers to manually match photos. Poor tests are corrected in real-time with onboard processing.



Clear visual cues help clients take successful tests and reduce unnecessary retests.



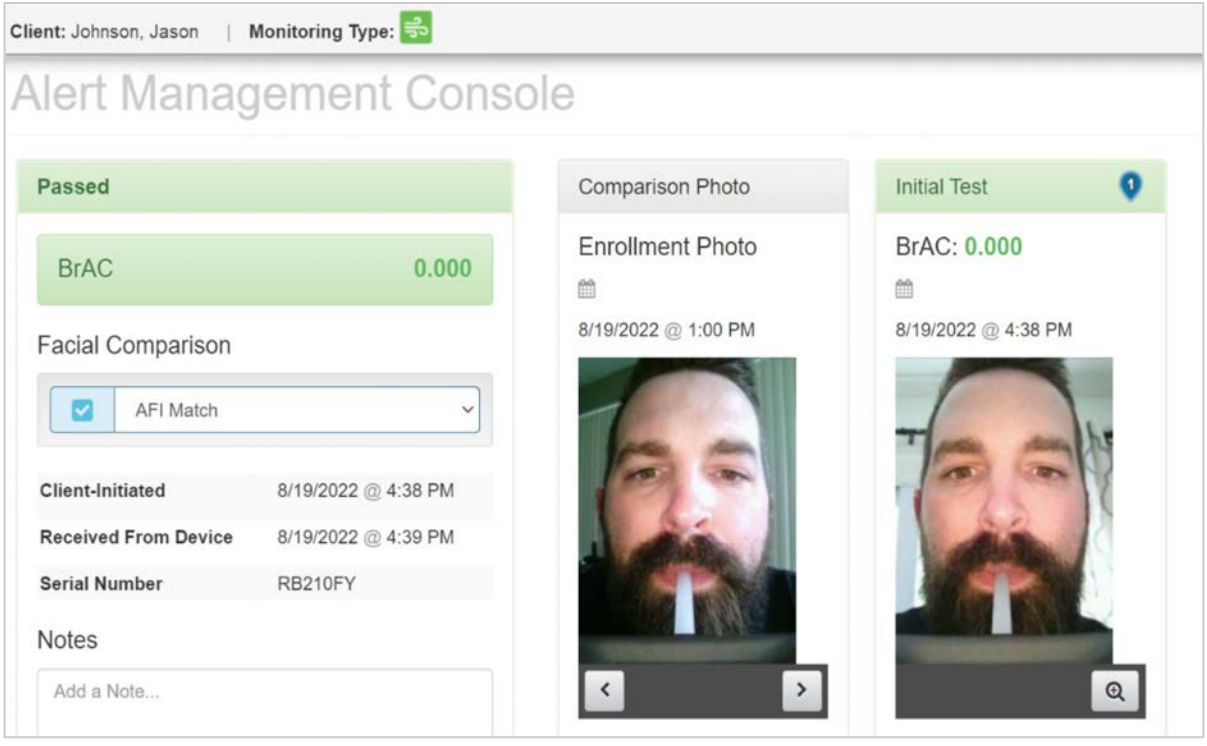
Clients are encouraged throughout the testing. Practice tests can be performed as needed, with feedback indicating when to start, blow, wait, stop and more. During monitoring, clients get reminders to help them successfully complete compliance with indicators guiding them throughout the process.

Contaminant Detection. The device's automated VOC (Volatile Organic Compound) detection and mitigation provides feedback to clients if a contaminant is detected. Once a breath test has been requested for the client, the device completes a VOC flow path check. If a VOC is detected, the screen will display "Remove Straw and Place Unit In Well Ventilated Area."



The screen displays step-by-step instructions for the client to remove the tube from the device, relocate to an area with fresh air, and to place the device on its side on a clean surface facing away from contaminants. After a brief wait, the client is instructed to blow again. If VOCs are still detected, the process will be repeated. After three to four attempts to clear without success, the screen will update to "Monitoring" and the software will generate an "Ambient VOC Detected" event.

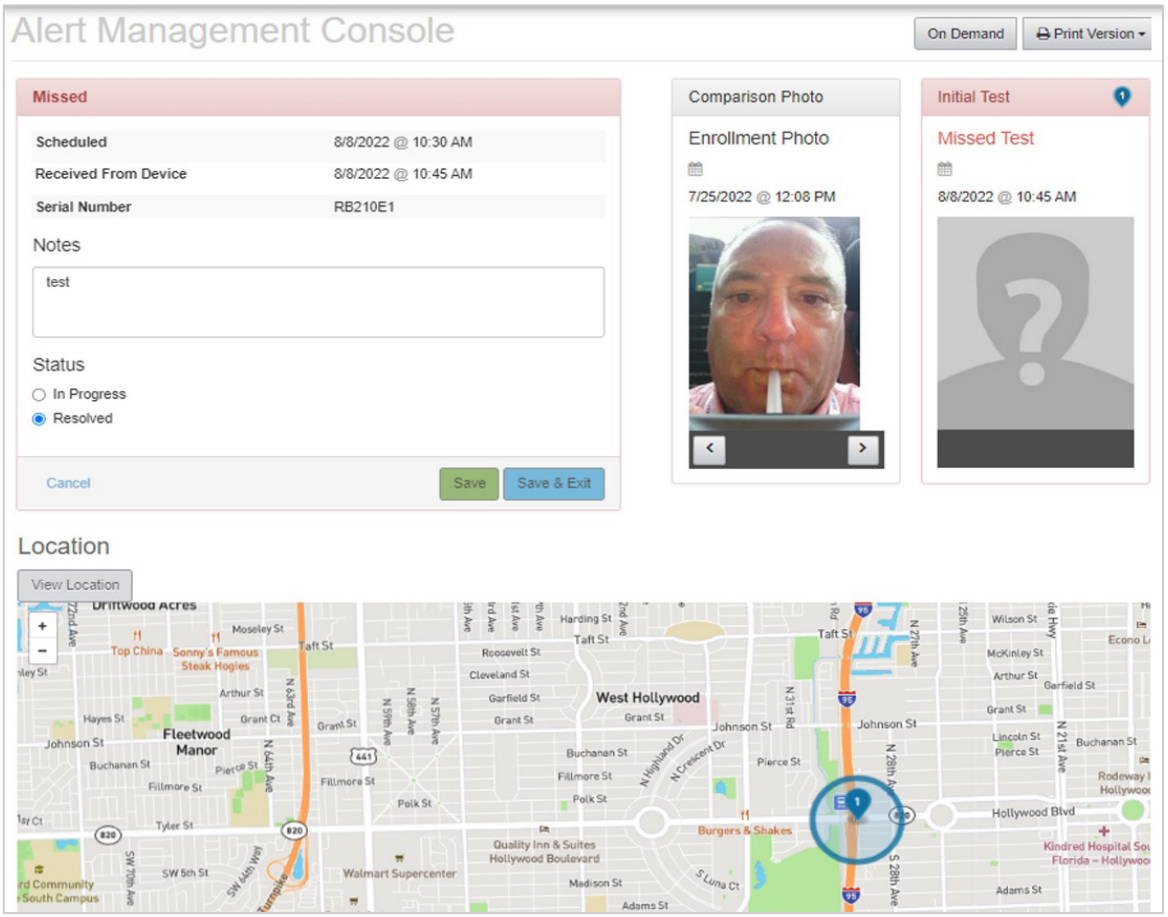
Automated Facial Intelligence (AFI). The device captures client images with a 5-megapixel, high-resolution camera and the AFI system uses facial matching to automatically examine and compare the images. AFI is the same facial authentication technology used internationally by government security forces. The system automatically scans and confirms the client's identity with each breath test to eliminate manual matching of photos by up to 95%. Facial matching technology eliminates the need to scroll through numerous photos, increasing accuracy and efficiency, and reducing risk. It enables real-time notifications when the client does not match and allows the agency to focus on dealing with participants who need the most attention.



The system automatically scans and confirms each participant's identity with each breath test to largely eliminate manual photo matching.

GPS Location with Taken and Missed Tests. The device automatically powers itself up during

test windows and tracks its location at the time of the scheduled test. It provides a GPS location with every test—both taken and missed. A GPS location with a missed test is especially useful as it can help an officer make a more informed decision as to why a client missed a test. For example, clients often state they missed a test because they left their device at another location. Officers can verify or refute the client's claim by comparing the GPS point on a missed test (verified via GPS ping) with the client's location.



SCRAM Remote Breath provides a GPS location with each test—both taken and missed.

Proven Electrochemical Fuel Cell Technology. The electrochemical fuel cell used in SCRAM Remote Breath Pro has been validated through decades of research and experience. It is considered the most reliable in alcohol testing applications. This is the same fuel cell used in evidential breath testing and interlock devices and consists of extremely sensitive ethanol-specific alcohol sensors.

Cellular Communication. SCRAM Remote Breath Pro uses the LTE network. The device uses a cellular modem that is supported by both 4G and 5G networks.

Wi-Fi Capabilities. SCRAM Remote Breath Pro has been enhanced to have Wi-Fi capabilities, so that clients without cell coverage can use Wi-Fi to transmit test results.

Device-Initiated Testing. Because SCRAM Remote Breath Pro stores the client's test schedule on the device, it automatically turns on and prompts clients for scheduled and on-demand tests—even when out of cell coverage. Notification for both BrAC and positive client ID is immediate.

Courtesy Reminders. Officers have the option to schedule reminders to be sent via text message to the client's cell phone shortly before or at the test time. Text messages can also be sent for

"Battery Low" and "Battery Critically Low" alerts to help the client avoid a power fail situation and prevent unnecessary alerts to the officer. The automated courtesy reminders can be sent in English or Spanish.

Store & Forward. Competing breath devices rely on cell phone text messages to remind participants to test, but these devices cannot store test results when in an area without cell coverage. As a result, participants using these devices may miss tests simply because they are in an area with poor coverage. In contrast, SCRAM Remote Breath Pro incorporates a "Store & Forward" feature, which ensures a test is never missed. Its memory can store up to 48,000 test results when participants are out of cell service. The time-stamped results are forwarded as soon as coverage is regained.

Rechargeable Battery. SCRAM Remote Breath Pro is powered by a rechargeable Lithium-Ion battery. The device typically lasts two days in between charges. The client is alerted by light indicators, text message, and/or audible alarm when the battery is low.

Easy-to-Charge. The device is easily charged using modern and simple charging methods. It has a USB-C charging port and comes with a USB cable and adapter. Clients can connect the device to the included adapter and plug it into any standard wall outlet or simply charge it with a USB port using the supplied USB cable. A log is created in the software showing a date and time stamped list of every time the device is charged. Officers can see the client's specific charging patterns and tell how long a device was plugged in to determine if the client is charging the device on a regular basis.

Calibration. SCRAM Remote Breath Pro calibrations and calibration checks can be performed in the office or in the field using the SCRAM Remote Breath Pro Field Calibration Kit. This easy-to-use kit has custom attachments for the SCRAM Remote Breath Pro device and can be initiated by officers through the monitoring software. For an additional charge, devices can also be returned to SCRAM Systems for calibration; return shipping will be provided. Calibration for all alcohol devices is recommended once every 12 months. SCRAM Optix flags the device and generates an alert for officers when units are due for calibration.

Tamper Detection. SCRAM Remote Breath Pro ensures accuracy by using security-grade facial authentication software to detect attempts to circumvent the system. The system automatically scans and confirms each participant's identity with each breath test. In addition, if the battery case is opened, a Device Housing Breach alert will be generated. Attempts to tamper with or circumvent the system will be reported per predefined agency procedures.

The device also has **automatic obstruction scanning** and will trigger a Possible Face Obstruction alert if irregularities are detected with the breath tube during the breath test photo. These include, but are not limited to:

- Any part of the straw being obstructed from the camera's view, such as by hands, fingers, clothing, or the Remote Breath Pro case itself.
- Not using the provided straw, leading to irregularities in the color, size, or shape of the breath tube.
- Modifications to the straw, including any attachments connected to it.
- The straw not being in the client's mouth or being entirely missing.

Monitoring Software

Convenient 24/7 Access. All SCRAM Systems devices are monitored by SCRAM Optix, the web-based software application managed by SCRAM Systems. SCRAM Optix software is accessible 24/7 via any web-enabled device and allows courts and supervising agencies to access and manage their data. In addition, SCRAM Optix provides a wide range of "instant" reports—from a snapshot of a single event to a comprehensive view of a client's behavior over time.

Authorized Authority personnel can do the following through the web-based software application:

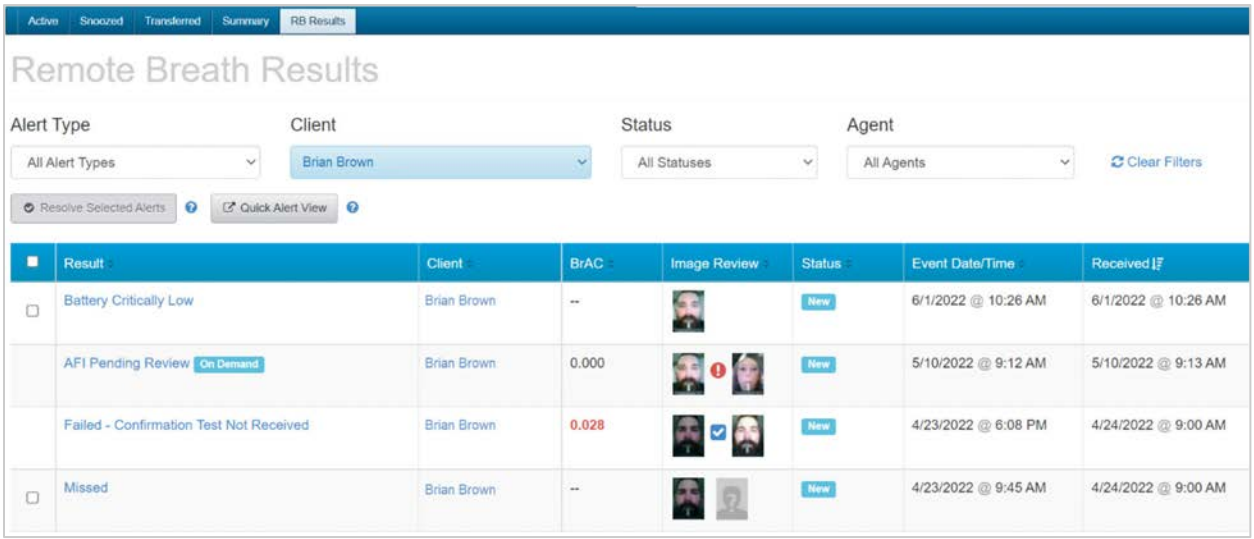
- View information about the client, including—but not limited to—personal information, current electronic monitoring data, historical electronic monitoring data, violation statuses, notification settings, and reports.
- Enroll/edit/remove clients without calling the monitoring center.
- Create, edit, delete, and apply alcohol monitoring testing schedules, as well as send on-demand tests.
- Determine which violations/events must trigger notifications and by what means the notifications must be sent to Authority personnel.
- Set up notification to be sent to Authority personnel.
- Enter information to initiate multiple alert notifications (e.g., officers, law enforcement) for specified key events or non-compliance to monitoring parameters.
- Customize and tailor reporting that best suits their needs, further helping to reduce officer workload through exception-based reporting.
- Inventory management.

Flexible Testing Schedules. SCRAM Remote Breath Pro offers unlimited flexible testing schedules including random, scheduled, and on-demand options. The device also offers flexible notification to clients to alert them when it is time to take a test. These alerts can be sent audibly or via vibrations through the device. Breath test reminders can be sent automatically to the client's cell phone via text message at customizable time frames, such as 15 minutes prior to a test time. For positive tests, SCRAM Remote Breath Pro will prompt the client to complete a secondary confirmation test, which the agency can set to take place between 10 and 30 minutes after the initial positive test.

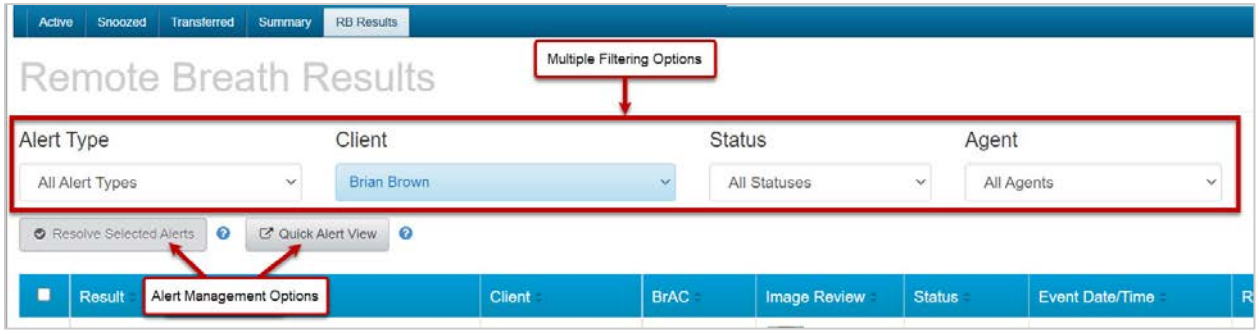
Alert Management. SCRAM Optix allows officers to easily manage clients. The Caseload page gives the ability to view and manage alerts by client status. A red "x" icon indicates an unresolved alert; it turns to a green checkmark once the alert is resolved.



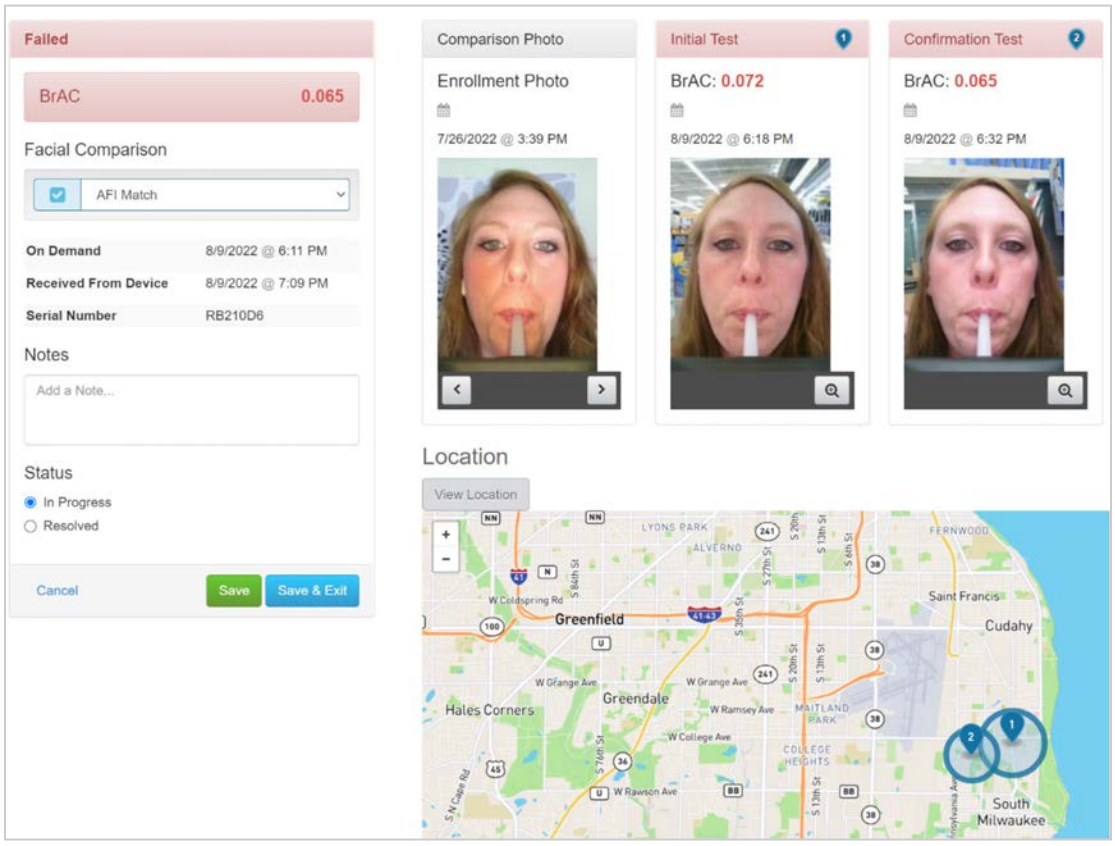
The Remote Breath Results page allows officers to sort the results by Alert Type, Client, Status, and/or Agent.



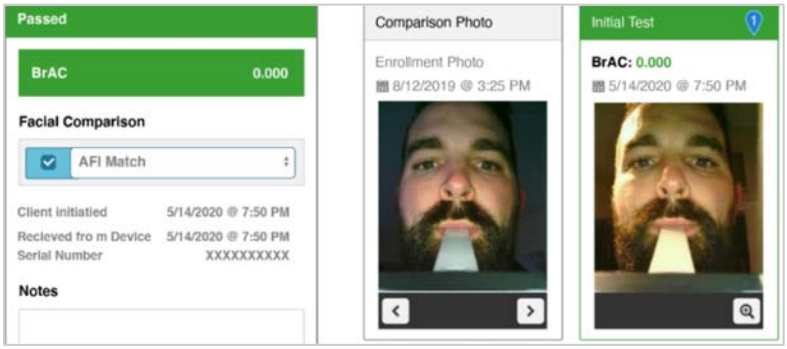
Multiple alerts can be simultaneously resolved. Officers can use the Quick Alert view to get additional alert detail without opening a new page. The pop-up style module allows alerts to be worked one after the other.



By selecting a specific alert, (in this case a "Failed" test), additional detail is displayed. GPS is recorded with each test, even if the client misses the scheduled test. The following example shows what an officer will see when a client has failed a test.



Notification. Results are reported immediately after each test according to agency procedures; generally, via email or text. SCRAM Remote Breath Pro provides the real-time BrAC level, GPS data, and verification of client's identity at the time of the test. The facial authentication software alerts the officer if someone besides the client is taking the test.



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, when notification is made, officers can access alert details, view client information by caseload, see alert totals, manage alerts, or send on-demand breath tests.

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 clients 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.

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 that ensure 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 authorized 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 performed 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 centres. 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 through SOC 2 reports, security audit reports, and attestation statements from each of our service providers.

Personnel Security. Personnel Security. All personnel at SCRAM Systems are vetted with a background check prior to employment. Due to the nature of our business 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. Finally, SCRAM Systems 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, sset 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

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

Amit Sethi | Director of European Operations
Address: Alcohol Monitoring Systems Ltd, Signature by Regus, 2nd Floor Berkeley Square House, Berkeley Street, W1J 6BD
Email: asethi@scramsystems.com
https://www.scramsystems.com/scram-international/gb/

SCRAM Remote Breath® Pro Specifications

REMOTE BREATH® PRO DEVICE

Dimensions	6.5" x 2.9" x 1.2"
Weight	9.95 oz
Sensor Technology	Deep lung, Dräger fuel cell
Battery Type	Lithium-ion rechargeable battery
Battery Life	2 days
Breath Sample Volume/Duration	1.5 Liters/4 seconds
Operating Temperature	32º–130º F (0º–50º C)
Detection Range	.000–.400% BrAC
Transmission	Cellular, approx. 30 seconds after test
Location Identification	GPS or Cell Tower Triangulation on taken and missed tests ("find device" capability)
Client Identification	• Automated Facial Intelligence™ (AFI™) facial verification software • Onboard corrective testing
Camera	5-megapixel, high resolution camera
Display	Full color, LCD
Testing	Scheduled, random, client-initiated, or on-demand testing
Scheduling	• On-board schedule storage, device prompts for test even in no cell coverage • Device-initiated testing, no client action needed
Memory	Store & Forward up to 48,000 events when in no cell coverage
Participant Alerts	• Device wakes and prompts at test time • Sends a text message to participant's mobile phone • Low battery and charging notifications sent via SCRAM TouchPoint® client mobile app
Agency Alerts	Email or text message alerts
Test Data	BrAC, time of test, time scheduled for, photo, AFI match, and GPS location
Software	Integrated, single software platform, mobile device access

Hardware	Corrections grade, meets military radio drop testing standard MIL-STD-810G and IP50s
Firmware Updates	Over-the-air
Components	Breathalyzer, mouthpieces, charger, carrying case

REMOTE BREATH PRO® MONITORING SOFTWARE — SCRAM OPTIX™

Access	· Secure, 24x7 web-based access · Single platform for all SCRAM product data · Configurable dashboard view; mobile adaptive
Browser Capability	· Internet Explorer 10 and 11; Firefox; Google Chrome
Alert Management	· Desktop dashboard and mobile adaptive access · Sort and view alerts by severity, product type, time · Unified alert management across all monitoring types · View breath test results with facial verification confirmation and GPS locations
Inventory Management	· Regionalized inventory capabilities · Active and inactive equipment list · In-system Return Merchandize Authorization (RMA) process · Track lost or damaged equipment
Reporting	· Standard and custom reports, exportable to Word, Excel, PDF · Automated report distribution · Graphic reports for key program or court metrics: alert analytics, client compliance, client breakdown, inventory · Advanced, configurable program analytics powered by Microsoft Power BI
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
Mapping	· GPS location with every taken, missed, and failed test
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 product-related schedules (fixed, random, on-demand, client initiated); client mobile notifications

SCRAM®
REMOTE BREATH PRO

The Most Versatile and Compact Breathalyzer Device



Remote Breath Pro is ideal for:

- Lower-risk clients
- Pretrial and probation
- Community corrections
- Domestic violence and family court cases

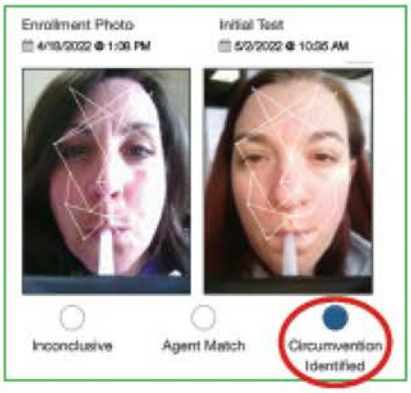
Portable and durable alcohol testing built for community corrections.

SCRAM Remote Breath® Pro provides portable breath alcohol monitoring to ensure clients comply with court orders. The easy-to-use device is ideal for low-risk clients or those who have earned less intensive testing and monitoring.



Enhanced Facial Guidance and Authentication Software

- Provides visual cues ensuring face is aligned during client testing
- Increases client compliance by reducing the need for multiple tests
- Decreases officer photo manual matching by 90-95%



Portable and Discreet

This small and durable device adapts to clients' everyday life—enabling them to take tests anytime, anywhere. Includes a fitted carrying case and both standard wall outlet and USB charging ability.



Additional key features:

- GPS location with taken **and** missed tests
- Immediate notification of BrAC and client verification results
- Configurable scheduled and random testing schedules and testing grace periods
- Stores up to 40,000 test results when not in cell service and forwards upon return
- Optional testing reminders via text message

Integrated Software & Mobile Solutions

The SCRAM TouchPoint® mobile app

- Improves client engagement while making SCRAM alcohol monitoring programs more efficient
- Secure, real-time messaging, automated equipment reminders, 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 reports and interactive program analytics

Advanced Analytics & Reports

Dynamic and Interactive Program Insights

- Integrated analytics powered by Microsoft® PowerBI® provide comprehensive, actionable reports
- Filter by criteria such as monitoring type, date ranges, and locations to visualize performance across all caseloads
- Generate and view a variety of reports including client monitoring and compliance, inventory, alert analysis, and more

Customer Support

Providing Help 24/7

- Customer support via phone, email, or online chat available around the clock
- On-site equipment training and installation for active clients and new programs
- Automated visibility into inventory with built-in tools to manage devices

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

SCRAM SYSTEMS