

QSTREAM COMPLIANCE WITH WORKER COUNCILS

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Overview

In a number of countries (France and Germany for example) where there are Workers Councils, certain rules are in place that restrict access to various types of personal information relating to a user. For example, there may be restrictions on presenting any information about the ranking of participants on a leaderboard. When Qstream is rolled out in these regions we can alter our standard configuration in order to meet with the restrictions set out by the Workers Councils.

In most cases, Qstream's configuration has proven flexible enough to be acceptable to Worker's Councils and local data protection authorities, and from company to company. We continue to successfully roll out many Qstream's to clients in these jurisdictions.

This document provides a high-level overview of the ways that Qstream can be configured to meet Workers Councils restrictions.



Qstream Game Mechanics: Leaderboards

A key feature of Qstream is the ability for participants to take part in fun and engaging leaderboard competitions. Qstream can display leaderboards for both **Team vs Team** and **Individual** competitions. By default, each individual's real names and scores are displayed on the leaderboards. Some examples of our default leaderboards are displayed in the images below:

LEADERBOARD				
TOP PARTICIPANTS		TOP TEAMS		
#	NAME	ATTEMPTED	TEAM	SCORE
1	Benjamin Simpson	12	Team Purple	1800
2	Blake Mulligan	12	Team Purple	1686
3	Camila Harber	12	Team Blue	1568
4	Clara Portillo	12	Team Blue	1301
5	Brandon Camacho	12	Team Green	1201
6	Anna Lowe	12		861
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Individual Leaderboard

LEADERBOARD		
TOP PARTICIPANTS		TOP TEAMS
#	NAME	SCORE
1	Team Purple	631
2	Team Blue	597
3	Team Green	532

Team Leaderboard

Publishing individual scores for each participant is often not permitted due to the restriction on displaying rankings of individuals imposed by Workers Council's guidelines, and so Qstream offers a number of configuration options to ensure no personally identifying individual data is displayed:

Anonymous Configuration - Option 1:

In jurisdictions where individual names and scores cannot be used on leaderboards, Qstream has the ability to turn on 'Anonymous Users' so that each individual has their **name** hidden, and the wording "Anonymous User" shows up on the leaderboard. Thus, everyone can see individual scores and their own position on the individual leaderboard, but they are not able to associate them with actual people.

Most Councils will allow the individual competition to proceed once Qstream's 'Anonymous Users' feature is turned on.

#	NAME	ATTEMPTED	TEAM	SCORE
1	Anonymous User	12	Team Green	1545
2	Anonymous User	12	Team Purple	1455
3	Anonymous User	12	Team Purple	1313
4	Anonymous User	12	Team Blue	1103
5	Anonymous User	12	Team Purple	600

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Anonymous Users List

Anonymous Configuration - Option 2:

Some of our clients do not enable the individual leaderboard option at all, and run only team vs team leaderboards (Country vs. Country, Department vs. Department, etc), as in the example below:

#	NAME	SCORE
1	Team Green	876
2	Team Purple	742
3	Team Blue	472

Both of the above options have been allowed by Worker's Councils representatives within our customer base in these regions. If neither of the above is acceptable, all leaderboards can be **turned off completely**. While this loses the competitive element, the proven spaced-presentation algorithm is still working to increase long-term knowledge retention.



Reporting: Access to Grouped and Individual Performance Data

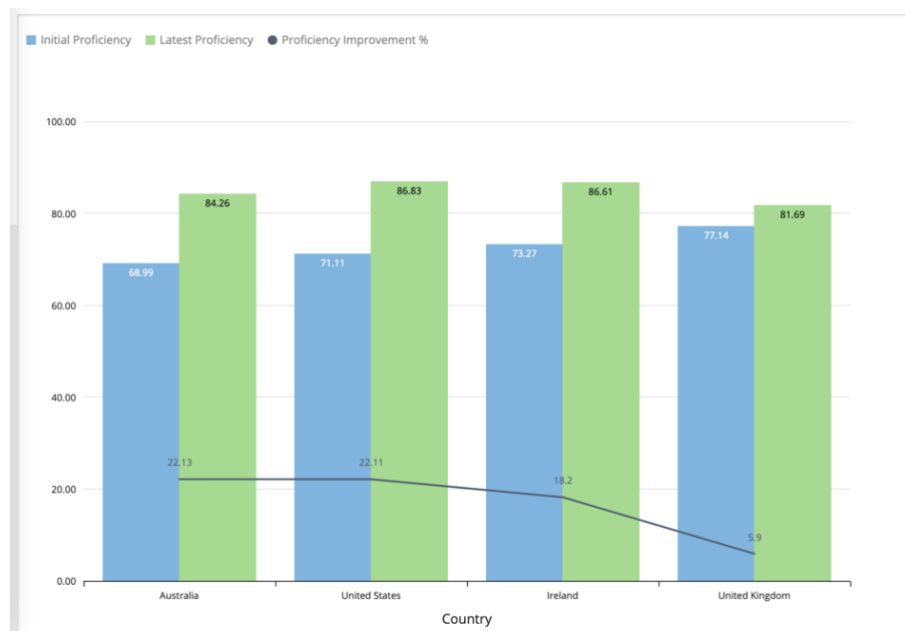
Qstream provides reporting tools which provide detailed analytics around the performance of the groups and individuals within a Qstream. **It is important to note that access to these tools is agreed with the client before launch. Access to the reports is optional, not mandatory, so a client can fully control who, if anyone, should receive access to each type of report.**

The following reporting tools are available within Qstream:

- Qstream Performance Dashboard: provides access to full analytics and all data for all Qstream's on your Qstream site.
- Frontline Manager Dashboards: Provide direct managers with data and information about their own teams only.

Qstream Performance Dashboard and Analytics

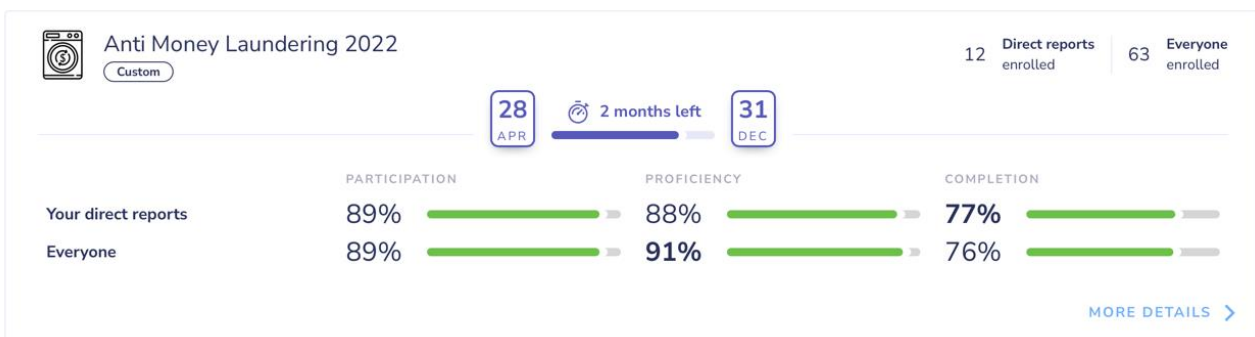
Qstream's Program Manager dashboards provide detailed analytics into the strengths and weaknesses of your organization across the topics covered in a Qstream. These detailed analytics do provide data about individual performance, and access is usually restricted to senior managers and/or training managers.



Qstream	Participants	Qstream Status	Participant Progress	Attempted %	Completed %
Good Clinical Practice 2022	Crawford Flatley	Complete	Incomplete	100	0
Good Clinical Practice 2022	Weldon Ortiz	Complete	Incomplete	100	0
Good Clinical Practice 2022	Wilson Weimann	Complete	Incomplete	16.67	0
Good Documentation Practice 2022	Crawford Flatley	Complete	Incomplete	100	0
Good Documentation Practice 2022	Dangelo Treutel	Complete	Incomplete	100	0
Good Documentation Practice 2022	Katelynn Schumm	Complete	Incomplete	100	0
Good Documentation Practice 2022	Weldon Ortiz	Complete	Incomplete	100	0
Aggregate Industries UK - Leading ...	Wayne Metcalfe	Active	In Progress	10	0
Anti Money Laundering 2022	Andres Connelly	Active	In Progress	100	84.62
Anti Money Laundering 2022	Crawford Flatley	Active	In Progress	100	46.15
Anti Money Laundering 2022	Damien Grimes	Active	In Progress	7.69	0
Anti Money Laundering 2022	Dangelo Treutel	Active	In Progress	100	23.08
Anti Money Laundering 2022	Emmanuel Jacobson	Active	In Progress	100	46.15
Anti Money Laundering 2022	Hannah Troy	Active	In Progress	100	30.77
Anti Money Laundering 2022	Jasper Ruth	Active	In Progress	100	46.15
Anti Money Laundering 2022	Jordan Dietrich	Active	In Progress	100	30.77
Anti Money Laundering 2022	Katelynn Schumm	Active	In Progress	100	0
Anti Money Laundering 2022	Kaylah Ferry	Active	In Progress	100	38.46
Anti Money Laundering 2022	Kayleigh Stiedemann	Active	In Progress	100	61.54
Anti Money Laundering 2022	Lucas Jones	Active	In Progress	100	38.46
Anti Money Laundering 2022	Marr Pascal	Active	In Progress	38.46	0

Frontline Manager Dashboards

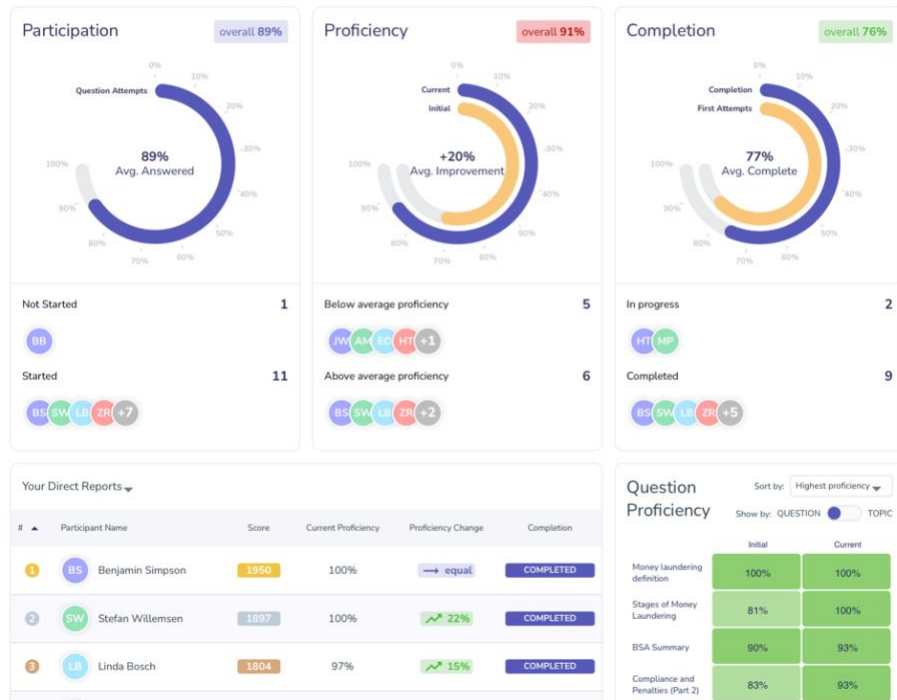
Qstream's Frontline Manager Dashboards provide an actionable area for those assigned line management roles in Qstream to easily view the real-time results/scores of their direct reports on any course they are taking. Managers have access to performance, engagement, and proficiency levels of their individual team members. In most cases, Workers Councils permit frontline managers to view the progress of their team on an individual basis. However, in some jurisdictions this is not permitted. An example of a manager dashboard is displayed below.



Anti Money Laundering 2022

Custom Active

Direct reports > Active > Anti Money Laundering 2022



In jurisdictions where frontline managers are not permitted to have access to performance data relating to an individual, the manager dashboards are not enabled, or access can be restricted to a user with a pre-agreed role such as Training Managers.

Pausing Questions on Vacation Days

Qstream works by periodically assigning questions to participants. This is typically at the rate of 2-3 questions every second day. When questions are assigned, they are communicated to users either by email or push notification. By default, these questions may be assigned on any given day Monday-Friday, but not on weekends. In certain jurisdictions, Workers Councils have objected to questions being assigned on holiday days, which occur on Monday-Friday (Bank Holidays for example).

In jurisdictions where Workers Councils object to questions being assigned on national holiday days which occur on Monday- Friday, a Qstream can be paused on the holiday days which means that no questions are assigned on such days. **Any such holiday dates which are required must be communicated and agreed in advance with the Qstream Client Services team during project planning.**

Qstream also has the ability to send questions on certain days of the week only. Participants also have the ability to pause their own flow of questions at any time, for example if they are going on vacation.

FAQs

What Personal Data does Qstream collect from Participants?

We collect and process name and email address of users registered on the Service. Email address is used for logging into the Service and sending optional transactional emails associated with use of the Service. Name and email address may be used to personalise communications and identify the user in the various operations of the Service. Optionally, a site administrator or program manager may apply textual tags to a user, for example Department, Region, etc. for the purposes of performing operations such as reporting or enrolment on a subset of the register user's base.

What data does the system make available to managers and program administrators?

The system can provide reports including the following data:

- Comparison of correct answers being given to questions by groups/individuals
- % of correct answers being given to questions by groups/individuals
- Comparison of how actively the groups/participants are engaged with Qstream
- Comparison of leaderboard points earned by groups/individuals

Who will be able to see participants data?

Whoever your organization wish to permit access to. There are different dashboards which can be assigned to different roles, and they are all optional.

a) Direct manager for his own team (can be deactivated)

b) Learning manager/program manager for all participants and for all teams


Your organization can define who they wish to allow access to which reports or data. Also, Qstream's Support Team may need to view data in order to provide support.

What reporting tools are made available?

The tools are as follows:

- Qstream Performance Dashboard: provides access to full analytics and all data in a Qstream.
- Front Line Manager Dashboards: provides direct managers with data and information about their own teams only.
- Participant Dashboard: provides the individual with information on how they have progressed through the Qstream and also previous Qstream's





It is important to note that the Qstream Performance Dashboard & Front Line Manager Dashboards are optional, not mandatory, and that you can fully specify who should receive each type (or no one if that is preferred). The participant Dashboard

How long will personal data be stored?

Data will be retained until 30 days post agreement termination, or in the case of individual users who have been deleted prior to the agreement, until 30 days post the deletion event.

Is it possible to run a Qstream while preventing access to any data which can be linked to a real person?

If required, all leaderboards and reporting dashboards can be disabled completely. In this scenario, when a particular Qstream has closed, your Qstream Services Consultant can provide a version of the reports which contains only aggregated data, with no individual data at all.

