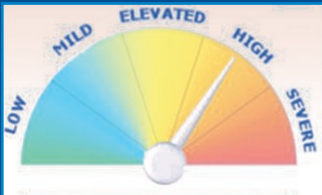


"Stress in the workplace is on the increase and the most dramatic increases has occurred where high levels of interaction with the public are involved, especially where electronic media such as the phone or computer are the main method of contact."



*Whilst you can never eliminate individual Stress from the workplace, you can reduce it through effective stress management, however, to be able to manage stress effectively you must first be able to measure it. Stressonhold has a unique biometric monitoring solution that allows us to provide an accurate, scientifically validated assessment to be made of individual stress levels. Our ability to provide this measurement allows your employer to focus its stress management resources where they will be of most benefit to its employees.*

STRESSMONITOR measures individual stress levels through a simple ten minute test completed at the desktop using the small non-invasive, lightweight wireless sensor shown aside. During every assessment we gather heart rhythm data using this patented pulse wave sensor called a PPG (or to give it its full name a *photoplethysmograph*) which is clipped to the ear lobe and which does not require the individual being tested to stop work.

Once completed the agent removes the sensor at which point it would be cleaned before passing to the next agent for testing.

The test will collect information regarding individual stress levels and collate this with others to provide a comparison of team, department and overall company stress levels. Once the test is complete the information collected is saved anonymously within our secure data centre. By effectively separating the data collected from the individuals personal details we ensure client confidentiality and adhere to Data Protection best practices. Our clients authorised representatives are the only people who have the ability to link the anonymous data collected to the individuals within their organisation.

#### PREPERATION REQUIRED

Individuals will be required to pause from call answering whilst the sensor is attached and detached , this procedure takes a matter of seconds after which individuals being tested can return to normal duties for the duration of the test.

Individuals can wear the sensor on either ear and the sensor can be worn with headsets.

Individuals may well be required to remove earrings for the duration of the test if these interfere with the connection of the sensor.

Each agent will be asked to provide their date of birth to ensure age verification, this is an essential part of the testing process as stress levels vary with age.

A list of individuals being tested is agreed in advance and time slots for each individual will be listed to ensure the full programme is completed in accordance with the agreed timeframes.

**The test are completed on site by Stressonhold's trained personnel who will be available to answer any questions relating to the testing procedure at any time before, during or after the testing process.**

**During the actual test the PPG sensor communicates through a wireless connection to software located on the Stressonhold consultants computer which will be located within 15 metres of the sensor. The PPG sensor uses light to collect the readings and is therefore completely non-invasive and harmless in its nature.**

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