ELNAV.AI

Aware Mate

# Crew Trust Charter

For Aware Mate pilots, evaluations and deployments

## Support the watch. Do not surveil the crew.

Aware Mate is designed to support safer bridge watchkeeping while preserving crew trust, professional dignity and privacy boundaries.

### Core promise

Aware Mate gives local on-board support and privacy-bounded operational review. It is advisory, human-reviewed and designed with clear limits: no identity recognition, no emotion recognition, no raw video ashore by default, and no automated disciplinary or fitness-for-duty decisions.

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|---|---|---|
| **On-board by default**<br>Core analysis runs on the vessel edge unit; normal operation does not require cloud video. | **No identity layer**<br>The system is not designed to identify the officer of the watch or rank individuals. | **No emotion recognition**<br>Aware Mate is not an emotion-recognition system and does not infer stress, mood or intent. |
| **Advisory only**<br>Alerts and review outputs support human judgement; they do not automate HR, discipline or navigation. | **No raw video ashore by default**<br>Standard outputs are anonymised event metadata and aggregated review metrics. | **Crew-visible governance**<br>The crew should be briefed on what the system does, what it does not do and how concerns are raised. |

## How this charter should be used

- Shared with crew before a pilot or active deployment, alongside the operator-approved SOP and privacy notice.
- Used by operators, HSQE, DPO/privacy teams and crew representatives to understand boundaries before activation.
- Read as a trust and governance document, not as a substitute for signed deployment documents, local law or company policy.

# 1. What Aware Mate does - and does not do

The system is designed for watchkeeping support, not crew surveillance.

### Aware Mate is designed to

- Run locally on the vessel edge unit in the agreed bridge context.
- Detect sustained patterns consistent with alertness loss, attention drift, abnormal inactivity or weak engagement.
- Provide proportionate local prompts for human review and action under the operator's SOP.
- Create derived event logs and aggregated review metrics for pilot close-out and operational learning.
- Support earlier intervention before a non-response event or unsafe drift becomes the issue.

### Aware Mate is not designed to

- Identify, rank or profile individual crew members.
- Recognise emotions, infer intent or make medical judgements.
- Automate navigation, COLREG decisions, ECDIS/radar decisions or steering.
- Make automated disciplinary, HR or fitness-for-duty decisions.
- Operate as ship-to-shore CCTV or continuous raw-video surveillance by default.
- Replace BNWAS, SMS procedures, the Master's authority or professional watchkeeping duties.

## Practical meaning on board

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| **Local prompt** | A bridge alert or prompt should be treated as a safety-support cue, not as an accusation. |
| **Silent calibration** | Before active alerting, a pilot may run in a quiet calibration mode to tune the setup and reduce nuisance alerts. |
| **Pause / mute / override** | Any pause, mute or override function must be governed by the operator's SOP and explained to the bridge team. |
| **Human review** | A dashboard signal or alert log is a review-prioritisation tool. It is not a verdict. |

## 2. What shore can see - and what shore should not see

Default reporting is aggregated and privacy-bounded.

The standard review model is designed to help an operator understand watchkeeping-state patterns without creating a remote officer-monitoring workflow.

### Standard aggregated review may include

- Day-level or period-level counts by alert tier.
- Aggregated alert load and nuisance-burden indicators.
- System uptime, valid monitoring time and technical health logs.
- Occupancy or long-absence context where enabled and governed.
- Pilot KPIs such as alert latency, false-critical review and crew acceptance survey results.
- Anonymised trend review for operator learning and pilot close-out.

### Standard reporting should not include

- Named officer status or individual crew ranking.
- Emotion labels, mood labels, stress scores or intent inference.
- Continuous raw video sent ashore by default.
- Exact event times where those times can reveal watch assignments, unless specifically approved and justified.
- Hidden monitoring modes not explained to the crew.
- Automated adverse action based only on the system output.

## Time, watches and indirect identification

**Default dashboards and public visuals should avoid time-of-day graphics where watch schedules can indirectly identify the officer on watch.**

Preferred presentation: period-level aggregation, aggregated signal mix, valid monitoring, alert load, long-absence flags, and human-reviewed context. If exact event times are needed for a documented incident review, they should be enabled under operator policy and access control, not by default.

## Optional critical buffer

If enabled by the operator, a short encrypted on-device video buffer may be kept for Critical alerts only and solely for documented review. It is not required for the core function and should not be exported or accessed without written authority, retention rules and audit logging.

# 3. Crew briefing, controls and concerns

Trust starts before the system is switched on.

## Before any active pilot

| Explain the purpose | Explain the boundaries | Explain the controls |
|---|---|---|
| Aware Mate supports the watch as a safety process. It is not a hidden performance-scoring or discipline system. | Crew should be told what shore can see, what shore cannot see, how data is retained and who can access it. | Mute, pause, override, fault reporting and escalation paths should be clear before active operation. |

## Crew-facing operating principles

- The bridge team should know when the system is in silent calibration, active alerting, paused, disabled or incident-review mode.
- Local alerts should be integrated into bridge routines so they support, not distract from, safe watchkeeping.
- False alerts, nuisance alerts, unsuitable camera placement and workflow problems should be reportable without blame.
- Crew feedback should be part of pilot acceptance, alongside technical metrics.
- Access to any pilot report should be role-based and limited to the agreed operational purpose.

## If a crew member has a concern

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| **Privacy concern** | Raise it through the vessel/operator contact or DPO/privacy contact designated for the pilot. |
| **Technical concern** | Report camera placement, false alerts, lighting problems, nuisance prompts or system faults through the pilot issue path. |
| **Operational concern** | Raise any concern that the system conflicts with bridge procedures, workload or safe conduct of the watch. |
| **Escalation** | The pilot should define who receives concerns, how they are recorded, and how corrective action is communicated. |

## Local contact block for pilots

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|---|---|
| **Operator pilot owner** | [name / role / contact] |
| **Privacy or DPO contact** | [name / role / contact] |
| **ELNAV.AI technical contact** | info@elnav.ai \| elnav.ai |

# 4. Governance commitments

What ELNAV.AI and the operator should commit to during pilots and deployments.

| Transparent purpose | Written boundaries | Human oversight |
|---|---|---|
| The system purpose should be explained as watchkeeping support and operational learning, not as crew punishment. | The pilot or deployment must define what is enabled, what is retained, what is exported and who can access it. | Outputs should be reviewed by competent people under SOP, not treated as automatic conclusions. |

| Minimum necessary data | Access control | Review and correction |
|---|---|---|
| Use aggregated and derived outputs by default. Enable additional detail only where justified and approved. | Use role-based access, authenticated support, audit logs and written approval for remote support or extra exports. | Crew and operator feedback should be used to tune thresholds, reduce nuisance alerts and improve the pilot setup. |

## Permitted purposes

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| **Safety support** | Earlier local prompts when sustained patterns suggest the watch may be weakening. |
| **Pilot evaluation** | Technical performance, nuisance burden, crew acceptance, alert latency and pilot close-out. |
| **Operational learning** | Aggregated trends for SOP improvement, workload review, training and bridge-process learning. |
| **Incident review** | Only under documented operator policy, lawful basis, access control and retention rules. |

## Prohibited or inappropriate uses

- Using Aware Mate as the sole basis for discipline, dismissal, promotion, pay decisions or fitness-for-duty decisions.
- Using the system for hidden surveillance or person-level ranking.
- Adding identity recognition, emotion recognition or unrelated workplace monitoring functions to the deployment.
- Exporting raw video or exact event data outside the agreed pilot/deployment scope.
- Treating dashboard outputs as proof of intent, negligence or poor seamanship without human review and context.

# 5. Crew briefing page

A plain-language summary suitable for onboard familiarisation.

## What is Aware Mate?

Aware Mate is an on-board watchkeeping-support system. It looks for sustained patterns that may indicate alertness loss, attention drift, abnormal inactivity or weak watch engagement. It can provide local prompts and aggregated review signals to support safer watchkeeping.

## What should crew know?

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| **Is it identifying me?** | No. The system is not designed for identity recognition. |
| **Is it reading emotions?** | No. Aware Mate is not an emotion-recognition system. |
| **Is raw video sent ashore?** | No raw video ashore by default. Any exception requires operator approval and documented policy. |
| **Does it make disciplinary decisions?** | No. Outputs are advisory and require human review under operator procedure. |
| **Can alerts be wrong?** | Yes. False or nuisance alerts must be reported and reviewed during pilot tuning. |
| **Who can I ask?** | Use the pilot contact, privacy/DPO contact, or designated bridge/HSQE owner listed for the deployment. |

**Trust principle**

**Aware Mate should make active watchkeeping easier to support, not make seafarers feel watched from shore.**

Support the watch. Do not surveil the crew.

## Document status

This Charter is an external pilot/evaluation document. Project-specific lawful basis, data retention, export permissions, access rights, crew notices, DPIA/LIA status and operator procedures must be set in the signed Statement of Work, DPA, privacy notice and vessel/operator SOP.

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