

DOCTOR SECURITY S.L. company dedicated to the exploitation of a Smart Phone mobile platform dedicated to personal security that has three applications: **GROUPS**, **HELP ME** y **SMART CONTROL**; it has developed an Emergency Management System based on **ISO 22320** on the activities supported by the **HELP ME** application.



Advanced personal security system connected to an Alarm Receiving Centre that manages personal emergencies (civil, sanitary and criminals).

DOCTOR SECURITY S.L. develops this Policy that must be understood by all workers and implemented at all levels of the organization.

Our Policy is based on our desire to improve our willingness to service, our commitment to cooperation and coordination with other entities in order to our staff effort translates into collective efficacy for benefit of the costumers and users who suffer an incident and deposited their trust in us to manage aid.

Staff participation is the essence of the organization; their full involvement enables the use of their skills for the benefit of the organization. We want everyone involvement to improve in areas where your contribution is very important.

For all that:

- It has been developed the Emergency Management handbook to ensure compliance with all commitments.
- They have been defined adequate command structures and control for an effective emergency response, information related to the emergency and necessary for the response to it, facilitating the decision making.
- We are committed to enhance cooperation and coordination among all parties involved in emergency response.
- The organization is also committed to provide the necessary resources for an excellent service providing relying on the support of all our employees.
- We also involve our suppliers and subcontractors in our emergency management system for proper coordination of the service.
- We maintain fluid communication with all the entities that cooperate to provide the service for our customers and users.
- We ensure compliance with applicable laws in our business field and the volunteers requirements that we sign, integrating them in this corporate policy.
- We ensure to fulfill our obligations under the General Terms of Use and Legal Notice of the application and to respect the rights of our customers and users.
- We communicated to all persons working for the organization in order to make them aware of their individual obligations regarding emergency management.

Barcelona, November 20, 2014
Signed: **Fernando Olivares**
General Director