

CARE PANDA INC. SAFETY, INCIDENT REPORTING & COMPLAINTS POLICY

Emergency Escalation, Trust & Safety Guidelines, and Dispute Procedures

Version 1.4 • Effective 18 October 2026 • Registered in Parañaque City, Philippines

1. Immediate Danger and Medical Emergencies

IF A PERSON IS IN IMMEDIATE PHYSICAL DANGER, FACING AN ACUTE LIFE-THREATENING MEDICAL EMERGENCY, OR THE VICTIM OF A CRIME, DIAL LOCAL EMERGENCY SERVICES IMMEDIATELY:

- **Emergency Hotline:** Dial 911 (Nationwide Emergency Hotline)
- **Philippine National Police (PNP):** Dial 117 or contact your local barangay emergency response team (BERT).
- **Ambulance & Medical Emergency:** Dial 911 or contact local red cross / hospital ambulance dispatch.

FOR NEONATAL & INFANT MEDICAL EMERGENCIES: Dial 911 immediately upon observing signs of acute distress: respiratory retractions, grunting, nasal flaring, central cyanosis (blue lips/tongue), fever $\geq 38.0^{\circ}\text{C}$ in infants under 3 months, continuous vomiting, seizures, or profound unresponsiveness. Alert the infant's parents immediately.

Do not wait for an in-app response during an emergency. Once safety is secured, immediately notify Care Panda Trust & Safety.

2. Reportable Safety Incidents

Users must promptly report the following concerns via the Platform:

- Physical violence, verbal threats, sexual harassment, abuse, or neglect.
- Infant safety violations: Co-sleeping/bed-sharing with an infant on adult beds, recliners, or sofas; failure to observe back-to-sleep protocols; loose bedding or pillows in an infant's sleep area; shaking or rough handling; leaving an infant unattended on an elevated changing table or furniture; or administering unprescribed medications/herbal concoctions to an infant.
- Theft, unauthorized borrowing of property, or financial exploitation.
- Intoxication, alcohol consumption, or illicit drug use during a shift.
- Care partner no-show, extreme unexcused tardiness, or unapproved caregiver substitution.
- Performance of clinical nursing procedures by non-licensed caregivers.
- Unsafe, unsanitary, or hazardous home working conditions.

3. Incident Reporting Channels

- **In-App Incident Console:** Admin & User Dashboard → Support Tickets → "Report Safety Incident". Monitored with priority triage.
- **Trust & Safety Email:** hello@thecarepandaph.com
- **Telephone Hotline:** +63 (2) 8737 9300 (Monday–Saturday, 8:00 AM – 8:00 PM PHT; on-call urgent weekend dispatch).

4. Investigation, Protective Measures, and Appeals

- **Investigation:** Upon receiving a report, Trust & Safety assesses immediate risk, preserves shift telemetry, reviews GPS logs, and contacts both parties for factual statements.
- **Temporary Hold:** Care Panda reserves the right to temporarily suspend account booking privileges during an active safety investigation.
- **Disciplinary Action:** Substantiated severe violations result in permanent platform deactivation, forfeiture of platform incentives, and referral to law enforcement or the PRC.
- **Appeals:** Users may appeal decisions within seven (7) calendar days by submitting supplementary evidence to hello@thecarepandaph.com.