



Geneva, December 15th, 2025

First Responders Charter

1. Volunteering

- a) First Responders work on a voluntary basis.
- b) No remuneration or compensation shall be given.

2. Provisions

- a) The First Responder undertakes to comply with the provisions of this charter, as well as the missions and values of Save a Life.
- b) This charter may be amended at any time.

3. Availability

- a) The First Responder will only accept a call-out if he/she is in full possession of his/her faculties.
- b) The First Responder who confirms his/her availability in the app will provide immediate assistance to the casualty whose precise details have been provided to him/her.

4. Geolocation

The First Responder agrees to be geolocated by the app when he/she confirms that he/she is available to respond to a call-out.

5. Call-out

- a) The First Responder will use his/her own means to travel.
- b) He/she will ensure that he/she behaves appropriately and respectfully at all times. In particular, he/she will respect the rules of the road.
- c) Once at the scene, the First Responder will provide help to the extent of his/her knowledge and skills. He/she will ensure his/her own safety first.
- d) The First Responder will identify himself/herself as such during the call-out.
- e) As soon as professional emergency services arrive, the First Responder will follow their instructions. He/she will provide the necessary information and will not leave the scene until the paramedics have agreed to such.

6. After the call-out

- a) The First Responder will send back the follow-up form.
- b) He/she should contact Save a Life by phone if he/she has experienced a difficult or stressful situation.

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7. Duty of confidentiality

- a) The First Responder will maintain absolute discretion in dealing with third parties who have not taken care of the casualty. This obligation will remain in place even after the end of the collaboration.
- b) The First Responder agrees that he/she will not be kept informed of the casualty's condition following their intervention.

8. Legal liability

The First Responder accepts his/her civil liability. Save a Life will not be liable in the event of damages suffered.

9. Knowledge and skills

The First Responder is committed to keeping his/her knowledge and skills up to date.

10. Exclusion

The First Responder acknowledges that the network reserves the right to exclude him/her at any time without giving reasons.

11. Use of data

In order to stay informed about what's happening in the network, the First Responder agrees to receive news from the app in the form of notifications, as well as the Save a Life newsletter and letters. As such, they grant Save a Life the right to use their data only for internal correspondence within the network and follow-up with the Centrale 144. This will remain strictly confidential and will not be disclosed to third parties under any circumstances, except for the Centrale 144.