

KUBA COMPREHENSIVE SERVICE PROVIDER POLICY & AGREEMENT FRAMEWORK

Version 1.0 | Effective Date: 13 June 2026

1. Purpose

This policy establishes the legal, ethical, operational, and professional obligations of all service providers operating through the Kuba platform.

2. Provider Eligibility & Onboarding

All providers must complete identity verification, submit required certifications and licenses, provide references, pass applicable background checks, complete onboarding training, and sign Kuba's Code of Conduct.

3. Professional Standards

Providers must maintain professional appearance, punctuality, respectful communication, competence, confidentiality, and customer-focused service at all times.

4. Quality Standards & Service Levels

Providers shall deliver services according to agreed specifications, industry standards, and Kuba quality benchmarks. Repeated quality failures may result in disciplinary action.

5. Ethics & Integrity

Providers shall act honestly, avoid conflicts of interest, refrain from bribery, fraud, theft, misrepresentation, or exploitation of customers.

6. Customer Protection Obligations

Providers shall respect customer dignity, privacy, safety, property, and confidential information. Any customer concern must be handled professionally and reported when necessary.

7. Data Protection & Confidentiality

Providers may not disclose customer information, photographs, addresses, contact details, medical information, financial information, or any confidential information obtained through Kuba without authorization.

8. Independent Contractor Status

Unless otherwise agreed in writing, providers operate as independent contractors and are responsible for their taxes, licenses, permits, and statutory obligations.

9. Insurance Requirements

Kuba may require providers to maintain professional indemnity insurance, public liability insurance, or other coverage appropriate to the services offered.

10. Complaint Management Procedure

Customers may submit complaints through Kuba's reporting channels. Kuba may collect statements, photographs, recordings, service records, and other evidence relevant to the investigation.

11. Investigation Process

Kuba reserves the right to investigate complaints, interview affected parties, review platform communications, and determine appropriate corrective action.

12. Service Level Agreement (SLA) Expectations

Providers are expected to maintain acceptable customer ratings, punctuality standards, responsiveness, and service completion rates established by Kuba.

13. Breach of Contract

Any violation of provider agreements, platform policies, customer safety requirements, or applicable laws may constitute a breach of contract.

14. Misconduct & Gross Misconduct

Misconduct includes unprofessional behavior, repeated poor performance, harassment, discrimination, intoxication while working, confidentiality breaches, fraud, theft, assault, criminal conduct, or falsification of qualifications.

15. Disciplinary Measures

Disciplinary actions may include coaching, warnings, retraining, suspension, restricted access to customers, financial restitution where legally permissible, permanent removal from the platform, and referral to authorities.

16. Financial Liability & Restitution

Providers may be held financially responsible for proven damage to customer property, losses caused by negligence, or contractual breaches to the extent permitted by law.

17. Appeals Process

Providers may submit a written appeal within the period prescribed by Kuba. Kuba shall review the appeal and issue a final determination.

18. Right of Removal

Kuba reserves the right to immediately suspend or terminate access to the platform where customer safety, legal compliance, reputational integrity, or platform security is at risk.

19. Regulatory Compliance

Providers shall comply with all applicable laws, consumer protection requirements, professional regulations, and privacy obligations within the jurisdictions where services are provided.

20. Acknowledgement

All providers must acknowledge that they have read, understood, and agreed to comply with this policy before offering services through Kuba.