

KUBA RISK MANAGEMENT & PROFESSIONAL CONDUCT POLICY

Version 1.0

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This policy establishes the standards, procedures, and risk management framework governing service providers operating through the Kuba platform. The purpose of this policy is to protect customers, service providers, and Kuba while maintaining high standards of professionalism, safety, and service quality.

1. Service Provider Vetting and Verification

All service providers shall undergo identity verification, qualification review, reference checks, and any other screening procedures required by Kuba before approval.

2. Professional Conduct Standards

Providers must maintain professional appearance, respectful communication, punctuality, ethical conduct, and compliance with all applicable laws and Kuba policies.

3. Customer Feedback and Rating System

Customers may rate providers on professionalism, punctuality, service quality, and overall experience. Kuba reserves the right to review and act upon recurring negative feedback.

4. Incident Reporting

Customers may report misconduct, safety concerns, property damage, fraud, poor workmanship, no-shows, or any other service-related issue through Kuba's reporting channels.

5. Disciplinary Measures

Kuba may issue warnings, require retraining, suspend accounts, or permanently remove providers depending on the severity and frequency of violations.

6. Service Quality Assurance

Kuba may investigate complaints, request supporting evidence, interview involved parties, and implement corrective actions where necessary.

7. Service Guarantee and Customer Protection

Subject to investigation and platform policies, Kuba may facilitate re-service, credits, refunds, or other remedies deemed appropriate.

8. Insurance and Liability Considerations

As the platform expands, Kuba may maintain insurance arrangements including professional indemnity and public liability coverage where appropriate.

9. Training and Compliance

Providers may be required to complete customer service, ethics, safety, and platform compliance training before and during participation on the platform.

10. Legal Protection and Platform Rights

Kuba reserves the right to suspend, investigate, restrict, or terminate provider access where safety, legal, reputational, or quality concerns arise. Nothing in this policy limits Kuba's rights under its Terms of Service or applicable law.

Kuba Trust Promise

Every Kuba professional is verified, rated, and held to strict quality standards. If something goes wrong, our Trust & Safety team will investigate and take appropriate action.