

KUBA SERVICE PROVIDER CODE OF CONDUCT, PROFESSIONAL STANDARDS & ACCOUNTABILITY POLICY

Version 1.0

Effective Date: 13 June 2026

Purpose

This policy establishes the minimum standards of professionalism, quality, ethics, accountability, and customer care required of all service providers operating through the Kuba platform.

1. Professionalism Requirements

Service providers shall maintain a professional appearance, communicate respectfully, arrive on time, provide services competently, respect customer privacy, and refrain from inappropriate behavior.

2. Quality Standards

Providers must deliver services to industry standards, use appropriate tools and methods, complete work as agreed, and ensure customer satisfaction through consistent service quality.

3. Ethical Conduct

Providers shall act honestly, avoid conflicts of interest, refrain from fraudulent conduct, maintain confidentiality, and comply with all applicable laws and regulations.

4. Customer Accountability

Providers are responsible for their conduct while delivering services. They must treat customers with dignity, safeguard customer property, maintain confidentiality, and promptly report incidents affecting service delivery.

5. Prohibited Conduct

The following conduct is prohibited: harassment, discrimination, theft, fraud, intoxication while providing services, violence, property damage, abusive language, falsification of qualifications, solicitation outside the platform, and breaches of confidentiality.

6. Reporting and Investigation

Kuba reserves the right to investigate complaints, gather evidence, interview relevant parties, review communications, and determine appropriate corrective actions.

7. Breach of Contract and Misconduct

Any breach of this policy, the service provider agreement, or Kuba platform terms may result in disciplinary action depending on the severity of the violation.

8. Disciplinary Actions

Disciplinary actions may include verbal warnings, written warnings, mandatory retraining, temporary suspension, financial liability for damages where permitted by law, permanent removal from the platform, and referral to law enforcement or regulatory authorities when appropriate.

9. Gross Misconduct

Gross misconduct includes fraud, theft, assault, harassment, serious negligence, intentional property damage, criminal activity, falsification of credentials, and conduct that places customers or

Kuba at significant risk. Gross misconduct may result in immediate termination from the platform.

10. Appeals Process

Providers may submit a written appeal within the timeframe established by Kuba. Kuba reserves the right to uphold, modify, or reverse disciplinary decisions after review.

11. Acknowledgement

All service providers must acknowledge and agree to comply with this policy as a condition of providing services through the Kuba platform.