

Quicker Easier Cheaper.com

Service Providers Vetting Policy:

1. INTRODUCTION:

- 1.1. **Quicker easier cheaper (PTY) Ltd. "The Company"** wishes to appoint the "**Service Provider**" to provide "**the service**" to the "**user**".
- 1.2. The Service Providers agree to random "**audits**".
- 1.3. The Service Providers agree to honour the "**SLA**" (service level agreement).
- 1.4. The "**Parties**" agree to record their interactions on the Company's platforms. The Company will not be held liable for services or communication outside of its platforms.
- 1.5. The Service Providers hereby agrees to only use information of the user provided on the "**Job Card**" supplied by the company and furnished by the user, or unless stated otherwise in writing (email or letter only).

2. INTERPRETATION AND DEFINITIONS:

- 2.1.1. In this Agreement, unless the context otherwise indicates, the following words will have the following meanings:
- 2.1.2. "**Service Providers**" means the supplier of the physical and or digital labour.
- 2.1.3. "**User**" refers to the end users (person(s) or company/businesses) requesting the services of service providers.
- 2.1.4. "**The Company**" means Quicker Easier Cheaper.com and Quicker easier cheaper (PTY) Ltd. Registration Number 2019/624185/07
- 2.1.5. "**Audit**" means but not limited to: SARS compliance, labour laws and regulations, record keeping (workmanship portfolio, financial record etc.).
- 2.1.6. "**The Service**" means the service to be provided by the Service Providers to the user, via the company from time to time.
- 2.1.7. "**SLA**" is to determine what service is required by the Company and warrants that the Service Providers must be suitably organised, qualified, financed, equipped, and experienced in the provision of the service referred to and required in terms of this Agreement/ Policy.
- 2.1.8. The "**Job Card**" means the information inputted by the user, for means of requesting/quoting/comparing a service from the listed Service Providers on the Company's platform(s).
- 2.1.9. The "**Parties**" means the Company, Service Providers and its users.

- 2.2. Words importing the singular shall include the plural and vice versa, and words importing the masculine gender shall include females.
- 2.3. The head notes to the clauses in this Agreement are inserted for reference purposes only and shall not affect the interpretation of any of the provisions to which they relate.

3. APPOINTMENT:

Once the user agrees to a quotation provided after completing the job card. They hereby appoint the Service Provider to provide their services to the user. The Service Provider is in no form part of or employed by The Company.

4. SLA:

4.1 Notwithstanding the signature date, this agreement shall commence as from the commencement date and shall continue thereafter for an indefinite period until terminated in writing (Email or Letter) by the Company or Service Providers.

4.1.1 Termination by the Service Providers must be in writing and received by the company within 14 business days, before termination date.

4.1.2 Termination by the company must be in writing and received by the Service Providers within 14 business days, before termination date. Unless the Service Providers, transgressed the code of conduct. Whereby the parties have the right to address the transgression within 72hrs, failing which the company may terminate the agreement after 72hrs of transgression.

4.2. By entering into this agreement the Service Providers agrees to flexible labour hours, as and when required by the company (24/7 on standby).

5. RESPONSIBILITIES AND DUTIES:

5.1. The services may be specified in general terms only and the Service Providers shall fulfil any further services, within their line of service or as may be required by the Company after consultation with the Service Providers.

5.2. The Service Providers hereby undertakes that he/she shall at all times during the continuance in force of this Agreement, observe the utmost good faith in the performance of his/her obligations as set out in this Agreement.

5.3. In the performance of this Agreement, the Service Providers shall at all times have due regard to and observe the code of conduct provided to by the Company and its

administrative conditions, rules and regulations, as may be in existence in all areas of operation of the Company from time to time.

6. **PAYMENT:**

The Company's payment terms are detailed in the payment policy which applies to all parties. The policy can be found in our terms and conditions.

7. **CONFIDENTIALITY:**

All Service Provides hereby agree to treat all information of the users and Company as sensitive. The Company ensures the highest standards of Protection of Personal Information Act 4 of 2013 and so shall all Service Providers. Services Providers are prohibited to contact the Company's users outside of contracted services related issues, also prohibited to source future business from the Company's users

8. **INDEMNITIES:**

- 8.1. The Service Provider indemnifies The Company, its shareholders, employees, and partners from any demand, action, regulation or application or other proceedings, including for attorneys' fees and related costs such as tracing fees, made by the user and arising out of or in connection with the user's use of the Services offered or concluded through the platforms in any way.
- 8.2. The Service Provider agrees to indemnify, defend and hold the Company from any direct or indirect liability, loss, claim, cancelation and expense (including reasonable legal fees) related to the user's use of the platforms and/or the Company's services and for breach of these Terms.
- 8.3. This clause will survive termination of this agreement.
- 8.4. Please note that the Company complies with all South African laws in representing the offerings and services across all platforms. Thus all parties using these services and or offerings shall be subjected to these laws. Should a service provider not comply after entering into this agreement, said service provider agrees that the Company, its shareholders, employees, partners and affiliates, accept no liability whatsoever and you as service provider where/ are acting in your own accord.

9. **WARRANTIES:**

- 9.1. The Service Provider warrants that he is able to conclude this agreement and to comply with its obligations covered in this Agreement to the satisfaction of the Company.
- 9.2. All information of the user made available on the platforms in relation to any on the Job Card is those of the authors and not the Company. While the Company makes every reasonable effort to present such information accurately and reliably on the

platforms, the Company does not endorse, approve or certify such information, nor guarantee the accuracy or completeness of such information on said platforms.

- 9.3. The Company, its shareholders, employees and partners, accept no liability whatsoever for any loss, whether direct or indirect, consequential or arising from information made available on (or by means of) user error and/or transactions or actions resulting there from, including a user's use of any Service Providers in any way.
- 9.4. The Company, its shareholders, employees, partners and affiliates, accept no liability whatsoever for any costs, expenses, fines or damages, including but not limited to direct or indirect loss or damages. Not excluding financial loss, punitive damages and reputation, resulting from users or service provider dissatisfaction from either party, or use of the Company's platforms in any manner.
- 9.5. Please note that the Company complies with all South African laws in representing the offerings and services across all platforms. Thus all parties using these services and or offerings shall be subjected to these laws. Should a serviced provider not comply after entering into this agreement, you agree to that the Company, its shareholders, employees, partners and affiliates, accept no liability whatsoever and you as service provider where/ are acting in your own accord.

VERIFICATION:

The Company has four verification levels.

1. The purpose of these verification levels is to foster trust and transparency to the users.
2. The verification levels are a contractual mitigation of liability for the Company.
3. No Service Providers will be able to accept contracts from end users if their account and or business have not been verified.

THE SERVICE PROVIDER VERIFICATION LEVELS

1. UNVERIFIED:

Unverified service providers will be able to use the majority of the services provided by the Company's platform, but will crucially be unable to accept contracts from users.

Users will be able to see your business particulars, but should they click on the unverified service providers' page, they will be informed that the service provider is unverified and unable to participate in contracting.

Unverified service providers will still need to sign copies of all of the policies of the Company and submit these as part of their enrolment process, submit their banking details and consent to a credit check of the principal account holder.

2. **BASIC VERIFICATION:**

Basic verification will require that the service provider and or business submits certified copies of its business registration documents, VAT registration documentation and certificate of good standing with the receiver of revenues.

Additionally we will require copies of the business owners/ shareholders identity documents.

The verification process will verify all of the service providers business contact details (Phone numbers, and email addresses), and failure in the verification process will result in the account being temporarily placed in the unverified status. Please refer to UNVERIFIED.

All service providers who are registered as having basic verification will be able to participate in the contacting process with customers, but their pages will carry the designation of only having a basic verification status.

3. **VERIFIED:**

This level of verification is the ideal for service providers who wish to maximize their capability and offerings on the Company's platform. Businesses registered as verified will be promoted above those businesses which only have the BASIC VERIFICATION.

In order for a service provider or business to be granted this designation, they will be required to fulfil all of the requirements of the preceding verification categories, and will additionally need to provide consent to perform a credit check on the owners / directors of these service businesses.

Additionally a credential check will be performed and this will involve the following steps;

- How long have they been trading?
- Who are their key employees?
- How long have their key employees been working with them?

And finally businesses who hope to receive the designation of being a verified service provider will need to provide evidence of their insurance standing, which will be verified to ensure that their businesses are covered against liability.

4. **TRUSTED:**

Service businesses who wish to achieve this designation of verification will need to meet the expectations of all the previous categories as well as some additional measures.

These measures include, providing a copy of the service businesses customer management policies, their quality procedures policy, a workplace safety history audit.

This criteria is subject to change, at the discretion of the management of the Company without prior notice.

We will publish a notification of an update on the platform in the event of these modifications and grant businesses some grace to meet any potential additional requirements, which will vary based on the nature of these possible amendments.

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