

SERVICE PROVIDER MANAGEMENT POLICY.

1. USER DATA.

REFER TO THE PRIVACY POLICY FOR A FULL VIEW OF QEC'S USER DATA AND STORAGE STANDPOINT.

2. SERVICE LEVEL AGREEMENT.

Below is a checklist you can use to create an SLA. Feel free to adapt it to fit your needs:

<https://www.31west.net/blog/create-service-level-agreement/>

Define the service you want to outsource

Determine what you can measure

Define The Project's Metrics

The key to defining metrics is using ones that can be easily tracked and fit the situation. Metrics commonly used include:

- Mean time between failures (MTBF)
- Mean time between service incidents (MTBSI)
- Meantime to restore service (MTRS)
- Turnaround time
- Uptime

You may also want to include time-to-restore service, the time service is considered to be unavailable, availability and reliability targets, and maintenance downtime.

Describe your business need and metrics

Define The Level of Service

Include things like the scope of service needed, the purpose of the service, and all key information as well as the specific business processes. Also include the impact of service loss, so the provider gets a sense of what's at stake.

Obtain your baselines/set service targets

Define The Terms of The Agreement

Having defined the service levels, define the provider's roles and responsibilities and its duties, the agreement's duration, and the applicable service times. You'll also want to define the exceptions to the service times, such as holidays, maintenance periods, and so on. Defining the exceptions is critical to judging a provider's performance.

Decide on how you will monitor and review performance

Set Performance Levels While Creating Practical SLA

Make sure you include both the minimum AND the expected levels for service, as well as many times the service is considered either unavailable or limited. Here the "expected level" is what the customer is paying for while the "minimum level" is what the customer would consider poor—that is, borderline unacceptable service.

Determine your reporting procedures

Identify the project's business owner/manager

Prepare the SLA document

Review it with the service provider

Revise the document as needed

Obtain approval of all the parties involved.

3. SERVICE PROVIDER VERIFICATION.

4. QEC BRAND AND USAGE.

<https://www.labsexplorer.com/c/how-to-make-sure-your-intellectual-property-is-protected-when-you-outsource> 25

All verified vendors (basic verification – trusted vendors) will be provided with a limited usage license to use Quicker Easier Cheaper.com branding for the purpose of fulfilling the QEC customer's needs.

A branded high-visibility vest- at the cost to the service provider– which will have the Quicker Easier Cheaper.com branding visible on it.

This vest will also be marked with a tracking QR code, which will enable service providers to register each piece of equipment to their employees.

Stickers will be provided to the service providers for their vehicles- at the cost to the service provider– which will allow customers to identify that these vehicles are associated with the Quicker Easier Cheaper.com brand.

Licenses will remain valid for a period of twelve month, assuming that the service provider remains in good standing, and will automatically be reissued at the request of the service providers.

Service providers will be required to make themselves available to a site audit once every twelve months. Quicker Easier Cheaper.com management will at their discretion, decide if the visit is necessary.

The purpose of this visit is to ensure that the licensed goods and branding are in working order and will for part of the verification process.

Digital brand licenses will be available to service providers for use in their digital media, and will need to be applied for, to ensure uniformity and conformity with our branding standards.

5. ACCOUNT DORMANCY.

The purpose of this section is to ensure that Quicker Easier Cheaper.com customers are wherever possible receiving the most accurate and up to date information.

Any service provider profile, which has remained unchanged or unaltered for a period exceeding three months, will be informed- in a manner which will be determined at such time, and most likely by email- of the fact that their profile has remained unchanged and essentially dormant and that we suggest they update some elements of their profile to avoid their profile becoming deregistered.

If a service provider page has not changed within a six-month period Quicker Easier Cheaper.com reserves the right to deregister that profile.

In the event of deregistration, service providers will need to contact customer care to resolve this matter.

6. SECURITY.

ACCESS CONTROL.

ACCESS NEEDS TO BE CONTROLLED AND UNAUTHORISED ACCESS IS TO BE PREVENTED, Quicker Easier Cheaper.com WILL TAKE STEPS IF WE DETERMINE THAT OUR PLATFORM IS BEING ACCESSED BY INDIVIDUALS WHO ARE NOT AUTHORISED TO DO SO.

SERVICE PROVIDERS WILL BE REQUIRED TO REGISTER THEIR EMPLOYEES FOR THE PURPOSE OF DIGITAL VERIFICATION.

SERVICE PROVIDER AND CUSTOMER CONTRACT.

THE SERVICE PROVIDER REGISTERS THE EMPLOYEE'S IDENTITY NUMBERS, CELL PHONE NUMBERS AND A PICTURE.

QEC SENDS DIGITAL VERIFICATION TO THE CUSTOMER SO THAT THEY KNOW WHO TO EXPECT.

QEC REGRETS THAT WE WILL NOT ALLOW CONVICTED CRIMINALS OR INDIVIDUALS CURRENTLY STANDING TRIAL OR A WAITING TRIAL TO SERVICE OUR CUSTOMERS. WE HOPE TO IMPLEMENT POLICIES THAT ALLOW US TO ENSURE THAT REFORMED CONVICTS ARE ABLE TO WORK IN THE NEAR FUTURE, BUT AT THIS POINT IT REPRESENTS TO SIGNIFICANT A RISK.

VENDORS ARE EXPECTED TO IMMEDIATELY NOTIFY QEC MANAGEMENT OF ANY EVENT, MATERIAL BREACH, BREAK IN OR THEFT OF ITEMS WHICH WILL, MAY, POTENTIALLY, COULD POSSIBLY PUT QEC CUSTOMERS AT RISK OF IMPERSONATION, UNLAWFUL ACCESS, BLACK MAIL, PHISHING AND WE RESERVE THE RIGHT TO EXERCISE OUR DISCRETION IN THE SUSPENSION OF THE SERVICE PROVIDERS ACCOUNT DEPENDING ON THE SEVERITY OF THE SITUATION AND AT OUR DISCRETION.

7. INSURANCE.

8. DIGITAL CONTRACTING.

9. ADDITIONAL COSTS.

10. PLATFORM ACCESS CONTROL.

11. POACHING.

Quicker Easier Cheaper.com will not tolerate any behaviour by service providers which could be seen as poaching.

We regard poaching as the act of guiding customers from the platform, or off the platform to deal with service providers directly.

Any service provider who is thought to be performing this sort of act will have their profile immediately removed from our system and platform.

Any service provider who feels that they have had their profile unfairly blocked or removed are encouraged to contact customer care to resolve the matter.

12. SUBCONTRACTING AND OUT-SOURCING.

13. FUTURE UPDATES.