

VERSION for Mila CONTRACTORS

Are you offering SERVICES for END CUSTOMERS in the UK on the Mila platform as a CONTRACTOR? Then for use of the Mila platform the following

Terms of Use and Provision of Services ("Terms")

shall apply. These Terms apply to the use of the Mila platform <https://www.mila.com/en-gb/> of Mila AG ("Mila") and the performance of the SERVICES by CONTRACTORS.

The provisions of Part 1 - Terms of Use, sets out the terms on which CONTRACTORS may access the Mila Platform. The provisions of Part 2 - Terms of Provision of Services, apply to the provision of SERVICES by CONTRACTORS. The provisions of Part 3 set out general provisions that apply to both use of the Mila Platform and the provision of SERVICES.

1. Definitions

- **CONTRACTOR:** Provider of services. The CONTRACTOR operates as a subcontractor on behalf of Mila for third parties (so-called "END CUSTOMER") as a Company which acts as a Mila-registered CONTRACTOR.
- **Mila:** Mila AG, Gutenbergstrasse 1, CH-8002 Zurich, www.mila.com, Company register no. CHE-220.287.171, Email: info@mila.com
- **SERVICES:** Services which CONTRACTOR provides to END CUSTOMERS on behalf of Mila as described in [Annex 1](#).
- **SERVICE CROWD:** When they register on the Mila platform, CONTRACTORS will automatically become part of the SERVICE CROWD and have the option of joining one or more SERVICE COMMUNITIES.
- **SERVICE COMMUNITY:** Any SERVICE COMMUNITY for ENTERPRISE PARTNERS of Mila
- **END CUSTOMERS:** A natural person or legal entity who requests a SERVICE via the Mila platform and for whom Mila subsequently engages a CONTRACTOR.
- **SERVICE PACKAGES:** Certain services which are typically provided in a product area and are bundled in packages.
- **PROFILE:** A description created by a CONTRACTOR (name, profile picture, skills etc.), supplemented by END CUSTOMER ratings for SERVICES provided previously which can be called up on the Mila platform.
- **ENTERPRISE PARTNER:** Companies which Mila has engaged to develop a SERVICE COMMUNITY and to which it also provides its own brand name, logos etc. by way of promotional support, where necessary, for said SERVICE COMMUNITY.
- **CONFIDENTIAL INFORMATION:** any information whether received orally, electronically or in written form that relates to Mila's business, customers

(including any END CUSTOMER data), suppliers, operations, strategies, trade secrets and know-how which is either designated by Mila as confidential or which ought reasonably to be considered confidential.

- **BEST INDUSTRY PRACTICE:** all relevant practices and professional standards that would be expected of a well managed skilled and experienced expert service provider carrying out obligations similar to the relevant obligations.
- **DATA PROTECTION LAWS:** all laws, regulations, regulatory requirements, guidance and codes of practice, including Regulation (EU) 2016/679 ("GDPR"), applicable to the processing of Personal Data (as amended and/or replaced from time to time).
- **FEE INFORMATION:** the information about fees payable for SERVICES provided by CONTRACTOR in accordance with these Terms set out in [Annex 2](#) as may be amended by Mila from time to time.

PART 1 - TERMS OF USE

2. Role of Mila

Mila provides the END CUSTOMER the opportunity of ordering on demand SERVICES using the Mila platform. With the Mila platform, Mila offers the CONTRACTOR a means to generate further orders and thus manage any surplus capacity within the company. Mila becomes the END CUSTOMER's contract partner. The CONTRACTOR is a Mila subcontractor and provides services for END CUSTOMERs in the name and on behalf of Mila.

3. Role of the ENTERPRISE PARTNERS

No contractual relationship either exists or will be created between ENTERPRISE PARTNER and CONTRACTOR or ENTERPRISE PARTNER and END CUSTOMER by the use of the Mila platform. The CONTRACTOR shall therefore also not present himself to the END CUSTOMER as an agent or employee of the ENTERPRISE PARTNER, shall not on behalf of the ENTERPRISE PARTNER make any promises to the END CUSTOMER, and shall refrain from doing anything that might mislead an END CUSTOMER in this regard or might harm the interests or good reputation of the ENTERPRISE PARTNER.

4. The Mila Platform

Mila operates the Mila platform with reasonable skill and care and provides it in accordance with these Terms of Use.

Mila reserves the right: (i) not to provide the Mila platform during maintenance work, for the purpose of implementing new functionality or to undertake other essential maintenance work; and (ii) to amend, extend or decommission the Mila platform. Where Mila decides to take such action, it shall give CONTRACTOR reasonable notice of any significant change or decommission.

Other than as expressly stated in these Terms, Mila does not make any commitment about the Mila platform, its functionality availability, or ability to meet CONTRACTOR's needs.

CONTRACTOR shall register on the Mila platform. For registration purposes, Mila requests, firstly, the last name, first name, email, telephone number, company name, tax number, address etc., and secondly, the expertise and experience and

other information about CONTRACTOR (e.g., area of service activity, profile description, account information) for various areas of activity. CONTRACTOR must provide this information completely and truthfully and shall ensure that the information is kept up to date.

CONTRACTORS shall provide information about their corporate status and VAT number as part of the registration process.

Only one PROFILE is allowed for each CONTRACTOR. CONTRACTOR must not, for example, also register as a FRIEND. Mila reserves the right to delete multiple profiles that are attributable to the same CONTRACTOR. Mila shall, where possible, provide notice before deleting a profile.

If Mila is notified of an abuse in connection with a PROFILE, Mila may, in urgent cases without prior notice, block PROFILES which are not in accordance with these Terms or which in Mila's reasonable opinion may infringe third party rights.

5. Employee background check

The employee background check is an integral part of Mila's onboarding process which is performed by [Accurate](#) as a last step of the process.

The CONTRACTOR acknowledges that as part of a background check of employees of the CONTRACTOR who are deployed to END CUSTOMERS of Mila, Mila will disclose the following personal data to [Accurate](#) who is responsible for carrying out the background checks: Last name, first name and e-mail address. The CONTRACTOR shall be informed of the result. Information about Accurate's data processing is available [here](#).

Subject to prior notice to the CONTRACTOR, the ENTERPRISE PARTNER may also be informed of the result if the latter requested the background check.

The CONTRACTOR is aware that it may

- revoke the declarations of consent above, including parts thereof, at any time,
- request information about the personal data relating to it that are processed by Mila, and
- request rectification of incorrect or incomplete data.

Such notifications or requests may be sent by the CONTRACTOR directly to Mila.

The CONTRACTOR acknowledges that a revocation of the consent to the processing of its personal data within the meaning of the above provisions may result in no further individual orders being placed with it by Mila, as this is an essential component of quality assurance and transparency of SERVICES on the platform.

6. CONTRACTOR's obligations - the Mila Platform

CONTRACTOR may only use the Mila platform for purposes that are expressly permitted in these Terms of Use and may not use the Mila platform in any way which is contrary to the [Code of Conduct](#) as amended from time to time or is otherwise illegal or unethical or may harm the interests of Mila or an ENTERPRISE PARTNER.

CONTRACTOR must not in the course of using the Mila platform, or when it subsequently fulfils the order for Mila, infringe any third-party rights (e.g., by installing licensable software without an appropriate licence from the rights holder).

PART 2 - TERMS OF PROVISION OF SERVICES

7. SERVICE BOOKINGS

END CUSTOMERS request SERVICES from Mila. Mila forwards these enquiries to individual CONTRACTORS who offer the requested service in the requested geographic area. Mila has discretion to decide which CONTRACTORS will be forwarded specific requests.

Every END CUSTOMER request shall be forwarded to several CONTRACTORS whose place of residence and expertise are considered by Mila to be suited to the specific order. It will usually be forwarded using the technical access and communications solutions provided by Mila (primarily app and web-portal). The first CONTRACTOR to confirm that it can perform this END CUSTOMER request shall be forwarded the request by Mila and must call the END CUSTOMER within 12 hours during business hours.

CONTRACTOR is under no obligation to accept requests for SERVICES received from Mila.

Mila does not guarantee, and CONTRACTOR is not entitled to receive specific END CUSTOMER requests or a specific number of END CUSTOMER requests.

CONTRACTOR may only offer services or enter into contracts with Mila via the platform if it has the required skills and (commercial) authorisations. If CONTRACTOR establishes in the course of its contact with the END CUSTOMER that is unable to duly perform the specific order, it shall decline to accept it and shall inform Mila immediately so that the request can be forwarded to another suitable CONTRACTOR.

Every request shall include the deadline and place requested by the END CUSTOMER. If CONTRACTOR declares that it is prepared to fulfil a requested SERVICE in accordance with the END CUSTOMER's wishes, it shall notify Mila thereof with the aid of the system. The END CUSTOMER's contact data shall subsequently be sent to CONTRACTOR. CONTRACTOR must reconfirm within 30 minutes the corresponding reminder messages (push notifications) sent 24 hours and 3 hours before the start of the SERVICE; otherwise, the request shall be forwarded to another CONTRACTOR. For orders accepted on the same day, the order acceptance shall be deemed a reconfirmation.

For a successful completion of the SERVICE, CONTRACTOR must immediately enter information about the SERVICES provided into the Mila platform and obtain the END CUSTOMER's signature. Failure to provide this information and the END CUSTOMER's signature will be a material breach of these Terms and may result in the CONTRACTOR being excluded and removed from the Mila platform.

CONTRACTOR must provide at its own expense any equipment and transportation that may be necessary for fulfilling an END CUSTOMER order.

Mila provides a rating system which END CUSTOMERS can use to rate CONTRACTOR. The "[Fair Use Policy](#)" applies to ratings by END CUSTOMERS. CONTRACTORS may not contact the END CUSTOMER directly for the purpose of correcting a rating that has been provided but should contact Mila who will consider the CONTRACTOR's comments in accordance with its Fair Use Policy.

If an END CUSTOMER makes a complaint, Mila reserves the right to carry out enquiries concerning the fulfilment of the order and the skills of CONTRACTOR.

8. CONTRACTOR's Obligations - the SERVICES

With regard to the SERVICES:

- CONTRACTOR warrants and represents that the SERVICES will be provided with all reasonable skill and care and in accordance with BEST INDUSTRY PRACTICE.
- Contractor shall provide and be responsible for all necessary resources to implement the order (personnel, IT tools, metering instruments, materials etc.),
- CONTRACTOR warrants that all the products it provides in order to provide the SERVICE to the END CUSTOMER have the objective and legal characteristics that are warranted. These include country-specific eligibility characteristics. It also warrants that it has the necessary distribution rights for these products.
- CONTRACTOR shall ensure that products which are provided by the END CUSTOMER have all necessary licences and approvals.
- CONTRACTOR shall promote the sale of additional products of Mila or its business partners to the END CUSTOMER.
- CONTRACTOR shall be required to use certain procedures, materials and products to provide the SERVICE to the END CUSTOMERS
- CONTRACTOR undertakes throughout the time in which the SERVICES are provided that it will have all necessary approvals for its activity and for the deployment of its employees.
- CONTRACTOR shall have in place at all times when providing the SERVICES adequate business liability insurance.
- Third parties may not be delegated to provide the SERVICES, nor may they be engaged as subcontractors.
- CONTRACTOR shall not be authorised to accept payments for Mila, undertake collections, deferments or cancellations, make financial arrangements or promise services outside the scope of the specific order.
- If a service cannot be performed by the CONTRACTOR itself due to the high degree of complexity or specialty (e.g. so-called data recovery cases), the CONTRACTOR shall inform Mila immediately so that Mila can approve the assignment of a third-party company in writing in particular cases.

9. Safety Standards

CONTRACTOR warrants and represents that if there is any evidence that any aspect of a SERVICE does not meet (no longer meets) these requirements or is not (no longer) state of the art or jeopardises the health and safety of the users and/or third parties it shall inform Mila immediately of this fact and of any measures already taken (e.g. a recall).

CONTRACTOR undertakes to provide Mila upon written request within 10 business days with the necessary evidence concerning its underlying country-specific health and safety requirements and/or the state of the art in terms of knowledge and technology. This obligation concerning the provision of evidence shall continue beyond the termination of the Parties relationship for the stated or reasonably foreseeable useful life of the product, but at least for 10 years from the creation of the last example.

CONTRACTOR shall indemnify Mila for any and all liability, losses, damages, costs, expenses (including reasonable legal fees and expenses), fines or proceedings which arise as a result of CONTRACTOR's failure to comply with the underlying country-

specific health and safety requirements or due to non-delivery or late delivery of the necessary evidence.

10. Fees and Payment

Mila shall compensate CONTRACTOR for SERVICES completed in accordance with these Terms in accordance with FEE INFORMATION.

The compensation by Mila to CONTRACTOR shall be paid on a per-order basis or as a consolidated credit to the account of CONTRACTOR. Mila shall create an electronic credit note for CONTRACTOR's review. CONTRACTOR shall be responsible for providing Mila with the correct data for the credit note (including a valid VAT number). Following receipt of a payment by the END CUSTOMER, Mila reserves the right to withhold the compensation to CONTRACTOR for 30 days (period for objection by the END CUSTOMER).

Payment terms in the event that an END CUSTOMER cancels an order before completion are set out in the [Cancellation Policy](#) as amended from time to time.

11. Geotracking

Mila offers a localisation option (geotracking), which enables END CUSTOMER to identify CONTRACTOR's current location. Geotracking supports CONTRACTOR'S arrival the END CUSTOMER at the right time and place. Further information about Geotracking can be found in Mila's [Privacy Policy](#).

12. Commercial and income and employee tax liability

CONTRACTOR is solely responsible for paying the all tax and social security charges due on the income it generates through the Mila platform. Mila is not an employment service, temporary employment agency or employer in relation to CONTRACTOR. CONTRACTOR agrees that its is independently responsible for paying the corresponding government duties (e.g., corporate tax, withholding tax, income tax, social security charges and any VAT).

CONTRACTOR shall, before starting to provide the SERVICES, obtain all necessary work and residence permits for foreign nationals involved in providing the SERVICES. CONTRACTOR shall submit copies of the work and residence permits to Mila upon request.

If for any reason claims are made against Mila in relation to any tax or employee claim or payment, CONTRACTOR shall indemnify and keep indemnified Mila from and against any and all liability losses, damages, costs, expenses (including legal fees and expenses), fines or proceedings arising out of any claim relating to any tax or employee charge or payment relating to CONTRACTOR's provision of the SERVICES under these Terms. Mila expressly dissociates itself from undeclared work.

PART 3: GENERAL TERMS

13. Liability

Nothing in these Terms shall limit or exclude either party's liability for:

- (i) death or personal injury caused by its negligence, or the negligence of its employees, agents or subcontractors (as applicable);
- (ii) fraud or fraudulent misrepresentation;
- (iii) breach of the terms implied by section 12 of the Sale of Goods Act 1979 or

- section 2 of the Supply of Goods and Services Act 1982;
- (iv) any matter in respect of which it would be unlawful for it to exclude or restrict liability.

Subject to the provisions immediately above:

(a) Mila shall not be liable to CONTRACTOR, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, for any loss of profit (whether direct or indirect), or any indirect or consequential loss arising under or in connection with these Terms; and

(b) Mila's total liability to the CONTRACTOR for all other losses arising under or in connection with these Terms, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, shall be limited to the total amount paid to CONTRACTOR for SERVICES in the 12 month period prior to the dispute arising.

CONTRACTOR shall indemnify and keep indemnified Mila from and against any and all liability, losses, damages, costs, expenses (including legal fees and expenses), fines or proceedings arising out of any claim that CONTRACTOR has caused loss or damage in the course of performing or failing to perform the SERVICES.

14. Confidentiality

CONTRACTOR undertakes to keep confidential the CONFIDENTIAL INFORMATION and not to disclose CONFIDENTIAL INFORMATION to any other person without Mila's prior written consent.

The obligation of confidence shall not apply to the extent that any information: (i) was obtained by CONTRACTOR from a third party without an obligation of confidence; (ii) was already in the public domain at the time of disclosure or otherwise than through breach of these Terms.

The END CUSTOMER data of which it becomes aware may be used exclusively only as required by CONTRACTOR to fulfil the END CUSTOMER's order and must be completely deleted by CONTRACTOR upon completion of the order. CONTRACTOR undertakes to use any passwords or access codes provided by Mila only for the purpose of providing the SERVICES for the END CUSTOMER and to request the latter to change passwords or access codes immediately after they are used for the first time.

CONTRACTOR shall be fully liable for misuse of end customer data by its employees or vicarious agents.

15. Data Processing

In these Terms the terms "Personal Data", "Processor", "Data Subject", "process", and "Controller" are as defined in the DATA PROTECTION LAWS.

Mila shall be the Controller and the Contractor shall be the Processor in respect of Personal Data processed by CONTRACTOR on Mila's behalf in performing its obligations under these Terms. The Personal Data shall be used to provide the SERVICES to END CUSTOMERS for the duration of these Terms of Use and comprises name, address, e-mail and telephone number of END CUSTOMERS.

Mila shall be solely responsible for determining the purposes for which and the manner in which Personal Data are, or are to be, processed.

Where CONTRACTOR processes Personal Data on behalf of Mila, CONTRACTOR shall, in respect of such Personal Data:

- implement and maintain appropriate technical and organisational measures to protect Personal Data processed in connection with the SERVICES in accordance with DATA PROTECTION LAWS.
- not undertake any processing except as necessary for performance of the SERVICES and only in accordance with Mila's written instructions.
- immediately notify Mila if, in CONTRACTOR's opinion, any instruction or direction from Mila infringes the DATA PROTECTION LAWS but shall continue processing according to such direction or instruction except to the extent Mila withdraws or amends such direction or instruction.

CONTRACTOR will provide any cooperation or assistance requested by Mila in connection with Mila's compliance with DATA PROTECTION LAWS including but not limited to assisting Mila with (a) Data Subjects exercising their rights to (i) access, rectify or erase Personal Data; (ii) restrict or object to the processing of Personal Data; or (iii) Personal Data portability; and (b) preparing data protection impact assessments to the extent required under DATA PROTECTION LAWS.

CONTRACTOR will ensure that any of its personnel who process Personal Data are bound by appropriate contractual obligations which are no less restrictive than Clause 13 and this Clause 14.

CONTRACTOR will obtain Mila's prior written consent before engaging a sub-processor and will ensure that any sub-processor is bound by equivalent obligations as set out in these Terms. For the avoidance of doubt, if CONTRACTOR engages a sub-processor, CONTRACTOR shall remain liable to Mila for the performance of the sub-processor's obligations under DATA PROTECTION LAWS or under the agreement between the Contractor and the sub-processor.

CONTRACTOR will, immediately and in any event within 4 hours of becoming aware, notify Mila of any actual or suspected breach of security leading to the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, Personal Data. CONTRACTOR shall provide Mila with information regarding (i) the nature of the breach; (ii) the number of Data Subjects affected, number of records affected and the types of records affected; (iii) the likely consequences of the breach; and (iv) the measures taken or proposed to be taken to address the breach, including measures to mitigate possible adverse effects of the breach. CONTRACTOR shall co-operate fully with any investigation regarding the breach and take all necessary measures to limit further unauthorised disclosure of or unauthorised processing of Personal Data in connection with the breach.

At the end of provision of the SERVICES CONTRACTOR shall, at Mila's election, delete or return to Mila all Personal Data processed on behalf of Mila, and CONTRACTOR shall delete existing copies of such Personal Data except where necessary to retain such Personal Data strictly for the purposes of compliance with applicable law.

Upon request, CONTRACTOR will make information available to Mila to demonstrate its compliance with this Clause 14 and shall permit and assist with audits, including on-site inspections of CONTRACTOR's business premises or processing facilities, conducted by Mila or a third party to assess CONTRACTOR's compliance with this Clause 14.

Personal Data shall not be exported outside the European Economic Area without the prior written permission of Mila, and such permission shall be subject to such conditions as Mila may require.

16. Termination

Without limiting or affecting any other right or remedy available to it, Mila may terminate CONTRACTOR's access to and use of the Mila platform and/or any assignment entered into under these Terms with immediate effect by giving written notice to the Contractor if:

- (i) the Contractor is in breach of the Mila Code of Conduct;
- (ii) the Contractor is in material breach of these Terms or is in breach of any applicable law; or
- (iii) if the Contractor becomes insolvent or makes an assignment for the benefit of its creditors or proceedings in voluntary or involuntary insolvency are instituted on behalf of or against the Contractor or a receiver or trustee of the whole or any part of the Contractor's property is appointed.

Mila may terminate CONTRACTOR's access to and use of the Mila platform by giving CONTRACTOR not less than 30 days' notice.

CONTRACTOR may cease to participate in the Mila platform by giving Mila not less than 30 days' notice.

17. Performance Evaluation

Mila may from time to time carry out periodic evaluations of CONTRACTOR's performance. Feedback provided shall include (but not be limited to): Key indicators (e.g., costs per order, passing on of costs), quality factors (e.g., customer satisfaction surveys, quality defects, ability to meet end customer's desired deadline), flexibility, cooperation and areas for improvement.

18. General

If any individual provision of these Terms is incomplete, legally invalid or unenforceable for legal reasons, this shall not affect the validity of the remaining provisions of these Terms. In this case, the Parties agree to replace the provision in question with a valid provision that comes as close as possible to the economic effect of the original provision.

No rights shall be conferred under these Terms on any person other than Mila and CONTRACTOR, and no person other than Mila and CONTRACTOR shall have any right to enforce any term of these Terms (whether under the Contracts (Rights of Third Parties) Act 1999 or otherwise).

No provision of these Terms creates a partnership between the parties or makes a party the agent of the other party for any purpose. A party has no authority to bind, to contract in the name of or to create a liability for the other party in any way or for any purpose and neither party shall hold itself out as having authority to do the same.

Mila may make changes to these Terms and the documents referred to within them. If Mila does so, it will notify CONTRACTOR and CONTRACTOR may then contact Mila to end the contract before the changes take effect. If CONTRACTOR does not wish to accept the changes proposed.

19. Entire Agreement

These Terms contain all the terms agreed between the parties regarding the subject matter and supersede and replace any prior agreement, understanding or arrangement between the parties, whether oral or in writing. No representation, undertaking or promise shall be taken to have been given or be implied from anything said or written in negotiations between the parties prior to these Terms of

User except as expressly stated in these Terms. Neither party shall have any remedy in respect of any untrue statement made by the other upon which that party relied in entering into these Terms of Use (unless such untrue statement was made fraudulently). Without prejudice to the foregoing, the only remedy available to a party in respect of a breach of any representation which is incorporated into these Terms shall be for breach of contract.

20. Applicable law, jurisdiction

The construction, validity and performance of these Terms and all non-contractual obligations arising from or connected with these Terms shall be governed by the laws of England.

Each party irrevocably agrees to submit to the exclusive jurisdiction of the courts of England over any claim or matter arising under or in connection with these Terms.

Mila Pro – Code of Conduct

Our demand for service quality

Mila's mission is to provide everyone with access to technical progress so that everyone can benefit from the advantages of development. Mila's customers can determine when and where the service will be delivered. Mila's top priorities are to meet the customer's deadline and to ensure the quality of service provided by its partners. To meet these demands, Mila relies on reliable and highly qualified partners who are distinguished by the following;

- You are enthusiastic about technology with a passion for technical products / solutions in the Smart Home, PC / Mac, Smart Phone, Smart Garden, etc. sector.
- You have the ambition to get to the bottom of things and solve technical problems holistically and sustainably.
- You do not do your work primarily for fast money, but because you can help people with your skills.
- You understand what Mila stands for and are proud to be part of Mila!

Your relationship with Mila

Mila connects service providers and customers. As a Mila partner, you are an independent service provider. You earn money, do not sign a contract that is difficult to terminate, remain your own boss, work with your own tools and divide your time into your own parts. Mila trusts that despite the freedom you are given, you will deliver quality work.

Smooth communication with customers

Mila is a platform for on-demand services. This means that you can schedule short-term service requests on your daily to-do list. You stay in contact with our customers to confirm the desired service date and to discuss possible additional services and special features of the service. In addition to an excellent service execution, open communication is very important for customer satisfaction, as our customers are asked for an evaluation/rating after the service has been completed. The customer reviews are taken into account when prioritizing the award of the contract.

The basics of good work

Our customers appreciate punctuality and care. Make sure you only accept requests that match your skills and schedule. If you encounter any problems while you're carrying an order, or if you are unable to complete the order, please contact Mila Customer Service. Depending on the urgency, we are available by phone +44 (0) 20 3808 4619, vi chat or e-mail at info@mila.com.

The key to good reviews

Be polite and behave professionally - this is the key to positive feedback. We encourage our customers to review their experience with star rating and report cancellations and no-shows. The better your star rating and the lower your cancellation rate, the more orders

will be offered to you.

How does the star rating work?

Excellent ratings, especially the number of 5-star ratings, will help you get more orders. Encourage customers to rate your service. For ratings of 3* stars and lower, Mila takes the following measures:

- If you receive up to two 1*- 3* star ratings within two months, your account will be suspended for one month
- If you receive more than two 1*- 3* star ratings, your account will be permanently suspended.

To ensure the relevance of the ratings, Mila reviews them together with the customer and the partner.

With Mila Academy, you can learn tips and rules on how to ensure a high star rating.

Why to avoid cancellations and "no-shows"

No-shows or short-term cancellations of a service appointments have a negative impact on Mila's reputation as well as on your reputation. Apart from that, such events usually result in greater expense for the client and Mila, which is why Mila has defined the guidelines below.

Cancellation / Withdrawal

In the event of cancellation or rescission by Pro, the following shall apply:

- a. No fee will be charged up to 24 hours before the service date in the event of cancellation, rescission or non-reconfirmation.
- b. If this occurs up to 3 hours before the service date, you will be charged a fee of £30 for Mila's expenses.
- c. If the case occurs less than 3 hours before the service date, you will be charged £60.
- d. If you do not appear at the customer appointment as agreed, or, in the case of remote services, do not contact the customer by telephone, you will be charged a fee of £60 and your account will be suspended for one month. If you do not appear for the second time at the agreed customer appointment, your profile will be permanently suspended. In such cases you will always be contacted by the service partner management. Mila will decide on exceptional cases for valid reasons.

All prices are inclusive of VAT.

Your personal data

In order to meet the demands of our customers on trustworthy partners, we require an extract from your criminal record and, depending on the client, carry out a background check of your person, for which you issue a specific authorization. During registration, you will also be asked for some personal data, a photo and a copy of an official photo ID to confirm your identity. It is your responsibility to keep this information up to date.

Customers' privacy



As a Mila partner, you often enter the private space of the customer. You will come across their personal belongings and data, which is why it is particularly important to pay attention to privacy. We assume that you behave professionally on site and maintain discretion. In the context of remote services, you are prohibited from accessing customer data that you do not require for service execution and for which the customer has not given their consent.

Discrimination is a no-go

Mila stands for openness and tolerance and does not tolerate discrimination of any kind. If Mila determines that you discriminate against customers, Mila employees or other Mila partners on the basis of their ethnicity, skin color, religion, national origin, disability, sexual orientation, family background, gender identity, gender, age or other characteristics, it will immediately suspend your account.

Your actions and behavior

Their behavior and actions can have a significant impact on customer satisfaction and the perception of the Mila partner community. The following circumstances (not exhaustive) will lead to immediate exclusion from the partner community, suspension of the account and termination of the contract with Mila:

- Damaging Customers' Property
- Inappropriate advances or other physical assaults towards customers
- Vulgar and disrespectful language towards customers
- Unwanted contact to customers (stalking)

Fraud or unlawful conduct

Fraudulent or unlawful conduct will not be tolerated by Mila. Mila partners may not cooperate with customers outside the Mila platform or accept cash payments on the side. We also consider it fraudulent for partners to cancel orders in the app and then execute them without Mila's involvement. In addition, each partner is entitled to create only one Mila account at a time.

Standardized Mila templates (flyers, business cards, etc.) must be used to ensure that the Mila brand is presented uniformly in public. You can access these via the Mila customer service.

Mila takes legal action in any case of fraud and blocks the affected partner account.

Mila's brokerage and service fee

Registration on the Mila platform is free of charge. Once your profile and details have been verified, you can benefit from all of our services:

- Mila provides you with the web platform and app to easily manage your requests
- Mila puts you in touch with potential customers and takes care of all aspects of customer acquisition and marketing
- Mila provides support for partners and customers through customer service
- Mila takes care of the administrative part, for example invoicing or route planning
- Mila prepares you for the launch of new products so that you can quickly provide expert support to our customers. With our Mila Academy, we offer you the



opportunity to continuously develop your skills

For these services, Mila charges a service commission fee for all successfully completed service requests booked via the platform. This includes payment of fees for credit card payments and sales commission for service sales to customers