



Unplan Company Partner Standard Operating Procedure (SOP)

1. Purpose

This SOP outlines the procedures and guidelines for partners providing services through Unplan Company. It aims to ensure a consistent, high-quality, and professional experience for both partners and customers.

2. Scope

This SOP applies to all partners who offer services through Unplan Company, including but not limited to home maintenance, beauty, wellness, cleaning, and other service categories.

3. Partner Onboarding

3.1. Registration and Verification

- **Application Submission:** Partners must complete the application process through the Unplan Company app.
- **Document Verification:** Partners are required to submit valid identification, proof of address, relevant certifications, and any other documents as specified by Unplan Company.
- **Background Check:** Unplan Company may conduct background checks to ensure the safety and security of customers.

3.2. Training and Certification

- **Orientation:** New partners must attend an orientation session to familiarize themselves with Unplan Company's policies and standards.
- **Skill Assessment:** Partners may be required to undergo skill assessments to verify their competency in the services they offer.
- **Certification:** Partners who meet the standards will receive a certification from Unplan Company, allowing them to offer services on the platform.

4. Service Standards

4.1. Professional Conduct

- **Punctuality:** Partners must arrive at the customer's location at the scheduled time.

- **Appearance:** Partners are expected to maintain a clean and professional appearance, including wearing any required uniforms or badges.
- **Communication:** Partners should communicate clearly and respectfully with customers, avoiding inappropriate language or behavior.

4.2. Service Execution

- **Scope of Work:** Partners must adhere to the agreed-upon scope of work and complete tasks as outlined in the service description.
- **Quality Assurance:** Partners should ensure the highest quality of service, using appropriate tools and techniques.
- **Customer Satisfaction:** Partners are encouraged to engage with customers to ensure their satisfaction with the service provided.

4.3. Safety and Hygiene

- **Safety Protocols:** Partners must follow all safety protocols, including the use of protective equipment as required.
- **Hygiene Standards:** Partners should maintain high hygiene standards, especially when providing services related to health and wellness.

5. Payment and Compensation

5.1. Payment Process

- **Earnings Calculation:** Partner earnings are calculated based on the service type, duration, and any additional fees or commissions.
- **Payout Schedule:** Payments are typically disbursed on a regular schedule, as specified in the partner agreement.

6. Partner Support

6.1. Support Channels

- **Contact Options:** Partners can reach Unplan Company support through phone, email, or the partner app.
- **Operating Hours:** Support is available during the hours specified on the Unplan Company partner portal.

6.2. Issue Resolution

- **Prompt Assistance:** Unplan Company aims to resolve partner issues as quickly as possible. Partners should provide relevant details when contacting support.
- **Escalation Process:** If an issue is not resolved satisfactorily, it may be escalated to a senior support representative.

7. Policies and Compliance

7.1. Adherence to Policies

- **Policy Familiarity:** Partners should familiarize themselves with Unplan Company's terms of service, privacy policy, and any other relevant policies.
- **Compliance:** Partners must comply with all applicable policies and procedures.

7.2. Ethical Conduct

- **Respectful Behavior:** Partners must treat customers and Unplan Company staff with respect and professionalism.
- **No Discrimination:** Discriminatory behavior based on race, religion, gender, or any other characteristic is not tolerated and may result in termination of partnership.

8. Cancellation and Rescheduling

8.1. Cancellation Policy

- **Advance Notice:** Partners should inform Unplan Company and the customer as soon as possible if they are unable to fulfill a scheduled service.

8.2. Rescheduling

- **Flexible Rescheduling:** Partners can reschedule appointments through the call, preferably with adequate notice to the customer.

9. Performance and Feedback

9.1. Performance Monitoring

- **Performance Metrics:** Unplan Company monitors partner performance based on customer ratings, punctuality, and service quality.
- **Regular Reviews:** Partners may receive regular performance reviews and feedback to help improve their services.

9.2. Customer Feedback

- **Rating System:** Customers are encouraged to rate their experience. Partners should strive for high ratings to maintain a good standing on the platform.
- **Responding to Feedback:** Partners are encouraged to respond constructively to feedback and address any concerns raised by customers.

10. Conclusion

This SOP is designed to help partners provide a consistent and high-quality service experience. By adhering to these guidelines, partners contribute to the overall success of Unplan Company and build a positive reputation for themselves.

11. Contact Information

For further assistance, partners can contact Unplan Company Partner Support through the partner app, website, or via the provided helpline.

This SOP is subject to periodic review and updates to reflect any changes in company policies or procedures.

Thanks & Regards
Unplan Company

