

June 2018

MILA's

Code of Conduct



Our aspirations are your aspirations

We're not just looking for manpower. We're looking for partners. And our partners represent our aspiration throughout the service. Therefore, we're looking for a bit of us in you:

*You're a tech enthusiast, driven by an excitement for parts, wires, and screws.
You're eager to get to the bottom of things and solve tech tasks in a holistic and sustainable way.
You do your job to actually help people and not just for easy money.
You understand what Mila stands for and you're proud to be a part of it!*

Your relation with Mila

Mila connects service partners with clients. By registering as a Mila Partner, you act as an independent contractor. You are not an employee of Mila. And hey, independency rocks: You earn money without settling into a tight contract, remain your own boss, use the tools you like and work according to your own schedule. We don't supervise, direct or control your work - you are responsible for the fulfillment and quality of your service.

Effective communication with clients

Mila is an on-demand service platform. This means that short but mindful service calls are part of your daily to-dos. You will be in touch with your clients to confirm the desired service date and to discuss possible additional services and special features. Open and timely communication is important to make customers happy – besides making their technology work. And keep in mind, happy clients will get back to you for follow-up orders.

The basics of good work

Your clients appreciate punctuality and diligence. Of course hiccups can occur. If there are any problems with meeting deadlines and deliverables, don't keep quiet about it. With Mila, you'll never be alone. That means, if you do not have the right skills to perform a job, you work with the Partner Management Team to find a solution.

Important: It is vital that you only accept orders that fit your abilities and your schedule. You wouldn't want a plumber to fix your roof!

The key to good ratings

Be courteous and professional to get positive feedback. We encourage to rate experiences with stars and to report cancellations and no shows. The better your star ratings and the lower your cancellation rate, the more clients you will win. So use your chance to excel and become a star hunter!

How do star ratings work?

After every job, partners and clients are able to rate each other with up to five stars. Also written feedback can be shared. Good service will keep your ratings high. Of course things do not always go equally well. To take exceptional manic Mondays into account, we only look at the average ratings of your last 50 jobs. This gives you the chance to patch things up!

To protect clients and service quality, there is a minimum average rating in each city. We will alert you, if your rating approaches the limit. After multiple notifications, you will lose access to your account. But don't you worry, Mila invests in its partnerships: Our Mila Academy courses will help you to collect more stars.

Why to avoid cancellations and no shows

If you accept a job and then cancel it or simply don't show up at all, clients will have a bad experience. We understand that unexpected events can come up and you have to cancel an accepted job. However, please consider that too many cancellations impact your client perception - and the one of Mila and all its partners.

Keep your cancellation rate low: it's based on the number of cancellations or no shows out of your total number of jobs accepted. Two cancellations in 50 jobs lead for example to a cancellation rate of 4%. Each city has a maximum cancellation rate, based on its partners average cancellation rate. We will alert you, if your cancellation rate is above average. You will lose access to your account after multiple notifications.

We have a very low “No Show” tolerance and we will warn you only once for a “no show” where you did not inform our customer service prior the service date. We will offboard partners who no showed more than once.

Your personal information matters

Mila clients invite partners home to get a job done. This requires trust. To ensure that all our partners are trustworthy, we run a background check on you, require a confirmation of your identity and need you to add personal information and a picture to your profile. Please keep your info up-to-date to help customers recognize you in the future.

Show respect for clients’ privacy

Every Mila partner enters clients’ private property. At times you will dig out socks under their TV cabinet while fixing their connection or watch a toddler play in the hallway. It can be interesting to get a sneak peek into other people’s lives. Still, please keep Mila clients’ lives private. Even a funny story shouldn’t become a topic of public amusement.

In addition, you will be in contact with personal or even sensitive data belonging to your customers. For example, when installing a new Internet box, you may have access to personal logins, codes and passwords. Use it only during the service and make sure you no longer have such data when you leave your client.

IMPORTANT: It is strictly forbidden to record this information in any way (personal agenda, notes, paper, computer and tablets, etc.) and/or use it afterwards. Remember your customers trust you to be responsible with their personal data.

Discrimination is a no-go

It's really simple: Mila stands for openness and does not tolerate discrimination of any kind. This means you will lose access to your account, if you are found to have discriminated against clients, Mila office staff or other Mila Partners based on their race, color, religion, national origin, disability, sexual orientation, sex, marital status, gender identity, age or any other characteristic. Period.

How to act and behave

The way you act can have a big impact on the safety and comfort of clients and the perception of the Mila Partner community. Courtesy matters. That's why you are expected to exercise good judgment and act decently - just as you would in any public place.

Here are a few examples of unacceptable behaviours:

- **Damaging clients property:** Just to give an example, you cannot use vases as ashtrays. And being intoxicated is not an excuse – it's not acceptable.
- **Making physical contact:** we have a zero-tolerance policy regarding sexual advances. Also other forms of physical abuse are of course not allowed.
- **Swearing:** Please watch your language and control your gestures. No disrespect, but being disrespectful is not cool!
- **Unwanted contact with clients:** A job is done, once the transaction is finished. Even though calls and visits might be meant in a nice way, they might not be perceived as such.
- **Breaking the law.** Well, this one should be very obvious.

Fraud or illegitimate behavior

Mila is a fun community, but not a game. Fraudulent or illegitimate behavior is not acceptable to us. We cannot accept Mila Partners working with clients away from the platform or accepting client cash payments under the counter. We also consider it fraud, if partners cancel jobs and then conduct them secretly. Moreover, each partner is only allowed to use one account.

Mila overtakes all advertising and lead generation tasks for Mila Partners. To make sure that all contents match the label, we do not permit partners to hand out personal business cards or flyers. Only Mila marketing materials are allowed to be distributed and shared with clients. You can focus on fixing neighborhood problems instead of being the flyer distributor.

We will take legal action on any form of fraud and close fraudulent partner accounts.

Mila's agency and service fees

Mila helps you to plan your work efficiently and focus on the essentials - your work with the client. Mila takes care of administrative issues such as invoicing and route planning.

For the procurement of clients, marketing, customer service, the provision of the Mila platform and its services, Mila charges a commission per mediated and completed service order.