

## VENDOR CODE OF CONDUCT

Husband On Demand LLC

Effective Date: \_\_\_\_\_

Last Updated: \_\_\_\_\_

### 1. PURPOSE

This Vendor Code of Conduct ("Code") establishes the minimum professional, ethical, legal, and safety standards that every independent Service Provider ("Vendor" or "Contractor") using the Husband On Demand platform must follow.

The purpose of this Code is to:

- protect Customers;
- protect Service Providers;
- protect Husband On Demand LLC ("HOD");
- promote professionalism;
- reduce safety risks;
- maintain the integrity of the Platform.

This Code forms part of the Independent Contractor Agreement.

### 2. MARKETPLACE STATUS

Contractors acknowledge that:

Husband On Demand LLC operates solely as an online technology marketplace.

HOD:

- is not your employer;
- does not supervise your work;
- does not direct how services are performed;
- does not provide tools;
- does not guarantee work opportunities.

Contractors operate as independent businesses and are solely responsible for their services.

### 3. PROFESSIONAL APPEARANCE

Contractors shall:

- arrive clean and presentable;
- wear appropriate work clothing;
- maintain good personal hygiene;
- wear safety equipment when appropriate;
- display Company identification if provided.

The following are prohibited:

- offensive clothing;
- clothing displaying illegal, obscene, or discriminatory messages;
- appearing under the influence of alcohol or drugs.

### 4. PUNCTUALITY

Contractors shall:

- arrive on time;
- notify Customers immediately of delays;
- make reasonable efforts to honor scheduled appointments.

Repeated lateness may result in suspension or removal from the Platform.

### 5. CUSTOMER COMMUNICATION

Contractors shall:

- be courteous;
- communicate honestly;
- answer reasonable customer questions;
- explain unexpected issues before performing additional work.

Contractors shall never:

- threaten Customers;
- pressure Customers into additional services;
- misrepresent qualifications;
- use abusive language.

## 6. QUALITY OF WORK

Contractors shall:

- perform services professionally;
- follow applicable building codes where required;
- use appropriate materials;
- complete work in a workmanlike manner;
- comply with manufacturer installation instructions when applicable.

Contractors are solely responsible for the quality of their work.

## 7. LICENSES

Contractors shall maintain all licenses, permits, certifications, and registrations required by law.

Contractors shall immediately notify HOD if:

- a license expires;
- a license is suspended;
- disciplinary action is taken against them.

## 8. INSURANCE

Where required by Company policy or applicable law, Contractors shall maintain appropriate insurance.

Failure to maintain required insurance may result in immediate suspension.

## 9. SAFETY

Contractors shall:

- follow OSHA standards where applicable;
- use appropriate PPE;
- inspect work areas before beginning work;
- stop work when unsafe conditions exist;
- report accidents immediately.

Contractors shall never knowingly perform work that creates an unreasonable risk of injury or property damage.

## 10. PROPERTY PROTECTION

Contractors shall:

- protect floors;
- protect furniture;
- protect landscaping;
- clean work areas;
- remove debris;
- avoid unnecessary damage.

If accidental damage occurs, Contractors shall immediately notify the Customer and HOD.

## 11. CUSTOMER PRIVACY

Contractors shall respect Customer privacy.

Contractors shall never:

- search through personal belongings;
- photograph private areas without permission;
- copy keys;
- disclose security codes;

- disclose customer information.
- Confidentiality obligations survive termination.

## 12. SUBSTANCE ABUSE

Contractors shall never:

- consume alcohol before or during appointments;
- use illegal drugs;
- misuse prescription medication;
- appear impaired while providing services.

Violation may result in immediate removal from the Platform.

## 13. DISCRIMINATION

Contractors shall comply with all applicable anti-discrimination laws.

Discrimination or harassment based on legally protected characteristics is strictly prohibited.

## 14. GIFTS AND GRATUITIES

Contractors shall not:

- request gifts;
- pressure Customers for tips;
- solicit loans;
- request personal favors.

Customers may voluntarily provide tips through approved Platform methods where available.

## 15. OFF-PLATFORM SOLICITATION

Contractors shall not intentionally solicit Platform Customers to bypass the Platform in violation of Company policies.

Nothing in this section restricts lawful business relationships established independently of the Platform.

## 16. PHOTOGRAPHS

Contractors may photograph work only when reasonably necessary for:

- estimates;
- documentation;
- dispute resolution;
- quality assurance.

Photographs containing identifiable individuals or private areas require appropriate permission unless otherwise permitted by law.

## 17. SOCIAL MEDIA

Contractors shall not publish Customer information on social media.

This includes:

- addresses;
- photographs of occupied homes without permission;
- customer names;
- confidential information.

## 18. FRAUD

Fraud includes:

- fake invoices;
- fake photographs;
- false completion reports;
- false insurance claims;
- fake reviews;
- payment manipulation.

Fraud will result in immediate termination and may be referred to law enforcement.

#### 19. CRIMINAL ACTIVITY

Contractors shall immediately notify HOD if they are:

- arrested for a felony where disclosure is permitted or required by law;
- convicted of a felony;
- prohibited from performing contracted services due to legal restrictions.

HOD reserves the right to suspend or terminate accounts where appropriate and consistent with applicable law.

#### 20. REPORTING VIOLATIONS

Contractors shall report:

- unsafe conditions;
- fraud;
- customer threats;
- criminal activity;
- serious property damage.

Reports may be submitted confidentially.

#### 21. INVESTIGATIONS

HOD may investigate alleged violations.

During investigations HOD may:

- request documents;
- review communications;
- interview parties;
- suspend accounts;
- preserve evidence.

HOD has sole discretion regarding Platform access, subject to applicable law.

#### 22. DISCIPLINARY ACTION

Violations may result in:

- coaching;
- written warning;
- mandatory retraining;
- temporary suspension;
- permanent removal;
- referral to law enforcement.

The severity of the response depends on the seriousness and frequency of the violation.

#### 23. NO EMPLOYMENT RELATIONSHIP

Nothing in this Code creates:

- employment;
- agency;
- partnership;
- joint venture.

Contractors remain independent businesses.

#### 24. LIMITATION OF LIABILITY

This Code establishes standards for participation on the Platform but does not create a contractual duty on HOD to supervise, inspect, monitor, or guarantee Contractor performance.

To the fullest extent permitted by law, HOD shall not be liable for the independent acts or omissions of Contractors.

#### 25. MODIFICATIONS

HOD may modify this Code at any time.  
Updated versions become effective upon publication unless otherwise stated.  
Continued use of the Platform constitutes acceptance of the revised Code.

#### 26. GOVERNING LAW

This Code shall be governed by the laws of the State of Florida.

#### 27. CONTACT INFORMATION

Husband On Demand LLC

Website:

[www.husbandondemand.com](http://www.husbandondemand.com)

Legal:

[legal@husbandondemand.com](mailto:legal@husbandondemand.com)

Support:

[support@husbandondemand.com](mailto:support@husbandondemand.com)

#### CONTRACTOR ACKNOWLEDGMENT

By accepting work through the Husband On Demand Platform, I acknowledge that:

- I have read this Vendor Code of Conduct.
- I understand these standards.
- I agree to comply with this Code.
- I understand that failure to comply may result in suspension or permanent removal from the Platform.

Contractor Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_