



Partner/Customer Communication Policy	
EFFECTIVE DATE: OCTOBER 14, 2018	REVIEWED ON: April 27, 2021

UNITED CONTACT INFORMATION:

Head Office Toronto Toll Free: 1-877-289-4299

Partner Relation Department:

1. Regional Partner Manager for **Atlantic East:** 902-223-5682
2. Regional Partner Manager for **Ontario West:** 647-241-4521
3. National Director of Partner Relations: 647-282-3434

PURPOSE

The Contractor acknowledges that the Customer is a customer of United and not a customer of the Contractor. The Contractor’s relationship is solely with United and the Contractor is delivering services to the Customer solely on behalf of United.

Accordingly, the Contractor’s communication and interaction should be limited to the practical reality that it is on-site and should be responsive only to Customer initiated correspondence and no communication shall be initiated by the Contractor, except in the case of emergency. In all other regards, communication should be directed through United. Contractor shall not communicate or act in any manner that will harm or interfere with the relationship between United and Customer.

United encourages a good working relationship between United’s Customer and Partner/Contractor.

To help facilitate this efficiently and effectively, United has created this policy to better the communication between United’s management, United’s Partners and United’s Customers.

This procedure will help United to fully protect and support our Partners in the stores and ensure we all deliver the scope of work the Customer pays for, as well as clarify what to do with (out of scope) special work requested by the Customers.

PROCEDURE

Complaints:

Any complaints, disputes or grievances which the Partner/contractor may have with United are personal and confidential and solely between United and Partner and are not to involve or be shared with the Customer and are to be resolved in accordance with the Agreements between United and the Partner/contractor



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If there is any concern or complaint regarding:

- your payments,
- unfair or poor treatment by Customer staff at location and/or any United employees
- Any equipment issues that don't get fixed by United's authorized mechanics the same day.

The Partner/contractor is to communicate to their RPM (Regional Partner Manager) at United Partner Relation Department. If the RPM is unable to support or assist with rectifying this matter, the Partner/contractor is to contact the Director of Partner Relations at United.

Store Issues:

If there are any issues/requests by Customer store managers within the store regarding:

- special work needed out of the scope of work. (regular duties)
- access issues (not being able to do the job because of store staff)
- updating Customer on schedule changes, Equipment updates.

The Partner/contractor is to contact their [Area Manager](#). If the Area Manager is unable to support or assist with rectifying this matter, the Partner/contractor is to contact their RPM within the Partner Relation Department at United. If the RPM is unable to support or assist with rectifying this matter, the Partner/contractor is to contact the Director of Partner Relations at United.

Customer Communication:

Partners/contractors should **not** be communicating directly with the Customer unless with a United Representative, or the following:

- Updating the Customer on scope of work that was completed
- Following up or confirming wax schedules or special requests within the scope of work.

Social Media

The use of Social Media by the Partner/contractor can be beneficial but can also have negative consequences to both the Partner/contractor and United and the Partner/contractor should be mindful of all posts. Partner/contractor shall keep all social media platforms current and monitor any interactive sites where other parties can comment and respond so as to ensure there are no negative or derogatory posts towards the Partner, United or any United Customer.

The Partner/contractor should obtain the consent of United to use the tradename of United or any trademarks of United on social media.

Upon expiry or termination of a business relationship between United and Partner/contractor shall cease to use the tradenames and trademarks of United and remove the same from all social media accounts.

Communication on social media to United, Customer or general public shall follow



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the same high business standards and comply with this Policy. Partner/contractor shall not reveal any confidential or personal matters between United and Partner/contractor on social media. Partner/contractor shall not make any negative or disparaging remarks about United on social media. Partner/contractor shall remove any posts which United reasonably requests be deleted.