



### Business Process Outsourcing Agreement - Business Outsource Partner (BOP)

This Business Process Outsourcing Agreement ("Agreement") is entered into by and between KARANDS BUSINESS SERVICES, hereinafter referred to as the "Service Provider," and the Business Outsource Partner (BOP - Company), hereinafter referred to as the "Service Contractor." This Agreement outlines the terms and conditions under which the BOP will provide document verification services and additional services on behalf of KARANDS BUSINESS SERVICES.

#### Document Verification Services

- 1. Services:** The BOP agrees to provide document verification services for personal, professional, and educational documents as requested by KARANDS BUSINESS SERVICES.
- 2. Charges:** KARANDS BUSINESS SERVICES agrees to pay the BOP the agreed-upon charges for each verification service as specified in Exhibit A attached hereto.
- 3. Duration of Verification:** The BOP agrees to complete the document verification process within the timeframes specified in Exhibit A. KARANDS BUSINESS SERVICES understands that delays may occur due to external factors, but the BOP will make reasonable efforts to adhere to the agreed-upon timelines.
- 4. Data Security and Confidentiality:** The BOP acknowledges that the documents and information provided by KARANDS BUSINESS SERVICES for verification are confidential and sensitive. The BOP agrees to implement and maintain appropriate security measures to protect against unauthorized access, disclosure, or use of the information. The BOP further agrees not to use the information for any purpose other than the agreed-upon document verification services.
- 5. Misuse of Information:** The BOP shall not misuse, sell, or otherwise exploit the information and documents provided by KARANDS BUSINESS SERVICES. Any unauthorized use or disclosure of such information may result in legal consequences, termination of this Agreement, and other appropriate actions.
- 6. Subcontracting:** The BOP may not subcontract the document verification services to any third party without the prior written consent of KARANDS BUSINESS SERVICES. BUT Delegate to it own team Internally only upon successful subscription and verification of the delegated person by KARANDS platform.
- 7. Termination:** Either party may terminate this Agreement with written notice in the event of a material breach of the terms outlined herein. Upon termination, the BOP shall promptly return any documents or information provided by KARANDS BUSINESS SERVICES. KARANDS BUSINESS SERVICES reserve right to terminate the services any time with written notice under any market and governing body consequences. KARAND BUSINESS SERVICE also reserve right to terminate agreement if BOP doesn't accept the verification task for a continuous period of 45 days (Working & Non-Working).
- 8. Governing Law:** This Agreement shall be governed by and construed in accordance with the laws of Jurisdiction HYDERABAD, TELANAGAN, without regard to its conflicts of law principles.

### KARANDS BUSINESS SERVICES

C/o: UNITON IHub, Plot NO: 301, 3rd Floor, SBR Surya Pearl Building, Opp: Raheja Mind Space IT Park, Hi-Tech City, Madhapur, Hyderabad, INDIA 500081



### Exhibit A - Fee Schedule and Timelines for BOP:

Verification Service base Users & Company	Charges	Duration
Personal Documents (Physical Verification Only)	50/-	05 business days
Company Documents	100/-	01 business days
Professional Documents	100/-	10 business days
Educational Documents	150/-	07 business days

### Additional Services

**1. Additional Services:** In addition to document verification services, the BOP agrees to provide the following services:

1. Monitoring of User Activities
2. Oversight of Posted feeds to ensure content adheres to professional standards.
3. Oversight of comments and messages to prevent harassment, fear, blame, unprofessional language, or misuse of the platform.
4. Review and moderation of job posts by companies to ensure professionalism.
5. Handling and investigating user complaints submitted through the platform's reporting functionalities related to comments, user posts, user behaviour, company profile, user profile, and company job posts. And other activities as required.

**2. Annual Fee for Additional Services:** KARANDS BUSINESS SERVICES agrees to pay the BOP the Services fee for the additional services specified in Exhibit B attached hereto.

**3. Duration of Additional Services:** The BOP agrees to provide the additional services for the duration specified in Exhibit B. KARANDS BUSINESS SERVICES understands that delays may occur due to external factors, but the BOP will make reasonable efforts to adhere to the agreed-upon timelines.

**4. Data Security and Confidentiality:** The BOP acknowledges that the information obtained during the additional monitoring services is confidential and sensitive. The BOP agrees to implement and maintain appropriate security measures to protect against unauthorized access, disclosure, or use of the

## KARANDS BUSINESS SERVICES



information. The BOP further agrees not to use the information for any purpose other than the agreed-upon monitoring services.

**5. Misuse of Information:** The BOP shall not misuse, sell, or otherwise exploit the information obtained during the additional monitoring services. Any unauthorized use or disclosure of such information may result in legal consequences, termination of this Amendment, and other appropriate actions.

**6. Termination of Additional Services:** Either party may terminate the additional services outlined in this Amendment with written notice in the event of a material breach of the terms outlined herein. Upon termination, the BOP shall promptly return any documents or information provided by KARANDS BUSINESS SERVICES related to the additional services. KARANDS BUSINESS SERVICES reserve right to terminate the services any time with written notice under any market and governing body consequences. KARAND BUSINESS SERVICE also reserve right to terminate Additional Service agreement if BOP doesn't Perform the said services (duties) for a continuous period of 7 days (Working & Non-Working).

**7. Governing Law:** This Amendment shall be governed by and construed in accordance with the laws of Jurisdiction HYDERABAD, TELANGANA, without regard to its conflicts of law principles.

**Exhibit B - Service Fee for Additional Services:**

Service Category as per User & Company Base	Service Fee (User and Company base)
Monitoring of User & Company Activities	
Handling and Investigation of Complaints	
Oversight of Post feeds, Comments, Messages	
Review and Moderation of Job posts	
Oversight of Base ICHP tasks and clearance	
Verifying Base Company Documents	100/-

**IN WITNESS WHEREOF**, the parties hereto have executed this Amendment to the Business Process Outsourcing Agreement as of the Effective Date.

**Service Provider:** KARANDS BUSINESS SERVICES [Authorized Signatory] [Date]

**Service Contractor (BOP):** [BOP Name] [Authorized Signatory] [Date]

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