



Snapr ® Limited
Service Level Standards

General Terms

Snapr ® will send you work from all clients local to you. You may accept or decline orders we send to you, however any orders you accept are your responsibility to complete.

You must not mention Snapr ® in orders that have come through a Business Partner and instead must identify yourself as working with that Business Partner at all times. You must never discuss fees or the particulars of working with Snapr ® with any related persons or Sponsored Partners.

The best advice in Business Partners Jobs is to identify yourself with the contact on your order details page within the Snapr ® App. For example "Hello, Good Morning, I am Joe the Photographer from Example Company"

You are expected to take part in all training videos, tests, quizzes, questionnaires and surveys provided to you through the Snapr ® App, completing these will earn you stars that help raise your positioning in our general filter algorithm when Snapr ® assigns jobs.

Property Misdescription (Only applicable to Property Photographers)

You warrant that all completed work that is provided to you through the Snapr ® App is accurate and representative of the property and is not misleading in any way. All materials you produce comply with the regulations of the Consumer Protection from Unfair Trading Regulations 2008; and the Business Protection from Misleading Markets Regulations 2008.

Insurance

Snapr ® recommends that all photographers should have their own adequate levels of Business Insurance, Personal Accident and Injury Insurance as well as Business Vehicle Insurance (if applicable). Snapr ® legally requires that all photographers, floor planners and domestic energy assessors (DEA's should be covered through their accreditation) have in place the following minimum levels of Insurance cover before you can become live on the Snapr ® platform:

Public Liability - Minimum Cover = £1,000,000.00 (One Million Pounds Sterling)

Professional Indemnity - Minimum Cover = £50,000.00 (Fifty Thousand Pounds Sterling)

Evidence of these two documents will need to be provided to Snapr ® via the following email address, accounts@snapr.co.uk, or uploaded onto the application through the Account - Documentation panel within the app before your first appointment can be allocated.

Disclosure and Barring Service

Snapr ® requires all photographers to provide a valid DBS certificate, either via email to the following email address, accounts@snapr.co.uk, or through the mobile application Account - Documentation panel.

Professionalism

Snapr ® recommends that all photographers arrive at the property five minutes before their scheduled appointment time. If you arrive a little early you can relax whereas if you just make it, this can be stressful. Snapr ® does not accept late arrivals in any circumstances. If freelancers are running late for any appointment Snapr ® and the Client must be informed as soon as possible and they will be given the option to reschedule the appointment with another freelancer. Should any freelancer arrive at the property late without informing Snapr ® and the Client, they could be banned from attending all future appointments with that particular client and will likely become lowered in the general filter algorithm when assigning appointments, through the loss of stars in their review from that client.

Snapr ® insists that all photographers dress as 'smart casual' whilst undertaking appointments. Some clients may request that photographers dress smarter than other clients, however this should be communicated to you in the Job Details page of the Snapr ® App. Photographers are reminded that they are representing Snapr ® and their Business Partners at appointments and that arriving in a professional appearance and maintaining that throughout the appointment is important.

For the avoidance of doubt, Snapr ® defines 'smart casual' as:

- A collared shirt
- Plain trousers/skirt or dress (denim is strictly not permitted)
- Appropriate footwear for the above (trainers are not permitted unless injured)

Quality Standards

Photography

Snapr ® requires photographers to complete all twenty images for orders in a single daylight visit.

Photographers are required to produce professional quality images and upload these via the Snapr ® App immediately after each appointment. Twenty photographs must be provided for every appointment.

Where orders require the photographers to choose the photographs themselves 'Photographers Choice', a wide selection of photographs must be provided within the selection of twenty images. This would require at least one shot of each main room within the property and at least one exterior photograph of the property (unless otherwise requested not to do so). Should there be any remaining images to provide after these main shots, a selection of alternative angles should be provided.

Where 'Specific Photographs' have been selected by the client, these must be taken first and any remaining images should be assumed to be 'Photographers Choice'. These remaining images should be taken in the following priority; Alternative angles then Lifestyle photographs.

Lifestyle and detail photographs should only be provided if the client specifically requests these or if alternative angles are not possible for that particular property.

All photographs should be provided in jpeg format and be landscape unless the client requests otherwise (see Snapr ® Guide To Taking Professional Images).

Floor Plans

Snapr ® requires all floor plan sketches to be completed prior to leaving the appointment. These sketches should always be double and triple checked prior to uploading for drawing.

Snapr ® insists that all floor planners check that they have provided a clear plan that can be easily interpreted by editors for drawing (see the Snapr ® Guide to Drawing Floor Plans).

Snapr ® specifically recommends that all Floor Plans be checked for the following requirements prior to being submitted:

- Job Number / Client Name / Property Address / Sketcher Initials / Page Number
- Measurements (these should be clear and should be included for everything)
- Room Names
- Windows
- Doors
- Floors Labelled
- Gardens Drawn
- Wall Thickness included
- North Direction included

Snapr ® will require all Floor plans that are missing any of the above to be re-submitted and in extreme scenarios, floor planners will be required to return to properties to re-measure should any mistakes be picked up by editors, administrators or clients.

Where orders require EPC's to be undertaken alongside Floor Plans, Floor Planners must take a clear of the plan to upload prior to the EPC measurements being added to the sketch.

Energy Performance Certificates

Whilst Snapr ® takes no responsibility for any Domestic Energy Assessor's EPC's as legally these are undertaken by that DEA as a separate entity, DEA's are reminded that they have been instructed to undertake the survey through the Snapr ® platform and that as such they are considered a contract worker who are representing Snapr ® and Snapr's ® clients and thus they must maintain a professional code of conduct at all times whilst carrying out their surveys.

Snapr ® reminds DEA's that their assessments, once lodged, are held on the EPC Survey Database for up to 10 years and that they are liable to the accuracy of these assessments and the report findings for up to 15 years.

Capacity Information

Assignment Radius

In order for Snapr ® to be able to assign work to you in the correct areas in which you can operate, you need to ensure that you keep your postal code up to date. You should make sure this information is kept up-to-date at all times so as to ensure we do not begin to assign jobs outside of your reachability at any time.

Assignment Volumes and General Availability

In order for Snapr ® to be able to assign work to you on the days and times that you are available to work, you should make sure that you keep checking the Snapr ® App, your emails and text messages regularly for notifications. Please note that users that do not respond to order confirmation notifications will not be invited to jobs as regularly as other users who accept and decline all notifications regardless of their availability.

Unavailability

Unavailability and Cancelling Appointments

You must notify Snapr ® as soon as possible if you are sick or unable to attend an accepted and confirmed appointment at any time. You should do this through the Snapr ® emergency telephone line 02078342072. The sooner you are able to let us know the easier it is for Snapr ® to re-assign the appointment to another photographer who operates in the same area. Should you become

unable to attend an appointment at very short notice, you must let Snapr know immediately through calling this number, otherwise you may be liable to be overlooked for future appointment allocation.

Equipment

Equipment Provisions

It is expected of you to have the appropriate equipment on you for every appointment you attend that is provided through the Snapr ® App. This equipment is at your own discretion to use however it must be available to use at each appointment provided through the Snapr ® app.

All Freelancers :

1. An Android or iOS mobile device to use the Snapr ® App

Property Photographers :

1. A digital SLR Camera Body
2. Tripod
3. External Flash
4. Wide Angle Lens (between at least 10-35mm)
5. Cable / Memory Card to transfer images from your Camera Body to your mobile device

Property Floor Planers :

1. Laser Measurer
2. Graph Paper

Home Staging (Only applicable to Property Photographers)

Snapr ® directly provides clients with home staging advice videos. However it is expected that all property photographers advise clients in moving small things that can make a difference when at the property.

Snapr ® insists that no photographs will be accepted that include pets or any humans. These will all be rejected and in extreme scenarios the photographer will be required to return to the property to re-take that photograph.

Snapr ® expects that all final photographs uploaded by photographers do not include:

- Cleaning equipment
- Pet items
- Waste Disposal items at the front, rear or within the property
- Dishwashing items (including towels and clothes)
- Day to Day items such as Mugs, Pens, Shoes, Newspapers etc
- Vehicles (if possible)

Snapr ® requires that photographers open all curtains / blinds and ensure that all the lights in the property that can be switched on are. Snapr ® advises that this is done with extra care and where applicable is best tasked to the owner of the property to save time when setting up the camera equipment.

Snapr ® advises that all televisions, lava lamps, disco lights and other such lit up moving objects should be switched off prior to the taking of any photograph within that room. Please ensure that permission has been obtained to do so from the tenant or owner as this may interfere with any progress / setting that have been made to such appliances.