

## **SERVICE LEVEL AGREEMENT FOR RECRUITMENT SERVICES**

This Service Level Agreement ("SLA") is made and entered into as of \_\_\_\_\_ **BETWEEN** Nurture Domestics, an organization duly registered and organized under the laws of Nigeria ("Agency"), located at \_\_\_\_\_ and the individual or entity hiring domestic staff ("Client") located at \_\_\_\_\_.

For the purposes of this SLA, "Service Provider" Includes all domestic staff.

By signing this Agreement, the Client agrees to the following terms and conditions:

### **PURPOSE**

Nurture Domestics provides vetted domestic staff, including live-in nannies and live-out nannies, to Clients. The Agency facilitates connections between Clients and service providers but is not responsible for the direct employment of the staff by the Client.

### **CLIENT RESPONSIBILITIES**

The Client acknowledges that all vetting and testing (e.g., medical or psychological tests) of the service provider is the sole responsibility of the Client and not the Agency.

The Client agrees to ensure a safe and abuse-free environment for the domestic staff. Any form of abuse, whether physical, emotional, or verbal, is strictly prohibited.

The Client must complete the mandatory registration form and pay a connection fee of ₦10,000 per service provider. For multiple domestic staff, the fee is calculated at ₦10,000 per individual.

The Client agrees to pay to The Agency the monthly salary of the Service Provider without withholding payments at the end of every 30 days of every month to the designated account **1000261100**

**VFD microfinance bank**  
**Frank Eno Itaeyo**

The Client agrees not to engage or employ any Service Provider presented by The Agency before the signing of this SLA or any other necessary documentation.

The Client agrees to not engage The Service Provider in any other activity outside the scope of basic employment arrangement of The Service Provider.

## **AGENCY RESPONSIBILITIES**

The Agency conducts thorough background checks and preliminary vetting to ensure that service providers meet basic standards of professionalism.

The Agency facilitates the introduction of service providers to the Client but is not liable for any loss, injury, or misconduct arising after the service provider begins work with the Client.

## **PAYMENT TERMS**

The connection fee of ₦10,000 per service provider must be paid in full before the service provider starts work with the Client.

The Agency reserves the right to charge a management fee or other agreed-upon amounts for additional services, which will be discussed and agreed upon separately.

## **LIABILITY AND INDEMNITY**

The Agency is not liable for any damages, injuries, or losses caused by the service provider while in the employ of the Client.

The Client agrees to indemnify and hold harmless the Agency from any claims or disputes arising from the service provider's performance, actions, or inactions.

The welfare and management of the employed Service Provider becomes the sole responsibility of The Client upon the signing of this SLA and the commencement of employment by The Service Provider.

Neither party shall be liable for any delay or failure to perform its obligations under this Agreement due to causes beyond its reasonable control, such as acts of God, natural disasters, or changes in government regulations.

## **TERMINATION**

Either party may terminate this Agreement by providing written notice. However, the connection fee is non-refundable.

In the event of termination, the client shall remain liable for any fees due to the Agency for recruitment services provided prior to the effective date of termination.

In cases of abuse or other breaches of this Agreement by the Client, the Agency reserves the right to terminate the relationship with immediate effect.

**ACKNOWLEDGMENT**

The Client agrees to adhere to the terms outlined in this Agreement and understands that failure to comply may result in termination of services.

The Client consents to providing accurate information and cooperating fully with the Agency's processes.

**SIGNATURE AND CONSENT**

By signing below, the Client confirms they have read, understood, and agreed to the terms and conditions stated in this Agreement. Filling out the mandatory registration form and payment of the connection fee constitutes acceptance of this Agreement.

CLIENT SIGNATURE:

DATE:

AGENCY REPRESENTATIVE SIGNATURE:

DATE: