WDSPLLC-0033   13 September 2023

TITLE: STANDARD OPERATING PROCEDURES (SOP)

SUBJECT: ENFORCEABLE STANDARD OPERATING PROCEDURE

Standard Operating Procedure (SOP) – Data-Driven Logistics Company

1. Purpose and Scope

This Standard Operating Procedure (SOP) outlines the operational guidelines and procedures for the data logistics services provided by [Company Name], in conjunction with WISE DSP. This SOP covers various aspects of data management, including data access, integration, reporting, analysis, privacy, incident response, and employee training. The procedures described herein apply to all employees and client-facing teams involved in data-related activities. This SOP aims to ensure consistency, security, and adherence to industry best practices in handling data.

2. Data Access and Consent Procedures

2.1 **Access Authorization**

- Role-Based Access Controls: Access to data systems and repositories shall be granted based on defined roles and responsibilities.
- Authentication Mechanisms: Multi-Factor Authentication (MFA) and strong password policies will be implemented to secure data access.
- Access Logging and Monitoring: All data access activities will be logged and monitored to detect any unauthorized access.

2.2 **Client Data Consent Process**

- Obtaining Explicit Consent: Clients shall provide explicit consent before their data is processed, as per the defined consent collection procedures.
- Consent Management and Revocation: The data governance team will maintain records of consent and handle consent revocations promptly.

3. Data Integration and Management Guidelines

3.1 **Data Collection and Integration**

- Data Collection Sources: Approved data sources and collection methods will

be used to gather data from various channels. Data Integration Protocols: Standardized protocols will be used for integrating data from multiple sources.

- Data Validation and Quality Checks: Data will undergo validation and quality checks to ensure accuracy and reliability.

3.2 Data Cleansing and Transformation

- Data Cleaning Procedures: Procedures for data cleansing, including removal of duplicates and errors, will be followed.
- Data Transformation Standards: Data will be transformed into a consistent format for seamless integration and analysis.

4. Data Reporting and Analysis Standards

4.1 Data Reporting Templates

- Standard Report Formats: Uniform report formats will be used to present data to clients and stakeholders.
- Client-Specific Report Customization: Reports will be customized to meet the specific requirements of individual clients.
- Frequency and Timeliness of Reporting: Reporting frequency will be defined as per client agreements.

4.2 Data Analysis Methodology

- Data Analysis Tools and Techniques: Approved tools and techniques will be employed for data analysis.
- Data Visualization Standards: Data will be visualized using standard data visualization techniques for effective communication.

5. Data Storage and Retention Policy

5.1 Data Storage Solutions

- Cloud Storage Providers and Security: Data will be stored securely using reputable cloud storage providers with robust security measures.
- On-Premises Storage Infrastructure: On-premises storage infrastructure will be maintained with adequate security controls.
- Data Backup and Disaster Recovery: Regular data backups and disaster recovery plans will be implemented.

5.2 Data Retention Periods

- Legal and Regulatory Requirements: Data retention periods will adhere to relevant legal and regulatory requirements.

- Client-Specific Retention Policies: Customized data retention policies will be established for individual clients as needed.

6. Data Compliance and Governance Procedures

6.1 **Data Governance Framework**

- Roles and Responsibilities: Roles of data stewards and governance personnel will be clearly defined and communicated.
- Data Management Committees: Committees will be formed to oversee data governance initiatives.
- Data Compliance Monitoring: Regular monitoring will assess adherence to data governance policies.

6.2 **Data Compliance Audits**

- Internal and External Audits: Internal and external audits will be conducted periodically to assess data compliance.
- Corrective Action Plans: Corrective action plans will address findings identified during audits.

7. Data Privacy and Consent Management

7.1 **Data Privacy Transparency**

- Privacy Policy and Notices: A comprehensive privacy policy will be developed, and privacy notices will be provided to individuals whose data is processed.
- Transparency in Data Use: Data usage purposes will be communicated transparently to clients and individuals.
- Opt-Out Mechanisms: Opt-out mechanisms will be provided for individuals to withdraw their consent.

7.2 **Consent Management Processes**

- Consent Collection Procedures: Procedures will be defined for obtaining explicit consent from clients and individuals.
- Consent Records and Documentation: Records of consent will be maintained securely for audit and compliance purposes.

8. Data Incident Response Plan

8.1 **Incident Identification and Reporting**

- Incident Detection Mechanisms: Detection mechanisms will be deployed to identify potential security breaches.
- Incident Reporting Procedures: Clear procedures will be established for reporting suspected data incidents.

8.2 **Incident Response Team**

- Roles and Responsibilities: Incident response team members will be assigned specific roles and responsibilities.
- Incident Escalation Procedures: Escalation procedures will ensure timely escalation of incidents based on severity.

9. Data Training and Awareness

9.1 **Data Protection Training**

- Employee Data Security Training: All employees will undergo data security training during onboarding and regular refresher sessions.
- Training for Client-Facing Teams: Client-facing teams will receive specialized training on data handling and privacy.

9.2 **Data Awareness Programs**

- Regular Security Awareness Campaigns: Regular campaigns will educate employees about emerging cybersecurity threats.
- Newsletters and Updates: Periodic newsletters will share data security insights and best practices.

By following this comprehensive SOP, [Company Name] ensures efficient, secure, and compliant data logistics services, meeting the needs of clients while safeguarding the

10. Policy Point of Contact (POC) is Zeus Wise, who can be reached @wisedspllc@wisedsp.org or Phone: 757-335-6011 Alter. 757-589-4259

Business Representative Name Print: _____
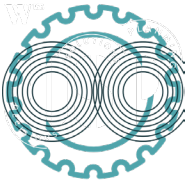
Business Representative Signature: _____

Date: _____

Zeus A. Wise
Zeus A. Wise

Owner/ Senior Agent

Wise DSP, LLC

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WDSPLLC-0041   13 September 2023

TITLE: SERVICE AGREEMENT

SUBJECT: SERVICES TO BE RENDERED UNDER AGREEMENT

Terms and Conditions

1. Agreement Overview

These Terms and Conditions ("Agreement") are entered into by and between Wise DSP, LLC ("Service Provider") and the Client ("Client") collectively referred to as the "Parties." This Agreement outlines the terms and conditions governing the services provided by Wise DSP, LLC, as well as the responsibilities and obligations of both Parties.

2. Services Offered

Wise DSP, LLC offers data logistics services to various enterprises, including Micro-Enterprise, Small Enterprise, and Medium Enterprise. These services encompass vehicle fleet management for construction, healthcare equipment maintenance for healthcare facilities, and property maintenance for both private and government sectors. The scope of services includes comprehensive tracking, analysis, management, real-time monitoring, proactive maintenance planning, work order management, performance analytics, and more, as outlined in the service descriptions provided by Wise DSP.

3. Payment Terms

3.1 Subscription Plans and Fees: The Client agrees to select one of the available subscription plans: Micro-Enterprise ($650), Small Enterprise ($850), or Medium

Enterprise ($1,050) per month, as indicated in the service descriptions. Invoices will be sent on the 1st of each month.

3.2 Payment Schedule: Payments are due at the end of each month for the selected subscription plan. The payment schedule is as follows:

Micro-Enterprise: $650 per month

Small Enterprise: $850 per month

Medium Enterprise: $1,050 per month

3.3 Invoicing: Invoices will be sent electronically by Wise DSP, LLC to the Client. The format and method of delivery will be determined by Wise DSP.

3.4 Payment Methods: The Client may make payments using accepted methods, including but not limited to check, bank transfer, or other methods as agreed upon between the Parties. Wise DSP will provide relevant banking details for electronic transfers.

3.5 Late Payment: If payment is not received by Wise DSP, LLC within fifteen (15) days from the due date, a late payment charge of 20 percent (20%) of the total invoice amount will be applied. Additionally, Wise DSP, LLC reserves the right to suspend services until payment is received.

3.6 Additional Costs: The Client acknowledges that Wise DSP, LLC is not responsible for costs directly related to the repair, replacement, or damages of equipment. Wise DSP's position is to coordinate the service required to repair, replace, or order new equipment. Wise DSP, LLC will ensure the proper disposal of incoming and outgoing equipment and the accurate documentation of new equipment.

4. Service Delivery

Wise DSP, LLC will deliver services as outlined in the service descriptions provided. The specific workflow and tools used for service delivery will be determined by Wise DSP, LLC. The Parties agree that the efficiency and effectiveness of services will be the primary focus.

5. Confidentiality

Both Parties agree to maintain the confidentiality of any sensitive information shared during the course of this Agreement. This includes but is not limited to client data, business strategies, and proprietary information. Wise DSP, LLC will comply with all relevant data protection laws and regulations.

6. Termination

6.1 Termination by Client: The Client may terminate this Agreement by providing thirty (30) days' written notice to Wise DSP, LLC. Upon termination, the Client shall pay any outstanding invoices for services rendered up to the date of termination.

6.2 Termination by Wise DSP, LLC: Wise DSP, LLC reserves the right to terminate this Agreement immediately if the Client fails to make payment as outlined in Section 3.5 (Late Payment) or if the Client breaches any other material provision of this Agreement. In such cases, any outstanding fees and late payment charges shall become immediately due and payable.

7. Governing Law

This Agreement shall be governed by and construed in accordance with the laws of the state in which Wise DSP, LLC is registered.

8. Entire Agreement

This Agreement constitutes the entire agreement between the Parties and supersedes all prior agreements, understandings, representations, and warranties.

By entering into this Agreement, the Parties acknowledge their understanding and acceptance of these Terms and Conditions.

[Client's Name] (Client) [Date]

[Wise DSP, LLC] (Service Provider) [Date]

Point of Contact

1. The business template Point of Contact (POC) is Zeus Wise, who can be reached @wisedspllc@wisedsp.org or Phone: at 757-335-6011 Alter. 757-589-4259

Business Representative Name Print: _____
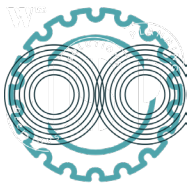
Business Representative Signature: _____

Date: _____

Zeus A. Wise
Zeus A. Wise

Owner/ Senior Agent

Wise DSP, LLC

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WDSPLLC-0032   13 September 2023

TITLE: NON-DISCLOSURE AGREEMENT (NDA)

SUBJECT: CONFIDENTIAL AND PROPRIETARY

WISE DSP, LLC

Non-Disclosure Agreement (NDA)

This Non-Disclosure Agreement (the "Agreement") is entered into as of [Date], by and between WISE DSP, LLC, a [State/Region] corporation, with its principal place of business at [Address] (the "Disclosing Party"), and [Recipient's Name], a [State/Region] individual, with an address at [Address] (the "Receiving Party"), collectively referred to as the "Parties."

1. Purpose and Scope

The Parties intend to engage in discussions and exchanges of confidential and proprietary information related to the operation and overall operation of WISE DSP, LLC, including but not limited to data storage, integration, reporting, analysis, and any other sensitive information concerning the data logistics services provided by WISE DSP, LLC.

2. Confidential Information

"Confidential Information" shall mean any non-public information disclosed by the Disclosing Party to the Receiving Party, whether in written, electronic, oral, or other tangible or intangible form, and marked as confidential or identified as confidential during or promptly after the disclosure. Confidential Information includes, but is not limited to, data, financial information, technical data, business strategies, client lists, and any other proprietary or sensitive information relating to WISE DSP, LLC.

3. Obligations of the Receiving Party

3.1 The Receiving Party shall hold all Confidential Information in strict confidence and shall not disclose, reproduce, or use such information for any purpose other than as expressly permitted by this Agreement.

3.2 The Receiving Party shall limit access to the Confidential Information to its employees, agents, or representatives on a "need-to-know" basis and shall ensure that they are bound by obligations of confidentiality consistent with this Agreement.

3.3 The Receiving Party shall take all reasonable measures to prevent unauthorized access, disclosure, or use of the Confidential Information, including implementing appropriate security measures.

4. Permitted Disclosure

4.1 The Receiving Party may disclose the Confidential Information to its employees, agents, or representatives who have a legitimate need to know the information and are bound by obligations of confidentiality consistent with this Agreement.

4.2 The Receiving Party may disclose the Confidential Information to the extent required by law, provided that the Receiving Party shall promptly notify the Disclosing Party before such disclosure to allow the Disclosing Party to seek a protective order or other appropriate remedy.

5. Return or Destruction of Confidential Information

Upon the written request of the Disclosing Party, or upon the termination or expiration of this Agreement, the Receiving Party shall promptly return or, at the option of the Disclosing Party, destroy all copies of the Confidential Information in its possession or control.

6. Term and Termination

6.1 This Agreement shall commence on the effective date and continue until [Duration], unless terminated earlier as provided herein.

6.2 Either Party may terminate this Agreement with immediate effect by providing written notice to the other Party.

7. Governing Law and Jurisdiction

This Agreement shall be governed by and construed in accordance with the laws of [State/Region], without regard to its conflict of laws principles. Any disputes arising out of or in connection with this Agreement shall be submitted to the exclusive jurisdiction of the courts located in [City], [State/Region].

8. Entire Agreement

This Agreement constitutes the entire understanding between the Parties concerning the subject matter herein and supersedes all prior and contemporaneous agreements, whether oral or written.

IN WITNESS WHEREOF, the Parties have executed this Non-Disclosure Agreement as of the date first written above.

WISE DSP, LLC

By: _____

[Authorized Signatory]

[Recipient's Name]

By: _____

[Authorized Signatory]

10. Policy Point of Contact (POC) is Zeus Wise, who can be reached @wisedspllc@wisedsp.org or Phone: 757-335-6011 Alter. 757-589-4259

Business Representative Name Print: _____
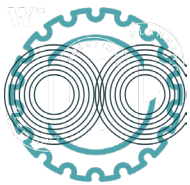
Business Representative Signature: _____

Date: _____

Zeus A. Wise
Zeus A. Wise

Owner/ Senior Agent

Wise DSP, LLC

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WDSPLLC-0042   13 September 2023

TITLE: CANCELLATION AGREEMENT

SUBJECT: CANCELLATION OF SERVICES

This Cancellation Agreement ("Agreement") is entered into between Wise DSP, LLC ("Service Provider") and the Client ("Client"), collectively referred to as the "Parties." This Agreement outlines the terms and conditions regarding the cancellation of services provided by Wise DSP, LLC.

1. Cancellation Process

1.1 Notice Requirement:

Either Party may initiate the cancellation of services by providing a written notice of cancellation to the other Party. The notice period for cancellation is thirty (30) days.

1.2 Neglect and Payment:

Neglect or dissatisfaction with services alone is not a legal restriction to withhold payment. Both Parties agree to explore remedies and mediation as the first and second options for resolving disputes.

2. Issue Resolution and Documentation

2.1 Issue Documentation:

Any issues or errors related to the services provided by Wise DSP, LLC must be documented within the timeframe of each service engagement. Documentation of issues must be submitted to Wise DSP, LLC within ninety (90) days after the completion of services.

2.2 Responsibility After 90 Days:

After ninety (90) days, Wise DSP, LLC shall no longer be responsible for any unresolved issues or errors related to previous services provided.

3. Transition Period

3.1 Transition Period:

In the event of cancellation, Wise DSP, LLC agrees to spend at least sixty (60) days to transition from its position and hand over any relevant data to the Client or designated vendor. This transition period is intended to ensure a seamless transition and prevent interruptions to the operation.

3.2 Payment for Transition:

The Client agrees to compensate Wise DSP, LLC for the transition period. Payment for the transition period will be reduced to half the price of the regular service fee for the duration allocated.

4. Data Removal

4.1 Data Removal:

After the completion of the transition period and ninety (90) days from the date of cancellation, Wise DSP, LLC will permanently remove all information related to the Client who is no longer in need of services.

By entering into this Agreement, both Parties acknowledge their understanding and acceptance of the terms and conditions outlined herein**.**

Point of Contact

1. The business template Point of Contact (POC) is Zeus Wise, who can be reached @wisedspllc@wisedsp.org or Phone: at 757-335-6011 Alter. 757-589-4259

Business Representative Name Print: _____
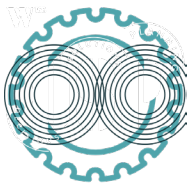
Business Representative Signature: _____

Date: _____

Zeus A. Wise
Zeus A. Wise

Owner/ Senior Agent

Wise DSP, LLC

Intentionally left blank

WDSPLLC-0040   13 September 2023

TITLE: TERMS AND CONDITIONS EXPLAINED

SUBJECT: CONDITIONS SET FORTH BY SERVICE AGREEMENT

Terms and Conditions

1. Agreement Overview

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By entering into this Agreement, the Parties acknowledge their understanding and acceptance of these Terms and Conditions.

[Client's Name] (Client) [Date]

[Wise DSP, LLC] (Service Provider) [Date]

Point of Contact

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Date: _____

Zeus A. Wise
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