



THE WHITESTAR BUREAU LIMITED
TRUST, RESPECT, AND FAIR
SERVICE FOR ALL
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HOUSE MANAGERS

GARDENERS

SECURITY GUARDS

RULES AND REGULATIONS

RULES FOR ALL EMPLOYEES

1. General Conduct

1. Be respectful, honest, and cooperative at all times.
2. Follow instructions from your employer and the Bureau.
3. Always report to work on time and complete duties responsibly.
4. Do not lie, steal, or involve yourself in household conflicts.
5. Dress neatly and keep yourself clean at all times.
6. Respect the family's privacy and never share their personal matters.
7. Avoid gossip, bad language, or quarrels in the home.
8. Never bring friends, partners, or visitors into your workplace.

2. Work Discipline

9. Work with care and protect all household items.
10. Use machines, gas, and equipment safely — ask if unsure.
11. Report any breakage or damage immediately.
12. Keep the house clean, tidy, and organized.
13. Avoid laziness, negligence, or misuse of employer's property.
14. Never use the employer's phone, money, or items without permission.
15. No drinking, smoking, or taking drugs while on duty.

3. Attendance, Leave, and Rest

16. You are entitled to **one off day per week**.
17. Inform your employer early if you need emergency leave.
18. Always return on time after your off day or leave.
19. Do not disappear without notice — it will lead to dismissal.
20. Work honestly and stay loyal to your current employer.

4. Payment and Records

21. You will be paid a fair salary each month.
22. Always sign the salary payment record.
23. Do not demand extra money without agreement.

TURN THE PAGE

24. Bureau fee of **Ksh 1,250** for house managers will be deducted from your first salary.
25. Bureau fee of **Ksh 1,500** for gardeners will be deducted from your first salary.
26. Bureau fee of **Ksh 5,000** for security guards will be deducted from your first salary.
27. Keep your payment records safely.

5. Health and Safety

26. Report sickness or injury immediately.
27. Take care of your health and hygiene.
28. Do not work while drunk or unfit.
29. Use your NHIF card if available.
30. Keep your sleeping area clean and decent.

6. Termination

31. Give **one-month notice** before leaving the job.
32. Return all items belonging to the employer before leaving.
33. Collect your ID and salary before departure.
34. If you leave without notice, you may not be registered again.

7. Confidentiality and Technology

35. Do not post photos, videos, or private information about your employer online.
36. Limit phone use during work hours.
37. Respect children and family members' privacy.
38. Be a good example of trust, honesty, and respect.

Employee Rights

- Right to fair salary, food, and rest.
- Right to a safe and respectful work environment.
- Right to medical attention in case of sickness.
- Right to fair hearing before dismissal.

RULES FOR ALL EMPLOYERS

1. Recruitment and Payment

1. Pay the Bureau service fee of
 - **Ksh 2,500** for house managers placement.
 - **Ksh 3,000** for gardeners placement.
 - **Ksh 10,000** for security guards placement.
2. Pay the worker's salary on time — not later than the **5th** of each month or as agreed.
3. Keep a signed salary record every month.
4. Provide fair pay according to Bureau standards:
 - Minimum for house managers **Ksh 8,000**
 - Minimum for gardeners **Ksh 10,000**
 - Minimum for Security guards **Ksh 15,000**
5. Do not make unfair deductions from salary.

2. Treatment and Respect

6. Treat workers kindly and respectfully.
7. Do not shout, insult, beat, or abuse your employee.
8. Respect their privacy, dignity, and culture.
9. Provide safe and decent accommodation for live-in workers.
10. Provide enough food and clean water.

3. Work Conditions

11. Give clear duties and explain how to use appliances safely.
12. Provide a safe working environment free from danger.
13. Allow enough rest and sleeping hours.
14. Give one day off per week and reasonable working hours.
15. Do not assign risky or illegal duties.

4. Health and Emergencies

16. If a worker becomes sick, assist them to get medical care.
17. Use NHIF or reasonable cost-sharing if necessary.
18. Do not dismiss someone for being sick.
19. Allow emergency leave for genuine family reasons.

20. Keep first-aid items in the home if possible.

5. ID and Belongings

21. If you keep the worker's ID, return it during off days or when requested.

22. Return all their belongings when the contract ends.

23. Do not hold their property unfairly.

24. Report lost or missing workers to the Bureau immediately.

6. Termination and Replacement

25. Give **one-month notice** or valid reason before dismissal.

26. End employment before **6:00 pm** for safety.

27. Pay all dues before releasing the worker.

28. Request replacement from the Bureau within **three weeks** if necessary.

29. Replacement fee if the employee doesn't meet your expectations in three weeks
is;

- **Ksh 1,250**, for house managers, later deducted from new worker's salary.
- **Ksh 1,500**, for gardeners, later deducted from new worker's salary.
- **Ksh 5,000**, for security guards, later deducted from new worker's salary.

30. Employers who mistreat workers may be denied future services.

7. Confidentiality and Conduct

31. Keep the worker's personal information private.

32. Do not post their photos or identity online.

33. Handle disagreements through the Bureau, not violence or abuse.

34. Be honest about household conditions when hiring.

35. Respect the worker's off days and personal boundaries.

Employer Rights

- Right to loyal, honest, and respectful service.
- Right to safety of family and property.
- Right to replacement in case of poor performance.
- Right to mediation through the Bureau in case of disputes.

BUREAU RULES AND MEDIATION

1. The Bureau keeps all records of both employers and employees.
2. Both parties must sign an agreement before starting work.
3. Any conflict should first be reported to the Bureau for mediation.
4. The Bureau will act fairly and protect both sides.
5. Any violation of rules may lead to suspension or blacklisting.

FINAL DECLARATION

- All employers and employees must read, understand, and agree to follow these rules.
- Respect, honesty, and fairness are the foundation of a successful working relationship.

MISSION STATEMENT

- To connect reliable domestic workers, gardeners, and security staff with trustworthy employers through fair, transparent, and professional services that protect and empower both parties.

VISION STATEMENT

- To become the most trusted and ethical employment bureau in East Africa — promoting dignity, safety, and respect in every home and workplace.

CORE VALUES

1. **Trust** – We build confidence between employers and employees through honesty and transparency.
2. **Respect** – We value every person equally, regardless of background or position.
3. **Integrity** – We do what is right even when no one is watching.
4. **Fairness** – We treat both employers and employees with equal concern and justice.
5. **Professionalism** – We handle every case with discipline, confidentiality, and care.
6. **Accountability** – We take responsibility for our actions and services.
7. **Compassion** – We listen, understand, and respond with kindness and empathy.
8. **Excellence** – We strive to provide high-quality, reliable, and efficient services.
9. **Safety** – We protect the welfare, rights, and dignity of all our clients and staff.
10. **Growth** – We aim to empower workers and improve living standards through continuous development and training.

"Trust, Respect, and Fair Service for All."