

Kozi Rwanda Client Guidelines

Trust, Transparency, and Partnership.

INDUSTRY OVERVIEW

At Kozi Rwanda, we strive to provide you with trustworthy, skilled, and professional workers to suit your needs. Our platform simplifies the hiring process by ensuring that the contract is handled between Kozi and the client, allowing us to manage all worker payments and administrative processes on your behalf. Here's how it works and the benefits you gain as a client:

- **Industry category** – Kozi operates in the domestic services industry, specifically within the housekeeping and personal care services segment. This sector focuses on providing workers for tasks such as cleaning, childcare, elderly care, and other household services.
- **Industry characteristics – :**
 - **High Demand:** There is a constant need for domestic help, particularly in urban areas where busy lifestyles drive demand for external assistance.
- **Diverse Workforce:** The workforce in this sector consists of individuals with varying skill levels and backgrounds, often without formal education but possessing valuable practical skills.
- **Industry regulations – :**
 - **Employment Rights:** Kozi ensures that all domestic workers are provided fair wages and good working conditions. This includes clear contracts and structured payment plans to protect both workers and clients.
 - **Health and Safety Standards:** Kozi prioritizes creating a safe working environment for both workers and clients by following strict safety guidelines and regulations.
- **Market growth and trends –**

The domestic services industry in Rwanda is experiencing steady growth due to several factors:

- **Urbanization:** As more people move to cities, the demand for household services has increased.
- **Changing Lifestyles:** Modern family structures and work schedules are driving the need for external domestic help.
- **Technology Integration:** Platforms like Kozi are revolutionizing the way employers and workers connect, making the process smoother and more reliable.

❖ **Future trends may include:**

- **Increased Professionalism:** A shift toward recognizing domestic work as a skilled profession, with more formalized training and qualifications.
- **Technological Advancements:** The use of mobile apps and online platforms will further enhance the hiring process and worker-client interactions.

- **Stability:**

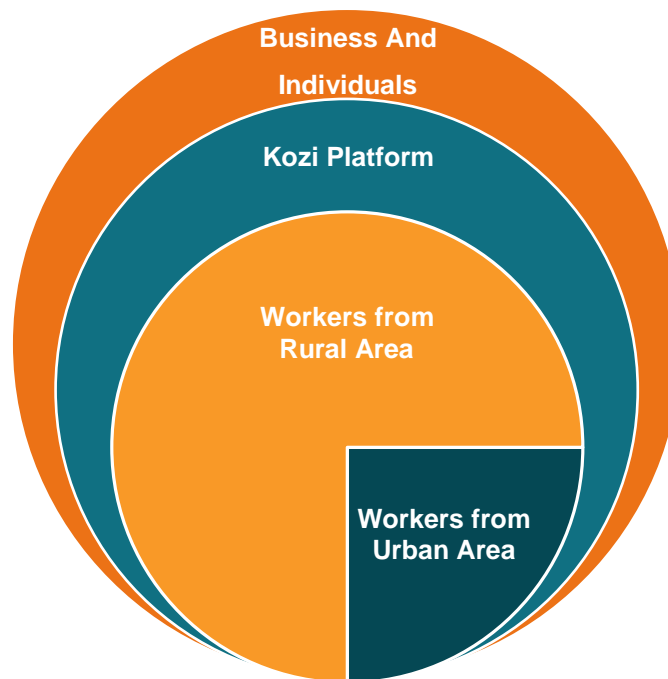
The domestic services industry has shown remarkable stability, with consistent demand regardless of economic changes. Historically, this sector has proven resilient, and it continues to grow, driven by urbanization and the growing acceptance of domestic services as essential.

HOW IT WORKS



OVERVIEW

- At Kozi Rwanda, we are dedicated to connecting clients with trustworthy, skilled, and professional workers to meet their specific needs. Our platform simplifies the hiring process, allowing us to handle all contracts and payments, so you can focus on what matters most to you.



At Kozi Rwanda, we pride ourselves on connecting clients with skilled workers from both urban and rural areas across the country.

By partnering with us, you not only gain access to a diverse pool of professionals tailored to your needs but also support young individuals who possess valuable skills yet remain unemployed.

Your choice to hire through our platform empowers these talented workers, helping them to secure meaningful employment and contribute to their communities while providing you with reliable assistance. Together, we can foster economic growth and create opportunities for a brighter future.

PAYMENT & MANAGEMENT

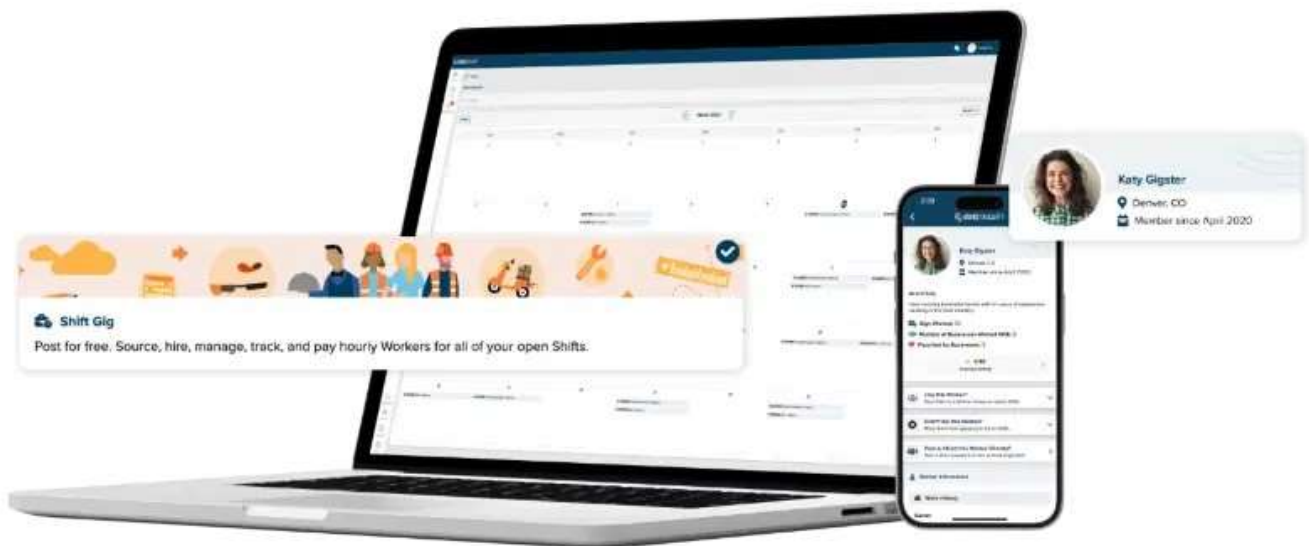
Professionalism and integrity are the cornerstones of our operations at Kozi. We believe that well-trained and respectful workers not only elevate their own careers but also enhance the overall reputation of the domestic work industry.

❖ Payment Structure:

- All payments for workers are made directly to Kozi. This system eliminates the need for you to negotiate salaries or manage individual financial transactions, which can often lead to confusion or misunderstandings. By handling payments, ourselves, we ensure transparency and clarity in financial dealings.

❖ Stress-Free Management:

- Our approach allows you to enjoy a stress-free experience. You don't have to deal with the complexities of managing worker payments or addressing any financial concerns. Instead, our team takes care of everything, so you can relax knowing that any issues will be directed to us, not you.



WORKER SERVICES

Ensuring the safety and rights of our workers is of utmost importance at Kozi. We recognize that a secure and supportive environment is essential for our workers to thrive.

❖ **Worker Replacement Guarantee:**

- If a worker does not meet your expectations or there are behavioral concerns, Kozi offers a hassle-free replacement service. We will promptly provide a new worker while maintaining your existing contract, ensuring minimal disruption to your household or business operations. This guarantee helps you maintain continuity without the need to restart the hiring process.

❖ **Property Security & Trustworthiness:**

- Your safety is our top priority. All workers are rigorously vetted, and we maintain comprehensive background information on each member. In the rare event of a security issue, such as theft, we will assist you in locating the worker and will take necessary legal action. During this time, we will provide you with a replacement worker to ensure your life continues smoothly.

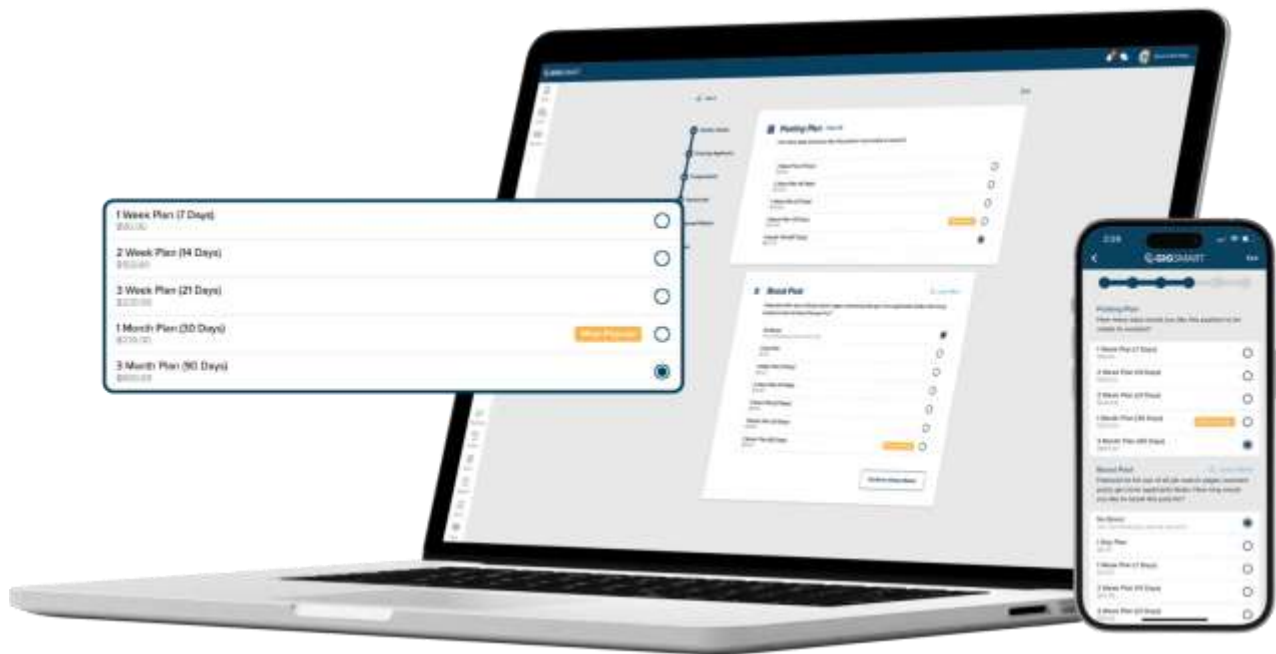
❖ **Service Offerings:**

Comprehensive Service Offerings: We cater to both businesses and individuals, providing flexible working arrangements to fit your needs.

- **Childcare:** Qualified professionals to take care of your children, ensuring their safety and well-being.
- **Housekeeping:** Reliable workers for general household cleaning and organization.
- **Cleaning:** Specialized cleaning services for homes and businesses, tailored to your requirements.
- **Security:** Trained security personnel to ensure the safety of your property and assets.
- **Chefs:** Skilled chefs available for home cooking or catering services.
- **Others:** Additional services can be customized based on your specific needs.

❖ Flexible Hiring Options:

- **Guest Hiring:** If you prefer not to create an account, simply specify the criteria for the worker you need (e.g., type of service, salary range), and we'll handle the rest. This option allows for a quick and easy hiring process without commitment.
- **Registered User:** By creating an account on our platform, you unlock additional benefits, such as:
 - **Advanced Filtering:** Filter workers based on your preferences (e.g., salary range, age, experience) to find the perfect fit.
 - **Detailed Profiles:** Review comprehensive profiles of potential workers, including their qualifications and past experiences, before making your decision.



Hiring as Registered User it gives you more opportunities, because you also have an access to our platform means that you can also see other services that can benefiting you or your business like, Announcement of Tenders, Job Opportunities

HIRING PROCESS

At Kozi, we prioritize the well-being and success of our workers. If you have any questions, need assistance, or encounter any challenges, please don't hesitate to reach out to us. Our dedicated team is here to support you and provide the information you need to thrive in your role. You can easily get in touch with us through the following channels:

❖ **Quick Hiring Process:**

- Kozi Rwanda guarantees that you will have a worker ready to assist you within 3 to 5 business days. This swift turnaround ensures that you avoid unnecessary delays and receive the help you need when it matters most.

❖ **Affordable Salary Range:**

- We offer a diverse range of salary options, starting from as low as 35,000 Frw to 300,000 Frw. This flexibility allows you to find the right worker for your budget, whether you need affordable part-time assistance or experienced full-time professionals.



CONTACT US

If you face any challenges during the hiring process, please reach out to us. Our dedicated support team at Kozi Rwanda is here to assist you and ensure a smooth experience. Whether you have questions or need guidance, we are just a message or call away.

Phone: Call us directly at **+250 788 719 678** for immediate assistance.

Email: Send us an email at **info@kozi.rw**, and we will respond promptly to your inquiries.

Website: Visit our website at **www.kozi.rw** for additional resources and information.

In-Person: Feel free to visit us at our office located in **Kacyiru-KG 647 St**, where our team is ready to assist you.

**“Your satisfaction and success are our top priorities,
and we look forward to assisting you!”**