



KOZI RWANDA LTD

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TIN: 123266555

KOZI RWANDA – HOUSE CLEANER SERVICE AGREEMENT

This Agreement is made on this ____ day of _____, 2025, by and between:

- **Kozi Rwanda Ltd**, a company registered under Rwandan laws, having its principal place of business in Kigali, Rwanda (hereinafter referred to as “Kozi”),
And
- _____, residing at _____, (hereinafter referred to as “the Client”).

Kozi and the Client shall collectively be referred to as the “Parties”.

1. Scope of House Manager Services

The House Cleaner (Stay-out Worker) shall be assigned to:

- Cleaning House, Laundry and do Ironing
- Organize and put things together in house

No additional duties shall be added without prior consultation with Kozi.

2. One-Time Administrative Service Fee

Upon signing this agreement, the Client agrees to pay Kozi Rwanda Ltd a **non-refundable one-time service fee of 40,000 RWF**, which covers:

- Vetting and background checks
- Contract preparation
- Worker onboarding and initial orientation
- Access to ongoing management and support

3. Salary & Payment Terms



- The agreed monthly salary of the House Manager is: **60,000 RWF**.
- The Client shall pay this salary **to Kozi Rwanda Ltd**, who in turn disburses it to the worker.
- **Payment Deadline:** Salary must be paid on or before the _____ of every month.
- All payments must be made to Kozi Rwanda using the following bank account:

Bank Name: Bank of Kigali
Account Name: SANSON GROUP
Account Number: 100185006268

Payment Method: Momo Code
Account Name: SANSON GROUP
Momo Code: 067788

3.1. Payment Obligation

The Client agrees to settle all invoices issued by Kozi Rwanda within three (3) calendar days from the invoice date. If payment is not received within this period ☐

- A late fee of 5% of the total invoice will automatically apply for each week of delay.
- In case of continued non-payment beyond 30 days, Kozi Rwanda may initiate legal recovery measures, and the Client shall be liable for all recovery costs, including legal fees.

4. Terms of Employment & Duration

- The term of this agreement is **6 months** starting from the date of signing.
- Workdays: **Monday to Friday**.
- Working Hours: **8:00 AM - 14:00 PM**.
- Public holidays and rest days shall be respected unless pre-arranged otherwise.

5. Worker Check-ins & Monitoring

Kozi will perform regular follow-ups with both the worker and the client, and may visit the home or schedule phone check-ins to ensure proper service delivery and worker welfare.

6. Misconduct, Violation, or Breach of Agreement

Client Misconduct Includes:

- Refusing Kozi's right to monitor the worker or access the working environment
- Attempting to bypass Kozi by arranging direct payments or permanent employment with the worker
- Sharing Kozi's contract structure, business model, or terms with unauthorized third parties.
- Abusing, exploiting, or harassing the worker in any form
- Intentionally delaying salary or altering agreed terms without Kozi's consent

Consequences:

- Kozi may terminate the agreement immediately.
- The Client will pay all due salaries and fees up to termination.
- Legal action may be taken under Rwandan labor and civil laws.

Kozi Misconduct Includes:

- **Negligence in Replacement:** If Kozi fails to provide a replacement worker within a reasonable timeframe (5 business days) after the Client has raised a valid issue.



- **Violation of Rwandan Law:** Any action by Kozi that contravenes Rwanda's labor laws or civil code, directly affecting the Client.
- **Breach of Confidentiality:** Unauthorized disclosure of the Client's personal, financial, or household information to third parties.

Consequences:

- Client may terminate the agreement immediately.
- Legal action may be taken under Rwandan labor and civil laws.

6.1: Legal Support Policy

- In the event of any incident involving theft, damage, or loss of property, Kozi Rwanda shall support the Client by providing the worker's full registration information, background details, and any documents that can assist with legal proceedings or invest
- However, Kozi Rwanda shall not be held financially responsible for any loss, theft, or damage caused by the worker. It is the Client's responsibility to take proper security measures and report any criminal matters to local authorities

7. Early Termination by Client

- If the Client decides to terminate the agreement **before the agreed term**, they must give **5 days' written notice** to Kozi.
- Upon notice, Kozi will also terminate the worker's contract.
- No refund will be made for the one-time service fee.

8. Acceptance of Kozi Rwanda Terms of Service

By signing this contract, the Client confirms that they have read, understood, and agreed to the **Kozi Rwanda Terms of Service**, available at: <https://www.kozi.rw/terms-of-service>.

Failure to comply with these Terms may result in contract suspension or legal consequences as provided by Rwandan law.

9. Abuse or Unsafe Environment

- If the worker reports abuse, harassment, or unsafe working conditions, Kozi reserves the right to **pause** the worker's contract and **relocate them**.
- Kozi may resume the contract or terminate it after full evaluation.



10. Replacement Policy

- In case of valid issues, Kozi may offer **one free replacement** worker within the first **30 days**.
- Beyond this period, a new service fee may apply.

10.1. Prohibition and Penalties for Direct Payment to Worker in Violation of Outsourcing Agreement

Direct Payment Prohibition The Client shall not pay any outsourced worker directly.

All payments must be made through the Service Provider as agreed. Any direct payment constitutes a material breach of this Agreement. In such case, the Client shall pay the Service Provider damages equal to not less than three (3) months of the worker's salary and up to six (6) months, in line with Rwandan Labour Law, plus any legal and administrative costs incurred.

10.2. Kozi's Extended Responsibilities

- **Replacement Guarantee:** Kozi Rwanda shall arrange suitable replacement of the worker in case of resignation, misconduct, or termination, in accordance with the Replacement Policy.
- **Legal Supportive Documentation:** Kozi Rwanda shall provide the Client with all relevant worker information, identification, and registration records to support any legal proceedings, when required by law.
- **Ongoing Training:** Kozi Rwanda shall ensure that the worker continues to receive periodic training to maintain and improve skills relevant to their duties.

10.3. Employer's Obligation for Payroll Management

The Client agrees to create and maintain an account on the Kozi Rwanda platform and This account will be used for payroll management, ensuring that each worker hired under this agreement is assigned to the Client within Kozi's system. Salary disbursement and related records shall be managed through the platform for transparency and compliance.

11. Confidentiality and Privacy

Both parties agree to keep all personal, professional, and contractual information confidential. Data shared under this agreement shall not be disclosed to third parties without written consent.



12. Governing Law

This agreement shall be governed in accordance with the laws of **The Republic of Rwanda**, including **Labour Law No. 66/2018 of 30/08/2018** and relevant contract provisions in the Rwandan Civil Code.

13. Agreement and Signatures

By signing below, both parties agree to the terms listed above.

Client Name: _____

Signature: _____

Date: _____

For Kozi Rwanda Ltd

Authorized Representative: _____

Signature: _____

Date: _____