

# Kozi Worker Guidelines

## *Rights, Responsibilities, and Conduct*

### INDUSTRY OVERVIEW

The domestic worker industry is essential for urban and rural areas, providing services like housekeeping and childcare. In Rwanda, it offers jobs for those without formal education but with valuable skills. However, challenges include a lack of formal job placement, inadequate worker protections, and limited rights.

Kozi addresses these issues by connecting skilled workers with clients reliably. Our goal is to enhance job opportunities, improve service quality, and create secure relationships between workers and clients, ensuring professionalism and safety in the domestic work sector.

- **Industry category** – Kozi operates in the **domestic services industry**, specifically within the **housekeeping and personal care services** segment. This category focuses on providing domestic workers for tasks such as cleaning, childcare, and elderly care.
- **Industry characteristics** – :
  - High Demand: There is a constant need for domestic help, especially in urban areas.
  - Diverse Workforce: The workforce includes individuals with varying levels of skill and experience, often lacking formal education.
- **Industry regulations** – :
  - Employment Rights: Ensuring fair wages and working conditions for domestic workers.
  - Health and Safety Standards: Providing a safe working environment for workers and clients.
- **Market growth and trends** –
  - The domestic services industry in Rwanda is experiencing steady growth due to:
    - Urbanization: Increasing urban populations are leading to higher demand for domestic services.

- Changing Lifestyles: More families are seeking external help due to busy work schedules.
- Technology Integration: Platforms like Kozi are emerging, offering reliable solutions for connecting workers with employers.
- **Future trends may include:**
  - Increased Professionalism: A shift towards recognizing domestic work as a skilled profession.
  - Technological Advancements: The introduction of mobile apps and online platforms facilitating easier connections between workers and clients.
- **Stability:**
  - Historically, the domestic services industry has shown resilience, with consistent demand regardless of economic cycles. Currently, the industry remains stable, supported by ongoing urbanization and the increasing acceptance of domestic help as a necessity rather than a luxury.

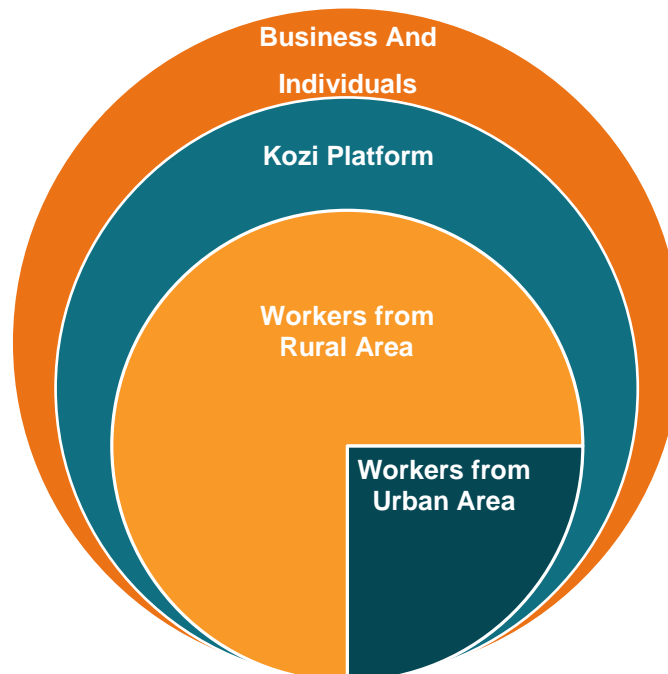


## EMPLOYMENT & PAYMENT STRUCTURE

At Kozi, we prioritize our workers' well-being and success by creating a supportive framework for their employment.

- **Worker Representation:** At Kozi, we view our workers as valuable members of our team. We are dedicated to finding suitable job placements that match their skills and preferences. This means actively seeking opportunities that not only fit their qualifications but also align with their career goals.
- **Payment Management:** To simplify financial transactions and reduce stress on workers, all payments are handled directly by Kozi. Workers will receive their salaries from us, not from the clients they serve. This approach helps ensure that they receive fair compensation for their work without the burden of negotiating pay with clients.
- **Management Fees:** As part of our service, there will be ongoing management fees deducted from the worker's salary. These fees support the services provided by Kozi, including job placement, training, and support throughout their employment.

We are Resourcing workers from both Urban areas and Rural Area and connect them with Business and individuals that seeking for workers



All workers or Job seekers from across the country are welcomed to registering to our platform and we have Job Provider that are ready to hire you (Worker). So, do it Now and Register

## PROFESSIONALISM & CONDUCT

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.

- **Training & Development:** Kozi is committed to the growth of our workers. We offer regular training and workshops to enhance their skills and keep them updated with industry standards. This helps them become more competitive and effective in their roles.
- **Proper Use of Resources:** We expect workers to use company resources, such as uniforms and membership cards, responsibly and only for their intended purposes. This maintains our integrity and reputation in the industry.
- **Code of Conduct:** Professional behavior is crucial. Workers should demonstrate punctuality, respect for clients and colleagues, and adhere to workplace rules. Upholding these standards improves the quality of service provided to clients.



## WORKER RIGHTS & SAFETY

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.

- **Reporting Issues:** Kozi encourages open communication. If workers face mistreatment, unsafe conditions, or any challenges, they should report these issues directly to us. We are committed to supporting them and addressing any concerns promptly.
- **Worker Protection:** The safety and rights of our workers are our top priorities. Kozi strives to create a secure working environment where every worker feels valued and safe. We comply with safety regulations and provide the necessary support for their well-being.
- **Job Security:** We aim to provide job security for all our workers. Kozi actively seeks ongoing employment opportunities to help them maintain a stable income. By building strong relationships with employers, we support workers in achieving consistent work.

## HERE ARE 16 BENEFITS OF BEING A MEMBER OF KOZI

### EMPLOYMENT OPPORTUNITIES

- Job Placement
- Steady Income
- Flexible Work Options
- Career Advancement

### SUPPORT AND SAFETY

- Supportive Environment
- Safety and Protection
- Management Support
- Community Support



### PROFESSIONAL DEVELOPMENT

- Training Opportunities
- Professionalism
- Networking Chances
- Feedback Mechanism

### RESOURCES AND RECOGNITION

- Resources and Tools
- Transparent Operations
- Client Trust
- Recognition

## CONTACT US FOR MORE INFO

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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:

**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!”**