

KITOS

Kenya IT & Outsourcing Services

MEMBERSHIP GUIDELINES

Table of Contents

| | |
|---|---|
| 1. INTRODUCTION | 3 |
| 2. CODE OF CONDUCT..... | 4 |
| 3. MEMBER ENROLLMENT PROCESS..... | 5 |
| 3.1 MEMBERSHIP CATEGORIES | 5 |
| 3.1.1 INDIVIDUAL INNOVATOR: | 5 |
| 3.1.2 STARTUP:..... | 5 |
| 3.1.3 SME:..... | 5 |
| 3.1.4 CORPORATE/ENTERPRISE: | 5 |
| 3.1.5 LOCAL ASSOCIATE: | 5 |
| 3.1.6 INTERNATIONAL ASSOCIATE: | 5 |
| 3.1.7 PATRON MEMBER:..... | 6 |
| 3.1.8 IN KIND PARTNER: | 6 |
| 3.2 FEES..... | 6 |
| 3.2.1 ANNUAL SUBSCRIPTION FEE STRUCTURE | 6 |
| 3.2.2 EXPLANATIONS..... | 7 |
| 3.3 MEMBERSHIP DUES..... | 7 |
| 3.4 REVISION OF FEES | 7 |

1. INTRODUCTION

KITOS is Kenya's IT and outsourcing Services Limited – a company limited by guarantee under Kenya. KITOS act as the catalyst for the growth of the IT & Outsourcing Services sector in Kenya by facilitation of trade and business, encouragement and advancement of research and innovation, propagation of education and employment thereby enabling the growth of the Kenyan economy. KITOS will create an environment which fosters the responsible growth of the IT and outsourcing sector in Kenya by:

- Representing the interests of the members on key issues
- Taking a leadership role in identifying, planning for and reacting to issues affecting Kenyan IT & Outsourcing companies
- Influencing and shaping policy initiatives which impact the industry, through education of government, media, special interest groups and the public;
- Establishing and promoting ethical standards of practice for the industry and taking an active role in ensuring compliance
- Promoting integrity and high standards of business conduct among members in the interests of the industry as a whole;
- Being a major source of knowledge and marketing intelligence for the industry;
- Providing opportunities for members to meet, network, exchange information and do business together

2. CODE OF CONDUCT

All members of KITOS are bound to conform to the Code of Conduct of the Company, as under:

1. We will act ethically and transparently in all our business dealings, and preserve the good name of our company, KITOS, the IT and outsourcing sectors and our country Kenya in all our activities and relationships.
2. We will treat our employees fairly, pay a competitive wage and have reasonable terms of employment and termination, including for casual, part-time or short-term staff.
3. We'll have reasonable shift hours and general working conditions including health and safety. Since our employees are seated at computers for long periods, we'll make sure their workspaces minimize damage to eyes and backs. Workspaces will be well ventilated and lit.
4. We will observe intellectual property rights for software and digital content, including using licensed software in our internal operations.
5. We will keep customer data confidential and take measures to ensure its security while we have access to it.
6. We will use staff appropriate to the required jobs, properly trained and supervised, to ensure good quality services.
7. We'll use environmentally friendly approaches wherever possible and in particular energy-saving devices and measures.
8. We'll maintain backup, continuity and recovery measures to avoid unreliability in serving customers.
9. We'll use service level agreements and performance metrics to demonstrate, measure and improve our competence and performance.
10. We will document our procedures and continuously improve them, understanding that service quality is the key underpinning of our own reputation and that of our sector and country.
11. We will participate in the community as advocates for our sector, as stakeholders in our industry and as taxpayers and citizens of the country.
12. We will participate in KITOS activities aimed at enhancing the quality of services provided in our industry, including working towards certification, appraisal and independent review of our operations.

3. MEMBER ENROLLMENT PROCESS

To enroll as a Member of KITOS follow a simple three-step process:

1. Fill the Membership Application Form
2. Attach all the documents mentioned in the Checklist of Documents
3. Enclose the necessary remittances

3.1 MEMBERSHIP CATEGORIES

3.1.1 INDIVIDUAL INNOVATOR:

Aspiring individuals with active interest in IT & ITES sectors that are working towards starting up their own businesses and developing their novel ideas into demonstrable models/prototypes.

3.1.2 STARTUP:

Locally Owned & Registered Company / Partnership, up to 20 staff.

3.1.3 SME:

Non-subsidiary independent & Locally Owned Limited Liability Company, above 20 staff.

3.1.4 CORPORATE/ENTERPRISE:

Established locally owned ITES Company / Partnership, above 50 staff.

3.1.5 LOCAL ASSOCIATE:

Non-ITES Company who shares the commitment to support the advancement of the ITeS sector, Academia, Local Private Equity Funds, IT Hardware Vendors, Local Trade Associations, Government Agencies & Institutions.

3.1.6 INTERNATION ASSOCIATE:

Multi-National Companies with headquarters outside Kenya, International Organizations and Companies, International Institutions & Associations.

3.1.7 PATRON MEMBER:

Global Funds, Founder Member Status, supports KITOS' mission and are committed to the principles of performance improvement, provides in kind contribution.

3.1.8 IN KIND PARTNER:

MoU Partners delivering Strategic Development Support to KITOS.

3.2 FEES

1. Annual Subscription Fee, as detailed hereunder. Annual subscription fee for members is based on the membership categories in the table below.

3.2.1 ANNUAL SUBSCRIPTION FEE STRUCTURE

(Applicable to members joining from 1st January, 2015)

| Membership Categories | Annual Fee KES |
|------------------------------|-----------------------|
| Individual Innovator | 5,000 |
| Start Up | 10,000 |
| SME | 25,000 |
| Corporate/ Enterprise | 75,000 |

| | |
|--------------------------|---------|
| Local Associate | 150,000 |
| International Associates | 300,000 |
| Patron | 350,000 |
| In Kind Partners | |

3.2.2 EXPLANATIONS

The annual subscription fees of new members joining after September in any year will be reduced to half the annual fees and those joining later than December in any financial year will be provided membership on complimentary basis for the financial year under reference, subject to their paying the necessary application and subscription charges for the subsequent year in advance.

3.3 MEMBERSHIP DUES

All membership dues are payable in advance for a financial year (Jan-Dec) in full and become due on the first of April each year and are payable before the end of May that year.

3.4 REVISION OF FEES

The KITOS board reserves the right to revise the fee structure. Such revision is not effected more than once in a 12-month period. In all other cases, approval of the Association in a General Body meeting is required.

CHECKLIST OF DOCUMENTS**TO BE ATTACHED WITH THE APPLICATION FORM**

If an applicant meets the eligibility criteria, they may apply for membership by sending the following to the KITOS Administrator:

- **Membership Application Form** completed in all respects, duly signed and stamped.
- **Brief company profile** on the company letterhead / printed corporate brochure.
- **KRA Pin Certificate**
- Copy of **Certificate of Incorporation**
- An attested copy of **Memorandum and Articles of Association** (If available)
- **Necessary remittances**, which includes:
 - annual membership subscription (see Subscription Fee chart)