



# CLIENTS POLICIES AND REGULATIONS

HASNET ICT SOLUTION

## Abstract

This document explains in details the policies and regulation that to be used to govern the clients in the normal operations of being served under HASNET

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## DEFINITIONS:

- ❖ Client means the primary customer of HASNET ICT SOLUTION programs and services, and as much, may also be considered a beneficiary.
- ❖ Personnel means all HASNET ICT SOLUTION employees, volunteers and delegates.

## 1.0 POLICY STATEMENT

Set of rules defined by the administrator to manage, control and restrict the setting options available to clients. Reflective of our humanitarian role, personnel will treat all clients and their families, friends in a respectful manner and will establish and maintain professional relations which will facilitate client focused and client-directed care and the attainment of mutually established goals.

## 2.0 PURPOSE

The effectiveness of appropriate personnel behavior is required to maintain professional clients focused relations.

## 3.0 SCOPE

This policy applies to all personnel.

## 4.0 PROCEDURE AND APPLICATION:

The relationship between personnel and clients of HASNET ICT SOLUTION programs and services requires personnel to understand their unique positions of authority, power and provision.

### 4.1 Appropriate personnel

In all situation, personal will ensure that their behavior reflect the philosophy and values of the company, and that they will:

- Establish a standard of behavior which meets or exceeds the minimum standard required by law
- Provide a safe environment by maintaining a duty of care to act responsibly
- Respect human rights and the right to privacy and confidentiality
- Follow fair practices and procedures as established by the programs and services.
- Comply with child protection legislation.
- Avoid and report criminal actions.

When providing service, personnel are expected to:

- Continually act in accordance with the Fundamental Principles of Humanity, Impartiality, neutrality.
- Treat clients with respect and dignity
- Provide assistance within the company guidelines and standards
- Understand the client's vulnerability and dependency on the employee or volunteer to provide assistance and to act accordingly, personal relationship outside the scope of the professional employee/ volunteer- client role, while in the causes of these role.
- Respect client's belonging and property
- Maintain confidentiality of client information at all time

#### 4.2 Inappropriate client and personnel behavior

When providing services, clients and personnel are not allowed

- Involve themselves socially, personally, intimately or sexually. Where there is possibility of such involvement, employees and volunteer must declare the conflict to their supervisor/ manager, and if demand opportunity will be removed from the case.
- Solicit, accept gifts (other than token items of appreciation), purchase items from the client's
- Take or borrow any money or belongings/ property from the personnel or from the client.
- Accept payment of service.
- Perform duties outside of the scope of the personnel post requested by the client or the client's family, unless approved by the HASNET Supervisor.
- Take the client on social outing unless approved by the Supervisor.
- Discuss personal matters such as religious beliefs, political views, finances or personal problems with the client or personnel
- Discuss the client's personal matters with those outside of the company or with those who have no professional requirement to be informed
- Smoke in the client's home or personal area
- Client's to smoke in the company or during received services is inappropriate

#### 5.0 BREACH OF POLICY

In cases where the client does not maintain a professional position of respect and effectiveness, the Supervisor / Manager will intervene to prevent and or stop the unprofessional behavior. If required, disciplinary action up to and including termination of the service to the client will be taken and / authorities involved.



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Dependent on the severity of the offence, infringements of these company regulations as well as other offences will have the following consequences:

- Verbal warning
- Written warning
- Notice of service termination
- Termination of service without notice



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## Acknowledgment of the ICT Policy & Regulations:

This is used to acknowledge receipt and pledge compliance with the associations of ICT policies and regulations.

The CEO is responsible for advising stakeholders, maintaining, monitoring, and revising this policy, and for authorizing exceptions. Members of the company are responsible for applying and implementing this policy in each of their respective areas.

### Procedure:

Complete the following

1. Read all the things that has been explained in this Clients policies and regulations document
2. Initial the space provided below, sign and date the last page
3. Return to the Management or CEO

### Initial:

By initial below, I agree to the following terms:

1. I have received and read a copy of the policy of HASNET ICT SOLUTION and understand and agree to abide by the same.
2. I understand and agree that anything in these policies provided by the employee to the company or by the company to the employee remain the property of the HASNET

### Client's Declaration:

Client's Name:

Profession:

Address:

Date:

Signature: