



**CLIENT SERVICE CHARTER**

**FOR**

**ZIMBABWE MINING DEVELOPMENT**  
**CORPORATION**

**(ZMDC)**

**Date Produced: April 2022**

**Date Reviewed: May 2024**

**1. PREAMBLE**

The client service charter for the Zimbabwe Mining Development Corporation details the Corporation's roles, functions and overall commitment to serving its clients. The charter also outlines reciprocal expectations and obligations of both the clients and the Corporation. The Corporation makes a commitment to providing services to the specified quality standards, and within stated time limits.

**2. VISION**

A sustainable USD15 Million mining house by 2025.

**3. MISSION**

To engage in sustainable mining development and beneficiation for the benefit of all stakeholders.

**4. OUR MANDATE**

The Corporation's mandate is:

- To invest in the mining industry in Zimbabwe on behalf of the State.
- To plan, coordinate and implement mining development projects on behalf of the state.
- To engage in prospecting, exploration, mining and mineral beneficiation programs.
- To render assistance to persons engaged in and about to engage in mining.
- To encourage and undertake the formation of mining cooperatives.
- To advise the Minister on all matters connected with corporate investments in the mining industry and make recommendations for the proper coordination of all investment programs.
- To review the general economic conditions and prospects of the mining industry and make recommendations for the proper coordination of all investment programs.
- To carry out any other functions and duties which may be imposed upon the Corporation by any enactment.

## 5. CORE VALUES

The Corporation believes in the following values:

- Integrity
- Teamwork and cooperation
- Commitment
- Continuous Improvement
- Results Oriented
- Corporate Social Investment

## 6. ZMDC DEPARTMENTS

### 6.1. Corporate & Legal Services: Core functions

- Provide legal and advisory services.
- Promote corporate governance.
- Facilitate smooth operations of the board.
- Promote compliance with statutes.

**The department undertakes to:**

- Provide secretarial services and legal advice to the Board within the time frames specified in the calendar for Board and Committee Meetings
- Implement a results-based performance management system to guide the operations of ZMDC.
- Provide written legal advice upon request on complex issues as well as drafting, reviewing and vetting contracts.
- Attend court, arbitration and disciplinary hearings to represent the Corporation as scheduled.
- Prepare legal documents for filing in court within 7 days of request.
- Evaluate litigation cases quarterly.
- Submit monthly and quarterly reports of departments to the Board.

## 6.2. Internal Audit Core Functions

- Risk management and Risk based audits.
- Special investigation.
- Promote good corporate governance (PFMA, ZIMCODE)
- Promote transparency and accountability.
- Review of internal control and systems.

### The department undertakes to:

- Develop audit strategies and annual audit plans for approval by the Legal, Audit and Risk Committee and ensure effective implementation thereof.
- Review and analyze operational developments and flag high risks and control inadequacies at early stages.
- Ensuring that results of operations are aligned to the set corporate goals and good corporate practices.
- Add value by improving the corporation's performance by carrying out reviews and analyses of operations and furnishing findings and recommendations on deficiencies noted.
- Reviewing and evaluating the adequacy of measures put in place to safeguard assets from risks of loss or misappropriation.
- Verifying the existence of company property including movable and immovables, cash on hand and at the bank and identifying causes of deficiencies and surpluses.
- Assist the Board and Executive management with evaluation of the adequacy and effectiveness of internal control processes prescribed for the mitigation of risks associated with ZMDC.
- Keep abreast with developments in legislation governing the mining industry and international audit standard developments and other enactments to be able to proffer value adding advise.

### **6.3. Finance Core Functions**

- Financial management and accounting support services
- Treasury management, budget formulation and implementation
- Management of statutory deadlines.
- Financial analysis and appraisals.
- Asset management
- ICT support services

#### **The department undertakes to:**

- Preparation of annual financial statements in compliance with statutory requirements
- Co- ordination, formulation and compilation of ZMDC Budgets.
- Evaluating company investment portfolio and investment performance
- Fixed asset managements
- Preparation of monthly and year end operating reports showing performance figures.
- Process payment requests
- Abide by International Financial Reporting and Accounting Standards and Statutory Instruments that govern financial reporting.
- Account for all the revenues and expenditures.
- Provide real time ICT support services

### **6.4. Human Resources & Administration Core Functions**

- Recruitment and selection
- Industrial relations management
- Payroll and Pension Fund Administration
- Monitor performance management programs all year round.
- Provide a clean, secure, and conducive physical working environment all the time.
- Training and Development

**The department undertakes to:**

- Provide high-quality guidance and support in developing and progressing people management solutions.
- Assist and advise all line managers on human resources movement procedures i.e., promotion, transfer, terminations, demotions, performance appraisals, grievances and disciplinary hearings.
- Ensure the correct application and adherence to labour statutes, company policies, including disciplinary codes and grievance procedure, and to keep abreast of all the amendments to all statutes, regulations and policies that relate to Human Resources.
- Drawing up labour budgets for the department and Corporation in consultations with respective departmental heads as well as control of departmental process
- Recruitment selection process to be closed within four weeks.
- Payroll processing and data validation and reconciliation of the same.
- Promoting a harmonious working environment.
- Preparing monthly, quarterly and Annual Human Resources reports.
- Conduct employee and customer satisfaction survey once every year.
- Identify development plans and implement them within the agreed time frames.
- Identify consultants within 5 days from date of approval of human resources initiatives.
- Draft and flight advertisements within 2 days from date of approval of Staff Requisition Form.
- Process salary approvals within 2 days of obtaining approvals.
- Make follow-ups for performance reviews to be submitted within 14 days of the end of the review period.

**6.5. Procurement and Marketing Core Functions**

- Procurement using the appropriate method.
- Asset disposal management

- Stores Management
- Managing procurement contract management
- Sales and Marketing of minerals
- Promote and enhance Corporation image.
- Promote Corporate Social Responsibility

**The department undertakes to**

- Preparing bidding documents in compliance with provision of the public procurement regulations
- Facilitate the publication of articles and adverts in the press within 5 working days of request depending on the nature of request.
- Plan for all corporate events 3 months before known annual events e.g. ZITF, MINETRA.
- Preparing evaluation reports from the committee and ensuring that they are correct and have been prepared accordingly.
- Preparing procurement reports as may be required.
- Managing evaluation bids and any post qualification negotiations required as well as supervising the evaluation committee.

**6.6. Technical/Business Development Core Functions**

- Provide technical assistance.
- Project management
- Managing sustainable and viable operations
- Promote investment in mining.

**The department undertakes to**

- Ensure that business activities at operations are conducted in a manner that maximizes production capacities, promotes cost effectiveness, efficiency, and best practice.
- Provide continuous technical assistance required by operations.

- Monitor and coordinated the activities at all Joint Ventures ensuring that the interest and role of ZMDC is adequately fulfilled.
- Identifying new business opportunities for the Corporations sustenance and growth.
- Undertake investment promotional activities in mining related business ventures and to all business enquiries.
- Regular market reviews and minerals economics monitoring, then report on the new products and opportunities that have become available.
- Spearhead and undertake mineral value addition and beneficiation projects.
- Custodianship of an effective mining titles administration system for all ZMDC properties, ensuring property maximization, speedy resolution of all claims disputes, uphold timeous beacon inspections and their maintenance as prescribed by the statute.
- Ensure sustainable and viable management of operations.
- Identify and embrace new technology and new opportunities through operational research.
- Promotion and support of the small-scale mining sector through provision of technical services and business support.

#### **6.7. Security Core Functions**

- Protection of company resources

**The department undertakes to:**

- Provide the security expertise and resources required to develop a safe and secure working environment.
- Establish and implement effective security strategies.
- Establish programs that protect employees, company assets and stakeholders from loss caused by thefts, fraud, corruption, and other inappropriate activity.
- Investigate, detect, prevent, and analyze security incidents to take appropriate action and continuously improve.



## **7. OUR CLIENTS**

- Financial institutions
- Mining houses including small scale miners and mining associations.
- Investors
- Government ministries and departments
- Staff
- Suppliers
- Members of the public
- Statutory organisations

## **8. OUR SERVICE COMMITMENT AND STANDARDS**

We undertake to: -

- Identify ourselves when serving clients.
- Label our offices and premises to facilitate our clients 's access to us.
- Attend to clients within one minute of arrival.
- Treat clients with respect and courtesy.
- Be transparent, sensitive, and responsive.
- Give clear, accurate and timely information.
- Answer phone calls within 3 rings.
- Respond to correspondences in three working days.
- Acknowledge receipt of e-mails and other written correspondence within half a day and respond within seven working days.
- Safeguard client confidentiality on all information in accordance with relevant Zimbabwean law.

## **9. OBLIGATIONS AND RIGHTS**

### **9.1. The Corporation's obligations to clients:**

- To provide quality, timely and effective service.
- To uphold professionalism and integrity

- To be proactive in undertaking our duties and responsibilities
- To establish efficient and strategic relationships with clients.
- To comply with statutory requirements.
- To treat our clients with respect and courtesy
- To maintain an open-door policy to all in need of our services
- To account for all the mineral resources in our domain.
- To provide up to date, consistent and precise advice.
- To provide accurate and timely information.
- To gender mainstream in all endeavors
- Privacy and confidentiality.

## **9.2. Clients' Rights and obligations:**

### **9.2.1. Rights**

- Access information pertinent to their activities.
- Privacy and confidentiality.
- Access to services, facilities and information.
- To raise complaints or queries
- To provide feedback on service delivery
- To be heard

### **9.2.2. Obligations**

- Compliance to the Zimbabwe Mining Development Corporation Act and related statutes.
- To provide true, accurate and timely information related to mining and mining related issues as and when required.
- To treat ZMDC staff with courtesy.
- To attend scheduled meetings punctually and with commitment.
- To give and allow access to mining operations and facilities without impediment.

## 10. REVIEW OF CHARTER

This Client Service Charter is subject to review annually based on feedback from clients and future developments within and outside the Corporation.

### 10.1 Service improvement

We aim to

- Ensure that the accuracy and quality of our services remain world class by continuously incorporating relevant developments in our Service Charter
- Further improve procedures for monitoring the quality of our services and reporting the results
- Upgrade the ways in which we deliver our services in line with increasing improvements in technology and the changing needs of our clients.
- Develop a more streamlined system of handling enquiries and feedback on our services.

## 11. FEEDBACK

For complaints, compliments and suggestions on this charter or any Corporation service delivery area, clients are most welcome to contact the following on given addresses and phone numbers to submit their feedback:

**Zimbabwe Mining Development Corporation**  
6 Constantia Avenue  
Strathaven  
P O Box 410. Harare  
Tel: +263 4 487014-20  
Fax: 0242-487022 / 159  
Website: [www.zmdc.co.zw](http://www.zmdc.co.zw)

**The General Manager**  
Email Address: [bchitambira@zmdc.co.zw](mailto:bchitambira@zmdc.co.zw)

**Human Resources Manager**  
Email Address: [tmaidza@zmdc.co.zw](mailto:tmaidza@zmdc.co.zw)

Signed and approved by the General Manager

 Date: 21/08/24