



Client Service Charter

Commitment to Excellence in Mining Services

Introduction

Zimbabwe Mining Development Corporation (ZMDC) is dedicated to providing exceptional mining services and fostering sustainable development within Zimbabwe's mineral sector. This Client Service Charter outlines our commitment to professionalism, transparency, and accountability in all our dealings with clients, stakeholders, and the wider community.

Our Mission

To responsibly develop Zimbabwe's mineral resources, promote economic growth, and deliver value to our clients through ethical and innovative mining practices.

Our Values

- **Integrity:** We operate with honesty, transparency, and accountability.
- **Professionalism:** We conduct ourselves with courtesy, respect, and competence.
- **Sustainability:** We promote environmentally sound and socially responsible mining activities.
- **Innovation:** We embrace new technologies and efficient processes to enhance service delivery.
- **Customer Focus:** We place our clients at the centre of our operations, ensuring their needs are met efficiently and effectively.

Our Service Standards

- We will respond to all client inquiries within five working days.
- We will provide accurate and timely information regarding our mining operations and services.
- We will treat all clients with respect and fairness, regardless of background or business size.
- We will ensure all transactions and communications are handled confidentially and securely.
- We will continuously seek feedback to improve our services and address concerns promptly.

Our Commitment to Clients

ZMDC is committed to fostering mutually beneficial relationships with all clients. We pledge to uphold the highest standards of service, deliver on our promises, and adhere to all relevant laws and regulations governing mining in Zimbabwe.

Feedback and Complaints

We value your feedback and encourage you to share your suggestions, compliments, or complaints with us. All concerns will be addressed fairly, promptly, and confidentially. Please contact our Client Service Desk at clientservice@zmdc.co.zw or call +263 242 487014-20.

Review of the Charter

This Client Service Charter will be reviewed annually to ensure ongoing relevance and effectiveness. Updates will be communicated through our official channels.

Contact Us

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