CLIENT SERVICE CHARTER

Our Commitment

At the Zimbabwe Consolidated Diamond Company (ZCDC), we are inspired by our Vision- to be a world-class diamond producer, that abides by high quality service delivery standards that meet our client's expectations. We are committed to conduct our operations with integrity, transparency, and respect for all our stakeholders, including buyers, regulators, local communities, partners and shareholder. This Client Service Charter outlines the standards of service and conducts you can expect from us in all our interactions.

Our Charter is premised on our vision, mission and shared values.

Vision

To be a World Class diamond producer for the long-term benefit of Zimbabwe.

Mission

To identify and realise Zimbabwe's diamond potential for the benefit of the nation.

Core Values

Zero Harm, Integrity, Teamwork, Transparency, Results-Oriented, Innovation, Care (ZITTRIC).

Value	Definition
Zero Harm	In keeping with our sustainability thrust of diamonds for today and diamonds for the future, ZCDC believes in zero harm to people, to the environment and to property.
Integrity	Every employee will be accountable and ensure complete adherence to guiding values, moral and ethical principles. Delivering service worthy of the trust of all our stakeholders.
Transparency	ZCDC believes in being accountable to our shareholder and to our stakeholders through full, relevant, and fair disclosure of information in a timely and effective manner.
Teamwork	ZCDC believes in coherent, coordinated, and synchronised efforts towards achieving its mandate.
Results Oriented	Relentless focus on achieving outcomes.
Innovation	ZCDC will improve efficiency and profitability across the entire value chain through optimisation, business processes re-engineering and adoption of modern technology.
Care	ZCDC cares for the community in which it operates and has adopted a multi-tier community development strategy anchored on multi community stakeholder engagement and empowerment

ZCDC Overall Objectives:

a) To explore, mine, recover and sell Zimbabwe's diamond resources for the long-term benefit of the country

b) To mine and produce diamonds smartly, safely, securely, sustainably but aggressively.

c) To contribute significantly to the foreign currency generation.

d) To improve the quality of life in the communities we operate in.

Our Service Values

We are guided by the following principles:

- Transparency – We provide clear, accurate, and timely information about our product and processes.
- Ethical Conduct – We adhere to international best practices, including the Kimberley Process Certification Scheme.
- Respect – We treat all stakeholders customers, employees, and communities with dignity and fairness.
- Sustainability - We are committed to responsible mining practices that protect the environment and support local development. We are ISO 45001:2018, 14001:2015 and 9001:2015 certified.
- Responsiveness – We address inquiries and concerns promptly and professionally.

Our Service Standards

Service Area	Our Commitment
Product inquiries	Respond within 2 business days with accurate and certified information
Sales & Export Processes	Ensure full compliance with legal and ethical standards, including KP certification
Site Visits & Inspections	Facilitate visits with proper safety, security, and logistical support
Community Engagement	Maintain open dialogue and support local development initiatives
Complaints & Disputes	Acknowledge within 3 business days, resolve within 30 business days.
Staff Conduct	Professional, knowledgeable, and respectful at all times.

Feedback & Grievances

We value and appreciate your feedback. Please send your complaints, compliments, suggestions and comments to the Corporate Affairs Department on the following contact details:

- Email: pr@zcdco.com
- Phone: +263 8677007476
- Tollfree number: 0242858155
- Feedback Form: www.zcdco.com
- Physical Address: 35-37 Cosham Avenue, Borrowdale, Harare, Zimbabwe

All feedback is treated confidentially and used to improve our services and operations.

Review & Accountability

This Charter is reviewed annually to reflect changes in regulations, industry standards, and stakeholder expectations.