

## ISIMEMO SABATHENGI (CLIENT SERVICE CHARTER)

### Ukuzinikela Kwethu (Our Commitment)

EZimbabwe Consolidated Diamond Company (ZCDC), sikhuthazwa ngumbono wethu wokuba ngumkhiqizi wamadayimani osezingeni eliphezulu, olandela izilinganiso eziphezulu ukwenzela ukhlangana lokusuthiseka lenkangelelo yabathengi. Sizinekele ukusebenza ngobuqotho, ngokusobala, nangokuhlonipha bonke abaphathelane lenhlanganiso yethu, laba bagoqela abathengi, abomthetho, umphakathi kanye labanikazi benhlanganiso. Lesi simemo senkonzo sichaza izinga lendlela esisebenza ngayo njalo lendlela esiziphatha ngayo ekhangelelweyo kithi langendlela esisebenza ngayo labanye..

### Isimemo sabathengi sigxile kumibono, imigomo insika zesimilo



#### UMbono (Vision)

Ukuba ngumkhiqizi wamadayimani osezingeni eliphezulu ukwenzela ukuthi IZimbabwe ibe lenzuzo okwesikhathi eside.



#### UMgomo (Mission)

Ukuzinikelela lokusebenzisa amathuba edayimani eZimbabwe ukuze umphakathi uzuze.



#### Amagugu Ayinhloko (Core Values – ZITTRIC)

Ukuvikela ingozi, ubuqotho, ukusebenza ndawonye, ukusebenza sikhangelele umvuzo, ukunakekela.

Value	Definition
Zero Harm (Ukuvikela ingozi)	Ekulandeleni umgomo wethu wokulondoloza idayimani namuhla lakusasa, IZCDC ikholelwa ekungabini lengozi kubantu, emvelweni kanye lempahleni.
Integrity (Ubuqotho)	Sonke isisebenzi sizakuba lomlandu wokuphendula ngezenzo zaso njalo babelesiqiniseko sokulandela ngokupheleleyo okumqoka, izimiso zokuziphatha ezinhle. Besebenza ngokuzikhandla ukwenzela ukuthi bonke abaphathelane le nhlanganiso babelethemba kunhlanganiso.
Transparency (Ukubasobala)	IZCDC ikholelwa ekuphenduleni yonke imibuzo engabuzwa ngabaphathi benghlanganiso labobonke abaphathane lenhlanganiso, ngokugcweleyo, ngokuqondileyo ngesikhathi esifaneleyo.
Teamwork (Ukusebenza ndawonye)	IZCDC ikholelwa kumizamo ehlelekileyo, ehambelanayo, ukuze sifeze umsebenzi okumele siwufeze.
Results-Oriented (Ukuqondiswa Yimpumela)	Sizimisele kakhulu ekufezeni impumela ebonakalayo.
Innovation (Ukwethula Okutsha)	IZCDC izathuthukisa ukusebenza kahle lenzuzo kuyo yonke ingqubo ngokusebenzisa ubuchwepheshe besimanje kanye lokuguqula indlela zokusebenza.
Care (Ukunakekela)	IZCDC inakekela imiphakathi esisebenza kuyo njalo isilandela indlela ezitshiyeneyo zokuthuthukisa umphakathi ezigxile ekuzwisiseni okufunwa ngumphakathi lokuhlomisa imiphakathi ngokubambisana layo.

### Izinhloso Ezisemqoka zeZCDC (Overall Objectives)

- Ukuhlola, ukumba, ukubuyisa kanye lokuthengisa amadayimani eZimbabwe ukuze ilizwe lizuze okwesikhathi eside.
- Ukumba lokukhiqiza amadayimani ngendlela ehlakaniphileyo, ephephileyo, evikelekileyo, eqhubekayo kodwa ngesibindi.
- Ukuphatheka ekutholeni imali yakwamanye amazwe.
- Ukuthuthukisa izinga lempilo emiphakathini esisebenza kuyo

### Izimiso Zethu Zokusebenza (Service Values)

We are guided by the following principles:

- Ukusobala (Transparency)** – Sinikeza ulwazi olucacileyo, oluqondileyo, ngesikhathi esifaneleyo mayelana lesikwenzayo lokuthi kwenziwa njani.
- Ukuziphatha Okuhle (Ethical Conduct)** – Silandela izilinganiso zomhlaba wonke kunye le Kimberley Process Certification Scheme.
- Inhlonipho (Respect)** – Siphatha bonke abaphathelane lenhlanganiso, izisebenzi lomphakathi ngenhlonipho lokulingana.
- Ukwesimama (Sustainability)** – Sizinikele ekusebenzeni ngendlela evikela imvelo njalo esekela ukuthuthukiswa kwemiphakathi. Sinezitifiketi ze ISO 45001:2018, 14001:2015 kanye le 9001:2015.
- Ukuphendula Masinyane (Responsiveness)** – Siphendula imibuzo lezinkinga ngokushesha nangobungcwethi.

## Izilinganiso Zensizakalo (Service Standards)

Indawo Yensizakalo	Ukuzinikela Kwethu
Imibuzo ngemikhiqizo	Ukuphendula kungakapheli amalanga amabili okusebenza sinikeza ulwazi oluqondileyo oluqinisekisiweyo
Izigaba zokuthengisela kwamanye amazwe	Ukuqinisekisa ukulandela imithetho lezimiselo zokuziphatha, kunye lesetifiketi seKP
Ukuvakatshelwa lokuhlolwa kwendawo	Ukuhlela ukuvakatshelwa ngokubalesiqiniseko sokuphepha, ukuvikeleka kanye lokunye okutshiyeneyo
Ukuziphatha Kwabasebenzi	Ubungcwethi, ulwazi olujulileyo kanye lenhlonipho ngaso sonke isikhathi
Izikhhalazo Lezingxabano	Ukwamukela zingakapheli amalanga amathathu okusebenza, ukuqeda zingakapheli amalanga angamatshumi amathathu
Ukuphatheka Komphakathi Ukugcina ukuxoxisana okuvulekileyo lokuxhasa amacebo okuthuthukisa umphakathi	Ukugcina ukuxoxisana okuvulekileyo lokuxhasa amacebo

### Impendulo Lezikhhalazo (Feedback & Grievances)


Siyabonga njalo siyaqakathekisa impendulo yenu. Sicela lithumele izikhhalazo, izincomo kanye lemibono ku Corporate Affairs kulokhu okulandelayo:

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- Inombolo Yamahhala: 0242858155
- Ifomu Lempendulo: [www.zcdco.com](http://www.zcdco.com)
- Ikheli Lendawo: 35-37 Cosham Avenue, Borrowdale, Harare, Zimbabwe

Yonke impendulo iphathwa ngokuyimfihlo futhi isetshenziswa ukuthuthukisa izingqubo lokusebenza kwethu.

### Ukuhlolwa Kakusha (Review & Accountability)

Lesi Simemo sihlolwa minyaka yonke ukuze sihambisane lotshintsho lwemithetho, izilinganiso ezihambelana lezinye inhlanganiso lokulindelwe yibobonke abaphathelane lenhlanganiso

Chief Executive Officer  Date 01/03/2026  
Dr. Douglas Zimbango