

Gwaro Revatinodyidzana navo/ Client Service Charter

Chisungo Chedu

KuZimbabwe Consolidated Diamond Company (ZCDC) tine manyuku-nyuku anobva pamuvono wedu wekuti tive nyanzvi pakuchera mangoda pasi rose.(World Class Diamond producer) Zvichitisinga kuti tipe vose vatinodyidzana navo mabasa epamusoro kuti vafare. Tinozvisunga kuita mabasa edu ose nemazvo, pachena uye kuremekedza vatengi, nharaunda nevatinoita navo mabasa uye varidzi vekambani Chisungo chino chinotsanangurira vatinodyidzana navo zvavangatarisira kubva kwatiri



Muwono

Kuva kambani inochera mangoda zvemhando yepamusoro pasi pose.



Zvatinomirira

Kutsvaga ngoda muZimbabwe kuti ibatsire upfumi hwenyika



Zvatinokoshesa

- Kusakuvadza zvinhu(Zero harm)
- Kushandira pamwe(Teamwork)
- Kuisa zvinhu pajekerere(Transparency)
- Kuda mubairo(results oriented)
- Kuvandudza mashandiro(Innovation)
- Kuve nehanya(Care)

Value -Zvatinokoshesa	Tsananguro
Zero Harm (kusakuvadza zvinhu)	Takatarisana nemuvono wekuti ngoda nhasi uye mangwana, ZCDC inotenda kuti hatifaniri kukuvadza vanhu, nharaunda uye midziyo yatinoshandisa
Integrity (kuvimbika)	Mushandi woga-woga anofanirwa kutevera zvisungo zvose zvekambani kuti pave nekuvimbika kune vose vatinodyidzana navo
Transparency (Jekerere)	ZCDC inotenda kuti zvose zvatinoita pamabasa edu zvive pajekerere kune vose vatinodyidzana navo uye varidzi vekambani.
Teamwork (mushandirapamwe)	ZCDC inotenda kuti mabasa edu abudirire tinofanigwa kushandira pamwe.
Results oriented (mubairo)	ZCDC inotenda kuti mabasa edu abudirire tinofanigwa kushandira pamwe
Innovation (kuvandudza mabasa)	ZCDC ingawedzere gohwo rayo nekuvandudza maitiro emabasa ayo
Kuve nehanya (Care)	zvichienderana nemhando dzemazuva ano.

Zvinangwa zve ZCDC

- Kutsvaga, kuchera uye kutengesa ngoda kuti nyika iwane pundutso.
- Kuchera ngoda zvakachena zvisingakuvadzi asi tichiita zvine mutsindo.
- Kuti tibatsire nyika kuwana mari yekunze.
- Kuvandudza hupenyu wevanhu venharaunda yatinochera ngoda dzedu.

a)**Transparency (kuita zvinhu pajekerere)** – tinopa mashoko akajeka pamusoro pengoda dzedu

b)**Ethical conduct (kuita mabasa pasina unyengeri)** – tinoita basa redu tichitarisa mutemo yepasi rose kunyanya Kimberly Process Certification Scheme

c)**Respect (Ruremekedzo)** – tinoremekedza vose vatinodyidzana navo zvisina kusarudza.

d)**Sustainability (Kuitira remangwana)** – tinochera ngoda tichidzivirira nharaunda uye kukurudzirra budiriro yenharaunda. Takapiwa zvitupa zve ISO45001; 2018, ISO14001; 2015 uye ISO9001; 2015

e)**Responsiveness(Kupindura zvichemo)** – Tinopindura mibvunzo ipapo ipapo uye nenzira dzine ruremekedzo

Service Area (Basa)		Chitsidzo Commitment
Basa	Chitsidzo	
Kubvunza pamusoro pengoda	Tinopindura mumazuva maviri tichikupai mhinduro inogutsa nemazvo	
Sale and export processes Kutengesa uye matengesero edu kunze kwenyika	Tinotengesa tichitevera mitemo uye KP certification	
Site visit & inspection Kushanyira kwatinochera uye kuongorora	Tinokubatsira kushanyira nzvimbo yedu uye tinokubatsirai kuti mufambe zvisina tsaona uye kukurongerai mafambiro.	
Community Engagement Nhaurirano ne nharaunda	Kugara tichiita nhaurirano ne nharaunda tichiita zvirongwa zve budiriro.	
Complaints & disputes Nyunyuto	Tinozvitambira mumazuva matatu uye kuzvigadzirisa mukati memwedzi.	
Staff conduct Mashandiro evashandi	Kuve neruzivo uye kuremekedza nguva dzose	

Mhinduro nezvichemo

Tinokoshesa mhinduro uye zvichemo zvenyu. Tumai zvichemo uye shuviro dzenyu kubazi rinodyidzana neve ruzhinji ve ZCDC panhamba dzinotevera:

- Emeri: pr@zcdco.com
- Runhare: +263 8677007476
- Runhare repachena: 0242858155
- Fomu remhinduro: www.zcdco.com
- Kero : 35-37 Cosham Avenue, Borrowdale, Harare, Zimbabwe

Kunzvera neku penengura

Gwaro Revatinodyidzana navo rinowongororwa nguva nenguva kuti tivandudze mashandiro edu.

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

