



DEFOLD MINE (PVT) Ltd

Defold Mine Client Service Charter

1. Introduction & Purpose

Defold Mine (Pvt) Ltd, a mining investment entity under the Mutapa Investment Fund, is committed to facilitating sustainable mining development through strategic partnerships, joint ventures, and support to artisanal and small-scale miners.

This Client Service Charter outlines the standards of service you can expect when engaging with us. It promotes transparency, accountability, inclusivity, and continuous improvement in service delivery.

2. Vision, Mission & Core Values

Vision:

A sustainable mining development entity by 2030.

Mission:

To harness investment opportunities for wealth creation through the sustainable exploitation of minerals for the benefit of all Zimbabweans.

Core Values:

Transparency • Integrity • Excellence • Teamwork • Innovation • Commitment • Accountability

3. Scope of Services

Defold Mine serves a range of stakeholders, including government entities, local and international investors, joint venture partners, artisanal and small-scale miners, and communities. Our services include:

- **Investment Facilitation & Joint Venture Structuring**
Establishment of commercially viable partnerships to exploit minerals and drive economic growth.
- **Strategic Mineral Development**
Development of strategic minerals, including refractory gold ores and rare earth elements.
- **Special Purpose Vehicle (SPV) Mandate**
Identification and development of mining investment opportunities across Zimbabwe.
- **Support for Small to Medium-Scale Mining**
Promotion of gemstone, chrome, and other mineral development in the ASM sector.
- **Gold Sector Development & Processing Centers**
Establishment of sustainable small-scale gold mining operations and Processing Centers.
- **Formalization of Artisanal Miners**
Assistance with title acquisition, partnerships, and integration into the formal economy.
- **Environmental Stewardship**
Adoption of mining best practices to minimize environmental degradation.

4. Service Standards & Commitments

Defold Mine commits to delivering efficient, transparent, and professional services within the timelines below:

Service Area	Standard / Timeframe	Quality Parameters
Responding to general enquiries	Within 3 working days of receipt	Courteous, accurate, and informative
Facilitating site visits, inspections, or consultations	Within 14 working days of request	Coordination with relevant stakeholders
Handling complaints / grievances	Acknowledgement within 3 working days	Fair, impartial, documented process
Engagement with stakeholders and partners	Scheduled consultations quarterly or on request	Inclusive, supportive, and responsive
Aftercare and follow-ups for existing partners	At least once every quarter	Proactive support and collaboration

5. Client Rights

Our clients and stakeholders have the right to:

- Be treated with respect, dignity, and professionalism
- Access accurate and timely information
- Transparent and fair processes
- Confidentiality of information shared
- Timely feedback and resolution of issues

6. Feedback & Complaints Mechanism

Defold Mine values feedback and is committed to addressing concerns promptly. You may submit feedback or complaints via email, letter, phone, or in person.

7. Performance Monitoring & Accountability

Defold Mine tracks performance against this Charter using key performance indicators such as response time, stakeholder satisfaction, and turnaround time.

- Regular internal reviews will be conducted
- Reports will be shared with management and oversight bodies
- Staff will be held accountable for adhering to service standards

8. Review & Continuous Improvement

This Charter will be reviewed **annually** to ensure it remains relevant, responsive, and aligned with national policy and stakeholder needs. Stakeholder input will be sought where significant revisions are required.

9. Contact Information Head Office:

Contact Us

+263 8677010308 | info@defold.co.zw | 14165 Sauer Road, Gunhill, Harare

Business Hours: Monday – Friday, 8:00 am to 4:30 pm



Incwadi yeDefold Mine Client Service

DEFOLD MINE (PVT) Ltd

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1. Isingeniso Lenhloso

I-Defold Mine (Pvt) Ltd, yinkampani yokuhlanyelwa kwezimali kwezemigodi yezimayini ngaphansi kwe-Mutapa Investment Fund. Izimisele ukuqhubekisa intuthuko yezemigodi ngokusebenzisa umqondo wokubambisana kwamabhizimusi labosomabhizimusi kanye lokuphakamisa izimbamgodi ezincane. Lincwadi yokuphathwa kwabathengi iveza izinga losizo ongakhangelela ukulithola nxa usebenzisana lathi. Ikhuthaza ukwenza izinto obala, ukuthembeka, ukugoqela wonke umuntu, kanye lokuqhubeka sithuthuka lapho sisipha usizo kubathengi bethu.

2. Injongo, Indlela Yokufika kanye Lezisekelo

Injongo:

Ukuba yinhlanganiso ebumbekileyo ethuthukisa ezemigodi kusiyafika u-2030.

Indlela Yokufika:

Ukusebenzisa amathuba okuhlanyelwa kwezimali ukuze kudalwe ingcebo ngokusetshenziswa ngonanzelelo kwamatshe aligugu ukuze izalwa zonke zeZimbabwe zisizakale.

Izisekelo Ezimqoka

Ukubamgceke • Ubuqotho • Ukwenza kuhle kakhulu • Ukusebenza Njengeqembu • Ukusungula into ezintsha • Ukuzinikela • Ukuthembeka

3. Ububanzi Bosizo Lwethu

I-Defold Mine inakekela inhlanganiso ezitshiyatshiyeneyo ezigoqela inhlanganiso zikahulumende, abahlanyela imali abasekhaya labakwamanye amazwe, abahlanganyeli bebhizimusi, izimbamgodi zezandla ezincane kanye lezigaba zokuhlala. Usizo lwethu luhlanganisa:

- **Ukusiza Ukuhlanyelwa Kwezimali kanye Lokuhlelwa Kwamabhizimusi Ahlanganyelweyo**
Ukusungulwa kokubambisana kwamabhizimusi okulamandla ukuze kusetshenziswe amatshe aligugu ngendlela ekhulisa ezomnotho.
- **Ukuthuthukiswa kwamatshe aligugu okulokuhlakanipha**
Ukuthuthukiswa kwamatshe aligugu okugoqela amatshe egolide kanye lamatshe angajwayelekanga omhlaba.
- **Umthetho weSpecial Purpose Vehicle (SPV)**
Ukunanzelelwa kanye lokuthuthukiswa kwamathuba okuhlanyela imali kwezemigodi yezimayini eZimbabwe.
- **Ukusekelwa Kwezimayini Ezincane Kusiya Kwezezinga Eliphakathi**
Ukuthuthukiswa kwe-Gemstone, i-Chrome, lamanye amatshe aligugu ehlangothini lwe-ASM.
- **Ukuthuthukiswa koHlangothi Lwegolide kanye Lendawo Zokugaya**
Ukusungulwa kwendlela zokusebenza emigodini yegolide emincane kanye lasezindaweni zokugaya.
- **Ukuhlelwa Ngokusemthethweni kweZimbamgodi Ezincane**
Ukuncediswa ngokusemthethweni kokutholwa kwencwadi zendawo, ubudlelwano, lokuhlangukiswa emnothweni welizwe.
- **Ukuphathwa Kwemvelo**
Ukwamukelwa kwengqubo ezingcono kakhulu zemigodi ukuze kuncitshiswe ukucikelwa phansi kwemvelo.

4. Izinga losizo lwethu kanye Lezibopho

I-Defold Mine izimisele ekuletha usizo olusebenza kuhle, olusobala njalo olulobuhlakani phakathi kwezikhathi ezitshengiswe lapha:

Usizo Esiluphayo	Isikhathi esimisiweyo	Izinga losizo
Ukuphendula imibuzo ejwayelekileyo	Zingakapheli insuku zokusebenza ezintathu zokuthola imibuzo	Usizo olulenhlonipho, oluqondileyo njalo olufundisayo
Ukukhuthazwa kokuvakatshelwa kwendawo zomsebenzi, ukuhlolwa kwezindawo lokubuza osiyazi.	Zingakapheli insuku zokusebenza ezilithumi lane zesicelo	Ukuxhumana labathintekayo abafaneleyo
Ukuphatha izikhalazo lokukhonona	Impendulo zingakapheli insuku zokusebenza ezintathu	Indlela elotshiyweyo elungele wonke umuntu, engakhetshi hlangothi.
Ukuxhumana lesisebenzisana labo	Sixhumana labo ngemuva kwenyanga ezintathu kumbe nxa ekhona ocelileyo	Indlela ekhangela njalo esekela wonke umuntu ngokuphangisa
Ukunakekelwa kwalabo esisebenzisana labo (amapartners) ngemuva kokusebenzisana labo	Kanye enyangeni ezintathu kumbe kanengi.	Usizo oluhambela phezulu.

5. Amalungelo abathengi

Abathengi bethu kanye lesisebenzisana labo balungelo:

- Lokuphathwa ngenhlonipho, ngesizotha, langobuchwephe obukhulu
- Lokuthola ulwazi olujulileyo, olufika ngesikhathi
- Lokuthola ingqubo ezisobala njalo ezilungele wonke umuntu
- Lokuthi ulwazi abasipha lona lugcinwe ngokufihlakeleyo
- Lokuthola impendulo lokuxazululwa kwenhlupho ngokuphangisa

6. Indlela Yokukhangela izikhalazo lezicebiso

I-Defold Mine iyaqakathekisa izicebiso lemibuzo njalo izimisele ukukuphendula ngokuphangisa. Ungathumela izicebiso, imibuzo, lezikhalazo ngemeyili, ngencwadi, ngocingo, loba uze mathupha.

7. Ukuhloliswa Kwendlela Zokusebenza Lokwethembeka

I-Defold Mine ilandelela ukusebenza kwalincwadi kusetshenziswa impawu zokusebenza eziqakathekileyo ezinjengesikhathi sokuphendula, ukusuthiseka kwesisebenza labo, kanye lesikhathi sokuqeda okumele kwenziwe.

- Ukuhloliswa kwangaphakathi kwenkampani kuzakwenziwa
- Abakhokheli lenhlanganiso zabaphathi zizaphiwa okutholakeleyo
- Izisebenzi zizaziphendulela ngokulandela ngokunika usizo lwethu kwabaludingayo

8. Ukuhloliswa Lokuthuthukisa Okulengqebelaphambili

Incwadi le izahloliswa minyaka yonke ukuze kubelesiqiniseko sokuthi ihlala ifanele, iphendula, njalo ihambisana lezinqumo zonke kanye lezidingo zabathintekayo. Kuzadingwa imbono yesisebenzisana labo lapho kufuneka ukuhloliswa okusezingeni eliphezulu.

9. Ihovisi yethu enkulu

Xhumana lathi:

+263 8677010308 | info@defold.co.zw | 14165 Sauer Road, Gunhill, Harare

Amahola Ebhizimusi: NgoMvulo - Ngolwesihlanu, ngo-8:00 ekuseni kusiya ku-4:30 ntambama



GWARO RINOBATA MASHANDIRO EKAMBANI

DEFOLD MINE (PVT) Ltd

Nhungamiro yeChinangwa

Defold Mine (Pvt) Ltd, ikambani yakavambwa kusimudzira nekuunza pundutso munyaya dzechizvino nezvaisanganisirwa. Kambani iyi inoshandisa iri pasi peMutapa Investment Fund. Inoda kusimudzira nyaya dzechizvino kuburikidza nekubatana neveruzhinji pamwe nemumapazi ehurumende uye kuvatsigira kwechi veruzhinji vasei vakuru. Gwaro rekushanda kunoit la kambani yeDefold Mine (Pvt) Ltd rinoburitsa zvakaiva zvamunagatsairwa kubai kwairi kana mafungiro kashanda nayo.---

DONZVO, MUNANO NERAVAMANGWANA NEZVISUNGO

Munano weRavamangwana

Kuti kambani inonunura zvevashandi mugore ra2030

Donzvo

Kushandisa mukana mukuvandudzira zupfumi hwenyika kuburikidza nezvirongwa zvekununura munyaya dzechizvino kuruzhinji rweZimbabwe.

Zvisungo

- Kusaita zvine Udariro Pachena
- Kunza Budiriro
- Kushanda pamashechete
- Kushanda pamwe chete
- Kuvandudza
- Kuvimbika

ZVINHU ZVIKURU ZVINOTEVERA PADEFOLD MINE

Defold Mine inoitza zvepakwenyi. Izvi zvidagi mukupazi atemarwe, mamwe emakambani enzvimbo dzekunyika mowe ari Zimbabwe, mowe ari padhuze kana ari pedyo nevaruzhinji kana vezvimwe zvidzidzo. Zvimwe zviru kunze neDEFOLD Mine zvinobata mukushanda kwekambani.

- **Kubatana neVemigwagwa neVanoita Zvidzidzo**
Kuvandudza zvirinani mukushanda nehurumende, ruzhinji pamwe nezvemakambani kunot Kunakira mukushanda nenzvimbo dzechizvino zepundutso nemamwe mapazi ehurumende.
- **Kuparura Zvinhu Zvinokosha**
Kuvandudza kwakakosha mukushanda nevanotengesa uye vanobata zvezvizvino zvinosanganisira mahangu nezvimwewo zvirinani zvinoiswa pasi peASAM (Artesian and Small-Scale Miners).
- **Mitemo YekuVandudza Nekuchera/Neshandisa kudzoka kuNaramu**
Kuvaka nzimiro inonio mitemo yedzokuvadza nekuchera nekuchera nezvitwa zvinoenderana kuti kuwedzera kusvika kuri pachena.
- **Kubatsira Avo Vanochera Zvizivenua Vezviziva Zviri Pamutemo**
Kuwedzera kuVatsigira kwozviverenge zvakaipetwa kuti pave nekuti kuti mutorwa rimwe panguva mukuwanana muepufumi hwepamusoro uye kuvabatsira kuti vabata pamuchete vakanaka pamwe nevasina mitemo yacho nezvebaso ravo rekuchera zvevashandi zvichipa nzino kekupodza.

KUVA NEUTARIRI MUNHARAUNDA

Kushanda zvinosanganisira kunatsiridza murarama yavanoshanda murumuna zvezvizvene zvichi:

ZVIGARO NEZVIVAKO ZVEMIPUMAHARA

Defold Mine inopa kushandisa kwakaranga nekubatsira nekoperera pasi apa uye nezvi notarisira kuzvitumira munyaya dzekatalawa sevonoti:

- Kuvaka mabasa echi vechizivane avo kushanda munzvimbo uye anotenderana murarama matsutp kuDzimirira nekuvataivana nerarua.
- Kuvatsigira nekuvandudza zvirinani zvekumunharaunda zvinoenderana kuti vave nekuti kushingairira ruzivo rwevanhu pamwe nevasahwira.
- Kuvandudza nzira dzakanaka dzekudya (14days) zvisina zvipiringaidzo.
- Kubatsira kuona kana kune nezvehunyu nenzara dzeku advisory pamwe nekuona kuti nzvimbo dzavo dzaisina zvichinopomerwa uye zvibatsire.
- Kuvatsigira kuti vawane mishonga inodiwa nekudzokorora muonero pamusoro paunhu pamwe nekune zvakaosha kuchengetedzwa kuti virevi nekushanda mumamiriro akajeka.

KUDZIVIRIRA VANOCHERA UYE VASHANDISA VEMIGODI

- Kuvandudza uye nekuvatsigira pakushanda munharaunda.
- Kuvandudza nekusimudzira zvigadzirwa zvinoenderana nezvinoshanda.
- Kubatsira zvine simba kuti pave nekufamba kusingigadzirwa, uye kubatsira kuchengetedza unhu uye chikakavadeso chavo vashandisa havu mazuva ose.

MITEMO NEZVAITWA NEKUTSZIRIDZA (TSANDI)

- Zvinenge zvashandiswa mukuratidza nzira yekubata navo pamberi pezvinhu zvedzivande pakati muDEFOLD Mine.
- Kubatsirwa pamwe nekudzivirirwa kwemagariro evashandi.
- Kuvandudzwa kwekuona zvinoshanda kusvikira panove nekuti kusina nzira dzekuona mapeji anoshandiswa.Zvinotarirwa kuti pachava nedziviro nekuita mitemo chinovimbisa.

KUSANGANISWA NEMUNHARAUNDA

Kambani inonunura zvevashandi neDefold Mine ichangobatsira gore negore kuti irambe ichisimudzira zvichionekwa nevashandi nezviri nyore uye zvine zvionekwe pavatinoshanda navo.

Imininingwane yokuxhumana

Ihho visi elikhulu:

Contact Us

+263 8677010308 | info@defold.co.zw | 14165 Sauer Road, Gunhill, Harare

Amahora ebhizinisi: NgoMsombuluko kuya ku-Eamuzi, 8:00 ekuseni kuya ku-4:30 ntambama