BEST OF
ZIMBABWE

Volume 1

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"Best of Zimbabwe carries the story of Zimbabwe's achievements and successes by celebrating the glorious land and her colourful people – capturing the good news and progressive strides to share on a world stage."

There is a thread of optimism which is unwinding itself among these pages of the *Best of Zimbabwe* inaugural edition. It is our hope that this optimism becomes grounded in reality for Zimbabwean business and industry as the efforts of the nation begin to bear fruit in this dawning of a new Zimbabwean spring. We have filled this book with the stories emanating from this positivity. The time for Zimbabwe is coming. *Best of Zimbabwe* serves not only as a promotion of the country to her loyal people, but also to the rest of the world.

There is a great sense of pride amongst Zimbabweans - whether they still live in their beautiful country or not. Our hope is to capture this patriotism accurately in the pages that follow.

Zimbabwe is a land that is blessed with boundless resources – abundance in minerals, wildlife, and natural beauty. The spirit of entrepreneurship seems to have grabbed hold of Zimbabwe, with her citizens actively seeking to better themselves in new and enterprising ways.

Best of Zimbabwe is a celebration of the country, her people, and its many assets. We celebrate the talented individuals in various sectors of Zimbabwean life – and hope to shed light on areas not readily brought to the global public.

Zimbabwe has a rich multicultural diversity and heritage. The people of Zimbabwe are spirited and always ready to welcome visitors to share in their delights. This has ensured that tourism has become a stalwart of the economy.

Our sincere thanks go to the participants showcased here. Representing the "Best of" in their respective sectors – they are what makes Zimbabwe the great country it is, and will continue to see her reach her true potential.

This yearly publication is part of the "Global Village Partnerships" publication model that now extends across 45 countries. To complement the readership of our print model we are also present on **www.GVPedia.com** and the **www.ProudlyAfrican.info** portal where millions of international readers have access to a virtual copy of *Best of Zimbabwe*. The newest addition to this is the VIPedia app where the books can be downloaded for e-Reading.

Our vision is that *Best of Zimbabwe* will inspire hope and success for the country – ultimately generating more stories for us to continue sharing.



Thapelo Letsholo



Sven Boermeester



Gia Bischofberger



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Welcome to Zimbabwe a World of Wonders!

Statement to the 20th Session UNWTO GA Official Opening Ceremony - 25th August 2013



Your Excellencies, Colleague Ministers, Ladies and Gentlemen, today in history, the 25th of August is the anniversary of the Nicene Creed, establishing the adoption of the doctrine of the Holy Trinity in 325 AD. Approximately seventeen centuries (1688 years) later, we witness the product of another "trinity", the Trilateral Hosting Agreement between Zimbabwe, Zambia and the UNWTO, for hosting of the 20th Session of the UNWTO General Assembly, here at the Victoria Falls, of which this is the Official Opening Ceremony. This certainly must be a good omen!

Our venue, clearly one of the world's best kept "secrets", until the first European to see the Falls, David Livingstone, saw the Mosi -oa -Tunya and renamed them the Victoria Falls after his monarch, Queen Victoria. Livingstone, writing later about the Falls stated, *"Scenes so lovely must have been gazed upon by angels in their flight*". I believe this sentence is missing in the book Genesis, in the Christian Bible, for no other reason other than that of detail. It is now universally agreed that the Victoria Falls, now designated a World Heritage Site, constitutes God's creativity at some of its best. It is one of the Seven Wonders of the World. It therefore gives me great pleasure to welcome the World to what I must refer to as "A must see reality", especially for many of you who have flown long distances to this destination and have probably been watching fictitious movies. This is the real thing. The Victoria Falls - A BIG ZIMBABWEAN AND AFRICAN WELCOME TO YOU ALL.

Many famous and ordinary folk in the World have been here, but their numbers are not enough to rival world benchmarks, like the Niagara Falls (USA/CANADA) and the Igauzu Falls (BRAZIL/ARGENTINA), with annual average arrivals and receipts of eleven million visitors and $30 billion, respectively. It is my aspiration that this destination, the Victoria Falls located between our two proud African countries, becomes a thirty billion dollar economy by 2020 for the benefit of this region. Indeed we can achieve that if we continue the momentum set by our preparatory activities for this General Assembly.

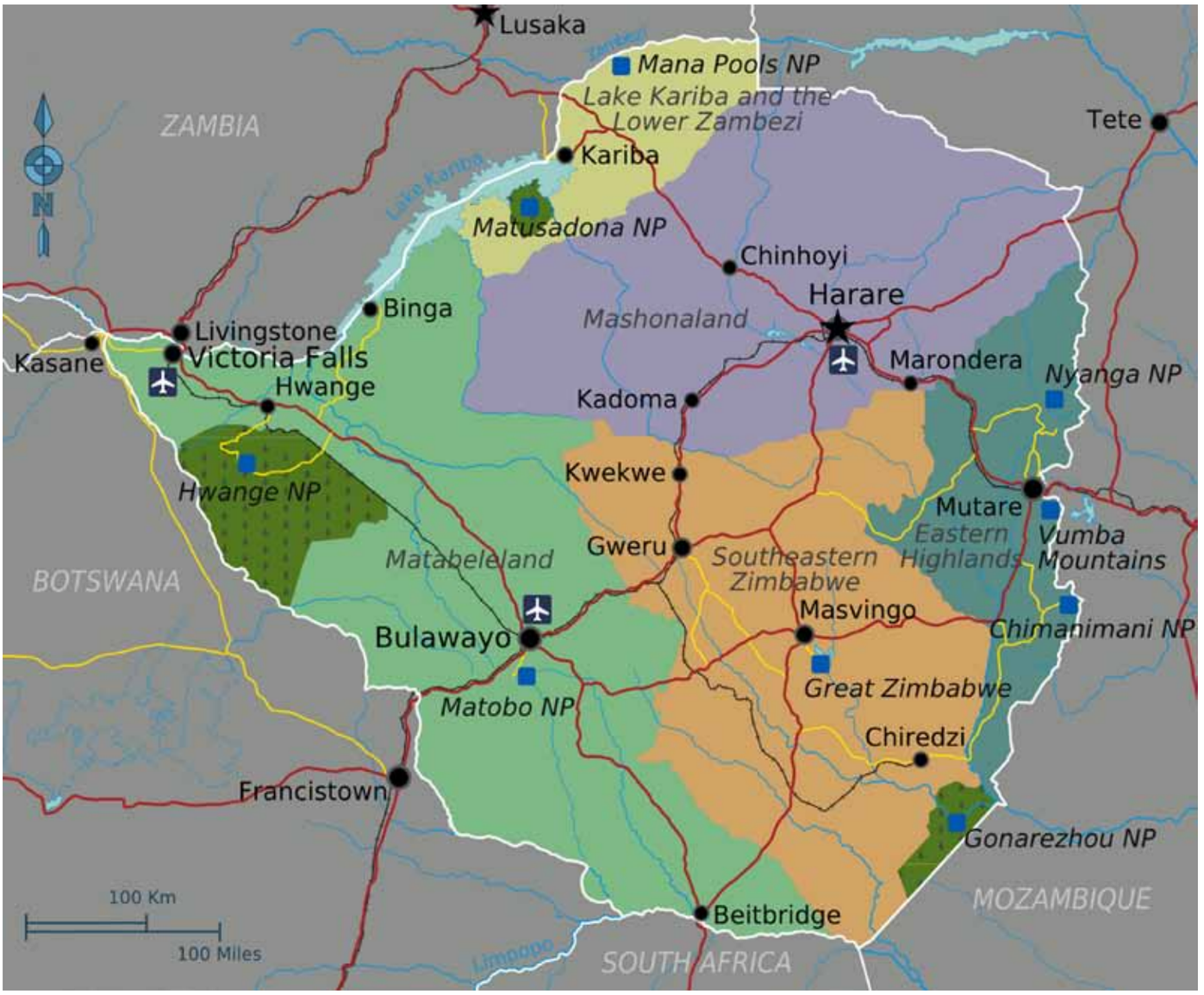
My Colleague Minister from Zambia will speak to the work done across the Bridge in Zambia, but I will testify on behalf of Zimbabwe that Victoria Falls will never be the same again, after we complete the $150 million Airport expansion project which we have started, allowing wider bodied aircrafts to land and boost arrivals. Meanwhile flights into the destination have quadrupled even before the completion of this project. The Victoria Falls City has already attained full cyber city status, upgraded its road network, water, electricity and health facilities, in addition to the private investment that has gone into upgrading hotel and hospitality infrastructure .

Going forward; Government has identified 1200 ha of its most prime land in the City which will become the core of a regional spatial development tourism master plan for an ultra modern new Victoria Falls. We will not interfere with its current old Victorian setting but we will induce a sense of modernity that will see us closing the infrastructure gap, making the destination more attractive to the youth, while retaining its green environment in, keeping with KAZA Transfrontier Conservation thrust and packaging. The KAZA has seven international airports and 52 activities in this one of the world's largest bastion of biodiversity, including wildlife.

Let me also take this opportunity to invite your investment interest into the planned tourism theme park planned for the Victoria Falls. This has been aptly captured by a workshop organized by the Engineering Council of Zimbabwe, on the sidelines of this General Assembly, in conjunction with the Regional Civil Engineers Organization of Southern Africa and the Zimbabwe and Zambian Institution of Engineers. The workshop was on a future model and vision of an ultra modern Victoria Falls.

The Zimbabwean Government plans to whet investment appetite by extending the soon-to-expire SI 124 and 190 on tax free incentives and zero duty on capital goods importation for another five years. This dispensation will cover other identified nodal projects all over the country in line with our new tourism policy that designates the entire country as a Tourism Development Zone. I also wish to reiterate the Country's openness to investment within the context of its laws on indigenisation and empowerment of locals through win-win partnerships with foreign investment.

My tenure in the last five years, under which the rights to this Assembly were granted, saw Zimbabwe securing a seat in the Executive Council of the UNWTO, and, leveraging with that seat, to gain access to international source markets which hitherto were closed to us because sanctions



imposed on the Country by certain sections of the globally family. We proceeded to argue for the mitigation and ultimately the removal of negative travel advisories, after the 18th General Assembly 2009, in Astana Kazakhstan, following a resolution on fair practice captured through Article 6 of the Global Code of Ethics on the same.

Zimbabwe now enjoys a clean bill of travel health. We consolidated this international reengagement thrust and proceeded to bid for the rights to host the 20th session of the General Assembly rights with Zambia. I must applaud and express my gratitude to you all for the unanimous support for our bid specifically, and for your solidarity with Zimbabwe in general, particularly during our period of estrangement and isolation. Notwithstanding how nation states may fall out politically, let's keep this peace bridge called tourism intact, and allow and budget for people to people diplomacy, aptly captured by this revolution in our contemporary times called TRAVEL.

Your Excellencies, Ladies and Gentlemen If I don't refer to peace and stability as the supreme critical success factor for a performing tourism product, I would have negated one of Southern Africa's most celebrated virtues, apart from its biodiversity already alluded to. I pose to ask: does any one of you recall the last time a foreign life or that of a tourist was lost in Zimbabwe to war, crime or any form of violence since the unfortunate incident of the dissident era in 1983? Zimbabwe clearly has its share of challenges but certainly not related to the insecurity of the visitor. Going forward therefore a perception management exercise of the magnitude of this world class event should assist in closing this gap between Zimbabwe's natural attractiveness ranked 21st and its image attractiveness ranked 133rd out of a maximum possible of 134 assessed countries in the last Global Competitiveness Report of the World Economic Forum. Judging by your unanimous presence here today we are certainly in the top two with the Republic of Zambia! Thank you for that vote of confidence.

I conclude by challenging Brand Africa to work even harder to improve its 3 percent share of global tourism performance estimated now at $1.3 trillion in direct earnings, $6 trillion in GDP impact and over 1 billion arrivals, to double digit by 2020. This uniquely African General Assembly therefore presents us with an opportunity to interrogate some of the issues stunting tourism growth, which include the need for visa liberalization and improved destination accessibility and connectivity. The next few days must see us emerging with what will be known as the Mosi-oa-Tunya Resolutions on some of these issues that our two Presidents and Governments have committed to, through their signatures in the famous Golden Book on Tourism.

Thank you Your Excellencies, Presidents Mugabe and Sata for being the 34th and 35th signatories to this Global Commitment to Tourism.

I thank you all and warmly invite you to enjoy our true and genuine African hospitality in the next few days.

God Bless Africa
God Bless Zambia
God Bless Zimbabwe

Hon. Eng. Walter Mzembi (MP)
MINISTER OF TOURISM AND HOSPITALITY INDUSTRY

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Thapelo Letsholo, Global Village Africa

Proudly African is an initiative of Global Village Africa which is a marketing and business platform geared towards showcasing and harmonising Africa's development, trade and cultural diversity to a global audience.

This is where the BEST OF AFRICA in business, government and non-profit organisations unite, promoting their vision and best practice in order to find the right customers, partnerships and joint ventures - in order to grow alongside the continent's indisputable economic potential.

The initiative has an unstoppable magnetic presence with its ever growing country and sectoral window already in over 20 African states. We invite all leaders in business and government across Africa to showcase and integrate their visions and activities so as to promote inter-Africa trade, investment and technology transfer from around the globe.

We also invite all Africa's media, trade exhibitions, conferences and business chambers to use the platform to gain mutually beneficial exposure. Fully unlocking Africa's promise requires greater continent-wide economic integration and inter-trade; such as in Europe, where integration has enabled the continent to become the world's single biggest market. Integration and inter-trade is not only urgent, but also indispensable to unlock economies of scale and propel Africa's competitiveness in the global economy, thus aligning the continent with the global flows of trade and finance as an equal partner.

Africa's massive economic potential still lies largely untapped - but not for much longer. The world is coming and so is the dream of a more united Africa. We need to make sure we maximise on the growth for the benefit of all of Africa and its people.

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Global Village Africa is Africa's premier platform for showcasing and networking governments, leading companies and entrepreneurs in business, tourism and lifestyle. The '***Best of series***' books crisply profile leading companies and innovators, as leaders within their genre. We celebrate the success of countries, individuals and companies with 'the good news' editorial and pictorial imagery in the highest quality print format available.

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Global Village Africa successfully launches the second edition of "Diplomat Africa". Click here to read the entire issue of "Diplomat Africa Vol 003"

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BEST OF ZIMBABWE

Zimbabwe at a glance

Zimbabwe is a landlocked country in southern Africa and lies on a high plateau of grasslands located between two rivers, the majestic Zambezi River in the north and Limpopo to the south – with a shield of mountains in the east.





Along the Zambian border lies the spectacular Victoria Falls and the awe-inspiring expansive life-source of Lake Kariba. Zimbabwe offers the epitome of adventure travel with its unique experiences. The abundance of the country's natural beauty and heritage, rivals many on the continent.

Part of Zimbabwe's wonder is its warm and friendly people and unique culture. But the most unique thing about Zimbabwe is that even through many years of political and social strife, it remains a proud nation with endless potential and dormant discoveries. In uncovering some of the lesser known treasures of this great country, her true opportunities can be explored. Zimbabwe truly is a "World of Wonders".

Full Name: Republic of Zimbabwe

Capital: Harare

Motto: "Unity, Freedom, Work"

National Anthem: "Simudzai Mureza WeZimbabwe" (Shona), "Kalibusiswe Ilizwe leZimbabwe" (Sindebele), "Blessed be the land of Zimbabwe"

President: Robert Mugabe

Area: 390,757 km^2

Provinces: Bulawayo (city), Harare (city), Manicaland, Mashonaland Central, Mashonaland East, Mashonaland West, Masvingo, Matabeleland North, Matabeleland South, Midlands



Population: 12 973 808 as of 2012 census report. (Male 6 234 931, Female 6 738 877)

Main Languages spoken: English, Shona, Sindebele

Main Religions: Christianity, Hindu and Muslim minorities, indigenous beliefs

Main Exports: Platinum, Cotton, Tobacco, Gold, Ferro-alloys

Natural Resources: Gold, Platinum, Diamonds, Chrome, Coal

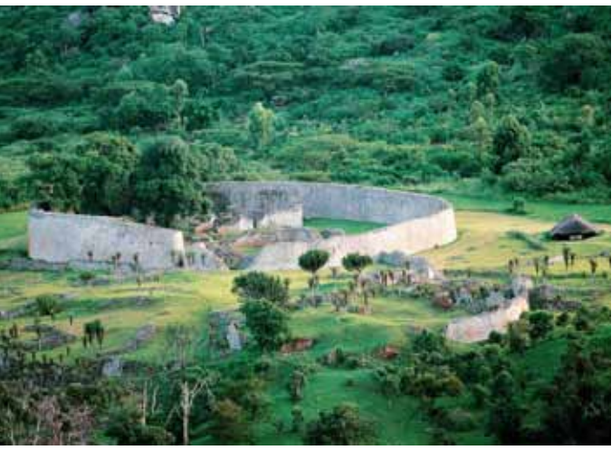
Monetary Unit: USD and ZAR are the main units in use; however, Pula, GBP and Euro are accepted











History

Zimbabwe is an ancient and mysterious land, with Iron-Age settlements presenting evidence of early life. The Great Zimbabwe monuments in the southeast of the country are somewhat of a mystery. Some believed they were the remains of the biblical city of Ophir – the site of King Solomon's mines. However, no gold was subsequently found in the area. The expansive history of Zimbabwe shows it is a land that has long been desired by foreign fortune hunters – which is no surprise.

Remains of Stone Age settlements found in Zimbabwe date back 500,000 years. The first Bantu-speaking people reached the area between the 5th and 10th centuries AD, and drove the San inhabitants into the Kalahari. In 1830, the second migration of Bantu-speakers began, as they fled the Zulu chief Shaka. The Ndebele carved out a pastoral kingdom in the southern part of Zimbabwe. Subsequently, along with missionaries, many British and Afrikaner hunters, traders, and prospectors began to inhabit Zimbabwe.

In 1889, Cecil Rhodes formed the British South Africa Company which colonised and promoted trade in the region. Rhodesia continued to be governed by the company until 1923.There were armed uprisings by the Ndebele and Shona in the 1890s, against the influx of European settlers. A 1922 referendum saw Rhodesia's 34,000 Europeans choose to become a self-governing British colony rather than join the Union of South Africa. The British Crown annexed Southern Rhodesia in 1923. The Central African Federation of Rhodesia was formed in 1953 after the colony united with Nyasaland (Malawi) and Northern Rhodesia (Zambia). It was dissolved in 1963 and Southern Rhodesia once again became a stand alone colony. During this time, the black African nationalist movements intensified their struggles for political independance. Independence from Britain was declared unilaterally in 1965 by the conservative white Rhodesian Front government, led by Ian Smith. Sanctions from the United Kingdom and the United Nations were placed during the 1960s and 1970s, the full impact of which was lessened with help from Apartheid South Africa. Guerrilla groups formed in Zambia and Mozambique and launched multiple attacks on Rhodesian security forces. For nearly a decade, periodic warfare displaced millions and caused the deaths of thousands.

In March 1978, Smith reached an accord with three African leaders, led by Bishop Abel Muzorewa, who offered to leave the white population comfortably entrenched in exchange for the establishment of a biracial democracy. On 1 June 1979, Muzorewa, the UANC head, became Prime Minister and the country's name was changed to Zimbabwe Rhodesia.

In 1980, the white minority consented to hold multiracial elections which were supervised by the British. The Shona-based ZANU (Zimbabwe African Union) party under the leadership of Robert Mugabe won a landslide victory – making Robert Mugabe the Prime Minister.

Opposition to what was perceived as a Shona takeover immediately erupted around Matabeleland. The first Entumbane uprising resulted in clashes between Nkomo and Mugabe supporters. This was followed by another uprising in February 1981 which spread unrest throughout Zimbabwe. This only ended after Nkomo and Mugabe reached a unity agreement in 1988 that merged their respective parties, creating ZANU-PF (Zimbabwe African Union-Patriotic Front).





President: Robert Mugabe

Government and politics

Zimbabwe recently held its harmonised national elections which saw the Zimbabwe African National Union win both the National Assembly Seats and the Presidential Election with a huge majority on the back of its Indigenisation and Economic Empowerment Policy.

This follows the adoption of a new democratic constitution overwhelmingly voted for in a national referendum conducted prior to the elections.

The country is therefore set to continue as a stable and peaceful Parliamentary Republic with an Executive President. It has adopted a policy of Indigenisation and Economic Empowerment of its local people.

Capital - Harare

Harare is a beautiful, light-filled city high on the country's central plateau. The epitome of a modern African city, it has modern buildings with wide streets lined with flowering trees, parks and gardens. The city's cultural and historical buildings have been greatly appreciated and many old buildings have been beautifully preserved.

Also well preserved in Harare's National Gallery is the country's art heritage which has a valuable and interesting national collection. There is a permanent display of Shona soft-stone carvings as well as hosting travelling international exhibitions. The National Archives have preserved a priceless collection of Rhodesiana and Africana diaries, notebooks and reports. Among these are original works of some of Africa's great missionaries and explorers.

Also in Harare are the Zimbabwe Museum of Human Science and the Harare City Library, both at the Civic Centre. The National Botanic Garden is 68 hectares and has over 900 species of wild trees and shrubs from all over Zimbabwe. The Mukuvisi Woodlands is 277 hectares of preserved natural woodland along the banks of the small Mukuvisi stream. A variety of birds and animals can be found, such as giraffe, zebra, impala, wildebeest, bushbuck, steenbuck, reedbuck and eland.

The open market at Mbare offers a traditional African shopping experience with a colourful array of baskets, food, clothing and other trinkets. In the south-west corner of Harare rises a granite 'Kopje' or hill. The Kopje offers spectacular views of the entire capital.

Harare has a temperate climate and a friendly atmosphere. Its population is estimated at over 2-million, mostly in central Harare, but some 500,000 in surrounding areas.

Cities

Gweru

Gweru, in the Midlands province, is the third largest city in Zimbabwe and offers abundance in both tourism and business.









Industries include Zimbabwe Alloys, a chrome smelting plant, and Bata Shoe Company (established in 1939), which are both leading employers in Gweru. Gweru is in one of Zimbabwe's best cattle rearing areas: the surrounding agricultural activity revolves around the cattle industry (both beef and dairy). Flowers are also grown in the area for export, and Zimbabwe's largest distiller, Afdis, has extensive vineyards in Gweru for wine production. Chromite ore is mined from rich deposits along the Great Dyke to the east of Gweru.

Masvingo

Masvingo is situated in the south-eastern section of Zimbabwe. Masvingo town is the capital of Masvingo Province and is located 292km south of Harare.

Great Zimbabwe is found in Masvingo province, and is a wonder of architecture and Zimbabwean history – as well as a national monument from which the country takes its name. Masvingo is the oldest colonial settlement in Zimbabwe which grew from the encampment established in 1890 by the Pioneer Column. It is said the country's first cricket match was played in Masvingo.

Mutare

Mutare is the fourth largest city in Zimbabwe and the capital of the Manicaland Province. Mutare was founded as a fort in 1897 when gold was discovered in the Penhalonga Valley and was formally called Umtali. The Mutare River flows through the area and was where gold panning began in Zimbabwe.









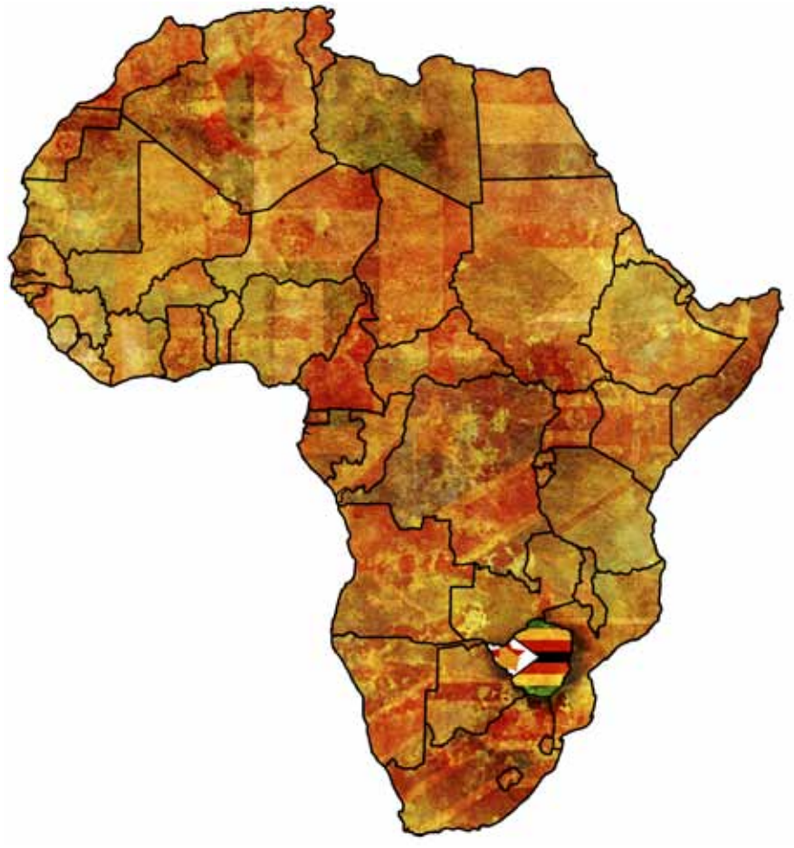
Bulawayo
The second largest city in Zimbabwe with a population of more than a million people, “The City of Kings” is a multicultural city surrounded by rich ranching lands and was once the industrial hub of Zimbabwe because of its strategic positioning to Botswana, South Africa and Zambia. The city has the potential to grow to that status again in the coming years. It is the closest substantial city to Hwange National Park, Matopo National Park and Victoria Falls.

Land
In the southern region of Africa, Zimbabwe is bordered by Mozambique to the east, South Africa to the south, Zambia to the north, a slight tip of Namibia to the north-west, and Botswana to the south-west.

Zimbabwe lies on a high plateau and its terrain consists primarily of grasslands bordered by mountains in the east. The north-eastern border of the country is marked by the mighty Zambezi River.

Zimbabwe lies almost entirely over 300 metres above sea level. Its principal feature is the broad ridge of the Highveld running 400 miles from southwest to northeast across the entire country, from Plumtree near the Botswana frontier to the Inyanga Mountains bordering Mozambique. This ridge, comprising about 25% of the country, is about 50 miles wide and ranges in altitude from 1,200 to 1,500 metres until it eventually rises to 2,592 metres at Mount Nyangani in the eastern highlands - the highest point in Zimbabwe.

Climate
Although located in the tropics, temperate conditions prevail all year as the climate is moderated by altitude and the inland position of the country. The hot and dry season is from August to October, and the rainy season is from November to March. The best months to visit Zimbabwe are April to May and August to September. Night-time temperatures in winter can fall below freezing on occasion.







The People

Culture

The three official languages include English, Shona, and Ndebele. There are other minority groups scattered within the developing country notably the Nambya, Kalanga, Tonga, Venda and Suthu. Zimbabwe is a plural society and Zimbabweans living in urban areas have a westernised lifestyle, while in the country areas many African traditions have been preserved.

Languages

Shona

Shona is a Bantu language native to the Shona people of Zimbabwe and southern Zambia. Its roots possibly extend back to the Great Bantu expansion. Shona also refers to people who speak one of the Shona dialects, namely Zezuru, Karanga, Manyika, Ndau and Korekore. Shona is a principal language of Zimbabwe along with Ndebele and the official language, English. The total number of Shona speakers in Zimbabwe, Mozambique, Zambia and Botswana is at least 20,000,000 or more.

Shona is a written language, standardised in the early 1900s and fixed in the 1950s. Solomon Mutswairo's "Feso" was the first novel in Shona, published in 1957. Shona is taught as a subject in Zimbabwean schools. Modern Shona is based on the dialect spoken by the Karanga people of Masvingo Province, and Zezuru people of central and northern Zimbabwe.

Shona Dialects

There are many dialect differences in Shona, but a standardised dialect is recognised. The Ndau language spoken in Mozambique and Zimbabwe has partial intelligibility with Shona and its speakers are considered to be ethnically Shona. Ndau literacy has been introduced into primary schools. The Manyika language spoken in eastern Zimbabwe, near Mutare, also is also closely related to Shona.

Ndebele

Ndebele is related to the Nguni language of Zulu spoken in South Africa emanating from when Mzilikazi and his people separated from the Zulu's. Some of them stayed in the region of modern Pretoria in South Africa, now known as the South Ndebele. The major part of the Ndebele went northward into present-day Zimbabwe. Therefore their language is Nguni without the Sotho-Tswana elements seen in the South Ndebele.

Religion

As estimated in the 2010-2011 demographic survey, Zimbabwe's religious identity is made up of:

- Christianity: 85%, about 10,200,000 (Apostolic 33%, Pentecostal 17%, Protestant 16%, Roman Catholic 10%, Other 8%)







- African traditional religions: 3%, about 320,000
- Islam and Other religions: less than 1%, about 80,000
- Non-religious: 12%, about 1,400,000

The government does not require registration of religious groups. Estimates vary about how much of the population is syncretic (mixing Christian beliefs with indigenous beliefs). Some Christians have multiple memberships.

The major Christian communities and movements in Zimbabwe are:

- African Indigenous Church
- Anglican Church
- Baptist Church
- Evangelical Church
- Lutheran Church
- Methodist Church
- Orthodox Church
- Pentecostal and African Initiated Church
- Reformed Church
- Roman Catholic Church

http://relzim.org

Myths and legends

Nyaminyami - The Tonga River God

Nyaminyami The Tonga River God is said to have the body of a snake and the head of a fish. His size is disputed as he is said to have never shown himself full length. The people of the Zambezi valley were protected by Nyaminyami as their ancestral spirit, who fed them from his own meat in times of hunger. The people pledged their allegiance to him by performing ceremonial dances. For many years Nyaminyami and his wife stayed safely in Kariba.

Mount Nyangani

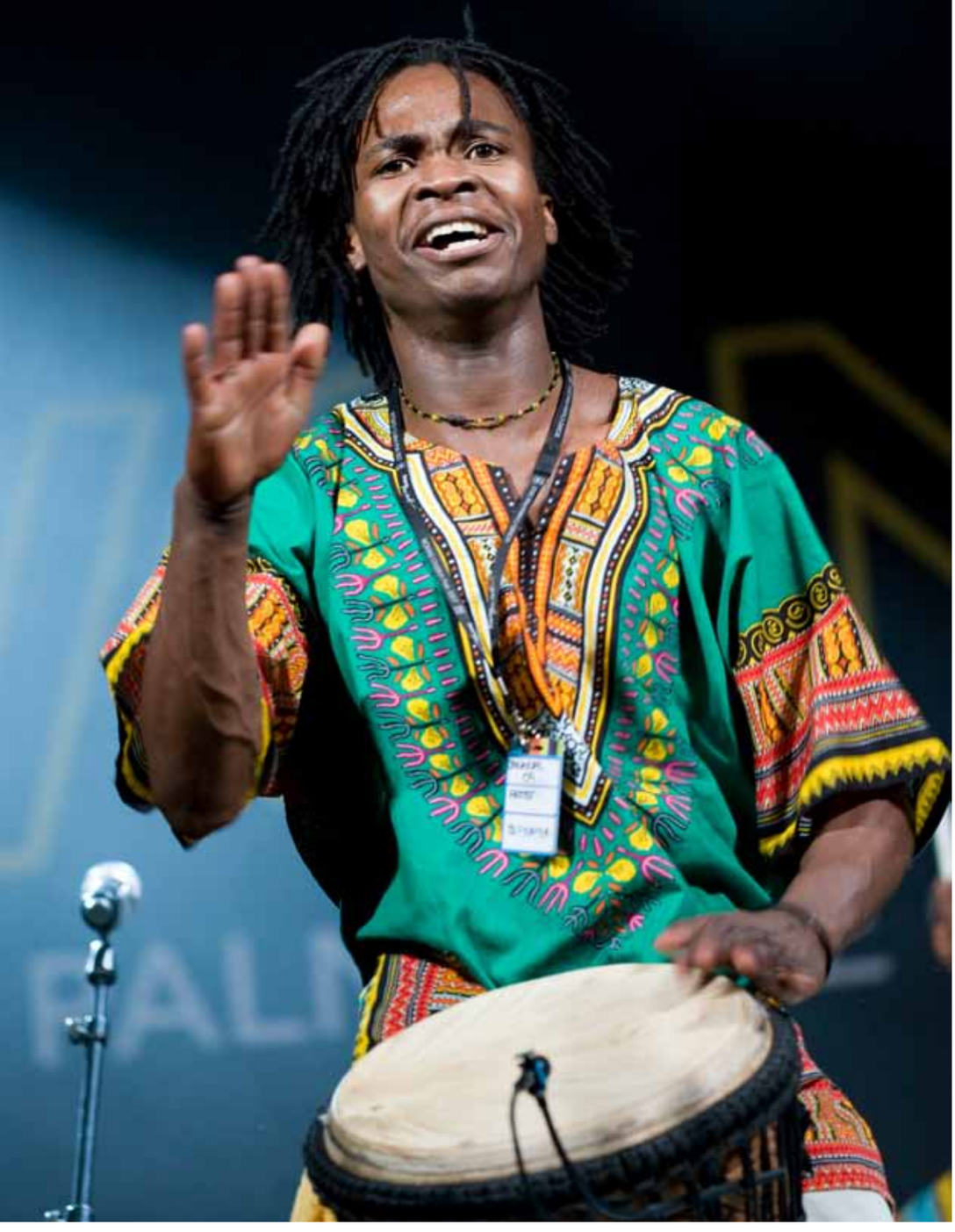
Mount Nyangani, the highest mountain in Zimbabwe, is known for its ability to make people and children vanish. Scores of people are reported to have disappeared without trace. Locals believe the mountain has the ability to initiate the disappearance of those who speak against it or its people.

The Sunbirds

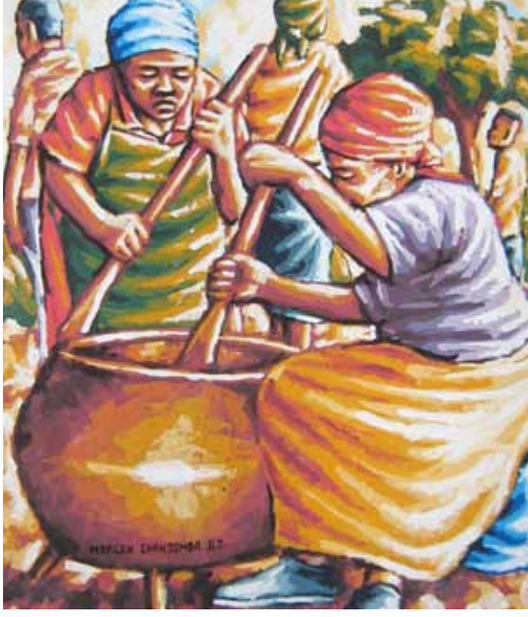
Two golden sunbirds were found among the ruins of Zimbabwe over a century ago by one of the first explorers, thought to have been in the remains of a sun-temple of the ancient Bantu religion of the Shona. Shona myth says that the sunbirds belonged to the goddess Dzivaguru - the goddess of the earth, darkness of night, rain clouds, pools, and streams.

Dzivaguru, whose name means Great Sun, ruled heaven and earth in the oldest form of Bantu religion. There are many myths in which the first man and woman on earth lived in darkness because the sun had not yet been discovered. The first man caught the sunbirds in his trap, and as a result day broke.









Art

Zimbabweans are renowned in southern Africa for their artistic skill. Art has become an important form of expression in Zimbabwe, as the culture has long explored the depths of their skill and the ways that their natural resources can be utilised to achieve this expression. There are many avenues for artists to explore in Zimbabwe and this has seen an explosion of Zimbabwean art in the region. The sphere of influence has been broadened even more as a result of the large expat community.

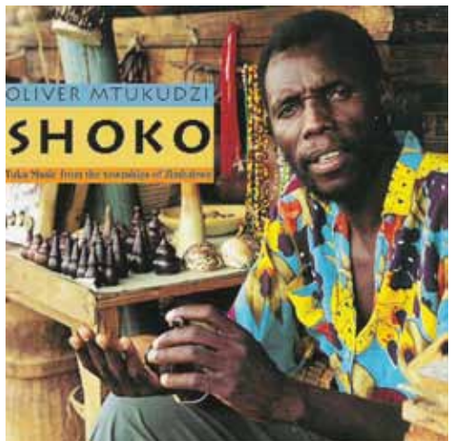
Zimbabwean art encompasses a large variety of fields, cultures and people. Stone and wood carvings are prolific among Shona artists. Although this was not part of Shona tradition, the movement was generated through experimentation with the form over 35 years ago. The Shona believe that the carving process frees a shape from within the stone, and that the pieces come to their owners through fate which connects them with others all over the world. These pieces are mostly carved out of the beautifully coloured and relatively pliable soapstone.

Popular sculptures in soapstone include “Ukama” which depict families, couples and dancers. Other commonly used stones and minerals include serpentine, red jasper, malachite, and verdite. Verdite is a semi precious stone over 3500-million years old which was crafted into jewellery by ancient craftsmen and has been used in a powdered form for fertility for hundreds of years. Verdite is rare and its beautiful patterns and shades vary from golden brown to emerald-green. It is found only in southern Africa and the high-quality stone of Zimbabwe is gaining international attention, especially among art collectors. The skill required in its craft is immense due to its hard form.

Many of the ironwood carvings found in Zimbabwe are of African wildlife as well as traditional heads. The carvings are hand carved and imbued with African mystery. Different woods are used such as olive,











mukwa, fresh teak and pod mahogany. "Mufunko" or "Tsvimbo" walking sticks form a large part of Zimbabwean wood craft. These sticks feature human and animal forms and are often used in tribal dances symbolising war or hunting. Wooden sticks are often significant as protectors against evil spirits, depending on their design. In this way, Zimbabwean art often links very closely to traditional beliefs and practices.

There is far more to art in Zimbabwe than African curios for tourists. Every piece aimed at the mainstream market has been crafted with care by hand and aims to tell a story. This movement has successfully changed the way people view art. Behind this, is the National Gallery of Zimbabwe, which has become a centre for national culture, injecting various influences into mainstream life - through stone, metal and wooden sculptures, paintings, drawings, print works and installations. The Gallery circulates exhibitions throughout Zimbabwe and is a focal distribution point for art in Zimbabwe. The Gallery provides education through the National Gallery Visual Arts Studios (NGVAS) and also holds educational workshops, films and lectures within the Gallery as a way of promoting and educating the public about visual arts. **http://www.nationalgallery.co.zw**

Music

Zimbabwean music is infused with folk and pop styles, characterised by the raindrop-like sounds of the well-known mbira instrument or "thumb piano". Popular genres include native Chimurenga and imported rumba, soukous and rock and roll.

Sungura is Zimbabwe's most popular music genre. It became popular in the early 1980s through pioneer Ephraim Joe and his band Sungura Boys. Oliver "Tuku" Mtukudzi is one of Zimbabwe's best-known musicians and a genre referred to as Tuku Music has been formed around his influential style.

Jit refers to pop music driven by electric guitar. The Bhundu Boys are the best-known performers of jit internationally.

African Rumba or "Soukos", although hailing from the Democratic Republic of Congo, has enjoyed increased popularity in Zimbabwe and has generated a number of Zimbabwean rumba musicians.

Gospel, jazz and Ndebele pop are other prolific genres enjoyed in Zimbabwe, with many local genre spin-offs being created from Bulawayo. A new genre developing among the youth in Zimbabwe is urban grooves.

Lyrics in Zimbabwe focus on encouragement, social upliftment, and promoting good values.

Economy

Zimbabwe's economy is carried by agriculture with over three quarters of the population deriving their livelihood from agriculture related activities. About 13% of the GDP and 25% of the labour force comes from agriculture.

Commercial crops include corn, sugarcane, wheat, seed cotton, tobacco, sorghum, and soybeans. The remaining land is made up of small farms raising subsistence crops, including corn, millet, peanuts, cassava, potatoes, dry beans, bananas, and oranges. Diversification of crops saw the introduction of coffee and tea.

Principal livestock include cattle, goats, and sheep - half of the cattle are held in traditional pastoralism.

Zimbabwe also has abundant mineral reserves of gold, nickel, asbestos, coal, copper, chrome, iron ore, silver, and tin. Manufacturing includes crude steel, pig,





iron, cement, electrical and other machinery, cotton textiles, clothing, footwear, chemicals, plastics and rubber products.

Zimbabwe abounds in trade and investment opportunities which continue to increase. These opportunities are in both productive activities and services. The last few years have seen particular growth in horticulture and tourism. Zimbabwe's main exports are agricultural commodities, minerals and low value-added goods. Export Processing Zones offer endless opportunities to process these commodities for export.

Agriculture

Agriculture plays a pivotal role in determining the wellbeing of Zimbabwe. The government has noted the importance of agriculture and has put in place numerous extension services and training programmes aimed at imparting technical skills and good farming methods and practices to farmers. This has included a number of irrigation projects and construction of dams.

Agriculture produces $13.4-billion in products annually, contributing about 40% of the country's foreign exchange earnings. Agricultural exports mainly consist of tobacco, and smaller amounts of burley and oriental. Other major exports include sugar, tea, coffee, cotton, fruit and vegetables, fresh cut flowers, seeds, maize, small grains and oilseeds. Smaller exports include animals and birds, beef and dairy products, wildlife and poultry meat, as well as exotic livestock meat and products.

Mining

According to the Ministry of Finance, the mining sector is the highest contributor to both the GDP and exports with figures of 16.9% and 47% respectively. Platinum (47%), Gold (28%) and diamonds (20%) are the biggest contributors to export proceeds.

Zimbabwe is endowed with mineral wealth, which has been successfully exploited for the economic development of the country. Over 40 different minerals are known to exist and most of these have been exploited at one time or another. Currently the sector employs on average 55,000 people formally per annum.

Nickel, cobalt, iron ore, ferro-chrome and chrome ore resources are located throughout Zimbabwe, with the later being found on the major geological feature known as the Great Dyke. Zimbabwe also has deposits of antimony, arsenic and tungsten. The Mutare Greenstone belt is known to host lead-zinc resources. The Platinum Group Metals sector has grown tremendously through development of Mimosa Mine in the south and Ngezi Platinum Mine in the central Zimbabwe.

There are opportunities for known minerals such as lithium, graphite, and asbestos; while the high volumes of limestone are central to local industrialisation for domestic industries such as cement, fertiliser, iron and steel, paints and other industrial fillers.
The distinctive Zimbabwe Black Granite is sought after worldwide. Other Zimbabwean minerals include Kyanite, corundum,





tatanite, magnesite, pyrites, clays, slates, and phosphate.

There is great confidence in the future of Zimbabwe's diamond industry which has been added to by recent discoveries of diamondiferous kimberlites after years of exploration activity.

Coal has been the dominant energy mineral for Zimbabwe due to vast reserves in the northwest and southeast of the country. A recent discovery of coal-bed methane in the northwest provides an alternative energy source.
http://www.zimtrade.co.zw

Energy
The Energy sector in Zimbabwe presents immense investment opportunities in power development, petroleum supply, and renewable energy sub-sectors. Coal reserves equate to 26-billion tonnes which means 8,000 years of power generation at the current consumption of 3-million tonnes per annum. There is currently only one power utility in Zimbabwe, Zimbabwe Electricity Supply Authority (ZESA), leaving opportunity for direct investment in the sector or joint venture participation. Zimbabwe's System Development Plan (SDP) has shown its resources required for the development of power generation plants are adequate for internal and export markets.

Government's priority projects include the expansion of Kariba South Power Station, the Gokwe North Power Station Project, the Batoka Gorge Hydro Power Project, the development of petroleum refining and distribution, renewable energy and energy conservation (Coal Bed Methane, Bio-fuels, solar energy), and a small Hydropower Development.
http://www.energy.gov.zw

Infrastructure

Power Supply
Zimbabwe's power consumption is currently growing at a rate of 6%. The Zimbabwe Electricity Supply Authority (ZESA) undertakes the general transmission, distribution and supply of electricity. Power is generally available for the conduct of business and for purposes of leisure. Expansion of generation capacity is currently underway with the transitory shortages being mitigated through power imports from the Southern Africa Power Pool.

Post and Telecommunications
Zimbabwe has three cellular phone networks - one government and two privately owned. All these service providers offer national and international roaming services. Currently the subscriber base stands at above 5,000,000 with room for expansion. ZimPost provides postal services and TelOne provides fixed telecommunications services. Internet services are also readily available countrywide.

Road Network
There are 18,400km of State roads in Zimbabwe of which 6,000km are two lane bituminous surfaced road, 1,700km are single lane bituminous surfaced road, while 10,705km are gravel and earth roads. In addition there are 97,834km which fall under the administration of Rural and Urban local Authorities, District Development Fund, and National Parks & Wildlife Management Authority.













Airports
There are currently eight operational airports in Zimbabwe: Harare, J. M. Nkomo, and Victoria Falls (international airports); Kariba, Hwange, Buffalo Range, Masvingo, and Charles Prince (domestic airports).

Rail Network
The National Railways of Zimbabwe (NRZ) is a statutory corporation operating 3,000km of 1,067m-gauge railway network that connects Mozambique, Zambia, Botswana and South Africa. There is a domestic rail link between Harare - Mutare, Harare - Bulawayo, Chiredzi - Bulawayo, and Bulawayo - Victoria Falls.

Public Transport
Intra-city and inter-city public transport are readily available in major urban areas. Registered metered taxis are also available and can be found at taxi ranks, hotels, restaurants, airports and other designated taxi zones.

Labour Force
The majority of the Zimbabwean labour force is educated to at least four years of secondary education. Labour rates are very competitive in comparison to the rest of the world.

Health
With the exception of children less than one year of age, all visitors coming to Zimbabwe from infected areas are requested to possess vaccination certificates against cholera and yellow fever. There are sound medical facilities manned by professionals to dispense with such medical issues.

Security
Zimbabwe is a secure and peaceful destination. Generally, Zimbabweans are known for their hospitality and friendliness to visitors. Peace and order is provided by the Police officers who are helpful and easily identifiable by their uniform.

Entry Formalities
All movement into and out of the country is facilitated by the Department of Immigration Control. The Department is also responsible for the issuance of work / study permits and visas. Visitors to the country should always verify visa requirements with the Department of immigration or Zimbabwe Foreign Offices.

Driving
International driving permits and driving licences issued in all SADC countries are valid in Zimbabwe. Visitors from other countries not covered by this agreement are able to drive for a period of 90 days using driving permits or licences issued in their home countries. Renewals after expiry of this period are obtained from the Ministry of Transport and Communications. Driving in



Zimbabwe is on the left. Give way to traffic approaching from the right at uncontrolled intersections. General speed limit is 120km/hr on open roads and between 60km and 80km on other roads.
http://www.zimbabwetourism.net

Investing
Zimbabwe has vast investment opportunities that are supported by valuable factor endowments and infrastructural services. Tourism has great potential to become the largest industry in terms of foreign currency generation in the country.

Why invest in Zimbabwe?
- Zimbabwe is a safe and secure tourism and investment destination;
- The tourism sector is poised to grow as the leading key economic sector;
- Unparalleled stimulus incentives for tourism development;
- Underinvestment in various facets of tourism present opportunities for serious investors;
- Growing demand for investment by both local and foreign investors is evidence of the untapped potential.

http://www.zia.co.zw

Tourism
Since Zimbabwe attained its independence in 1980, tourism has been one of the country's fastest growing economic sectors. Between 1980 and 1990 tourism enjoyed an annual average growth rate of 9.2% in tourist arrivals and 8.6% in tourism receipts. After the introduction of economic reforms, the annual average growth rate for tourist arrivals was 18.8% and tourism receipts grew by 20.3% during 1990 to 1999. Today Zimbabwe receives over two million tourists every year. Since 2000 the industry faced challenges emanating from negative publicity from the Land Reform programme. However, the negative effects have been lessened by several government programmes through the Zimbabwe Tourism Authority (ZTA) in promoting the destination.

Zimbabwe is an African paradise of blending unique attractions, notably including one of the Seven Wonders of the World - the majestic "Victoria Falls". This enchanting wonder of millions of gallons of water plunging over a 1,7km-wide cliff into a narrow gorge makes Zimbabwe one of the world's most exotic holiday destinations.

The drama and the beauty of Zimbabwe's landscape are matched by a rich, infinitely varied wildlife. The best way to enjoy the magnificence of the country's great outdoors is to explore the numerous adventure sports available - from white-water rafting and hunting, to botany and birding, as well as the exciting cultural scene. Zimbabwe is a land of discoveries.

In the southeast is the ancient city of Great Zimbabwe. It is the largest and most significant monument south of the Sahara, and in Africa it is second in size and importance to the Egyptian pyramids. The towering "stone houses" tell a great history of the society of 2000 Shona people













that prospered between the 12th and 15th centuries. The majesty of the ruins is overwhelming.

The Eastern Highlands of Zimbabwe are also referred to as “the garden of Eden”. The scenery offers peace and rejuvenation. Lake Kariba, the largest water mass in the region, supports forty different species of fish as well as crocodiles and hippos. Kariba also offers an abundance of fishing, water skiing and sailing.

The Matopo Hills in Bulawayo are granite outcrops which form a dramatic landscape. Zimbabwe has numerous national parks to be enjoyed - most notably are the Hwange and Gonarezhou parks, which have countless species of wildlife including the ‘big five’.

Zimbabwe offers varying accommodation facilities to suit all visitors - from wild adventure camping to formal hotel establishments. Zimbabwe is accessible and internationally connected.

The tourism industry is very proud of the excellent safety and security of tourist establishments in Zimbabwe. The hospitality of the Zimbabwean people creates a unique home-away-from-home experience.

The tourism sector contributes greatly to foreign currency generation in the country. In 2004 the Reserve Bank of Zimbabwe recorded a generation of US$193,700million from the tourism industry.

http://www.zimbabwetourism.net

Zimbabwe hosted the Africa Travel Association (ATA) 37th Annual World Congress in Victoria Falls 2012

More than 500 delegates from government, business, and the non-profit sectors gathered at ATA’s hallmark event in Africa in May 2012. The theme was “Africa Tourism: Partnering for the Future”. The ATA Executive Director, Edward Bergman, said that it had been a great success and that there were “significant outcomes that will have a positive impact on the tourism industry in Zimbabwe and across Africa.”

The Congress was hosted by the Zimbabwe Tourism Authority (ZTA) under the auspices of the Honorable Minister of Tourism and Hospitality Industry, Walter Mzembi, who was also elected as the new President of the association at the ATA board meeting on the final day. Ambassador of the USA to Zimbabwe, Charles A. Ray, conveyed that “Zimbabwe is open for business” and that the economy is growing, and trade and investment links between the United States and Zimbabwe are improving. He justified this by adding that Zimbabwe has the highest literacy rate in sub-Saharan Africa and that Zimbabweans are hard-working, organised, proactive, and make the most of opportunities. In conclusion, many were in agreement that there exists a gap between the perceived risk in Zimbabwe and the real risk. This presented a perfect opportunity to showcase “Destination Zimbabwe”.

http://www.africatravelassociation.org



National Museums:
- Mutare Museum re-opened
- Zimbabwe Museum of Human Sciences
- Railway Museum, Bulawayo
- National Gallery of Zimbabwe
- Zimbabwe Military Museum
- National History Museum
- Gweru Museum
- BaTonga Museum
- National Mining Museum

National Monuments:
- Birchenough Bridge
- Tonga Heritage
- Cecil John Rhodes' Grave

http://www.nmmz.co.zw



National Parks
- The Chimanimani Mountains
- Chizarira
- Gonarezhou
- Hwange
- Kazuma
- Mana Pools
- Matusadona
- The Matobo and Matobo Hills
- Nyanga - The Eastern Highlands
- Victoria Falls and Lower Zambezi

Recreational Parks
- Chinhoyi Caves - Chirorodziva
- Lake Chivero Recreational Park
- Darwendale
- Kyle
- Osborne Dam
- Ngezi
- Sebakwe
- Lake Kariba
- Cunningham
- Motobo Dam
- Umzingwane

Botanic Gardens
- Bunga Forest Botanical Reserve
- Ewanrigg Botanical Garden
- Haroni/ Rusitu
- Vumba garden and reserve

Safari areas
- Tuli
- Matetsi
- Chete
- Chirisa

Sanctuaries
- Mushandike
- Tshabalala
- Eland

Interest sites
- The Great Dyke
- Great Zimbabwe – Dzimba Dzemab
- The Bvumba Mountains
- Vumba Botanical Gardens and Reserve
- The Save Valley Conservancy

Lakes and rivers
- Mutorashanga Quarry (Ethel Mine)
- Lake Mutirikwe
- The Pungwe Falls
- Mtarazi Falls

World Heritage Sites
Cultural:
- Great Zimbabwe National Monument (1986)
- Khami Ruins National Monument (1986)
- Matobo Hills (2003)

Natural:
- Mana Pools National Park, Sapi and Chewore Safari Areas (1984)
- Mosi-oa-Tunya / Victoria Falls (1989)

http://www.zimparks.org

Future Visions Zimbabwe





Majestic Zimbabwe is emerging from the mists with vast opportunity in tow. Agriculture, mining, manufacturing, and of course tourism, have been at the helm of resuscitating the southern African country's economy. The outcomes of which are eagerly anticipated as the world watches it succeed.

Zimbabwe has an estimated population of 12-million in the country, with another estimated 3-million in the Diaspora. A national census is expected to be held in 2012.

The staple diet of Zimbabweans is maize and it therefore forms a large industry. Zimbabwe has recorded one of the most plausible declines in the HIV/AIDS prevalence rate in the sub-Saharan region, pegged at 14 percent. The nation of peace loving people has a literacy rate well above 90 percent and takes pride in a resilient hard working people.

Zimbabwe's resources include vast mineral wealth and an abundance of wildlife, including the big five of elephant, rhino, leopard, lion, and buffalo.







Agriculture

Agriculture has been a major contributor to Zimbabwe's GDP, recording a steady growth since the adoption of the multi currency system three years ago. Tobacco, cotton, maize and sugar have been projected to experience steady growth in 2012. Small holder farmers now constitute the bulk of the country's farming population. The production of the golden leaf has surged with well over 40,000 registered farmers of the cash crop. However power shortages, liquidity constraints and climate change have worked negatively towards recuperation of the Zimbabwean economy's backbone. Global decline in prices of cotton has also had a negative impact on the production of the crop as most contracted small-scale farmers no longer view it as a viable farming activity. Maize production is projected to experience 24 percent growth; however this remains hinged on timely distribution of inputs and an increase in lines of credit available to cash-strapped small-scale farmers.







Mining

The mineral rich country has been on a steady recovery path after a decade-long economic meltdown buoyed by a number of setbacks. There are vast investment avenues within the mining sector, although many international players have adopted a wait-and-see policy due to risks associated with on-going indigenisation and empowerment regulations.

Zimbabwe has enormous diamond reserves, and is presently the seventh largest producer of the mineral globally, with China and India being the biggest consumers of the product. The land-locked country has a potential to churn out 25 percent of the world's diamond demand. The industry has experienced a steady surge in the production of platinum and gold, with both metals experiencing double-digit growth in production. Platinum is already set to become the biggest foreign currency earner ahead of diamonds. The investments in platinum mining continue to grow. Other notable mining products anticipated to experience a burst in production include coal and chrome.

Manufacturing sector

Zimbabwe's manufacturing sector took a nosedive during the turn of the 21st century. Capacity utilisation is presently hovering



around 45 percent, with the rebound of agriculture and mining predicted to have a domino effect on the sector. The medium-term plan set for the duration of 2011-2015 will further boost recovery efforts as policy makers continuously make strides to improve the situation in Zimbabwe.

However shortage of credit lines and energy remain stringent in a country tangled in huge debts to suppliers and money lenders. This has resulted in industry experiencing power cuts whilst recapitalisation of many firms remains in limbo. Nevertheless, a green fuel initiative has taken root with production of blended fuel in the eastern highlands region of the country. The biofuel project has also had a spill-over effect on the production of sugarcane and is anticipated to reduce Zimbabwe's dependence on imports and expected to promote job creation.



Tourism

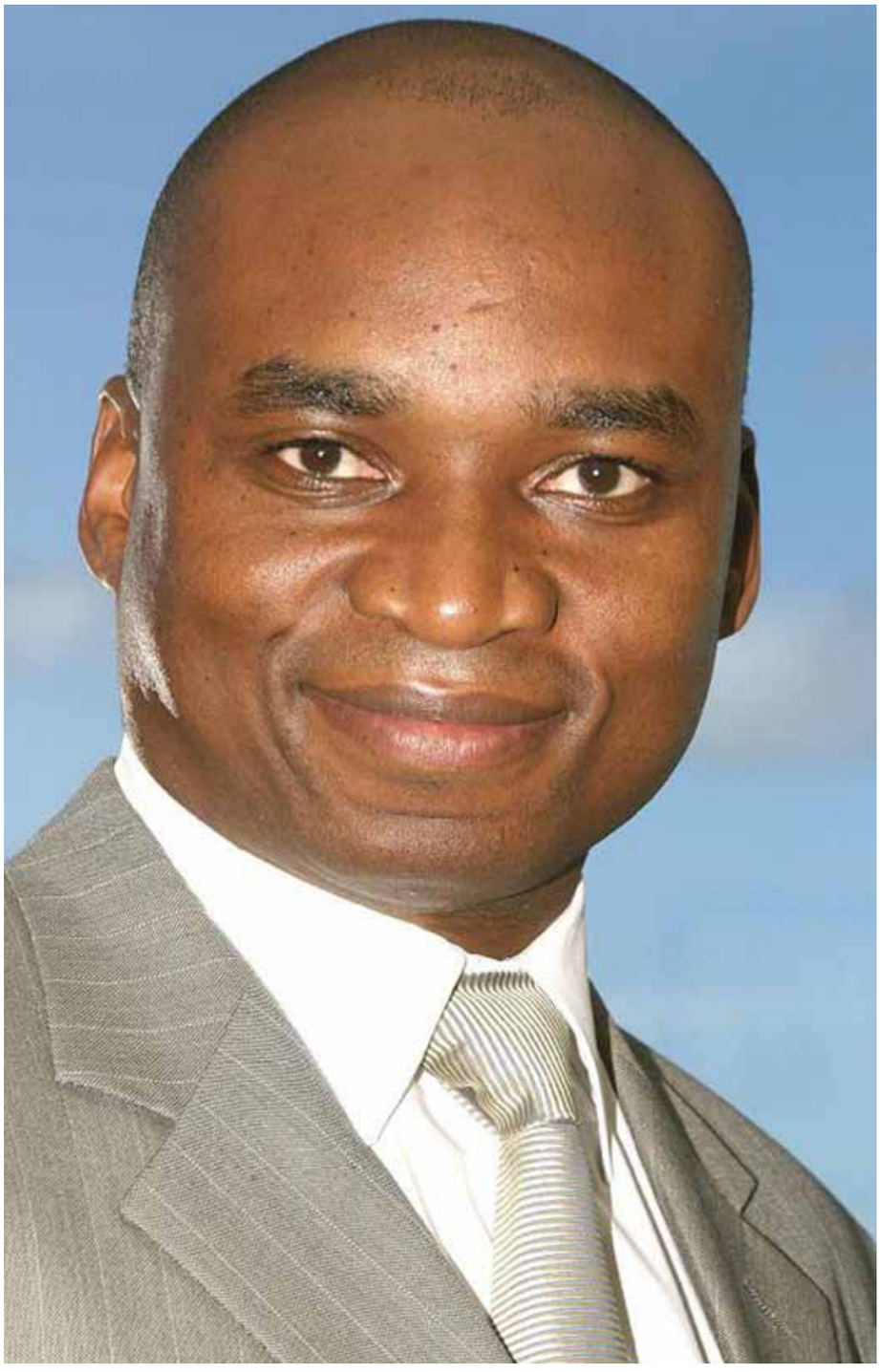
The sector has resurfaced from the doldrums following an aggressive marketing campaign by the Zimbabwe Tourism Authority (ZTA) and the tourism portfolio. The leisure industry is expected to contribute 15 percent to the GDP by 2015. In 2013, the country (which has one of the Seven Wonders of the World) will jointly host the United Nations World Tourism Organisation (UNWTO) annual general meeting with Zambia.

The improved image of the country compounded by a prevailing peaceful environment has catapulted International tourist visits to its resorts. According to ZTA, tourism has great potential to become the largest industry in terms of foreign currency generation in Zimbabwe with the country enjoying a broad tourism product base that avails immense investment potential for both locals and foreigners.

Local tourism is also on a steady recovery path as locals now have more disposable income buoyed by the stabilising economy. The improved positive image has also lured visitors from the west countries whose foreign relations had soured with Zimbabwe, whilst tourists and investors from the east hinged on the look-east policy have catalysed the return to a vibrant sector.

Nigel M K Chanakira

Mr Chanakira founded Kingdom Securities in 1994 with his business partners. His rise to prominence in Zimbabwean financial circles cumulated in a reverse-takeover of The Discount Company of Zimbabwe on the Zimbabwe stock Exchange in 1999.



He subsequently led his team to start and acquire stakes in various banks and financial services companies in Malawi, Botswana, Zambia and South Africa before he merged Kingdom with two other ZSE listed companies to create one of Zimbabwe's largest conglomerates in 2007.

The partnership collapsed in 2009 and Mr Chanakira successfully de-merged Kingdom from the Kingdom Meikles Africa Ltd and subsequently formed a new banking partnership thereby creating AfrAsia Kingdom Holdings Limited headquartered in Mauritius.

Through the Kingdom group, he has won 17 local and international business awards which include his business being twice voted the ***Top Company on the Zimbabwe Stock Exchange (ZSE)*** (2001 and 2007) and ***Best Turnaround ZSE company*** (2006) when he served as CEO. Notably, Mr Chanakira won the 2007 ***Director of the Year Award*** promoted by the Institute of Directors of Zimbabwe. The ***World Economic Forum*** recognised Mr Chanakira as a ***Young Global Leader*** in 2001 and subsequently he has been a moderator of sessions and a panellist with global leaders at world conferences. ***Success Motivation Inc. (Waco, USA)*** has twice had Mr Chanakira as their ***World Client of the year*** (in 2001 and 2008).

Mr Chanakira is a director of a number of family investment companies outside of the Kingdom group. He is currently the Executive Chairman of ***Success Motivation Institute (Africa)*** operating from Harare and involved in facilitating, motivating and mentoring the success of organisation leaders, management teams and individuals in several African countries.

Mr Nigel Chanakira holds a BSc (Hons) Economics and MSc (Hon) Economics from the University of Zimbabwe. He also holds a Diploma in Banking and was a prize student. He has attended numerous Zimbabwean and international banking, business, executive development and leadership courses with institutions that include Oxford and Harvard Universities and the Pacific and Haggai Institutes in the United States of America.

www.nigelchanakira.com

Virginia Phiri

Zimbabwean author, Virginia Phiri, was born in Bulawayo, Zimbabwe in 1954. She is an accountant by profession and is also an African Orchid expert – most notably Zimbabwean varieties. She began writing in 1990. Her short stories and articles have been published in several anthologies since 1995.





She now lives and works in Harare. Although renowned as a writer, Virginia started her own accountancy firm in March 2000. Her works include co-authoring Zimbabwe Women anthologies in both fiction and non-fiction and in various Orchid Journals. Her first solo book, "Desperate," was published in 2002 followed by "Destiny" in 2006. Her third book, "Highway Queen", was published in 2010.

"Desperate" is a collection of stories about prostitutes. It is a subject close to her heart as she was housed and protected by a group of prostitutes in the mid-1970s when she was in danger as a result of her activism during the Second Chimurenga.

"Destiny" is about people on the fringes of society, such as hermaphrodites. "Highway Queen" tackles complex global social issues such as health, education, economics, poverty and crime, all woven together. As a follow up to "Desperate", "Highway Queen" delves deeper into the HIV/Aids pandemic with further research and topical issues.

The prolific author is currently working on a book project titled "Black Angels", which deals with everyday superstition and religion.

She writes fiction, non-fiction and art criticism in English, Shona and Ndebele. Her focus is writing for people, especially women.

Because of her Accounting and Literary background she sits on several Boards. She is an active member of various organisations, such as the Zimbabwe Women's Writers, the Zimbabwe-German Society, the Zimbabwe Book Fair Trust and Phamberi Trust. She was the acting director of the Zimbabwe International Book Fair between 2002 and 2003. As a member of the Zimbabwe Women's Writers she co-authored three primary school readers in the series "There is Room at the Top" which was commissioned by UNICEF. This was her first break through in non-fiction. She has also worked with the Federation for Women and Media which ties in with her reporting work.

Along with others from the Zimbabwe Women's Writers, she went to join the Zimbabwe Academic and Non-Fiction Authors' Association when it was formed in 1996, which she has also chaired. She dappled in historical writing with her part in the book "Women of Resilience" as well as another book with Zimbabwe Women Writers on women in prisons.

She was writer in residency at Le Chateau de Lavigny, Switzerland in summer 2006 and Villa Waldberta in Germany in summer 2008.

Her interest in orchids started in 1993 when she became a member of the Zimbabwe Orchid Society. She has co-authored articles in several orchid journals and is a Life Member of Die Orchidee German Orchid Society.

virginiaphiri.blogspot.com
www.orchidshow.co.za
www.nai.uu.se
www.zbc.co.zw

Dominic Benhura

Dominic Benhura is regarded as being at the forefront of Zimbabwe sculpture, evident through his one-man exhibitions in Zimbabwe, Australia, Belgium, Holland, Germany and America.



His subject matter is extensive, covering plants, trees, reptiles, animals and human experience. Benhura is renowned for an exceptional ability to portray human feeling through form rather than facial expression. He continues leading the way through experimentation and innovation and has created numerous notable works including *Euphorbia Tree*, *Our H.I.V. Friend, Swing Me Mama, The Dance of the Rainbirds*, and *Lazy Sunday*.

Benhura was born in 1968 in the small town of Murewa, 100 kilometres north east from Harare. After his father died before his birth, Benhura was raised by his mother. He excelled at the local primary school and at the age of ten, was sent to school in Harare where he lived with his uncle. There his cousin, the master sculptor Tapfuma Gutsa, introduced him to art and sculpture. Benhura began to assist his cousin and soon began creating his own works. Benhura sold his first piece to architects at the age of 12. Many early formative years were spent at Chapungu Sculpture Park.

His bold work captures both physical and emotional balance and movement. His main inspiration comes from nature, family and his children. Benhura often harmoniously combines materials such as steel, wire and stone – which he selects for its luminosity and colour and carves and grinds for reconstruction. He has become world renowned for his striking plant and human forms in this medium.

Since the early 1990s, Benhura has maintained a rigorous exhibition schedule in Europe, Asia and America which established and maintained international pricing standards for his highly sought-after sculpture. Benhura has exhibited in Sweden, England (Yorkshire, Kew Gardens, Art Space), Scotland, Spain, the USA (Colorado, Santa Fe, Los Angeles, Atlanta), Germany (Dusseldorf, Sparkasse Wuppertal, Gauengaloch, Dortmund, Berlin, Hamburg, Hanover), Finland, Holland, Belgium, Denmark, Singapore, Australia, South Africa, and a permanent exhibition in Chapungu Sculpture Park in Harare Zimbabwe.

His notable achievements include:

- Award of Distinction - Annual Mobil Oil Zimbabwe Competition 1997;
- Judging the Women's Annual Competition 1999;









- Representative of Zimbabwe at the Standard Bank National Arts Festival – South Africa;
- Judging the Annual Mobil Oil Sponsored competition for the National Gallery of Zimbabwe;
- Workshops at Kirstenbosch Botanical Gardens - South Africa.

He now works out of his studio in Greendale, Harare and is passing down his knowledge and skill to many international artists and local apprentices.

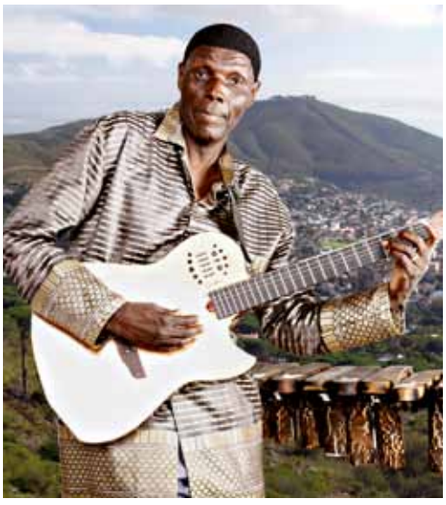


www.zimsculpt.com
www.african-millennium.com
www.natartszim.org

Oliver “Tuku” Mtukudzi

Influential Zimbabwean music legend Oliver “Tuku” Mtukudzi was born 22 September, 1952 in Highfield, Harare as the oldest of seven children.





Mtukudzi joined the band “Wagon Wheels” in 1977. Their single, *Dzandimomotera*, went gold. Mtukudzi’s first solo album under his band “The Black Spirits” followed and was also a major success.

Mtukudzi’s songwriting focuses on daily struggles. He is known for his deep husky voice and lyrical talent. His recognisable voice earned him a devoted following across Africa and the world. Mtukudzi has performed for large audiences on several tours in the UK, US and Canada.

From Zimbabwe’s KoreKore tribe with Nzou Samanyanga as his totem, Mtukudzi sings in Shona as well as Ndebele and English. His innovative distinctive musical style is created by a fusion of elements of different musical traditions. Fans have dubbed this style as “Tuku Music”, which is now a notable genre in its own right.

From 1978 to 2011, Mtukudzi released multiple albums every year barring 2009, which is a total of 49 albums.

He has won numerous National Arts Merit Awards (NAMAs) as an Outstanding Musician and Personality. Mtukudzi has an Honorary Degree from the University of Zimbabwe and an Honorary Fine Arts Degree from the Women’s University in Africa. He is a Cultural Ambassador for the Zimbabwe Tourism Association and was titled Zimbabwe’s first UNICEF Goodwill Ambassador for Eastern and Southern Africa in 2011. The Government of Italy honoured Mtukudzi with the prestigious Cavaliere of the Order of Merit Award – equivalent to a Knighthood in England.

Mtukudzi has also been involved in a number of films, starting with the lead in *Jit* in 1990. He starred in *Neria* in 1993 and made the award-winning soundtrack. He produced the movie *Sarawoga* in 2009 and also made the soundtrack. He has contributed music to over 20 AIDS-related documentaries screened worldwide.

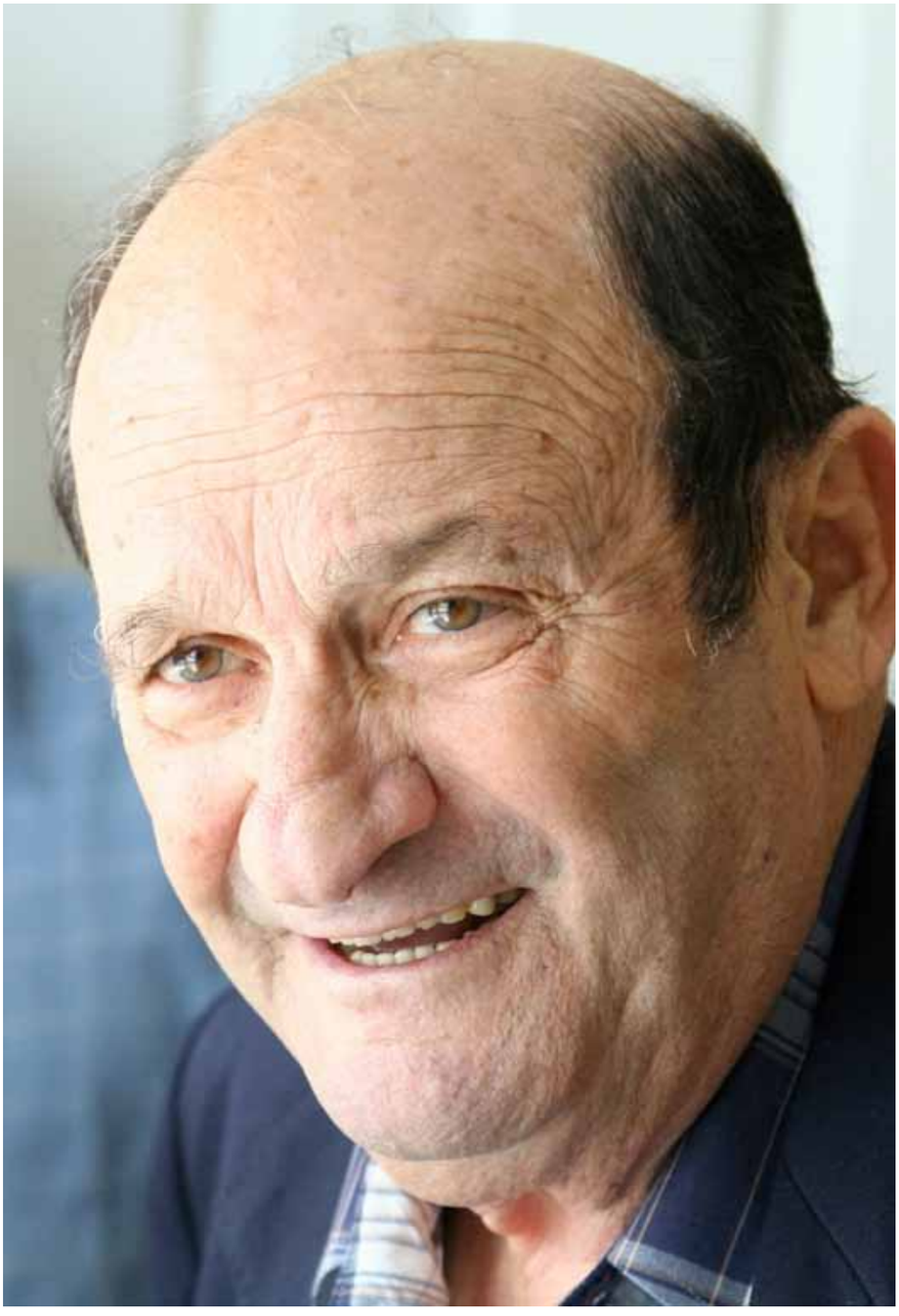
Mtukudzi is Zimbabwe’s biggest entertainer and creative mind of the last three decades. His compelling rhythms and easy-on-the-ear melodies are matched with politically and socially relevant themes. He is still committed to Zimbabwe’s live music scene. His band, The Black Spirits, regularly play to audiences across his homeland.

He has five children and two grandchildren. His late son Sam Mtukudzi was a successful musician. Oliver Mtukudzi enjoys swimming in his guitar-shaped swimming pool.

www.tukumusik.com
www.facebook.com/pages/Oliver-Mtukudzi-Fan-Page/

Sam Levy

Prominent Zimbabwean business mogul Sam Levy died at the age of 82 on the 5th of June 2012. Levy was a self-made businessman who built up his empire from scratch. He was also a proud Zimbabwean, husband, father of four, and grandfather of seven. Born in Kwekwe Zimbabwe on 9th October, 1929, Levy attended Prince Edward School.



Levy was a visionary and sought to become a pioneer in Zimbabwe business from early on. He has been described as a hard-working and principled man. As one of the biggest land developers in Zimbabwe, Levy owned the multi-billion-dollar Sam Levy's Village in Borrowdale, among other business empires in the country.

In the 1960s, he was the founder and chairman of large supermarket group, Macey's Stores Limited, and earned the nickname "Cut-price king". He also owned a fruit farm in Nyanga and a farm near Lake Chivero, where he bred Beefmaster Cattle.

In 1973, Levy bought Duly's Angwa Street property from London County Properties for $1,5-million, which was reportedly the biggest property deal at the time. Now called Ximex Mall, the property was redesigned to include a Macey's discount store, butchery, bakery and other departments.

In 1975, Levy stood in the Salisbury council elections and was elected councillor for Ward 8.

He also introduced a new American cattle breed to Africa for the first time. He once represented Zimbabwe (then Rhodesia) in three clay pigeon shooting internationals, winning with national colours. In 1980, Levy won all the top prizes in the National Carcass competition during the four agricultural shows held at the time.

Levy was a principled man who was tough but fair. He had a very strong sense of right and wrong and was given the name "kanuchi" which is the Shona word for a bee – working hard for sweet success, but with a sting.

Despite his achievements in life, status and respect, he remained humble and treated all people equally. Levy was renowned for his vast insight and understanding. His logic and practicality were key drivers in his business success. His positive attitude and confidence made him one of Zimbabwe's greatest business leaders.

Not only was he a committed businessman, he was also very family oriented. He always made time for his family, friends, and loved ones. He was an honourable man who stuck to his word, drawing on his impressive memory. His wisdom was evident in his vast life and business experience, giving him the ability to solve problems. His tenacity for life and business was constantly reiterated in his motto "don't leave for tomorrow what you can do today".

In his travels, he always looked for ideas and products to bring back to Zimbabwe. He was passionate about Zimbabwe and this passion drove everything he did and inspired him in his successes. Despite the challenges and the changing environments - he persevered and invested more. He never gave up on the country or its people. He created a legacy in the name of Zimbabwe. Sam Levy's legacy lives on in Zimbabwe through the many lives he has affected.

Bonnie Deuschle

She is a living legend not just in Zimbabwe but the world over. A tireless, energetic and dedicated pioneer, Pastor Bonnie Deuschle displays a fierce devotion to fulfilling God's purpose in her life and the lives of others. Yet, if you were to ask her how or why she does it all, she would say, "It's not about me. It's up to me."





Her early musical heritage includes "Fred Waring and the Pennsylvanians", national drum and bugle corps experience, "Oral Roberts World Action Singers" and Studio Work in Los Angeles. However, she left behind her blossoming singing career and her celebrity status as a former Miss Tulsa in the US, when she met and married Pastor Tom Deuschle. As he was based in Zimbabwe, she moved halfway around the world to Africa, to serve God alongside her husband.

Over three decades later, Bonnie Deuschle is: wife, mother of five, grandmother, co-founder of Celebration Ministries International (CMI), pastor, musician, gospel artist, songwriter, restaurateur, author, educator, health and wellness advocate and innovative pioneer. She cannot be contained within the boundaries of any normal label. Her life's work defies limitations. Responsible for an orphanage, overseeing a school, spearheading a community centre, launching a restaurant and so much more, she also co-laboured with her husband for 14 years to build a leading community and church centre within the region. However, with so many outstanding achievements she is known best for her capacity to relate to the everyday man. Coming from a divorced home, abandoned by her father who later committed suicide, surviving a debilitating lung disease, persevering through economic hardships and experiencing cultural misunderstandings, she has overcome numerous obstacles and endured more trials than many people would ever face.

Rarely are church leaders recognised for changing lives past the four walls of the church. Yet, her fifteen album history and especially the song, "Don't Give Up", have been celebrated by many Zimbabweans for their messages of hope and encouragement for over 32 years.

As she has continued to record in Zimbabwe, new audiences have emerged throughout surrounding countries responding to the same message of God's faithfulness. Out of this movement, the Celebration Choir was birthed. In 2006, their increasing influence established on Bonnie's platform as an artist and mentor, had reached regional significance with hit song "Tambira", eventually leading to a world tour promoting her eighth album—"Change the World". This was hardly surprising as Bonnie's custom is to include all of her children in everything she does; clearly seen in the album "This is Our Story" which featured all five of her children singing, performing, writing and recording. In 2010, along with second eldest son, Jonathan, she co-produced and wrote "Singing with the Angels". Receiving local acclaim in early 2011, the album was promoted on tour throughout Zimbabwe, Kenya and Zambia.

In 2012, she boldly ventured to Italy with 22 "Celebrated Children" violinists from the Celebration Ministries Children's Shelter, where they performed in 16 locations, all of them travelling in an airplane for the first time in their lives. Although Bonnie is now being recognised for her work with this children's orchestra, few people know about her other ministry to the destitute, elderly people, street children and the homeless. In her early days in Zimbabwe she often sang, ministered to and clothed displaced Mozambican refugees in resettlement camps.





It is no wonder, then, that she was chosen as one of the top ten most influential women in the country along with Vice President of Zimbabwe, Joyce Mujuru. She was also named one of only five recipients honoured as 'Pioneers of Gospel Music' in Zimbabwe, Africa.

Internationally, her music has been making waves from the beginning of her career as a facilitator, artist and songwriter. To date she has led praise and worship seminars in South Africa, Zambia, Australia, UK, Holland, Ukraine, Malaysia, Dubai and many cities in America, Mauritius, Nigeria, Kenya and Zimbabwe. In 1986, Reinhard Bonnke asked Bonnie to co-ordinate the worship for his Fire Conference in Harare. Four years later she ministered at Harmony '90, an international concert in Johannesburg, South Africa, attended by more than 50,000 people.

In 1993, Bonnie was invited to sing at the inauguration tea for the 'Sally Mugabe Foundation' (named after the late wife of President Robert Mugabe). She sang the song she had written for the 'Zimbabwe National Anthem' competition and received a standing ovation. In 1997, Bonnie was privileged to minister in song to 52 heads of state at the Organisation of African Unity (OAU) Summit.

Meanwhile, on the home-front, she created, wrote, directed, produced, and performed a massive Christmas musical pageant, "Christmas Foretold" with over 350 cast and crew. From 1992 to 1995, the show grew in acclaim, airing on national television and documented as the president's favourite Christmas production. This musical is now being produced at the Celebration Centre for the first time in seventeen years.



Bonnie has shared the stage with notable Christian artists such as Donnie McClurkin, Alvin Slaughter, Richard Roberts and many more. She has also performed and recorded with Zimbabwean superstar, Oliver Mtukudzi, the song "With You, With Me." Ron Kenoly's album "Majesty", produced by Integrity Music, included her song, "I Bow My Knee". Cam Floria and the Continentals recorded half a dozen of her songs as did a Praise and Worship company in Australia. Most recently, her song, "Kingdom Procession", was used as a cover for the recently premiered Arthur Blessit biography motion picture. Her book, "The Great Connection" has been translated into French and received all over the world.

Quoted in a recent magazine article, she described her musical pursuits: "My passion for music was birthed when I was very young. I am told I sang harmony before I could talk, and whistled before I could walk." However, she was later told by her music teacher in junior school that she would never amount to anything as a singer. In spite of the pain of those words, she persevered and went on to receive many awards for her vocal and piano achievements.

"I can say that there is only one thing that I can take credit for – I have never given up. Everything I have ever done has been met with incredible resistance, criticism and persecution. All that's been accomplished in my life has been given by God, sown in faith, watered with nights of tears and cultivated by years of prayers. My life's message is: Don't Give Up!"

Summing up the contributions of this icon is best left to these words by international minister, Bishop Vaughn McLaughlin, "Because you have written so many songs, we have made a mistake of calling you a songwriter. However, the Lord revealed to me you are not a songwriter but your life is a song… you are a song."

Stephen Muzhingi

Comrades Marathon Champion.



Stephen Muzhingi, born in October 1975, is a Zimbabwean professional athlete specialising in Ultra Marathon and Marathon running. He previously ran a hair salon in his home-city, Harare.

He is a Triple Champion of Comrades Marathon in 2009, 2010, 2011. He won the 2009 Comrades Marathon with a time of 05:23 – the second fastest time ever. In 2011, he became the first man in 23 years to win the Comrades Marathon three successive times – one of only three people to have done so.

The Zimbabwean won the 2009 and 2010 back-to-back down runs and 2011's up run and is still supremely confident of a fourth victory in 2013 in the 89km Ultra Marathon that starts at 5.30am in Durban and officially ends 12 hours later at 5.30pm in Pietermaritzburg. He states that 2013 is his year.

Muzhingi has completed eight Comrades Marathons With five Top 10 places (Gold) – known as The Ultimate Human race.

The night before the start of the 2012 Comrades Marathon dealt a major blow to Stephen. A personal family crisis arose and he was not able to sleep at all due to his concern and worry. Due to the lack of rest he was not able to perform at his best, and at a point a consideration was given to withdraw from the race before it even started.

But as he has commitments to his sponsors and to the race as Defending champion it was decided that he would run the race.

This is testament to the man and his Character and what sets him apart from the rest and makes him a champion. It is simply amazing that he was able to finish the race, let alone in sixth position.

Two Oceans Marathon

Muzhingi won the 2012 Two Oceans Ultra Marathon, held annually in Cape Town, South Africa. He was confident of a better performance than 2011 when he finished fifth in the scenic 56km race in Cape Town. His goal was simply to try and improve on his time – which he says, is his goal for every event. He completed the race in 03:08. Some believed that the win cost him a victory at the 2012 Comrades Marathon.

He boasts four Gold Medals for the Two Oceans Marathon and has won many races at 42.2km and 50km.

Muzhingi's wife is Erina and they have a young son, Methane, as well as a new baby.

Peter Ndlovu

Zimbabwe's football legend.



Zimbabwean football is synonymous with the name Peter Ndlovu. Ndlovu was born to Abigail Mary Nyoni on 25 February 1973 in Bulawayo, Rhodesia (now Zimbabwe). Ndlovu is the seventh of eleven siblings. His brothers, Adam and Madinda, also became international players. They played on the streets of Makokoba, Bulawayo, where they grew up.

He attended Lotshe Primary School and then Mzilikazi High School where he explored his early football skills. In 1989, together with his childhood friend Benjamin Nkhonjera who is another Highlanders and Warriors great, Ndlovu guided Mzilikazi High School into winning a nationwide Coca-Cola Cup. Peter came into international recognition as an Under-23 player at the All Africa games in Egypt.

The striker was first spotted by John Sillet, then Manager of Coventry City, before he was officially signed by Terry Butcher with the club after leaving his Zimbabwean home club, Highlanders in July 1991 at the age of 18.

He quickly warmed the hearts of fans after scoring away at Arsenal and then the winning goal against Aston Villa four months after his signing. His time at Coventry City from 1991 to 1997 stands out in his career with 176 appearances and 39 goals. Here his flare became recognisable with a signature piece resulting in a goal against Norwich City, earning him the Match of the Day 'Goal of the month' honours for September.

Ndlovu scored some memorable goals for the Sky Blues (Coventry City) during the 1994/1995 period - becoming the first away player to secure a hat-trick at Anfield for 30 years. The Sky Blues reportedly turned down a then-massive £4-million offer from Arsenal for Ndlovu at the end of the 1994 season. Peter Ndlovu is well placed at the top of the Coventry City goal-scorers' table and would unquestionably feature on a list of the clubs greatest ever goals.

He was affectionately known as 'Nuddy' by Coventry City fans and as 'The 'Bulawayo Bullet' by the media.

Ndlovu signed with Trevor Francis at Birmingham City in July 1997, for a fee of £1.6-million. His traditional style helped propel the Blues to two successive playoff appearances in Nationwide Division One. After spending time on loan for Huddersfield Town in 2000, he moved to Sheffield United in February 2001.

Out of his 106 appearances for Birmingham City between 1997 and 2001, Ndlovu scored 23 goals. He then played for Sheffield United in 135 appearances between 2001 and 2004 with 25 goals before joining the South African Premiership. From 2004 to 2008 he had 81 appearances for Mamelodi Sundowns with 20 goals and then joined Thanda Royal Zulu for the 2008 to 2009 seasons.

On the pitch he was known for his swift and fearless tackle, dribbling ability, cool maturity, precision and good balance. His dazzling ability was mesmerising, earning him the nickname 'The Flying Elephant' with the British Press and saw him likened to George Best by commentators. Off the pitch he was easily liked with a playful spirit.

In total, Ndlovu scored more than 90 goals (many memorable) during his 12 seasons and 338 appearances in the English football league.

As captain, he led his nation to qualification for their first African Cup of Nations in 2004 in Tunisia and scored three brilliant goals in the tournament. He also contributed to their second appearance at the 2006 tournament in Egypt.

Ndlovu is regarded as the best player for the Zimbabwe national team along with Norman Mapeza and former Liverpool goalkeeper Bruce Grobbelaar.

Ndlovu came back to Zimbabwe from South Africa in 2010 and currently lives in Harare. He played for Zimbabwe's first division side Highfield United and then loaned to Zimbabwe's premier team side Black Mambas.

Now retired after an illustrious football career with 100 international games, Ndlovu has left a multitude of career memories home and abroad. He is the current longest serving African player in the UK and holds the longest career with national team the Warriors as their highest goal scorer.

His 15 years and 32 goals with the Warriors included eight in World Cup Qualifiers, three in African Nations Cup Finals, and 16 in African Cup of Nations Qualifiers. He is considered by some to be the most skilled African striker.

In 1997 Peter got married to South African singer Sharon Dee but they divorced in 2003 after his long stint in England. They have two children.

Kirsty Coventry

Zimbabwe's Olympic Queen of the Waters.



Zimbabwean swimmer and world record holder, Kirsty Leigh Coventry, was born on 16 September 1983 in Harare, Zimbabwe. Coventry attended Dominican Convent High School in Harare. In 2000, at the age of 16, she qualified for the Sydney Olympics and became the first Zimbabwean swimmer to reach the semifinals at the Olympics.

Coventry received a full swimming scholarship to Auburn University in Alabama, USA and swam competitively for them. She was: Team Captain of the Auburn University Swim Team, 2004/05; a Member of the Auburn University Three-Time National Championship Team 2002, 2003, 2004; a Member of the Auburn University Three-Time South Eastern Conference Championship Team 2003, 2004, 2005; the NCAA Female Swimmer of the year 2005; the SEC Female Swimmer of the year, 2004, 2005; the National Honda Award Winner for Swimming 2005; and won seven NCAA Titles and 14 SEC Titles (2001-2005). She spent five years there completing her Degree in Hospitality with a Minor in Business.

Coventry swam for her country in the 2004 Summer Olympics in Athens, Greece, winning three Olympic medals: gold, silver, and bronze.

In the 2008 Summer Olympics in Beijing she won four medals: gold and three silver. She subsequently won the hearts of Zimbabweans and became a national treasure. Coventry was awarded US$100,000 by President Mugabe for her success at the 2008 Olympics and she gave a portion of the money to charity.

In 2008, Coventry broke her first world record in the 200m backstroke at the Missouri Grand Prix by beating the second oldest swimming record with a time of 2:06:39. She is the third woman in history to break the 1:00 minute barrier in the 100m backstroke, and the second to break the 59-second barrier.

Career highlights:

- World Champion and world record holder, 200m Backstroke, World Championships 2009, Rome, Italy;
- Olympic Gold and Three Silver medals, Olympic Games, Beijing, China, 2008;
- World Record Holder in the 200m Backstroke 2008/2009/2010;
- World Record Holder in the 100m Backstroke 2008-2009;
- Four-Time World Short Course



Champion, Manchester, England, 2008;
- Short Course World Record Holder in the 200m Individual Medley, 200m Backstroke and 400m Individual Medley, 2008;
- Two-Time Silver Medallist, World Championships, Melbourne, Australia, 2007;
- Seven-Time Gold Medallist, All African Games, Algeria, 2007;
- Two-Time World Champion and Two-Time Silver Medallist, World Championships, Montreal, Canada, 2005;
- Overall Female Swimmer of the meet, World Championships, Montreal, Canada, 2005;
- Olympic Gold, Silver and Bronze Medallist, Olympic Games, Athens, Greece, 2004;
- Proclaimed Honorary Citizen of Athens, Greece, By Mayor Dora Bakoyannis 2004;
- Gold Medallist, Common Wealth Games, Manchester, England, 2002;
- Zimbabwe Sportsperson of the year 2002, 2004, 2005;
- Zimbabwe Sportswomen of the year 2002, 2004, 2005;
- African swimmer of the year 2004, 2005, 2007, 2008, 2009.





Kirsty Coventry has just received an Award as **Swimming World Magazine's Female African Swimmer Of The Year 2012**.

After her College career, she moved with her coach to Austin Texas where she has trained for the last three years. She has decided to move to Johannesburg to be closer to home where she can have a bigger positive impact on young athletes wanting to follow their Olympic Dreams.

www.kirstycoventry.org

Cricket in Zimbabwe

Up until 1999, Zimbabwe was predominantly a football loving country, which was perfectly understandable given the fact that in the early nineties, the dream team (as they were then known) were a real force to be reckoned with.



Other sports enjoy a much lesser following - and cricket in particular was mainly played and watched by the minority white population.

In a way, this may also be due to the fact that the lesser sports such as cricket hardly got any airtime on local television or radio. This meant that many people were somewhat sceptical and possibly a little afraid to venture out and try to watch something other than their beloved football.

But the 1999 Cricket World Cup which was held in England, showed the first signs of a football crazy country slowly beginning to explore new sporting avenues, thanks to the introduction of satellite television which was becoming easier to obtain. Zimbabwe had their best World Cup to date as they dispatched Kenya and then had wins over India as well as tournament favourites, South Africa.

Beating South Africa – who always referred to Zimbabwe as their little brothers – allowed Zimbabwe, who was captained by Alistair Campbell and coached by David Houghton who was arguably Zimbabwe's best coach, to qualify for the next round which was known as the super sixes.

This comprised of the top three countries from their respective groups playing each other.

Although Zimbabwe were unable to win another game in the tournament, players such as the Flower brothers Andy and Grant, Heath Streak, Neil Johnson and Henry Olonga, captured the minds and imaginations of thousands of previously disadvantaged children; so much so that when driving through the high density areas, clusters of children could be seen playing cricket and trying to emulate their heroes.

What made it even more special, was the fact that the children weren't all trying to be Henry Olonga; instead, many of the enthusiastic youngsters were striving to follow in the footsteps of the likes of Andy Flower, Heath Streak, as well as the big chicken farmer Eddo Brandes.

On the field of play, Zimbabwe achieved success and a certain amount of recognition from other test playing nations a great deal earlier than the 1999 World Cup.

In fact, Zimbabwe made a spectacular World Cup debut back in 1983 when they beat Australia by 13 runs and then recorded a nine run win over England in Australia.

The country's consistently good performances at first-class level finally convinced the international cricket council to seriously consider granting Zimbabwe full-test status; and when a vote was put forward, seven of the eight test playing nations agreed that Zimbabwe was ready to be enrolled into cricket's test family.

Although Zimbabwe's first test against a full-strength Indian team ended in a draw, there were many positives to take away from a match which most people believed would have been over in three days.

Captain David Houghton led from the front with a responsibly manufactured innings of 121, while there were also contributions by Grant Flower who made a painstaking but invaluable 82, Andy Flower also chipped in with a solid 59 as Zimbabwe posted a more than impressive total of 456.



Zimbabwe's first test victory came three years later when they beat Pakistan by an incredible innings and 65 runs, thanks to a monumental effort by the Flower brothers - whose fourth wicket partnership of 269, still to this day, remains the highest partnership between two brothers in test cricket.

Although most people would remember that particular test as Zimbabwe's maiden test win, others will also remember it as the debut of the country's first black player.

The 18-year-old fast bowler Henry Olonga made Zimbabwean history when he became the first black player to represent the country in a test match. He also contributed in Pakistan's first innings when he got the early breakthrough.

The 1996/97 season was a memorable season for Zimbabwe as they caused another upset when they beat England in a three match one day international series.

It was especially the third and final game that will always be remembered, thanks to big Eddo Brandes who ripped through England's top five batsmen, taking a career best 5/28 from his 10 overs, which also included a hat-trick.

When the West Indies toured Zimbabwe back in July 2001, most cricket lovers would have been looking forward to witnessing the batting sensation Brian Lara. Lara was one of the world's most flamboyant and captivating left-handed batsmen who many young cricketers looked up to.

But Lara sadly had to return home after an injury in a one day warm up match against Zimbabwe country districts and many fans would have been bitterly disappointed by Lara's early and untimely departure, so to speak.

But what nobody counted on, was a young right-handed batsman by the name of Hamilton Masakadza who entered not only Zimbabwe's cricketing history books, but briefly held the record of being the youngest batsman to get a century on test debut.

Zimbabwe were badly outplayed in the first test against the West Indies and after a poor performance in the first innings of the second and final test, it appeared that another heavy defeat was on the cards.

Zimbabwe had a substantial first innings deficit with key player Andy Flower, who at the time was the world's number one ranked test batsman, missing due to a broken finger. Few gave Zimbabwe any hope of lasting out the final two days.

But Hamilton Masakadza rewrote the history books when he made a match-saving 117 which, alongside good contributions from Andy Blignaut, Heath Streak and Alistair Campbell, ensured that Zimbabwe would not lose the test match.

Very few people understood the true significance of Masakadza's century. Yes, he had achieved a wonderful record that will live on in the minds of all cricket lovers for many years to come; but Masakadza more importantly proved to thousands of children living in the high-density suburbs that cricket could be played by everybody.

Not only could it be played by everybody, but he also proved to these awe-inspired children that through hard work, self belief and dedication, it was possible to compete against the world's very best.

The likes of Hamilton Masakadza, Tatenda Taibu, Henry Olonga and many more, opened the door for a number of young black players to come up through the ranks and to make their presence known at all levels of cricket.





Zimbabwe may no longer be the team they used to be, but they have a great deal to be proud of.

www.zimcricket.org

CHAPTER 1

Travel and Tourism



THE NEW SPIRIT OF AFRICA
PIONEER IN AFRICAN AVIATION

Ethiopian
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A STAR ALLIANCE MEMBER



Ministry of Tourism and Hospitality Industry Zimbabwe

Developing Zimbabwe into a world-class tourism destination.



Mission

To facilitate the delivery of high-quality, sustainable tourism products and services that contribute to the economic development of Zimbabwe.

The Ministry of Tourism and Hospitality Industry was created in 2009 after the country's leadership realised the importance of tourism for the development of the country's economy.

The creation of a stand-alone Ministry of Tourism and Hospitality Industry is a manifestation of the country's leadership to ensure a synergistic relationship between government and the private sector.

The Permanent Secretary, supported by management staff in the directorates of Domestic Tourism, International Tourism, Research and Development, and Finance, Administration and Human Resources, leads the Ministry.

Victoria Falls - One of the most spectacular natural wonders of the world

Without doubt, the Victoria Falls constitutes one of the most spectacular natural wonders of the world - where one can gaze at the mighty Zambezi flowing, broad and placid, to a basalt lip 1700m wide before taking a plunge into the frothy chasm of the gorge below. This is the world's largest sheet of falling water, yet although fame has spread far and wide the site has been tastefully preserved. There is far more to do at the Victoria Falls than to marvel at the Falls themselves. Upstream, the Zambezi plays host to the famous 'sundowner' cruises to watch the local wildlife.

Below the Falls is quite a different experience. For the courageous, the rapids downstream offer some of the most thrilling white-water rafting anywhere in the world. Several companies now offer one-day and two-day trips, while the more adventurous can take a week-long journey all the way to the mouth of Lake Kariba.

There is also a spectacular excursion to be made on foot. The Rainforest on the lip of the chasm opposite the Falls is a unique swathe of dense tropical vegetation which thrives on the spray thrown up throughout the year. A well-kept path takes tourists on a walk through the forest, with occasional diversions to viewing points for the Falls themselves.

To absorb all these experiences can take many days, and Victoria Falls is not short of excellent hotel facilities. The Victoria Falls Hotel, built in 1904, is still one of the most romantic in the country - an opulent building in the grandest of colonial styles occupying a prime view of the site.

Many of the hotels offer a choice of evening sustenance: a splendid buffet





under the stars, with the sound of the Falls rumbling in the distance, or a sumptuous dinner in their restaurants. After supper, there's a fabulous display of traditional dancing to be seen.

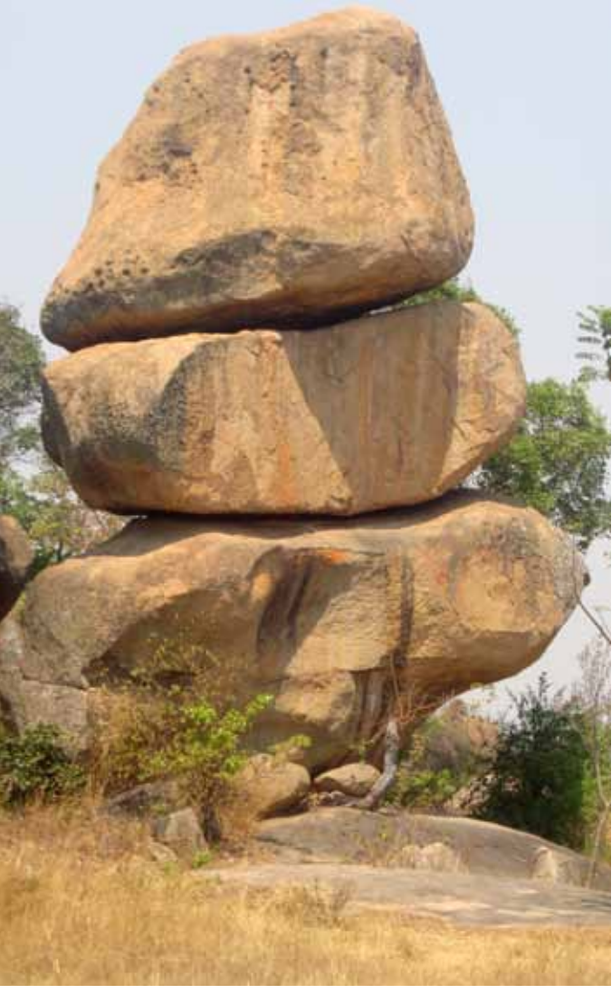
But people do not come to the Victoria Falls for holidays alone. There are also superb conference facilities, offering delegates a remarkable experience of Africa to complement the business of the day.

Kariba - Africa's best kept secret

Kariba is no less entrancing for being an artificial lake. Sandwiched between Zambia to the north and Zimbabwe to the south, it was created when the flow of the mighty Zambezi River was harnessed at Kariba Dam to generate hydroelectricity for both countries. The construction of the dam and the power station beneath it remains one of the most spectacular feats of engineering







ever undertaken in Africa. Today, Lake Kariba is the third-largest man-made reservoir in the world; its 2000km shoreline creating a spectacular variety of estuaries that spill into the surrounding bush.

The lake is studded with islands and fringed by mountains. Of the forests that grace the shoreline, the most intriguing is at Matusadona National Park. Here is a half-submerged mopane forest, still standing forty years after the valley was flooded, thousands of branches reaching naked into the sky from their watery grave.

One way to see the lake is to hire a boat. Its thousands of inlets and islands can occupy the sensitive visitor for several days. A wide variety of luxury cruisers are available for charter, but for those on a more limited budget, humbler craft can be hired for a single day tour. Equally satisfying is to explore the shoreline from a game-viewing vehicle.

Eastern Highlands - A striking string of mountains of rugged beauty

Main roads in the three beautiful mountain ranges are smooth, scenic and wonderfully traffic-free. North of Mutare, the elegant provincial capital, the wooded Nyanga range is patched with emerald green tea estates and the sparkle of waterfalls. Nyangani is the highest mountain in Zimbabwe (2593m) and the alpine air is ideal for hiking, fishing and riding, with golf at the luxurious Nyanga hotels. South of Mutare, the Bvumba gardens are a rewarding visit with spectacular views into Mozambique and an ideally situated hotel.

The Chimanimani range offers rugged walks, waterfalls and pools with pure mountain air and spring water. Further south are the immensely tall indigenous trees of the low-altitude rainforest.

Great Zimbabwe - The ancient city which has given the modern nation its name

Zimbabweans are rightly proud of the ancient city which has given the modern nation its name. Great Zimbabwe, a sprawling archipelago of carefully hewn stone, is conclusive evidence of a burgeoning African civilisation which reached its apex long before the arrival of Europeans. Modern dating techniques indicate that the city was started around AD 1200, and lasted some 300 to 400 years before it was abandoned.

Today the visitor can stay at a first-class hotel on the perimeter of the site and when the day's rambling around the ruins are over, relax in the swimming pool before enjoying an excellent evening meal to the sound of musicians playing on traditional Shona instruments. Masvingo town, 28km from this national shrine, is the provincial capital, a commercial and industrial centre, with hotels and other facilities for the tourist.

But it would be a great mistake to think that Great Zimbabwe is the only historical





site worth visiting in the country. Just outside Bulawayo is the ancient capital of Khami, while in Midlands Province, the younger ruins at Regina, Dhlo Dhlo and Nalatale portray the true extent of the country's pre-colonial civilisation.

Impressive as they are, these sites are by no means the oldest evidence of human habitation. From one end of the country to the other, rock paintings can be found dating as far back as 30,000 years. Zimbabwe's ancient rock art enjoys a worldwide reputation and demonstrates the close relationship which prehistoric Africans felt with the animal kingdom. Buffalo, zebra, kudu, elephant and rhino are all shown in abundance, reflecting a preoccupation with wildlife which echoes down the centuries, finding its latest manifestation in the tourists lucky enough to experience the rich and varied wonders of this truly amazing land.



Hwange national parks

Hwange National Park is a huge slice of Zimbabwe which has been set aside purely for the purpose of conserving wildlife in its natural habitat. With a land area of more than 14,000 sq km, Hwange boasts over 100 different species of animal and 400 species of bird - a concentration which makes this National Park one of the finest in the world. Hwange is also one of the few great elephant sanctuaries left in Africa. Herds of up to 100 can be seen finding their way to the watering holes at dusk.

Accommodation in the park is provided by three camps: Main Camp, Sinamatella and Robins Camp, where the visitor can stay in lodges, chalets, tents or caravans. A 482km network of game viewing roads leads the visitor to some of the greatest concentrations of game in the world.

Safari operators at Hwange offer day and moonlight trips which, during the dry months from July to October, offer all the game one could ever hope to see.

Tourism Policies

In line with International best practices, the Ministry of Tourism and Hospitality Industry adopted the consultative approach of formulating the National Tourism Policy as prescribed by the United Nations World Tourism Organisation (UNWTO).

The Ministry also engaged Government line Ministries, a number of whom are key enablers of Tourism in coming up with this policy to ensure synchronisation of cross-cutting issues affecting tourism with existing Government Policies. The Policy document was also benchmarked locally with other line Ministries' Policy documents and also regionally and internationally to ensure that the content and formulation process met international best practices. Policy principles enunciated in the UNWTO Global Code of Ethics for Tourism have also been incorporated into the Tourism Policy to facilitate their implementation for the development of Tourism in Zimbabwe.

Tourism Calendar

Zimbabwe International Travel Expo (Annual Event - October of every year)
World Tourism Day (Annual Event - September of every year)
Zimbabwe Council for Tourism Congress (ZCT Congress - Annual Event)

The Secretary for Tourism and Hospitality Industry
Tourism House
9th Floor
55 Samora Machel Avenue
Harare, Zimbabwe
Phone: +263 4 770897/ 759391
www.tourism.gov.zw

Zimbabwe's National Parks

Breathtaking, spectacular, iconic, remote, peaceful, emotive, wild, and rugged - are just some of the words used to describe Zimbabwe's wild areas; spoilt for choice because of the diversity of wildlife, natural resources and physical landscapes.



Victoria Falls



Victoria Falls

Zimbabwe's National Parks offer space and a certain wilderness character that is especially alluring to those who love Africa. Africa's uniqueness is aptly captured in Zimbabwe's wilderness. Zimbabwe offers a variety of wildlife from Hwange National Park through to Mana Pools National Park and finally to Gonarezhou National Park. The birdlife, animal life, plant life and the diversity thereof, create an indelible Eden-like panorama. Three of Zimbabwe's National Parks have World Heritage site status in recognition of the uniqueness and beauty associated with the Parks.

Victoria Falls National Park

From humble, insignificant and inauspicious beginnings in north western Zambia, to one of the most magnificent waterfalls in the world, the Victoria Falls are 1.7 kilometres wide. Nearly 550 million litres of water cascade 70 to 108 metres into the chasm below every minute during the Zambezi

River's peak flow. Victoria Falls is made of five different waterfalls. Four of these are in Zimbabwe: The Devil's Cataract, Main Falls, Rainbow Falls and Horseshoe Falls. The other, The Eastern Cataract, is in the bordering country of Zambia.

According to David Livingstone this was, "the most wonderful sight (he) had witnessed in Africa". Not only does the falling sheet of water present one of the finest natural spectacles in the world, but the Zambezi River offers one of the most diversified adventure tourism products in the world. David Livingstone was the first non-indigenous person to see and write about the Victoria Falls. Enchanted by the sheer beauty of the Victoria Falls, he went on to describe "scenes so lovely (they) must have been gazed on by angels in their flight".

Victoria Falls is situated on the western tip of Zimbabwe. The Falls, known by the local Kololo tribe as Mosi oa Tunya meaning the smoke that thunders, is one of the 'Seven Natural Wonders of the World' and one of the largest and most spectacular waterfalls on earth. You will see the 'smoke' from kilometres away as you enter the Victoria Falls town either by air or road. It appears like a fine smoke rising from the gorges and one would be forgiven for thinking that there was a burning fire somewhere. As you draw closer, the sounds begin to be audible, at first seeming like a consistent but low thunder, becoming a bolder rolling thunder up close. Witnessing the 'smoke' or spray rising is phenomenal.

The 'Rainforest', as the Victoria Falls National Park is affectionately known, mimics a typical tropical rainforest in many respects. From the everyday spray, which turns into heavy showers in most parts of the park, to the ecology of the Park, which includes typical tropical rainforest vegetation, it is easy to understand the 'Rainforest' nickname.


Lake Kariba


Lake Kariba

Lake Kariba

Also known as 'Zimbabwe's Riviera', it was created by the construction of the Kariba Dam in the 1950s. Lake Kariba is among the four largest man-made lakes in the world and the second largest in Africa. The shoreline is over 2,000 kilometres long. Kariba is home to numerous species of flora and fauna and is an exciting and unique safari destination. The Matusadonha National Park is located on the shores of Lake Kariba and several fine lodges and resorts are located there. Kariba Recreational Park is based around the Zambezi River, which was initially dammed so as to build a hydroelectricity generation utility for the benefit of both Zimbabwe and Zambia. The dam wall with six floodgates was built between 1955 and 1959 and is 128 metres high and 617 metres wide. The

Matusadona



Matusadona

lake is 282 kilometres long at full level and 32 kilometres across at its widest point; 116 metres deep and covers an area of 5,180 square kilometres of what was once the Gwembe trough. The weight of the water totals 177 million tonnes and when all six floodgates opened, over 91,500 cubic metres (300,000 cubic feet) of water would surge into the river per second! During construction of the dam, 86 men perished and a church has since been constructed as a memorial to them. The dam wall was designed by Andre Coyne, a Frenchman, and built by a constructor called Impresit from Italy. There are many stories that are put forward to explain the name Kariba. Some elders in the area note that near the dam wall lies a rock which resembles a traditional stone trap known as 'riva' - hence 'Kariva' which was later mispronounced by the Europeans as Kariba. The rock was named 'Kariva' due to the fact that when the river flooded, the rock trapped water which made it difficult for the locals who often crossed the river to return to either side of the Zambezi.

Matusadona National Park

Matusadona National Park is situated on the shores of Lake Kariba and was proclaimed a non-hunting area on 7 November 1958 before the dam was built.

It became a Game Reserve in 1963 and a National Park in 1975. It covers 1,400 square kilometres of diverse flora and fauna.

With the lake came ecological changes. It contributed greatly to the increase of large mammal populations in the area, especially elephant and buffalo. New grasses provided a ready food source for buffalo, waterbuck, zebra, and impala - and with them came the predators. Matusadonha is an Intensive Protection Zone (IPZ) and home to several relocated rhinoceros.

The southern boundary of the Park is the Omay communal land, the northern boundary is the lakeshore, the eastern boundary is Sanyati Gorge, and the western boundary is the Ume River.

Matusadona has three distinct ecological areas: the lake and shoreline grassland; the Zambezi Valley floor of thick *jesse* and *mopane* woodland; and the escarpment area of *Julbernadia* and *Brachystegia* woodlands.

The Park has a campsite at Tashinga on the lake shore. There is a smaller campsite at Sanyati. Changachirere Campsite is an exclusive campsite catering for one party of 10. There are also two undeveloped bush camp sites at Jenje and Kanjedza. Exclusive campsites include Ume, Muuyu, Mbalabala, Maronga, and Kautsiga on the escarpment.

Matusadona offers the adventure of the extreme wild, hiking and escarpment climbing, game viewing along the lake



Chizarira National Park

shoreline on houseboats, fishing, bird watching in the breathtaking Sanyati Gorge, game drives, and boating and canoeing safaris.

Chizarira National Park

Chizarira National Park is situated on top of the great Zambezi Escarpment in the north western part of Zimbabwe - overlooking the mighty Zambezi Valley and the upper waters of Lake Kariba.

With 192,000 hectares of wild, untouched flora and fauna, this remote park is endowed with magnificent gorges, plateaus and floodplains. The tranquillity and rugged beauty of Chizarira National Park is unequalled.

Chizarira takes its name from the word “sijalila” meaning “great barrier” in the local Tonga dialect. The magnificent range of mountains which are part of the Zambezi Escarpment, form the Park’s western border and offer challenging hiking and spectacular views of the valley below. Due to the presence of large game and predators, visitors are only allowed to walk under the supervision and protection of an experienced guide.

Chizarira is ideal for 4x4 enthusiasts with its broken terrain of untamed gorges and hills. There are many challenging roads and tracks which lead to hidden gorges, spectacular viewpoints and richly vegetated natural springs.

The bigger game species include elephant, lion, leopard and buffalo. Chizarira offers an abundance of unique bird life and several hundreds of species have been sighted. Chizarira National Park has seven exclusive rustic bush camps for real wildlife enthusiasts. Each of the camps is usually limited to a party of 12. These include: Mucheni View Camp on the edge of the Zambezi Escarpment; Mucheni Gorge Camp perched atop a beautiful gorge; The Platform overlooking a watering hole popular with a variety of animals; Busi Camp surrounded by miles of untamed wilderness on the Busi River; Kaswiswi Camps on the confluence of the Kaswiswi and Rwizilukulu Rivers; and Mabola Camp on the banks of the small Mucheni River and below the Manzituba Spring.

Chizarira offers excellent game viewing and bird watching in a unique wilderness experience with a variety of guided trails.

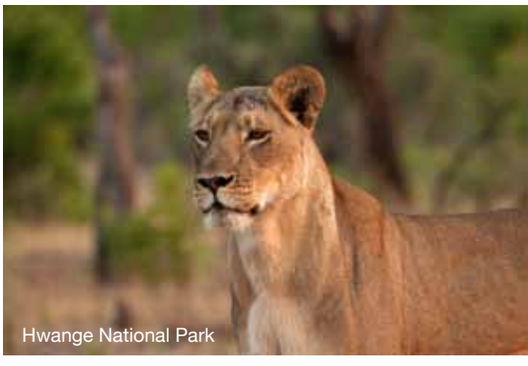


Chizarira National Park

Hwange National Park



Hwange National Park



Hwange National Park

Hwange National Park

Named after a local Nhanzwa chief, Hwange National Park is the largest Park in Zimbabwe occupying roughly 14,650 square kilometres. It is located in the northwest corner of the country about one hour south of the Mighty Victoria Falls.

It became the royal hunting ground to the Ndebele warrior-king, Mzilikazi in the early 19th Century and was set aside as a National Park in 1929. Hwange boasts a tremendous selection of wildlife with over 100 species of mammals and nearly 400 bird species recorded. The elephants of Hwange are world famous and the Park's elephant population is one of the largest in the world. The Park has three distinctive Camps and administrative offices at Robins, Sinamatella and the largest one at Main Camp.

Matobo National Park

Matobo National Park - UNESCO Natural World Heritage Site

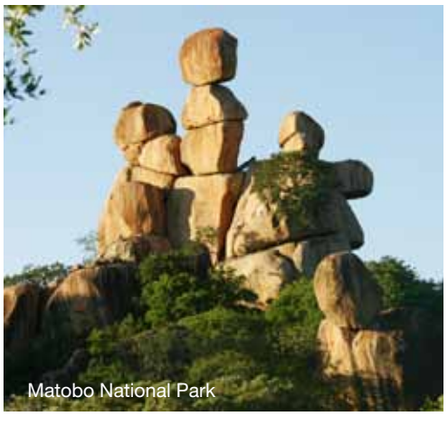
Matobo National Park occupies 44,500 hectares. Established in 1953, the Park was awarded Unesco World Heritage Status in June 2003.

The Park includes an Intensive Protection Zone where large populations of Black and White Rhinoceros are successfully breeding. The Park offers a diverse package of tourist attractions and activities.

The park is situated in the magnificent Matobo Hills, a range of domes, spires and balancing rock formations which have been hewn out of the solid granite plateau through millions of years of erosion and weathering. The majestic and rugged terrain of the park is a hiker's paradise and the diversity of the vegetation supports a wide range of wildlife.

Matobo, meaning 'bald heads', was the name chosen for the area by the great Ndebele King, Mzilikazi. He is buried in the Matobo Hills just a short distance from the park.

Matobo National Park is also the site of the grave of Cecil John Rhodes. He is buried at the summit of Malindidzimu – 'hill of benevolent spirits'. He referred to this hill as having a 'View of the World'. A short walk from the parking lot will lead the visitor to his grave, which is carved out of the solid granite hill and surrounded by a natural amphitheatre of massive boulders. The Matobo area has great spiritual and cultural significance to the local people and there are many sites within the park where important ceremonies still take place.


Matobo National Park

The Park is home to a wide variety of animal species including black and white rhinoceros, zebra, wildebeest, giraffe, kudu, eland, sable, klipspringer, leopard, hyena, cheetah, hippo, warthog, rock dassies, waterbuck, wildcat, springhare, common duiker, crocodiles, baboons and monkeys.

The richness of the Park can also be seen from the diverse birdlife. The park is famous for its large concentration of black eagles, which can be seen perched atop the rock formations or soaring along the cliffs in search of prey. Bird species that can be found include: fish eagle, martial eagle, francolin, secretary bird, weaver, pied crow and Egyptian goose.


Matobo National Park

Fish species readily found in this Park include bass, bottle fish, bream, catfish and *robustus*.

Matobo National Park has a mixed type of vegetation that ranges from *Mopane*, *Acacia* species, *Brachstegia* in other areas, Fig trees, *Azanza* species, *Ziziphus* species, *Strychnos* species and *Terminalia* species.

Gonarezhou National Park

Gonarezhou National Park is situated in the south eastern Lowveld of Zimbabwe and covers an area in excess of 5,000 square kilometres. 'Gonarezhou', meaning 'Place of many Elephants', is an extremely scenic Park full of rugged and beautiful landscapes.

Alternative folklore suggests the place was named for the herbalists who would stock their medicines in tusks (known as



Gonarezhou National Park



Gonarezhou National Park



Mana Pools National Park



Gonarezhou National Park

'gona' in the Shona language).
Three major rivers, Save, Runde and Mwenezi, cut their courses through the Park; forming pools and natural oases from which hundreds of species of birds, wildlife and fish gather to feed and drink. As its name implies, Gonarezhou is famous for its elephants, and many of the largest tusked elephants in the region may be found within the Park.

The Great Limpopo Transfrontier Park (GLTP)

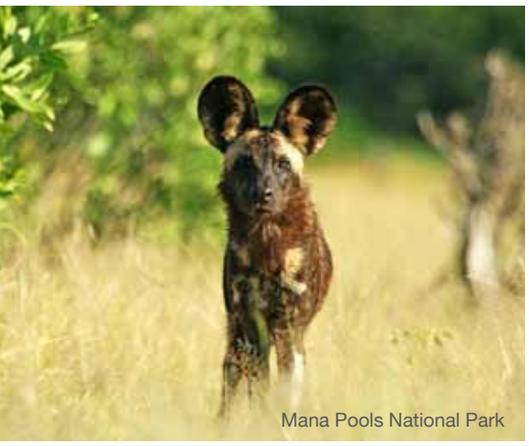
Gonarezhou National Park is part of the Great Limpopo Transfrontier Park (GLTP), a massive Pan-African Park that includes South Africa's famed Kruger National Park and Mozambique's Gaza. This huge area is set to become one of the finest 'peace parks' in the world and is dedicated to conservation, biodiversity and the economic development of the surrounding local communities. The vast and diverse nature of the mega-park will provide world-class eco-tourism to the visitor and strive to re-establish historical animal migration routes and fragile regional ecosystems.

The combined Park will include more than 500 species of birds, 147 species of mammals, at least 116 species of reptiles, 34 species of frogs and 49 species of fish.

Lion, leopard, cheetah (including the rare king cheetah), buffalo, giraffe, zebra and many species of large antelope are also present within the Park. The rare nyala and smaller suni are two of the highlights of the Park's smaller antelopes. In addition, hundreds of species of birds may be spotted in the Park. Unique species of aquatic wildlife such as the Zambezi Shark, Freshwater Goby, Black Bream and the unique turquoise killifish can be seen within the Park's rivers and pools.



Mana Pools National Park



Mana Pools National Park



Mana Pools National Park

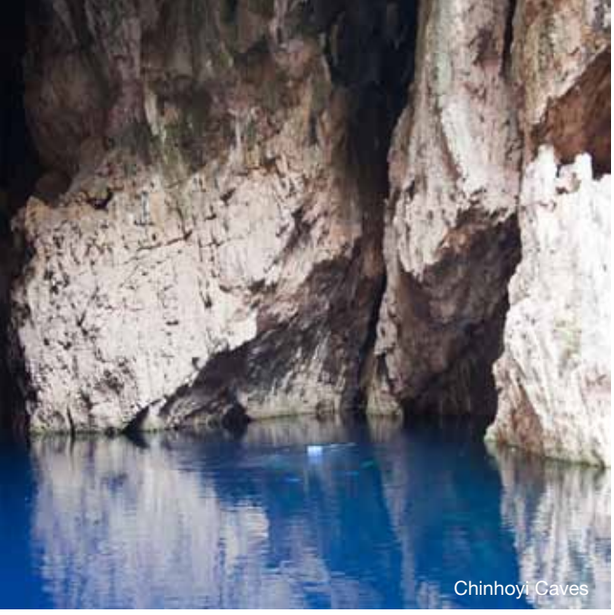


Mana Pools National Park

Mana Pools National Park

Mana Pools National Park is synonymous with the Zambezi River, elephants, lions, remoteness and wilderness. This unique park is a World Heritage Site, based on its wildness and beauty; as well as its wide range of large mammals and over 350 bird species and aquatic wildlife. Mana Pools is one of Zimbabwe's most popular parks, and it is easy to see why it falls into this profile.

The name 'Mana' means 'four' in the local Shona language. This applies to the four large pools inland from the Zambezi River. These pools are the remnant ox-bow lakes that the Zambezi River carved out thousands of years ago as it changed its course northwards. Hippopotamus, crocodiles and a wide variety of aquatic birds are associated with the pools. Long Pool is the largest of the four pools, extending some six kilometres in a west-east direction. This pool has a large population of hippos and crocodiles and is a favourite for the large herds of elephant that come out of



Chinhoyi Caves





Chinhoyi Caves





Chinhoyi Caves

the thickly vegetated areas in the south to drink. As one moves northwards towards the Zambezi River from the forests on the Karoo sediments, the vegetation changes to open *Faidherbia albida* woodlands on the old river terraces. This vegetation gives a unique look to the area and a surreal light filters through the trees giving Mana Pools its distinctive cathedral-like atmosphere.

On the old river terraces, tourists can walk unaccompanied by guides in the open Albida woodland because visibility is good and there is little threat of unexpectedly coming across dangerous animals. This privilege of walking alone in an area with wildlife is unique in Zimbabwe. Elephant, eland, buffalo, impala, waterbuck, baboons, monkeys, zebra, warthog and hippo - are some of the larger herbivores to be seen regularly on the river terraces as they come out to eat the fallen *Albida* fruit. Lions, leopards, spotted hyena and cheetah are present in the area, but their secretive nature makes them more difficult to see. Despite this, it is not often that the visitor leaves Mana Pools without seeing at least one of these large carnivores.

Northwards, off the river terraces, is the mighty Zambezi River flowing sedately on its way to the Indian Ocean. This now tranquil river was a major route for the trade in ivory and slaves in the region's dark past. Mana Pools is 2,196 square kilometres in extent









but is part of the 10,500 square kilometre Parks and Wildlife Estate that runs from the Kariba Dam in the west to the Mozambique border in the east. This large area is without physical boundaries and the wildlife is free to move throughout the area - even northwards across the Zambezi River into Zambia, where there are also large wilderness areas set aside for wildlife conservation.

Chinhoyi Caves

The Chinhoyi Caves are found nine kilometres north-west of Chinhoyi town and 120 kilometres from Harare.The Chinhoyi Recreational Park is on the main Harare-Chirundu Road.

The (Chinhoyi) caves were discovered in 1887 by famous European hunter, Frederick Selous. Before that, it was thought that the caves were used by outlaw Nyamakwere who threw his victims' bodies into the 'Silent Pool'. He was eventually killed by Chief Chinhoyi, who lent his name to the nearby town.

The area around the caves was first declared a National Park in 1957 and then a Recreational Park in 1975. The caves consist of a series of tunnels and caverns, which are slowly collapsing. The main feature of the caves is 'Wonder Hole' – a swallow hole or large cavern with a collapsed roof. The walls of Wonder Hole drop vertically for 150 feet into the crystal blue waters of the 'Sleeping Pool'. Also known by the locals as Chirorodziva (Pool of the Fallen Heroes). The Dark Cave, which is artificially lit, is another major feature of the Chinhoyi Caves and leads to the 'Sleeping Pool'.

It is possible that there are further caves yet to be discovered. Excavations have revealed that the caves have been inhabited since early times, through evidence of pottery and bones carbon-dated to AD 650.

There is a viewpoint at Wonder Hole and visitors can explore the caves or picnic at sites in the park. There are campsites and caravan sites available.

According to some world-renowned divers, Chinhoyi Caves offers one of the best dives in the world; it has clear water that enables vision up to some 80 metres.

The yet to be fully explored Chinhoyi Caves abound with myth and mystery. No one has ever reached the bottom of the pool whose depth is estimated at 172m. The crystal clear water mysteriously maintains its temperature at 22°C irrespective of time of day or year and the water level does not change whether Zimbabwe is experiencing severe drought or floods.

Myth has it that if you throw a stone in the pool, the ancestors will throw it straight back at you with a curse!

However, many divers are now exploring the mystical Sleeping Pool or Sleeping Giant, awaiting to awaken Zimbabwe's tourism.





www.zimparks.com

Ethiopian Airlines – The New Spirit of Africa

It was in 1980, soon after Zimbabwe gained recognition as an independent nation that Ethiopian started flying to Harare, the capital city. It was in the spirit of pan-Africanism and Ethiopian commitment to bringing African nations closer to each other that Ethiopian commenced operation to Zimbabwe.



Pioneer of African Aviation

It was 50 years ago that Ethiopian became the first African operator to introduce Jet Aircraft in the continent with B720 aircraft. In the 1980s Ethiopian became the first in Africa to operate the B767 and recently introduced the B777-200LR passenger and the B777-200LR freighter, also a first in Africa.

Ethiopian operation of the Dreamliner, the most modern commercial aircraft up to date, is a continuation of this pioneering spirit in Africa. Soon after the delivery of the first Dreamliner, Ethiopian deployed it primarily to rotating African destinations. Zimbabwe was one of the first destinations and the first in Southern Africa that Ethiopian Dreamliner flew to on this rotation. Ethiopian currently flies to Harare daily offering an easy connectivity to the world via Addis Ababa to 70 destinations covering Africa, the Middle East, Europe, Asia and North America. Toronto, Canada; Kuala Lumpur, Malaysia, Ndola, Zambia; Blantyre, Malawi; and Sao Polo, Brazil are the latest additions to our route network

Along with Harare, Ethiopian serves more than 45 destinations in Africa and has the only daily and double daily east west connection in the continent. Having accomplished its goal of “Bringing Africa Together,” Ethiopian has been working to connect Africa to the rest of the world with a new motto of “The New Spirit of Africa.”

Fleet

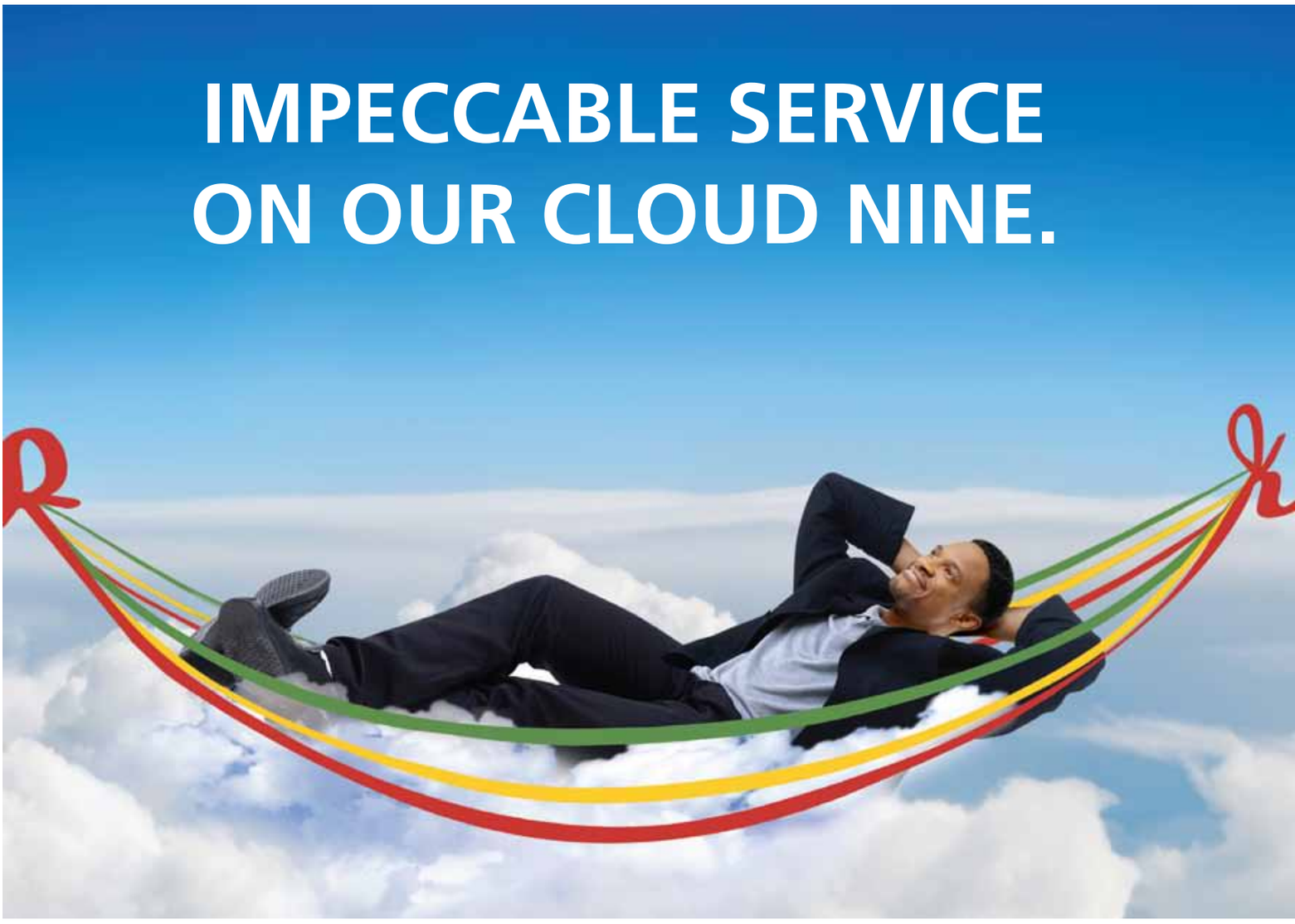
Ethiopian, the fastest growing airline in Africa, currently operates the most modern and youngest fleet of 54 aircraft still maintaining its pioneering role in the aviation industry in Africa. Amongst the notable milestones of Ethiopian is the introduction of the B787 Dreamliner, first to be owned and operated by an African carrier.

Ethiopian is also the second airline, outside of those in Japan, to operate this ultra-modern aircraft.

Route Network, Hub

Today, Ethiopian has the most extensive network in Africa covering 43 destinations, excluding 17 domestic routes. All in all,

Ethiopian
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A STAR ALLIANCE MEMBER



The idea that flying should always feel special has inspired a new class of travel aboard Ethiopian, 'cloud nine.' An expression which means a feeling of extreme well being or elation, and we wouldn't have it any other way.

with the start of direct flights to Toronto, the only direct connection of the city with the African continent, and recent addition of Kuala Lumpur, the airline has 70 international destinations, covering Africa, the Middle East, Europe, Asia and North America.

Passengers from Harare can utilise the geographic advantage that Ethiopian main hub, Addis Ababa, gives it, to connect to destinations east, west, north and south. By 2025, Ethiopian expects to reach a fleet size of 120 aircraft, transport 18 million passengers making it a true global airline. A key feature or overarching strategic objective of Ethiopian is to have multiple hubs in Africa. Ethiopian has already, in partnership with private interests in West Africa, established a community airline based in Lomé called ASKY. The objective with ASKY is to tap into the regional market and create hub to hub connection that enables ASKY to feed Ethiopian for the long haul intercontinental travel. Passengers from Harare can take advantage of more and more long haul non-stop flights offered by Ethiopian through its second hub. Similarly, the airline is in talks to establish a regional airline and hub in Southern and Central African region. Soon passengers from Harare can enjoy enhanced regional travel and better connectivity to the rest of the world.

TOURS

Ethiopian currently offers more than twenty tour packages in countries like Zimbabwe, Dubai, Seyeschelles, Kenya, Uganda, Tanzania, Egypt, Israel, and India. Visit our website www.ethiopianairlines.com for the total choice of destinations or contact the nearest Ethiopian Airlines office.

SHEBAMILES

ShebaMiles is Ethiopian's Frequent Flyer Program; membership is open to all individuals all over the world, through Ethiopian Airlines Reservations and Ticket offices or Self application via our website www.ethiopianairlines.com. As you





accumulate miles, progress through the different tier levels: Blue, Silver, and Gold membership and enjoy more and more benefits.

A STAR ALLIANCE MEMBER

In late September 2010 (2010-09), Ethiopian Airlines was officially invited to join Star Alliance under the mentoring of Lufthansa.[49] The carrier became a member of the alliance in December 2011 (2011-12), the third Africa-based carrier in doing so—following EgyptAir and South African Airways—and the 28th member worldwide.

Throughout the Star Alliance member airlines' network passengers can now earn and redeem miles and points, no matter which Star Alliance member airline's frequent flyer program a customer belongs to. With accumulated mileage, members who reach higher tier level, Silver and Gold, can enjoy a range of additional benefits including free lounge access, extra baggage allowance, priority baggage handling, priority boarding, standby status and reservations which make the customer a priority traveler.

Ethiopian is a multi-award winner for its commitment and contributions towards the development and growth of the African aviation industry and in recognition of its distinguished long-haul operations enhanced by the introduction of new routes and products. Ethiopian's performance and enhanced level of service has earned it multiple awards throughout its operations.

Ethiopian Cargo

Ethiopian Airlines is the largest cargo operator in Africa with six dedicated freighter aircraft. Ethiopian is currently operating two Boeing 777-200 LR freighters, the first to be operated in Africa, two MD-11, and two Boeing 757 freighters out of two hubs – the main hub Addis Ababa and Liege, Brussels. Today, the airline operates to 25 cargo destinations in Africa, Middle East, Europe and Asia. Having a vast cargo network - 15 in Africa, 7 in Middle East and Asia and 2 in Europe. Ethiopian operates in major trade lanes between Africa and Europe, Middle-east and Asia, providing a convenient and reliable cargo service to and from the continent.

Boosted by the growth of perishable exports from Ethiopia, the airline is now expanding its cargo network and fleet. Having already phased in two B777-200LR Freighters, Ethiopian plans to open cargo services to Moscow in this fiscal year.

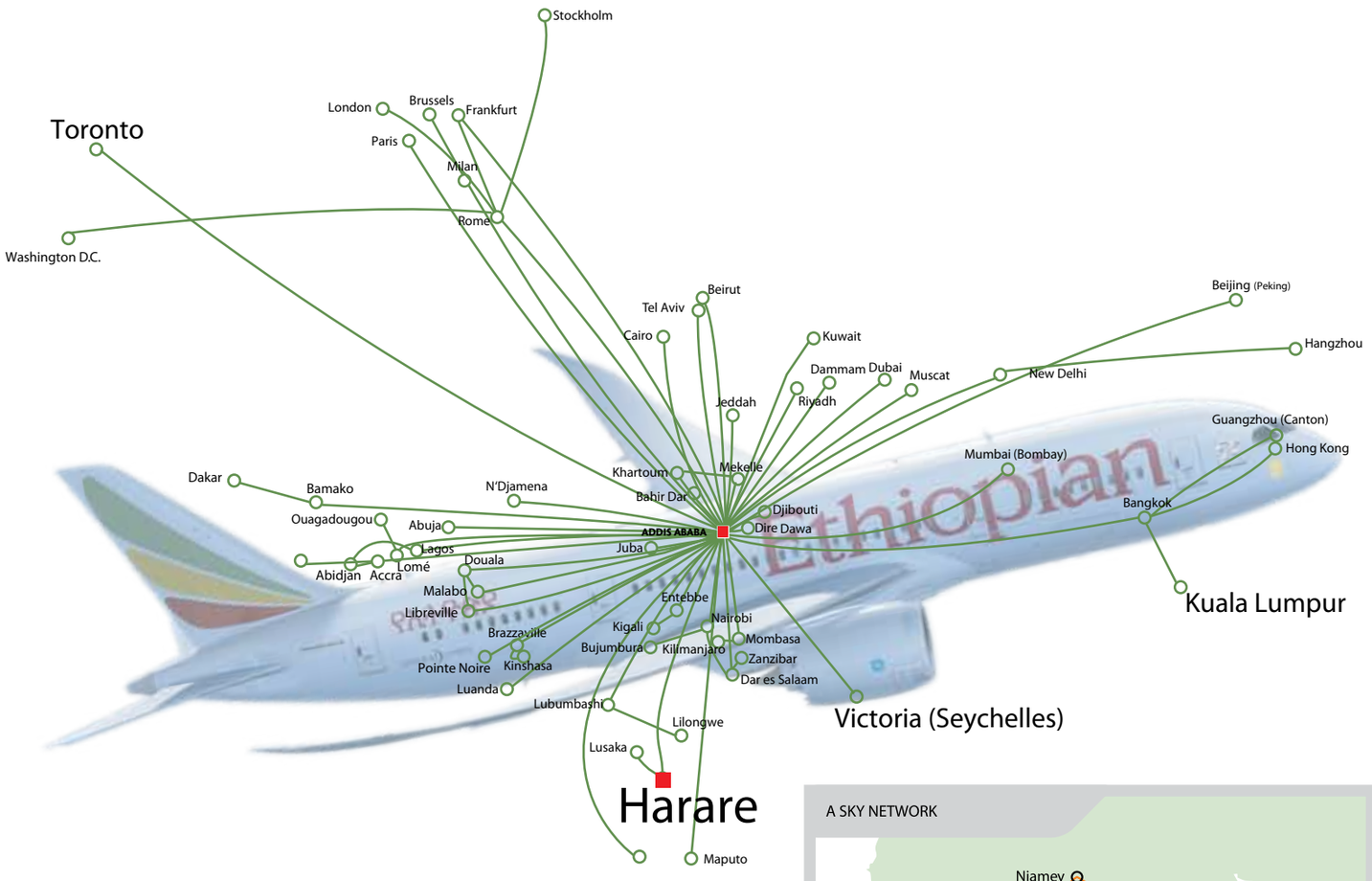
The addition of the ultra-modern B777-200LR Freighter with its extended range, efficiency and capacity has enhanced Ethiopian Cargo leading role as the largest cargo operator in Africa. This is especially good news for exporters of perishable goods such as flowers, vegetables, fruits and meat. Ethiopian B777F has the ability to maintain cold temperatures of up to 4 degree centigrade allowing perishable goods reach their destination maintaining their freshness and quality.

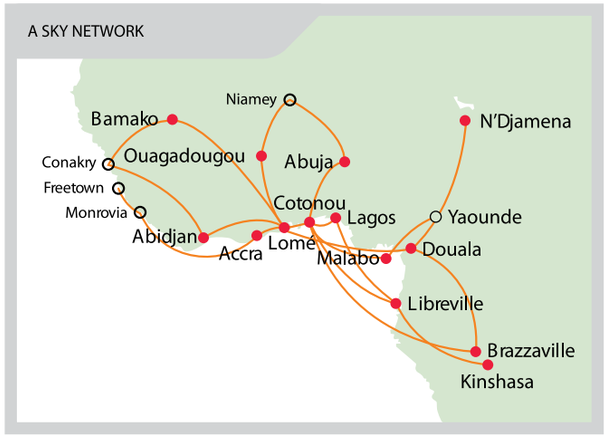
Ethiopian is in the final stages of commencing construction of a large cargo terminal (both dry and perishable) which will have a capacity of 1.2 million tonnes. The perishable cargo terminal will be, in terms of capacity, the biggest in the world.

Ethiopian Airlines has consistently demonstrated its support to Zimbabwe since 1980; and continuing serving the route even during troubled times and now providing daily connection to the world, with plans to introduce twice weekly direct connection to west africa. Ethiopian Airlines throughout the years has also provided technical assistance through training of Zimbabweans at its Aviation Academy and at its Simulator facility.

Ethiopian Airlines Harare Office
Jason Moyo Ave. Cabs Center
4th Floor
P. O. Box 1332, Harare
Reservations Tel:
Addis Ababa: +251 11 6656666
Harare: +263 4 790 705 / 706
Email: reservation@ethiopianairlines.com /
hreres@ethiopianairlines.com
www.ethiopianairlines.com

DAILY TO THE WORLD FROM HARARE





Ethiopian
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A STAR ALLIANCE MEMBER

City Link Coaches “The Right Way to Travel”

City Link was incorporated as a company in terms of the laws of Zimbabwe on 28 November 2008. The Company’s registered office is on 2nd Floor BB House in the Central Business District of Harare in Zimbabwe.







The **City Link** brand is the leading brand when it comes to intercity as well as cross border luxury coach services. With a total of eight super luxury coaches, City Link has proven that it indeed is ***The Right Way to Travel*****.** Our coaches offer world-class-on-board facilities which include air-conditioning, and tinted windows for protection against the sun, on board toilet facilities, foot and leg rests, and armrests, on-board entertainment, seat belts, individual light and aircon control. Complimentary light meals and refreshments are served on-board to all our valued passengers.

Our flagship route is the Harare – Bulawayo route where we operate state-of-the-art super luxury coaches which are manned by qualified, experienced and dedicated staff. We have a strategic partnership with the RTG where we use their hotels and facilities countrywide for boarding and drop-off facilities. Our booking offices are also housed in the RTG Hotels thereby adding value and convenience to all our customers.

For the Harare-Joburg route, we have three brand new super luxury coaches that incorporate all the luxury aspects one can expect for such long trips. These include reclining leather seats, on-board toilet facility, on-board entertainment, air-conditioning and refrigeration facilities.

City Link
the right way to travel







With City Link coaches, you are assured of a comfortable, hassle-free and above all a safe journey because our crew have blended maturity, experience and passion - we've selected the very best. Our accident-free record since inception speaks for itself. Our trips are well coordinated such that our coaches depart and arrive at their destinations as scheduled. Our alliance with Rainbow Tourism Group has strengthened our operational advantage over our competitors as we offer convenient, safe and secure pick-up and drop-off facilities at their hotels, namely The Rainbow Towers (Harare), Kadoma hotel and Conference Center (Kadoma), Bulawayo Rainbow (Bulawayo) and The Rainbow Mecure in Vic Falls.

We as City Link luxury Coaches have a clearly defined target market and operational guidelines. We have set standards that we follow and refer to, at all times.

The quality of our service differentiates us from our competitors in that we offer a reliable, consistent and first-class service where professionalism and astute morale form the basis of our existence. We have stuck to our guiding principles, pricing mechanisms and operational methodology and this stance has seen us grow our business and increase our market-share.

The passenger transport sector now requires innovation when it comes to customer service and product development and we as City Link will continuously acquire new coaches and develop new products, so as to give our clients the best and the latest on the markets. We were the first and will always be the first when it comes to luxury coach services. We have now introduced an overnight coach service linking Harare and Bulawayo to the resort town of Victoria Falls every Friday just to take care of our loyal passengers, who because of various commitments cannot catch our day-time coaches. As for our harare to Johannesburg clients, we have introduced a luxury coach service departing fromthe magnificent Rainbow Towers.

Head Office: 2nd Floor BB House;
Leopold Takawira Street/Samora
Machel Avenue; Harare
Tel: +263 4 783724
Mobile/Hotline: +263 774 407 920
Email: infor@citylink.co.zw
www.citylink.co.zw

City Link, the Right way to Travel and the Ultimate in Luxury.

CHAPTER 2

Hotels and Lodges



AFRICAN SUN

EXPERIENCE. EXPLORE. ENJOY



African Sun Limited - Experience, Explore, Enjoy

Born out of Africa with a portfolio created on pure performance, African Sun represents leading properties on the African continent – internationally recognised brands that rely on impeccable hospitality service levels. Who better to trust than a company totally in touch with city and selected tourist destinations in Africa?



The Victoria Falls Hotel



African Sun Limited owns, manages and develops select hotels of the highest calibre, one of which has achieved world status amongst the "Top 100 Hotels in the World" - The Victoria Falls Hotel. Leisure, business, conferencing and incentives are our speciality. Call us and experience African-style hospitality with a classic international touch.

THE VICTORIA FALLS HOTEL

The Victoria Falls Hotel, the address of choice for more than a century for royal families, statesmen, celebrities and the discerning traveller, occupies a fine location from which to explore the magical wonders of untamed Africa. From the thundering Victoria Falls at its threshold, to the Big Five that roam freely less than 5km away, this hotel provides an experience like no other. Just a ten minute walk from the actual Falls, this is one hotel that can truly claim to be unique.

- Nearest airport: 22km to Victoria Falls International Airport
- The Victoria Falls: ten minute walk down a private footpath
- Town centre: Five minute walk to the craft market and shopping centre

Accommodation

A total of 161 rooms comprising: 76 Standard rooms, 67 Deluxe rooms, seven Junior suites, four Honeymoon suites, six Executive suites and one Royal suite.

Restaurants & Bars

- Livingstone Room – classic seven course degustation dinner menu with a pianist
- Jungle Junction – breakfast and dinner buffets with Africa Spectacular Show
- Stanley's Terrace – a light à la carte menu. Daily afternoon tea. Perfect place for sundowners
- Stanley's Bar – a cocktail bar for your pre and after dinner drinks

Weddings

Chapel – available for private ceremonies and weddings.
Outdoor reception options in the hotel's gardens with stunning views overlooking the Victoria Falls bridge and spray from the Falls.

Conferencing

Conference facilities are available, accommodating a maximum of 40 delegates cinema-style. Daily conference packages include teas/coffees, lunch and standard equipment.

Tel: +263 13 44751/60 or 13 44203/5
Email: reservations@tvfh.africansun.co.zw

THE VICTORIA FALLS HOTEL
ELEPHANT HILLS RESORT VICTORIA FALLS
THE KINGDOM AT VICTORIA FALLS
Troutbeck Resort
Caribbea Bay
Great Zimbabwe Hotel

AFRICAN SUN

EXPERIENCE. EXPLORE. ENJOY

ELEPHANT HILLS RESORT

Perched on a bluff just upstream from the mighty Victoria Falls, the Elephant Hills Resort looks down on the placid might of the upper Zambezi River. Only five minutes' drive from the Falls, this stunning hotel has extensive conference facilities and offers a wide range of entertainment and sports facilities including an 18-hole championship golf course.

- Nearest airport: 24km to Victoria Falls International Airport
- The Victoria Falls: 4km away
- Shopping Centre: 3km away

Accommodation

A total of 276 rooms comprising: 261 Luxury rooms including two Paraplegic rooms, 11 Executive suites, one Deluxe suite and one Presidential suite. Ramps and elevators provide easy access to public areas for guests in wheelchairs.

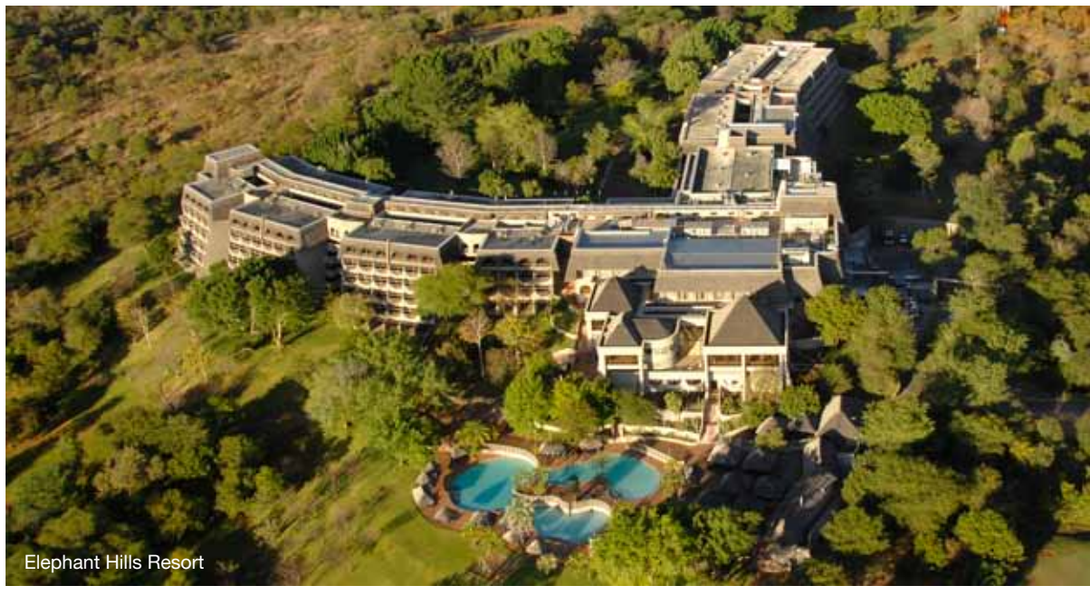
Restaurants & Bars

- Samukele Restaurant seating 180 guests – carvery
- Kasibi Terrace seating 120 guests – à la carte menu
- Mapopoma seating 80 guests – lounge, light à la carte menu
- Pool area seating 350 guests – barbeque dinners and lunches
- Bush Dinners on the Golf Course at the 15th hole, 350 guests
- Gala Dinners for 300 guests
- Cocktail events at the poolside, 400 guests
- Mapopoma Bar, Poolside Bar and Halfway House on the golf course

Golf course: 18 holes, 5205m, par. 72, parkland course on the banks of the Zambezi River within the Zambezi World Heritage site.

Conferencing & Banqueting

- Kalala Room seating 500 delegates
- Gwayi Room seating 100 delegates
- Matetsi Room seating 80 delegates
- Kazuma Room seating 60 delegates
- Pagota Room seating 40 delegates



Elephant Hills Resort

- Towu Boardroom seating 14 delegates
- Lukosi Boardroom seating 14 delegates
- Sethule Boardroom seating 14 delegates

Tel: +263 13 44793/9
Email: reservations@ehr.africansun.co.zw

THE KINGDOM AT VICTORIA FALLS

Enter the legendary world of The Kingdom at Victoria Falls, a modern tribute to Africa's ancient allure and the closest hotel to the Falls. Built around a man-made lake, The Kingdom's crested domes and pillars bridge the hazy divide between comfortable reality and extravagant fantasy.

- Nearest airport: 22km to Victoria Falls International Airport
- The Victoria Falls: Ten minute walk down a private path
- Shopping Centre: Five minute walk

Accommodation

A total of 294 rooms comprising: 102 rooms with twin beds, 112 rooms with king-size beds, 34 rooms with king-size beds and bunk beds, 40 rooms with twin beds and bunk beds, four Standard suites with king-size beds and two twin bedded paraplegic rooms with inter-leading bedrooms.



The Kingdom At Victoria Falls



The Kingdom At Victoria Falls

HWANGE safari lodge

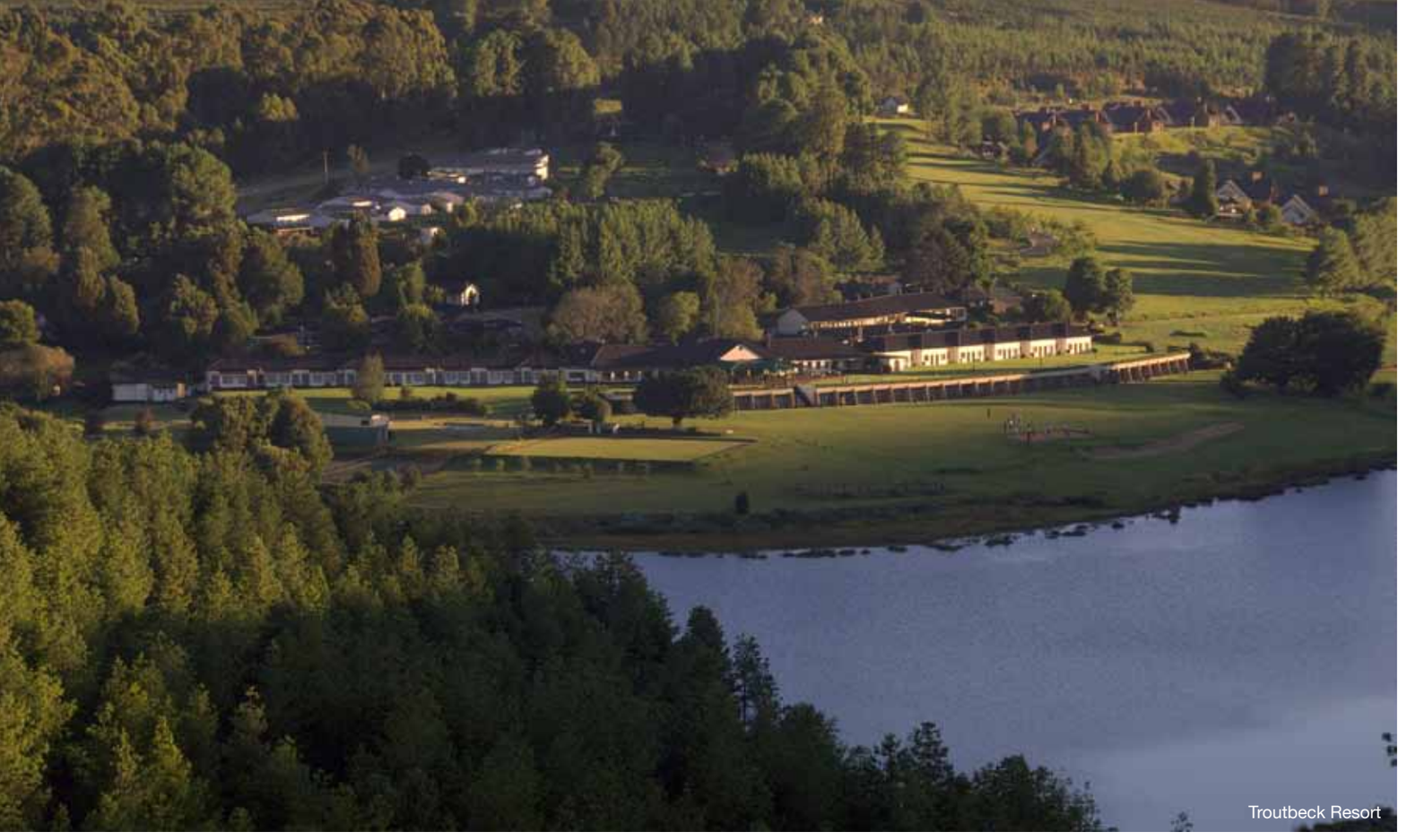
CROWNE PLAZA HARARE - MONOMOTAPA

AFRICAN SUN AMBER HOTEL MUTARE

BEITBRIDGE EXPRESS HOTEL

Holiday Inn HARARE

Holiday Inn BULAWAYO



Troutbeck Resort



Troutbeck Resort



Caribbea Bay Resort

Restaurants & Bars

- White Waters restaurant and al fresco terrace - serving buffet breakfast and dinner
- Thundercloud Spur – family steakhouse restaurant, seats 325 guests
- Panarotti's – Italian trattoria-style restaurant serving delicious pizzas
- The Burger Place – speciality burger restaurant
- Quartermains Bar, The Rapids Pool Bar, Wild Thing Action Bar and The Pit Casino Bar
- Coffee Shop

The Makasa Sun Casino offers gaming enthusiasts a selection of Black Jack, Roulette and the latest slot machines.

Amenities & Services

Adventure Playland for children; Shopping; Adventure Connection for all your out-of-hotel activities; Beauty spa; jewellery shop; pharmacy; and Sun Trades shops.

Conferencing

- Leambe – main conference room seating 100 delegates cinema-style with three breakaway rooms
- Thuli Boardroom seating 14 delegates

Tel: +263 13 44275-80 or 13 42358-65
Email: reservations@kingdom.africansun.co.zw

TROUTBECK RESORT

At the foot of pine-forested hills and overlooking a trout-filled lake is Troutbeck Resort. Situated in Zimbabwe's picturesque Eastern Highlands region and beyond World's view, this hotel is perfectly positioned to explore the scenic beauty of Nyanga and savour the crisp mountain air. This country resort has earned a reputation for the warmth of its hospitality and courteous service.

- Nearest airport: 11km to Nyanga Airstrip
- By road: 285km from Harare

Accommodation

A total of 70 rooms comprising: 32 Standard rooms with king-size beds, 16 inter-leading rooms with twin beds, 11 Executive rooms, one Suite room and ten rooms with double beds. Physically challenged guests are allocated rooms in the east and west wings.

Restaurants

- The Beck Restaurant (160 guests) – table d'hôte, buffet or à la carte menus
- Terrace and Residents Sun Lounge – extensive snack menu

Leisure & Sport activities

Nine-hole golf course, trout fishing, swimming pool, tennis court, volleyball, boating, bowling, scenic walks, horse riding, indoor games and children's playground.

Attractions

- World's View and Eagle's View – a short distance from Troutbeck Resort
- Nyangombe, Nyamziwa and Mtarazi Falls
- Inyangani Mountain – enjoy spectacular views from the highest mountain in Zimbabwe



Great Zimbabwe Hotel

Conferencing
- Rainbow Trout seating 300 delegates
- Brown Trout seating 30 delegates
- Brook Trout seating 60 delegates

Tel: +263 298 305/7 or 881/5 or 889 or 473 or 487
Email: reservations@tbr.africansun.co.zw

CARIBBEA BAY RESORT
Reminiscent of a Mediterranean resort with facilities and entertainment for the whole family, Caribbea Bay Resort, situated right on the shore overlooking the vast Lake Kariba, offers guests a sun-filled holiday in relaxed comfort. Linger over sundowners at the pool deck and enjoy an informal dinner in the restaurant.

- Nearest airport: 13km to Kariba Airport

Accommodation
A total of 83 rooms comprising: 41 Casitas, 35 Deluxe rooms and seven Suites.

Restaurants & Bars
- Terrace Patio – breakfast, lunch and dinner menus
- Pool area – extensive snack menu
- Casita Bar, Jacana Bar, Service Bar and Round Bar

Leisure & Sport activities
- Two swimming pools, tennis, squash and bowling in close proximity
- Children's playground with waterslide, trampoline and indoor games
- Tours – Kariba Village, sunset cruises, game drives, fishing, observation point and crocodile farm

Conferencing
Full conference and banqueting facilities are available.
- Masaisai Room seating 100 delegates
- Kariwa Room seating 100 delegates
- Pedro's Room seating 15 delegates

Tel: +263 61 2454/2455/3008
Email: reservations@cbr.africansun.co.zw

GREAT ZIMBABWE HOTEL
Within the grounds of the National Museums and Monuments, commanding a magnificent view of the Great Zimbabwe Monument, lies the Great Zimbabwe Hotel. With its architectural character that reflects the ancient design elements of the granite stone block work of the Monuments, and a myriad of cultural and historical riches within close proximity, this hotel offers the opportunity for a unique and exciting getaway.

- Nearest airport: 30km to Masvingo Airstrip

Accommodation
A total of 47 rooms comprising: two Suites and 45 Standard rooms overlooking the garden.

Restaurants & Bars
Great Enclosure Restaurant is the main restaurant offering buffet breakfast, lunch and dinner. Cocktail Bar and Sunset Bar.

Leisure & Sport activities
Outdoor swimming pool; tennis court; beach volleyball; golf course 27km away; Kyle Game Park 35km away; Great Zimbabwe Monuments 800m away. Cruises on Lake Mtirikwi and local tours also available.

Conferencing
- Hungwe Conference Room: 250 delegates theatre-style
- Madzimbabwe: 100 delegates theatre-style

Tel: +263 39 262274
Email: reservations@gzim.africansun.co.zw


Hwange Safari Lodge


Hwange Safari Lodge


Hwange Safari Lodge

HWANGE SAFARI LODGE
The gateway to Zimbabwe's untouched paradise, Hwange Safari Lodge provides a luxurious base from which to explore the bush in all its majesty. Enjoy sundowners at the waterhole, while Africa's giants of nature, the elephants, take the edge off the heat in their unique way. Situated on the border of Zimbabwe's largest National Park, Hwange Safari Lodge offers a host of general and specialist bush excursions with professional guides.

- Nearest airport: 5km to Hwange National Park Airport

Accommodation
A total of 100 rooms comprising: 86 Standard rooms, ten Deluxe rooms and four Suites. 20 rooms have queen-size beds and 80 rooms have twin beds.

Restaurants & Bars
- Dingani – main restaurant offering buffet breakfast, lunch and table d'hôte dinner
- Pool Area restaurant – offering barbeque lunch and dinner



Crowne Plaza Monomotapa



Crowne Plaza Monomotapa



Crowne Plaza Monomotapa

- Bush dinners available for groups on request
- Tusker Cocktail Bar and Waterhole Bar on the viewing platform

Leisure & Sport activities
Outdoor swimming pool, day and night game drives, guided walks, wildlife talks and indoor games on request.

Conferencing
Conference room seating 100 delegates cinema-style and 60 delegates U-shape. Incentive groups – options include a bush dinner on the private estate for up to 50 delegates.

Tel: +263 18 337/750/751/754
Email: reservations@hsl.africansun.co.zw

CROWNE PLAZA MONOMOTAPA
Situated in Harare, Zimbabwe's capital city, Crowne Plaza Monomotapa combines the magical splendour of the ancient Munhumutapa Royal Empire with modern day palatial comfort. The hotel is centrally located with all rooms overlooking Harare's Central Park. Located 0.1km from the country's main financial and corporate district and boasting an array of fully equipped conference rooms, Crowne Plaza Monomotapa is the ideal choice for business and conferencing.

- Nearest airport: 14km to Harare International Airport
- Nearest station: 3km to Harare Central Rail Station

Accommodation
A total of 201 rooms comprising: 153 Twin rooms, 38 King Leisure rooms, seven



Holiday Inn Harare

Luxury suites, one Presidential suite and one Paraplegic room. Non-smoking rooms are available. Ramps and elevators provide easy access to public areas for guests in wheelchairs. Porters are assigned to assist physically challenged guests.

Restaurants & Bars
- Parkview Brasserie seating 121 guests – buffet and stir-fry
- Monos Restaurant seating 75 guests – à la carte menu
- Gazebo Coffee Lounge seating 30 guests – snack menu
- Monos Bar and the Aquarium Bar

Leisure & Sport activities
Outdoor swimming pool and sun deck, fitness centre, 18-hole golf course 3km away, tennis and squash courts 1km away.

Conferencing
- Great Indaba Room seating 250 delegates
- Executive Boardroom seating 12 delegates
- Function Room 1 seating 40 delegates
- Function Room 2 seating 10 delegates
- Function Room 3 seating eight delegates
- Ophir Room seating 80 delegates

Tel: +263 4 704501-30
Email: reservations@crownep.africansun.co.zw

HOLIDAY INN HARARE
Situated in the centre of Zimbabwe's capital city, with parks, shopping centres, cinemas and various other attractions within close proximity, this hotel's comfortable accommodation and superb hospitality will ensure you have a pleasant stay.

- Nearest airport: 18km to Harare International Airport
- Nearest station: 2km to Harare Central Rail Station

Accommodation
A total of 201 rooms comprising: 84 Twin rooms, 96 King Leisure rooms, 17 Executive rooms and four Suites. 105 non-smoking rooms are available. Ramps and elevators provide easy access to public areas for guests in wheelchairs. Porters are assigned to assist physically challenged guests.

Restaurants & Bars
- Vumba Restaurant – offering a buffet menu with views of the pool
- Silver Spur – speciality steakhouse restaurant serving lunch and dinner.
- Poolside Bar

Leisure & Sport activities
Outdoor swimming pool; museum 1km away; botanical gardens 3km away; cinemas nearby; cultural gallery 5km away; snake park 16km away; Lion and Cheetah Park 18km away; Mukuvisi


Holiday Inn Harare

Woodlands and Domboshawa rock paintings 30km away; and local tours available.

Conferencing
- Kariba Room – 280 delegates cinema-style
- With partitions – 150 delegates each in Rooms A and B
- Mazowe, Matopo and Kyle – 50 delegates each cinema-style
- Dedicated breakaway area with restrooms

Tel: +263 4 251203/30 or 795611/29
Email: reservations@hih.africansun.co.zw

HOLIDAY INN BULAWAYO
Situated 2km from the city centre and adjacent to the Ascot Race Course, the hotel offers well-appointed rooms with all the modern amenities. Guests can enjoy a range of sporting facilities and access to numerous beautiful places of cultural and historical



Holiday Inn Bulawayo


Holiday Inn Bulawayo



Holiday Inn Bulawayo

interest. Holiday Inn Bulawayo offers a comfortable stay in the City of Kings.

- Nearest airport: 20km to Bulawayo International Airport
- Shops: 2km to the city centre

Accommodation
A total of 157 rooms comprising: 90 Twin standard rooms with double beds, one Paraplegic room, 31 Business plus rooms, 31 Executive rooms, four Suites and 48 non-smoking rooms are available. Ramps and elevators provide easy access to public areas for guests in wheelchairs. Porters are assigned to assist physically challenged guests.

Restaurants & Bars
- Phumulani seating 105 guests – à la carte menu and buffet breakfast
- Arizona Spur seating 160 guests – speciality steakhouse restaurant
- Pool area seating 100 guests – snack menu
- Coffee bar and KoBulawayo Bar

Leisure & Sport activities
Outdoor swimming pool; tennis and squash courts; 18-hole golf course 1km away; Ascot Race Course 200m away; hockey stadium nearby.

Conferencing
- Indaba Room seating 300 delegates theatre-style
- Kumalo Room seating 100 delegates
- Induna Room seating 50 delegates
- Boardroom seating 14 delegates

Tel: +263 9 252464 or 257280
Email: reservations@hib.africansun.co.zw

AFRICAN SUN AMBER HOTEL MUTARE
African Sun Amber Hotel Mutare, situated in the heart of the most picturesque city in Zimbabwe, is an ideal site for holiday and business visitors wishing to explore the misty ranges of the Vumba and Nyanga mountains. The hotel offers access to a wide range of attractions and beautifully decorated facilities. Guests can also play the tables in the intimate Manica Sun Casino. Providing guests with comfort and convenience, African Sun Amber Hotel Mutare is the gateway to Mozambique from Zimbabwe.

- Situated in the city centre, within driving distance of Harare, approximately three hours away
- Nearest airstrip: 8km away

Accommodation
A total of 96 rooms comprising: 22 Twin rooms, 46 Twin Deluxe rooms, four Suites, one Paraplegic room and 23 Executive rooms. There are eight inter-leading rooms and suites for added choice. Ramps and elevators provide easy access to public areas for guests in wheelchairs and porters are assigned to assist physically challenged guests.

Restaurants & Bars
- Hotspring Restaurant seating 80 guests – buffet menu
- Pool area seating 29 guests – snack menu
- Forester Arms Bar and Aloe Bar



Beitbridge Express Hotel



Amber Mutare



Manica Sun Casino at Amber Hotel, Mutare

Conferencing

- Vumba seating 200 delegates cinema-style, 110 delegates classroom-style
- Murahwa seating 90 delegates cinema-style, 40 delegates classroom-style
- Odzani Room seating 70 delegates cinema-style, 30 delegates classroom-style
- Dedicated registration and breakaway area with private restrooms and a separate tea and coffee lounge

Tel: +263 20 64431, 62065, 64464
Email: reservations@ahm.africansun.co.zw

BEITBRIDGE EXPRESS HOTEL

Beitbridge Express Hotel provides the perfect stopover to simply refresh or enjoy an overnight stay before continuing on your journey to or from South Africa. The hotel is located 3.5km from the South Africa/ Zimbabwe border post. Free on-site parking as well as a swimming pool makes the Beitbridge Express Hotel the ideal no-frills stopover.

- Nearest border post: 3.5km to the South Africa/ Zimbabwe border post

Accommodation

A total of 104 rooms comprising: 30 Double rooms, 73 Twin rooms and one Paraplegic room. Parking and public facilities equipped for physically challenged guests. The hotel is also equipped with WiFi for guest convenience.

Restaurants & Bars

- The Great Room – buffet breakfast, à la carte lunch and dinner, snack menu (all day dining)
- The Bar – open from 10am to 10pm

Conferencing

- Mahosi meeting room seating 15 delegates
- Venda Conference Room seating 150 delegates

Leisure & Sport activities

Outdoor swimming pool; indoor games available from reception; and same-day laundry service.

Tel: +263 286 22026 or 23001-5/1 or 23201 or 23371-5
Email: reservations@beh.africansun.co.zw

African Sun Central Reservations
Tel: +263 4 250501-4/+263 4 700521-4
E-mail: hacro@africansunhotels.com
pacro@africansunhotels.com
www.africansunhotels.com

Africa Albida Tourism - altogether Africa's finest

Majestically perched on a hilltop that affords a wonderful long-range vista of untamed bush, Victoria Falls Safari Lodge (VFSL) has earned wide international acclaim as one of the most prestigious lodges in Africa.



Victoria Falls Safari Lodge



Victoria Falls Safari Lodge



Ngoma Safari Lodge, Chobe, Botswana



Lokuthula Lodges

Opened in late 1994, it set the benchmark for an ever-expanding portfolio of quality lodges and restaurants in a formidable wholly-owned Zimbabwe group – Africa Albida.

At the outset, the 72-room VFSL set the group branding style – an inspiring look-and-feel of Africa, with high thatch and wide-open spaces, remarkable locations, superior service, high-quality food and a variety of outstandingly memorable experiences.

This has been the credo and recipe for success that has seen a cascading list of accolades for Victoria Falls Safari Lodge. It made such an immediate impact on discerning international tourists that, remarkably, it achieved 73% occupancy in year one!

Incredibly, VFSL has been voted Best Safari Lodge in Zimbabwe for 17 successive years (1996-2012) by the experts of the Association of Zimbabwe Travel Agents (AZTA). It has also been featured in such distinguished global publications as Vogue, Habitat and in 1997 Tatler called it "one of the world's ten best-kept secrets." Britain's "OK" magazine voted it in "the Top 25 resorts of the rich and famous"... and there have been many more awards.

Most recently the celebrated Conde Nast Traveler, in its 2012 Readers' Choice Awards, ranked VFSL as #10 in the Top 25 Resorts & Safari Camps in Africa. Since being showered with all these lofty accolades the Africa Albida Tourism Group, determined to remain the industry leader, has made further

VICTORIA FALLS SAFARI LODGE

MAKUWA KUWA RESTAURANT

significant strides as confidence grows that Zimbabwe tourism is emerging once again into the bright sunshine. Consider:

- In mid 2012 all public areas of VFSL were revitalised and refurbished in a US$300,000 investment.
- A new ultra-luxury 20-room block, adjacent to VFSL, has been built and opened in August 2012 as the most exclusive address in town – the butler-service Victoria Falls Safari Club, costing US$2.7m.
- The resort's homely self-catering units, Lokuthula Lodges, have been totally refurbished and surprise guests with their quality and ambiance at such affordable family rates. Lokuthula is an RCI Gold Crown resort rated in the top 5% resorts of the holiday exchange organisations resorts worldwide.
- In 2011, the group made its first foray into another country when opening the five star Ngoma Safari Lodge overlooking the game-rich floodplains of the Chobe River at the edge of the famous park in Botswana.
- The Boma – Place of Eating has been expanded to 300 seats and is the most popular and most festive restaurant at Victoria Falls, providing fascinating snapshots of Africa and rousing interactive entertainment.


Victoria Falls Safari Club


Victoria Falls Safari Club

Ngoma is perched on a ridge to provide a superlative vista and comprises just eight spacious suites, each with inside and outdoor showers, luxurious baths, lavishly large bathrooms and private viewing decks. Again, the success has been notable. The visitors' book is crammed with accolades from delighted guests from all over the world. Trip Advisor rankings and comments have also been instructive in positioning Ngoma as the most superior lodge near Chobe National Park.

For the AAT Group the positioning of Ngoma at such a top-quality level and at its supreme wilderness location is admirably strategic. For discerning international travellers seeking best-possible accommodation, while experiencing the majesty of the African bush, the linkage between Ngoma and Victoria Falls Safari Club offers the same superior level and the transfer between the two, on a good-quality tar road, is less than two hours.

There is a caveat here. Chobe is home to the largest elephant herds on earth and a mere transfer (especially in the dry months of June – November) often transforms into an amazing safari experience with hundreds of elephants, buffalo, zebra and many other species.

As an ease-of-access combination, it's perhaps the ultimate African Safari Experience – a natural wonder of the world, Victoria Falls, offering so many enticing activities at Africa's supreme adventure capital and, just a few hours away (or a short flight) one of the world's greatest wildlife spots. And all attainable under the trusted umbrella of the Africa Albida Tourism Group.

AAT management promises there's more in store. Plans are afoot, and at an advanced stage, to unveil a massive project that will add immensely to the attraction of visiting Victoria Falls.

Africa Albida Tourism
Sales and Reservations
Tel: +263 13 43211 – 20
Email: saflodge@saflodge.co.zw
www.africaalbidatourism.com

Leopard Rock

Set high in the picturesque Bvumba Mountains, overlooking neighbouring valleys and mountain ranges, Leopard Rock Hotel is one of Zimbabwe's most attractive resort destinations.







The hotel has a fine historical tradition, having been operational since 1948. It was extensively rebuilt and refurbished in the mid-1990s and since then it has played host to local and foreign visitors of all kinds, including holidaymakers, business travellers, conference delegates, gamblers and golfers - all of whom have something special to enjoy in and around the hotel.

Leopard Rock has been a name well known to travellers in Southern Africa since the early 1950s, when – soon after opening – it had the fortune to play host to two very important guests: Britain's Queen Elizabeth and her younger daughter, Princess Margaret. Both women loved the hotel and its setting and the Queen Mother said at the time there was "nowhere more beautiful in Africa."

This fame spread and for most of the succeeding years, the hotel has hosted many other guests who have discovered and enjoyed all or some of the features that the Queen so clearly found endearing.

The hotel can be found in the Bvumba Mountains of Zimbabwe's Eastern Highlands and is, in fact, one of the two highest-situated hotels in the country, nearly 2,000 metres above sea level. Bvumba is a word meaning 'mountains of mist' and this accurately describes the scene often found at the hotel

Leopard Rock

HOTEL • GOLF • CASINO





and surrounding estate, especially during the rainy season and in the winter months.

Fungai Makani, general manager of the hotel, said guests were always most fascinated by the positioning of the hotel, adjacent to the Chinyakwaremba Mountain, half of which 'fell down' thousands of years ago and created a perfect perch for the hotel, now lying at its foot.

"They also enjoy our unique range of facilities and amenities, which provide them with enough to keep them busy and active for several days, making simple overnight stops less than fulfilling, in our view," he said.

The Leopard Rock of 2012 has 58 suites and bedrooms, three restaurants, a convivial bar and lounge, a casino, an 18-hole, championship-rated golf course, and a venue for small or medium-sized conferences - delegates of which can be accommodated within the hotel and in neighbouring hotels and lodges. The construction of the hotel features a French Chateau style, with turrets and other features that make the buildings both attractive and in keeping with local surroundings.

Within the extensive grounds is a game park, as well as a large area covered with a unique Afro-Montane forest, the last example of this type of forest that covered much of Southern Africa's highlands thousands of years ago. Within the surrounding Bvumba and Mutare areas are a range of visitor attractions and activities that will keep





guests enjoyably active for a number of days, gaining maximum benefit from the hotel's positioning. Guests who will find the most enjoyment range from holidaymakers wanting a break, to people holding weddings, conferences and special events, as well as golfers – who will experience a golf course hosting the most attractive views of any in Southern Africa – and people who enjoy gambling in the hotel's own casino.

Refurbishment of the hotel has been a key focus with more than $2-million being spent on it in 2010 and 2011. This activity has brought standards of rooms and public areas to those expected of a modern hotel by even the most discerning international travellers.

A new menu was introduced in the hotel in late 2012, devised by executive chef Gerald Tevera and his team, which includes popular dishes from the previous menu, along with a selection of new dishes that bring a fresh and exciting approach to the Leopard Rock dining experience.

Mid-week specials are run by the hotel to encourage visitors to come between Sundays and Thursdays, making the most of an area where much of the tourist traffic is weekend-based. During school holidays, an entertainment director is engaged to oversee children's activities, which range from games and use of the hotel pool, to game viewing trips, walks through the 'enchanted forest' around the hotel and fun competitive events.

In 2011 and again in 2012, the hotel was named Zimbabwe's Best Resort or Country Hotel by the Association of Zimbabwean Travel Agents; an honour that has stimulated the hotel staff to redouble their efforts to be one of the best hospitality operations in Southern Africa, according to Mr Makani.

www.lonrhohotels.com/content/leopard-rock-hotel

Meikles Hotel

Nearly a century of service has made Harare's Meikles Hotel one of Africa's best-known hospitality establishments; with a reputation for excellence in accommodation, cuisine, entertainment, functions and conferences that has grown steadily since the hotel was first opened in November 1915.





Now a modern five-star hotel and a member of The Leading Hotels of the World, Meikles has played host over nine decades to tens of thousands of the world's most discerning travellers, among them some of the biggest names in entertainment, sport, business and politics – recent years including people like Michael Jackson, Akon, Hillary Clinton, Andre Agassi and John McEnroe.

The tradition of Meikles, complemented by its willingness to innovate and set trends, as well as exceptional standards in all areas of operation, is the key to its special appeal to people from all over the world. Feedback over the years shows that guests enjoy the ambience and the unique range of features that make Meikles what it is today. Done so consistently for almost 100 years, this is what has helped it win a selection of local

MEIKLES
Zimbabwe's Premier Hotel







and international awards for excellence in accommodation, cuisine, beverages, service and standards.

A major refashioning exercise has been undertaken in the hotel's north wing, with a complete revamping of public areas, rooms and suites and infrastructural facilities and services. This $7,5-million project has helped ensure the hotel heads towards its centenary with a fresh new look, and that Meikles is geared to serving an expected upturn in visitor arrivals in coming years.

Located in the central business area of Harare, overlooking the attractive and often spectacularly colourful Africa Unity Square, Meikles has 317 bedrooms and suites in two tower blocks that give excellent views across Harare city and its suburbs. Among the range of accommodation is the Club area, which contains rooms and suites with additional exclusive facilities such as a lounge, dining room, massage service and electronic-lounge for Internet and email connection.

Added to this are two leading restaurants – including the world-famous La Fontaine – and a selection of bars and lounges, a rooftop swimming pool and 15 conference rooms catering for gatherings of up to 500 people.

Other services and facilities expected of a modern hotel by travellers of all kinds are also to be found in Meikles, ranging from a business centre, to on-site secure parking; from a gift shop, to a special Club Lounge for guests in the Club suites of the hotel.

Meikles' management is particularly keen to ensure that visitors get the most from their stay in Harare and they encourage local sightseeing visits to areas of interest, with special emphasis on shopping, cultural attractions and sights ranging from game parks to botanic gardens.

Harare is a diverse and interesting city, with a wealth of attractions for visitors - and Meikles helps ensure that guests obtain full exposure to and enjoyment of all this.

Meikles Hotel – Zimbabwe
Jason Moyo Ave
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Harare, Zimbabwe

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General Manager: generalmanager@meikles.com
General Enquiries: marketing@meikles.com
Reservations: res@meikles.com
Sales: sales@meikles.com
Banqueting and Conferences: bqt@meikles.com
Food and Beverage: fbmanager@meikles.com
www.meikles.com

CHAPTER 3

Dining, Nightlife and Entertainment





Africa Albida Tourism - altogether Africa's finest

Majestically perched on a hilltop that affords a wonderful long-range vista of untamed bush, Victoria Falls Safari Lodge (VFSL) has earned wide international acclaim as one of the most prestigious lodges in Africa.





The Boma – Place of Eating

The Boma – Place of Eating is Zimbabwe's supreme ethnic restaurant, providing international guests with a festive and interactive experience every night on property at Victoria Falls Safari Lodge Resort. So popular is The Boma as a "must do" event at Victoria Falls that it has been re-designed and its capacity increased to 300.

The Boma – ideal for large groups and families alike - celebrates various facets of African life in rousing style. A feast of exotic meats (including game dishes) is prepared on open fires BBQ-style in front of guests and entertainment includes traditional song, storytelling, dance, lifestyle, culture and interactive drumming.



MaKuwa-Kuwa

Not only is the MaKuwa-Kuwa Restaurant at Victoria Falls Safari Lodge constantly acclaimed as among the finest in Zimbabwe but, in world terms, its panoramic vista is simply astounding and dramatically enriches any dining experience.

The lodge's hilltop location is further enhanced by MaKuwa-Kuwa's first-floor positioning that commands majestic views over an often prolific wildlife waterhole and a vast tract of pristine wilderness stretching to a distant horizon. It's an á la carte gem offering international-class fine dining and an array of traditional African dishes beautifully presented. As the flagship lodge's restaurant, MaKuwa-Kuwa is open for breakfast, lunch and dinner.

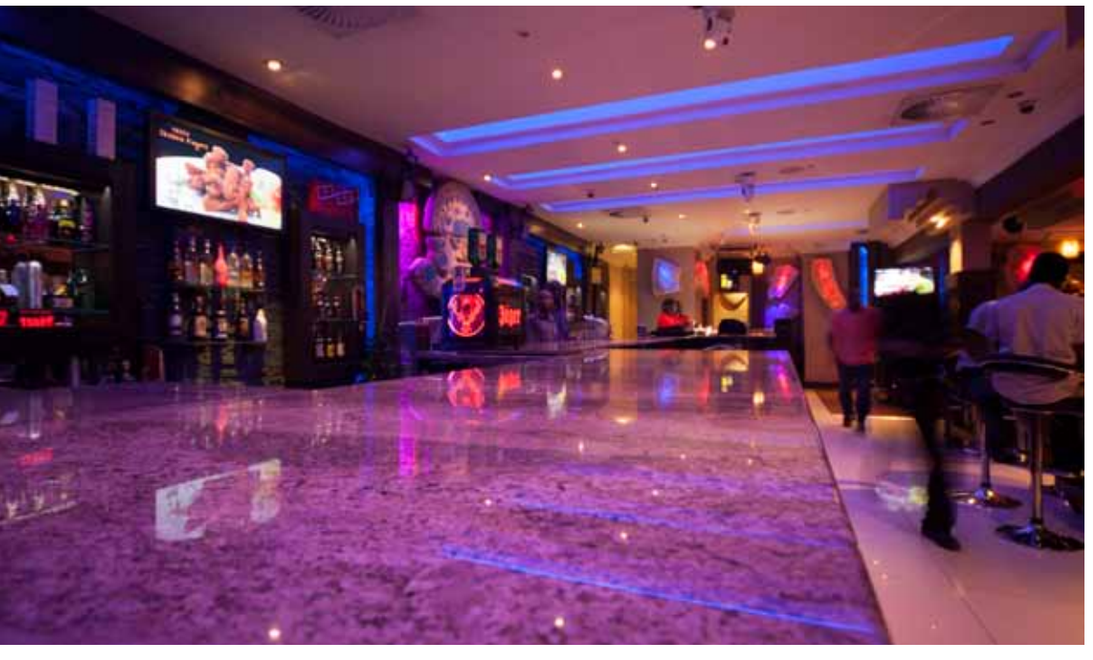


Africa Albida Tourism
Sales and Reservations
Tel: +263 13 43211 – 20
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www.africaalbidatourism.com

Mekka Cocktail Lounge and Sushi Bar

Mekka Cocktail Lounge and Sushi Bar is considered to be the best bar and nightclub in the whole of Zimbabwe.





The crisp modern finish places Mekka on par with some of the World's most popular high-end dining experiences; and one would be forgiven for feeling like they'd stepped into a New York or London eatery.

With its upscale slick look, definitive elegance and pure hospitality, Mekka provides the best cocktails and sushi in town. The amazing ambience, lighting and friendly staff welcome visitors with open arms each and every time they come through the doors.

Mekka Cocktail Lounge has been running for nearly two years, successfully meeting the great expectations of the people of Zimbabwe. They have maintained their high quality of delivery, attaining international reviews from neighbouring countries. Before Mekka was established, there was no venue to accommodate five-star service to adapt to the market trends within the country. Due to this, Mekka managed to assess all aspects and demands within the sector to offer 'the

MEKKA





venue' which would create the 'Wow' effect to whoever came in.

Establishing both a local as well as an international clientele base, people usually come for business meetings, social visits or simply to relieve their stress with the themed parties arranged every week. The kitchen offers a vast range of food delicacies from teppanyaki – Japanese-style cuisine, to the finest range of seafood and freshly-made sushi, prepared by internationally trained chefs of the highest degree.

It is the only place in Zimbabwe that constantly delivers the finest quality sushi each and every day they open. The cocktails are by far the most sophisticated and best tasting in town and they were specially designed by a world champion cocktail maker from South Africa.

Various sushi platters are on offer, including veggie sushi platters, maki rolls with avo, and sashimi platters. The execution is meticulous and the salmon and tuna are perfectly fresh. Even ordering crispy cod or a 'simple' plump chicken burger does not disappoint.

Professionally trained bartenders provide extensive quality cocktails using the finest products. The sleek, modern bar is a great place to sip on one of the generous colourful cocktails, whose flavours instantly cool and refresh. The wide selection is on display in an especially dedicated separate menu. Events are a major part of Mekka's operation, where they are able to fulfil recommendations



to ensure 100% satisfaction. The resident DJ provides upbeat music and the latest selections catering for both local as well as international clientele.

Mekka is situated in the centre of a premium shopping centre where no provisions for second place are made. They cater with international standards of only the best - from their chefs and management, to the disco lights installed. Diners can choose to eat inside or outside on the balcony, which makes for a pleasant evening in the Zimbabwean breeze.

The venue is strictly 'No Under-21s' as this allows elite businessmen the opportunity to come in and relax in an environment with no disturbance. Friday night is party time where top local DJs play until the early hours of the morning. For a more comfortable evening without the vibrancy of the Friday night crowd, Saturday night is the ideal time to enjoy a great evening meal. A well-known fact; Zimbabwe is a spectacular country with lovely people who are warm and welcoming to all. The entertainment sector has taken a turn for the better and with the great developments, Mekka aims to grow and provide more for people both locally and internationally. In achieving this, they would like to give a better taste of pure Zimbabwean hospitality and show what Zimbabwe is capable of. It should be a point to visit on any trip to Zimbabwe.

Mekka Cocktail Lounge and Sushi Bar
Suite AA, Sam Levy's Village
Borrowdale, Harare Zimbabwe
Tel: +263 4 885 623/6
+263 772 781 709
Visit us on Facebook:
www.facebook.com/mekka.cocktaillounge

Love me Tandoor…!

Tandoor is an excellent example of an Indian restaurant; and those are, sadly, few and far between in modern-day Zimbabwe. By Dusty Miller

Tandoor
"The Taste of Indian Cuisine"









Situated dramatically above the Hindu community's vibrant Sunrise Sports Club in Belvedere South on the site of Harare's original international airport and Royal Air Force station, Tandoor is a verdant, green oasis in the gritty, grey desert of sprawling industrial sites, which reach out to the Bollywood-like opulent housing of the city's traditional Asian quarter.

And apart from being a very fine Indian restaurant, specialising in vegetarian and non-vegetarian curries and the like, Tandoor is the hub of a community asset patronised by not only Zimbabweans with roots back to the Indian sub-continent, but to those of all ethnic origins. The eatery is also popular with business and holiday visitors to Harare, the capital city of Zimbabwe.

I had lunch there recently with one of the partners in the enterprise, Sanket Patel. We ate on a sun-kissed verandah overlooking the carefully nurtured and frequently used cricket oval.

He introduced me to bhelpuri, a subtle but spicy North Indian and Pakistani starter course or snack food, often served with cocktails. As I sipped an icy-cold lager on a hot day, he described the Diwali festival held at the sporting club for which Tandoor had catered.

"We must have had 4,500 people of all races and ages here enjoying themselves at the Festival of Lights, especially for the spectacular fireworks show, but I estimate these grounds could safely accommodate gatherings of up to 10,000 people," he told me.

The Tandoor Restaurant itself (named after the traditional Indian cylindrical clay oven in which tandoori foods are cooked or baked at incredibly high temperatures), seats up to 120 diners both indoors and out on the first floor of the sprawling building. And when I told Sanket that my dining club had to wait until one of our most loyal members was overseas on leave to eat there (he was on crutches and couldn't manage the steep, attractive, wrought iron fire-escape-type staircase), he immediately offered to provide tables, chairs and the usual high-level of attentive service at ground-floor level.

Tandoor has its own comfortable, well-stocked and moderately priced bar adjoining the first-floor dining area and the club itself has a full bar at ground level. The club's hall, used for weddings, commercial events and product launches etc., will seat 250 customers indoors. At the Diwali function, the restaurant, club, hall and massive playing field were all pressed into service to ensure members, guests and visitors had a memorable festival.

As Sanket and I finished our lunch - I had a wonderful herby prawn curry, with the sauce light and fruity enough so as to not mask the delicate flavours of Mozambican-caught plump, pink, prawns - the club's staff worked on readying the playing fields for a cricket, soccer or field hockey match. The club also has the largest indoor hockey stadium in Central Africa, which is well patronised on mid-week evenings.

Personally, I enjoy a light spicy lunch there on the verandah soaking up the dappled sun, grabbing a breath of fresh air in Harare, which can be stiflingly hot at certain times of the year, and watching a myriad of birds (graceful, leggy Abdim's storks are often very visual) quartering the grassy areas for titbits.

077Tandoor
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Connections

Today, the Celebration Centre houses one of the city's most popular and versatile restaurants.



Pastor Bonnie Deuschle wrote of how its inception was inspired: "I was always fascinated by the many aspects of food and nutrition; its presentation, cultural differences and tastes. In a quest to bring diversity and drawing from the wealth of recipes I had collected over the years, I sought different ways to make appealing and appetising dishes. These quickly became favourites at dinner parties. I started with some of my favourite dishes from all over the world, which included American, Italian and Mexican foods. I especially enjoyed serving my mom's homemade chocolate cake, apple pie, chocolate chip cookies and cinnamon rolls, an ever-present feature in our home when I was growing up. Little did I know that these recipes would become the foundation of the restaurant which eventually became a signature standard for Zimbabwean coffee shops. We wanted to have a clean and healthy environment where friends and business associates could connect with each other and families could gather and fellowship around good food: hence the reason for naming the restaurant 'Connections.'"

A favourite for many is the coffee shop's signature dessert, Amai's Chocolate Cake. Also very distinct are the Cherry Almond Pie, Banana Caramel Cake, Golden Carrot Cake, Black Forest Cake, Apple Pie, Buttermilk Pecan Pie, Sour Cream Raisin Pie, Red Velvet Cake and the Connections Signature Three Layer Cake, just to name a few. On the other hand, they have also introduced a whole range of health foods to correspond with the overall vision for health and wellness. Well balanced wheat-free, sugar-free meals, salads and breads as well as sugar-free delicacies such as the famous Chocolate Almond Squares, the Almond "Kiss" Cookie and Retro Mini-Muffins are also on offer.

"Because the body is amazing, you may be able to handle a piece of chocolate cake, but just don't make a steady diet of chocolate cake and cappuccinos! So come and enjoy the spread and when you want to make healthy choices, we have many options: sugar-free and wheat-free cuisine and non-sugar sweeteners of natural origin. Of course you can still have the option of sharing one of our amazing conventional desserts. Whatever you may choose, you can always connect with loved ones and celebrate life with friends at Connections." – Pastor Bonnie Deuschle.





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Email: connections@celebrate.org

Freshly Ground

Every cup matters – from sourcing the finest beans to the smile on the lips of our customers as they savour their last sip. We strive daily to provide coffee made from the selected beans, hand roasted by our highly experienced roast master, prepared to meticulous world class standards by our artisan baristas and served with a smile in a warm and welcoming environment.







The Freshly Ground Experience
Our brand enjoys a loyal and ever-growing following. The experience our customers have of our brand can be described as the sense of excellence communicated by the design elements in our stores; the familiarity of the smell of freshly brewed coffee; the friendliness and banter of the staff; our unique menu offering, brand lingo and latté art; as well as the reliability and efficiency of our service. All these experiences are embodied in any Freshly Ground cup of coffee that our customers have grown to love. These are all strengths that ensure that our brand remains fresh and innovative, setting us apart from other coffee shops in Zimbabwe.

Our Values
As a business that has its origins as a church-based coffee shop, we strongly believe that we are not in the coffee

FreshlyGround
COFFEE BAR





business, serving people – but rather in the people business, serving coffee. The embodiment of that is seen in our stores where we make it our aim to know our customers by name as well as build relationships around the unifying experience that is coffee. As a business entity, we are still grounded in a biblical worldview and work ethic and aim to deliver on our mission to provide the best coffee experience to our customers. We work hard to ensure that this is a value that we maintain even through our strategic partners.

Our people

Our team is made up of highly skilled and trained individuals. Our expert Roast Master, recognised on the American Roasters Association, roasts and blends our coffee locally. Our Brand and Marketing Director who, having grown up on a coffee plantation in Kenya, has coffee coursing through her veins and is passionate about growing the coffee culture within Zimbabwe. Our Operations Manager, trained in one of the premier coffee houses in South Africa, ensures a vibrant environment for training our own home-grown baristas to extend the Freshly Ground experience.

Operations

We commenced operations in November 2010 with our first store in Avondale shopping centre. In the year following we opened an outlet in Mount Pleasant followed by our flagship shop located at Sam Levy's Village in Borrowdale. We have most recently gone mobile with the first state-of-the-art coffee trailer. Still based in Harare, we have a growing presence in creating synergies with existing coffee shops to serve our coffee and in pursuing franchise outlets. This means we are on the way to being able to serve our gourmet, world standard coffee to all coffee lovers wherever they may be - look out for us wherever you may be around the world as we grow our footprint and take this proudly Zimbabwean brand global.





NB3 Shop 6, Sam Levy Village
Borrowdale, Harare
Email: coffee@freshlyground.co.zw
Facebook: freshly ground coffee bar
www.freshlyground.co.zw

The Book Café

Growing from Grassroots Books - an alternative bookshop established after Zimbabwean Independence and which survived an attempted bombing by a South African hit squad in the mid-eighties - this popular space in the capital has evolved into today's vibrant performing arts venue; a platform for free cultural expression in central Harare, open six days and nights-a-week throughout the year.









The Book Café offers an all-day restaurant and bar, a well-stocked bookshop, more than 600 cultural events a year, and a meeting place for artists and people from all racial and cultural groups and all sectors of Zimbabwean society. It has been prominently identified by audiences and artists as a critical 'democratic space' that facilitates free expression, public discourse and community involvement in arts - a place where people mix in freedom.

Its open-door policy welcomes all genres and disciplines as well as new fusions and experiments. Live performances encompass spoken-word, poetry slams, stand-up comedy, literary readings, drama and all types of music, from traditional mbira, jazz and reggae, to hip hop and rap.

Many of Zimbabwe's best-loved and top-selling music artists grace the Book Café stage, including superstar Oliver Mtukudzi, internationally acclaimed mbira artist Chiwoniso Maraire, afrojazz-ists Dudu Manhenga & Color Blu and Jazz Invitation, contemporary African artists Victor Kunonga, Alexio Kawara, reggae master 'MicInity',

BOOK CAFÉ











dendera king Sulumani Chimbetu, rhumba giants Real Sounds of Africa, along with comedians and a host of music and spoken-word artists of diverse genres.

The Book Café is owned and operated by arts development organisation Pamberi Trust, which runs artistic workshops and training programmes throughout the year, and provides access to rehearsal space and equipment. It emphasises gender equality and youth development, running special initiatives such as FLAME (Female Literary, Arts and Music Enterprise) to promote women in the arts, and BOCAPA (Book Café Academy of Performing Arts) open-mic sessions which are well-subscribed opportunities for new talent. Home to Zimbabwe's thriving movement of protest poets, the Book Café is renowned for debates on current issues such as land justice or journalistic ethics, and for staging often controversial performances. It has developed strong links with the African music scene, frequently organising exchanges and hosting visiting musicians from around the world.

The Book Café became a laureate of the prestigious 2011 Prince Claus Awards (Netherlands). The jury report read:

"The Book Café is awarded for its exemplary support of culture and development in Zimbabwe, for the diversity, quality and wide reaching impact of its activities, for stimulating creativity and fostering aspiring young talent, and for its tenacity and commitment in upholding freedom of expression in a difficult context".

The award was a momentous achievement for Zimbabwean performing arts, and for Book Café, which became one of the first live performing arts venues of its kind in the world to win the global award. The Book Café shared the award with all artists who have contributed so significantly to the success of the Book Café over the years.

The Book Café, 139 Samora Machel Ave/6th Street, Harare, Zimbabwe
newbookcafe.harare@gmail.com
www.zimbabwearts.org

Pennywise Liquor Centre

The Connoisseurs of Premium Quality Liquor and Excellent Service.



Background
Pennywise Liquor Centre was established on 19 August 1992. The company is a solid family-run business which was started by the late Mr D Mudimu and his late wife, Mrs G Mudimu. The Liquor Centre is currently under the ownership of Mr Samuel Simbarashe Mudimu; an astute businessman with vast experience in the liquor, beverages and customer relations business.

The Vision
The company's vision is to go to the depth of the customer's heart and establish a friendship based on genuine ideals and mutual respect. The mission is to further the relationship by providing high-quality products, unmatched service, while aiming to maintain market leadership.

Location
Pennywise is conveniently located at the Eastlea Shopping Complex along Samora Machel Avenue. It is endowed with spacious customer parking and surrounded by other leading shopping outlets. The Liquor Centre lies along the gateway to Mutare and Mozambique and to date is the leading one-stop-shop for all beverages, alcoholic and non-alcoholic.

The Business
The Liquor Centre retails and stocks premium and quality minerals, wines, beers, spirits local and imported and leading labels in whisky, gin, vodka, cognac, champagne, liqueurs and a full range of snacks and necessities.

In 2002 Pennywise shot to fame with its branding campaign that was pivotal in establishing it as a Liquor Centre rather than an ordinary bottle store. To further enhance its identity and popularity, the Liquor Centre joined forces with some of the country's leading event planners and corporates. This further extended their business to managing bars at corporate events, weddings, fairs and individual parties. From providing the full range of drinks to the final delivery, a customer experiences that personalised service that leaves a mark on their shopping experience.

Pennywise believes in the celebration of life and its achievements and special moments. That is why they are the experts in providing for and managing any capacity of bar and refreshment requirements. They will advise on your budget requirements and capacity management, and possible risks of loss. If a customer prefers, the Liquor Centre can advise on brand choices and quantities for specific crowds and individual profiles.

This has let them capture a large market of nightclub and sports club bar management contracts, which has enabled them to leverage their supply quota to extended market streams.

The Liquor Centre offers, among other things; discounts on large orders, a "Sell and Return" facility that enables you to return purchases that have not been opened and consumed. Delivery of drinks to the venue, setting up your bar and even Barmen for hire.

Be sure to pop in to Pennywise for your next order of premium quality drinks. You are guaranteed an excellent service you'll definitely come back for.

Shop 2 & 3, Lindsay House
Samora Machel Avenue, Eastlea
Harare, Zimbabwe
Tel: +263 4 746941 / 746399
Cell: +263 773 044 246
Fax: +263 4 746667

The Master of Ceremonies

- Pennywise Liquor Centre has acquired a seasoned tradition of providing the best service delivery and the widest selection of liquor (alcoholic and non-alcoholic). In the same tradition, we have also become experts in providing for and managing any capacity of bar or refreshment centre requirements. From placing your large orders, delivery, providing bar-men, collection, to our amazing "Sell and Return" facility, Pennywise guarantees you a stress-free event. Call us today and experience it for yourself.



The Neo-Palette - 10161

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PENNYWISE
LIQUOR CENTRE

CHAPTER 4

Arts, Culture and Heritage



CULTURE FUND
Investing in Ideas



The Culture Fund of Zimbabwe Trust





About Culture Fund of Zimbabwe
The Culture Fund of Zimbabwe Trust is an independent, not-for-profit, non-partisan and development-oriented civil society organisation established in 2006. It is registered in accordance with the laws of Zimbabwe. The Fund focuses on investing in Zimbabwean cultural, artistic and heritage initiatives, with the aim to create a greater *wealth and well-being* for Zimbabweans.

The organisation was founded upon realisation that funding towards cultural activities in Zimbabwe was inconsistent and piece-meal. Local stakeholders and the Swedish International Development Agency (SIDA) therefore created an all-encompassing vehicle that had capacity to coordinate the various initiatives in Zimbabwe's cultural and creative sector. Since then, the Culture Fund has promoted a dynamic, diversified and sustainable culture sector imbued with Zimbabwean values and identity.

The Culture Fund Role in Zimbabwean Society:

Funding Arts, Culture and Heritage
The organisation's key role is to provide grants and technical support to individuals,

registered companies, artists' work groups, cultural organisations or cultural institutions.

Building Partnerships
The Fund promotes the use of art and culture as a tool for overall national development. It works in partnership with multi-lateral agencies, community based organisations, civil society, Government departments and NGOs. One of its main funding partners is the Swedish International Development Agency (SIDA), which fosters international development cooperation and channels its resources to culture agents and development projects in Zimbabwe through the Fund.

Integrating Society
Operating within a complex web of development, wealth creation and nation-building efforts, cultural initiatives cannot operate in a vacuum. The Culture Fund therefore brings together multiple stakeholders in the Zimbabwean cultural sphere and other sectors in integrating society; using the arts culture as an important vector for achieving sustainable development.

The Culture Fund Mandate
The Culture Fund of Zimbabwe Trust has a mandate to build capacity in the cultural sector through multi-dimensional strategies. These include investing in creative ideas by way of grants and technical assistance. The fund also creates an enabling environment for mainstreaming arts and culture into the national development agenda. Its stated vision and mission are couched in a set of organisational values and implemented through three strategic goals.

Vision
"A dynamic, diversified and sustainable culture sector imbued with Zimbabwean values and identity which contributes towards wealth creation".

Mission
"To contribute to the growth of the culture sector in Zimbabwe by providing finance and technical support to cultural practitioners, institutions and activities".

Strategic Goals
- Establish a sustainable Fund with a *strong* fund management capacity;
- Identify talent and create platforms for innovation and space to grow the culture sector;
- Access to finance, markets and capability, skills for culture agents.



Core Values
The Culture Fund believes that all its business practices should be tested for integrity and that operations should be efficient and quality never compromised.

The Culture Fund is committed to being held accountable for adding public value and being open and transparent before its stakeholders.

The organisation promotes bold and creative behavior whilst appreciating the importance of achieving a balance through acting as a non-partisan player in the Culture Sector, in all choices and activities.

About Culture Fund Programmes
In helping address the Arts and Culture sector as well as aspects of national development priorities, the Culture Fund of Zimbabwe Trust supports a broad range of programme clusters. To achieve this, the sustainability of the Fund itself is









Photo Credit – Shepherd Mutamba

important. This is done through building effective resource mobilisation and fund management capabilities assisted by strong strategic partners, good organisational governance and internal sound systems and procedures.

Who do we fund?
Zimbabweans or residents of Zimbabwe with legal status as follows:
Individual Cultural Agents operating independently, Individual cultural Agents operating as a registered company, Artists or Work Groups, Cultural Organisations, Cultural Institutions.

Cross-Cutting Themes for Programmes
Gender equity, and particularly the empowerment of women and girls; HIV&AIDS and the vulnerable communities and individuals affected and infected; Artists and Human rights promotion; Good governance, the facilitation of a conducive environment for cultural growth; Environment, including issues around adaptation to climate change.

Gender Equity, Youths, Arts Education, Training Development
The Culture Fund pays particular attention to vulnerable groups such as marginalised women and youth in rural & urban areas. In so doing, it contributes to the unlocking of their full potential in the cultural and creative economy by bringing their experience, knowledge and interests into the productive matrix. This is achieved through providing grants and technical assistance to projects aimed at uplifting their status. It also supports training workshops aimed at improving the knowledge and expertise of these target groups.

National Pride, Identity and Heritage
The Fund has taken an active role in enhancing national pride through supporting initiatives aimed at preserving and promoting cultural heritage. It supports projects that have a national outlook, and which centre on shared customs and traditions of Zimbabweans. This encompasses all expressions of arts and culture, including creative industries, heritage, literature, visual arts, music, theatre and dance.

Community Empowerment
Community training and capacity building initiatives form the cornerstone of a sustainable culture and creative industry. The Fund is fast emerging as the key contributor to community development making positive impact on women, groups, institutions and associations among others. Projects such as the Binga Craft Centre, the Murehwa Community Centre, Pakare Paye Arts Centre, Amakhosi Arts Centre, Jenaguru Arts Centre, the Mbira Centre, the Colleges of Music in Harare and Bulawayo and the variety of festivals supported each year around the country are a few examples.

Talent Search, Development and Showcasing
The identification, nurturing and development of talent; especially among the youth, helps create a vibrant cultural environment that leads to artistic excellence. The Fund therefore sets new standards and creates new role models for future generations. The Fund promotes the showcasing of new artistic talent from different genres of the arts by organising and taking part in festivals, exhibitions and tours. This helps increase audiences and consumers of new creative work.

Artists and Human Rights Promotion
In a dynamic, political and socio-economic landscape, it is imperative for the nation to continuously re-examine and redefine artists and general human rights. Although the promotion of artists' and human rights is complex and multi-faceted, the Culture Fund is making an invaluable contribution towards the improvement of social cohesion and well-being in Zimbabwe through diverse activities. Significant results have been achieved in improving musicians' rights through the partnerships between the Fund, the African Regional Intellectual Property Organisation (ARIPO) and the Zimbabwe Music Rights Association (ZIMURA).

Leadership and Management Skills Development
The Culture Fund actively builds industry capacity through workshops, seminars, indabas and international exchanges aimed at developing the leadership and management skills of artists and sector players in areas such as creative enterprise and festival management among others. While the strategic partnership with the National Arts Council of Zimbabwe has enabled training initiatives targeted at their cultural officers and provincial managers, the one with the British Council has transformed the professional skills of many arts practitioners through their creative enterprise training programme.

National Strategy for the Arts and Culture (Research and Lobbying)
The Culture Fund of Zimbabwe Trust brings an important dynamic to the shaping of Zimbabwe's national strategy and policy for the Arts and Culture sector. The Fund is involved in multi-faceted projects that address broader policy issues such as the Artist Charter, the seminal Baseline Survey (2008), and the research on the impact of cultural industries on the Zimbabwean economy currently being implemented with the support of the UNESCO International Fund for Cultural Diversity and in partnership with the Zimbabwe Statistical Office (ZIMSTAT).

Production and Access to Markets
The Culture Fund promotes an enhanced culture of creativity and production of cultural goods and services by investing in ideas and facilitating their access to appropriate markets. The Fund extends grants to individuals, community groups and organisations for trade equipment, procurement of raw materials, production and marketing locally and internationally. A number of crafters belonging to the Zimbabwe Applied Arts in Craft Association (ZACCA) were supported to create products and sell them at the World Cup in South Africa in 2010. Other artists have been supported to market their products at regional seminars such as COMESA and SADC trade fairs.

Information Access and Knowledge Management
The Culture Fund empowers individuals, arts organisations and the entire sector to systematically create, share and use sector-specific knowledge and information in order to create desired linkages and wealth. For example, the Culture Fund's Resource Centre, built with the support of the Swedish International Development Agency (SIDA) and the Royal Netherlands Embassy, is a portal for communication, research and dialogue. Under this initiative, support was also extended to the upgrading of the National Arts Council of Zimbabwe's Arts Directory 2011 edition, published in partnership with the Spanish Embassy in Harare.

The Culture Fund's Impact on Zimbabwean Society
The Culture Fund demonstrates that innovative, home-grown models for sustainable development that promote cultural diversity have measurable impact on wealth creation as well as social well-being. Since 2006, the Fund has extended support to over 600 projects in Zimbabwe. Here are some examples of the support rendered:

- ✓ **Uplifting the status of women and youths**
  International Images Film Festival (IIFA);
  Cover to Cover children's creative writing competitions;
  Young Africa Arts Festival (Chitungwiza).

- ✓ **Arts education amongst children**
  Children Performing Arts Workshop (CHIPAWO);
  Umkhathi Theatre Group;
  Inkululeko Yabatsha School of Arts (IYASA) .

- ✓ **National Heritage and Pride**
  National Museums Primary Schools;
  National Heritage Quiz;
  Jikinya Traditional Dance Festiva;
  Dictionary of Shona names by Professor George Kahari.



- ✓ **Community Empowerment**
  Country-wide festivals support programme;
  Musical instruments programme for arts groups, institutions and associations;
  Artist mobility programme.

- ✓ **Artists and Human Rights Advocacy**
  Artists' Charter for the constitution-making process;
  Intellectual Property rights awareness campaigns and workshops;
  Intellectual Property research in Binga targeting basket-weaving women.

- ✓ **Information and knowledge management**
  Culture Fund Resource Centre project;
  Culture Fund Research programme;
  (Baseline Survey (2008); Cultural Statistics (UNESCO/ZIMSTAT);
  Minority cultures research programme (Binga, Ndau, etc).

- ✓ **Talent search, showcasing and development**
  Music Crossroads Zimbabwe;
  Starbrite National Talent Search Completion;
  Iyasa Provincial Talent Search Completion.





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Harare International Festival of the Arts (HIFA)

Started in 1999 and held annually in the centre of Zimbabwe's capital city, the Harare International Festival of the Arts (HIFA) is a six-day, multi-disciplinary Arts showcase. Participants are drawn from Zimbabwean artists and visiting artists from around the world.







Incorporated into the Festival is a comprehensive workshop programme for the public, as well as master classes to encourage skills exchange, networking and collegial inspiration towards the creation of works of high artistic integrity.

HIFA is also engaged in various social development programmes, including urban regeneration activities in Harare's low-income residential areas. An outreach programme for orphans and vulnerable children ensures hundreds of children, from childcare organisations partnering the Festival, attend the Festival free of charge.

Extensive efforts are also made to ensure performances from the Festival are taken into outlying areas surrounding Harare and showcased for free for the benefit of members of the public, who are otherwise unable to afford the already highly subsidised tickets.

The Festival Objectives are:

- To establish a world-class sustainable event and organisation that contributes to the long-term development of Zimbabwean arts and culture.
- To stage a six-day annual festival that showcases the very best of local, regional and international arts and culture in a comprehensive programme of theatre, dance, music, spoken word, applied and visual arts, workshops and street performances.













- To offer a showcase for the promotion of Zimbabwean artists as well as a forum for exchange with artists from other countries and vice versa.
- To establish ongoing workshops and mentoring schemes that give further training in all aspects of arts and arts management.
- To celebrate the ability of the arts to bring people from different backgrounds together.
- To use the arts as a tool for positive expression.
- Using arts and culture as the vehicle, to contribute to community unity and ultimately positive nation-building.
- To explore alternative avenues of employment creation and thus show the value of Cultural Industries in a national context.
- To create an event or series of events that are optimistic and offer Zimbabwean youth positive endorsement of their country.
- To investigate and establish tested methods of encouraging HIFA as a Cultural Tourism destination that can benefit the country.

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CHAPTER 5

Mall Destinations and Retail




7
TO CHIPS
NACKS
PCORN
ARCOAL
NUTS
OATMEAL
QUAKER
OATS

Sam Levy's Village

The Village has come a long way since Sam Levy stood on the steps of his Boff's supermarket and had a vision for what he wanted it to become.









This world-class mall has now become the leading shopping destination, not only in Harare but countrywide. With over 200 shops and offices now clustered in one centre, it has weathered the economic challenges of the last 10 years and continues to offer an exciting outdoors shopping mall experience.

Sam Levy's Village hosted a whole range of Christmas delights in December 2012. There were some wonderful events for every age range. The Turning on of the Lights was on 7 December, when the Village took on its festive atmosphere. From then, visitors took advantage of the late night shopping every Friday evening until 9pm. Youngsters had the chance to 'Catch the Grinch' for prizes. Carols by Candlelight also took place on this evening. Children got to meet Santa at Golf USA, on 8, 15 and 22 December.

With Mr Levy's passing earlier in 2012, his sons have stepped up to the helm; keeping the Village a family-run operation. They pride themselves on the secure environment for shoppers - employing their own security guards for the parking area so shoppers can rest assured that their vehicles are safe while they shop.

Courtesy of

Sam Levy's Village











And shop you certainly can – the centre has everything that you might need, both for Christmas shopping and throughout the year. There are sports stores, jewellers, shoes, clothes, furniture, spices, books and a whole lot more. With seven banks serving the centre, you can also be sure of having your money when you need it. The Levy's are also pleased to be improving the nightlife with a wide range of up-market bars and restaurants.

Throughout the year, visitors can expect ongoing entertainment, with trade and car shows and rides for children along the Village's central promenade. The Flea Market every Sunday expands the range the Village has on offer. With over 200 stalls, smaller dealers have the chance to sell their wares.

Be sure to keep an eye out for the Clock Tower at the centre of the Village - its 1929 clock serves as a monument to Sam Levy's achievements.

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OK Zimbabwe continues to lead retail in Zimbabwe

OK Zimbabwe Limited has been in existence since 1942 and has established itself as a customer-oriented retail organisation, providing comprehensive access to a broad range of retail products and allied services developed in response to its customers' requirements for convenience and value.





OK Zimbabwe Limited was first incorporated as Springmaster Corporation in 1953, and in 1984, its name was changed to Deltrade Limited which then subsequently changed to the current name in July 2001.

The inaugural branch was opened at OK First Street Harare (then Salisbury) in 1942 and the second branch in Bulawayo in 1952. A further five outlets had been opened across the country by the end of 1960. In 1977, Delta Corporation acquired the business operations of Springmaster Corporation (now OK Zimbabwe Limited), which they held until the de-merger in October 2001.

Business Operations

The Company is a leading supermarket retailer whose business covers three major categories, comprising groceries, basic

clothing and textiles, and house-ware products. The groceries category includes dry groceries, butchery, delicatessen, takeaway, bakery, provisions and fruit and vegetable sections. The bakeries operations are currently outsourced to Innscor. Another specialist area is school-wear.

OK Zimbabwe Limited trades under three highly recognised brand names, OK stores and Bon Marche stores and the relatively new brand OK Mart was introduced in March 2011. The diversified distribution channel allows the Company to target all segments of the desired market. In this regard, the Company has specifically profiled its stores in terms of design, product range, services and other offerings in a way that effectively caters for the specific requirements in the low, middle and high income consumer categories.

OK Zimbabwe Limited has maintained its position as one of the dominant supermarket retailers in the country's competitive retail sector, despite the effect of liquidity constraints and low disposable incomes. Over the years, the Company has developed its own brands through the OK Pot 'O' Gold, OK Value and Bon Marche Premier Choice labels. With the introduction of the OKmart Megastores came the introduction of the Shopper's choice house-brand designed to cut across all three store brands and benefit from economies of scale.



OK Zimbabwe Limited's Mission

- Our business is general retailing, providing quality merchandise and service while offering value for money to our customers in all market segments in Zimbabwe;
- We are committed to the development and welfare of our employees;
- We will achieve an optimum return of investment;
- We will strive to build long-term relationships with our suppliers and the community.

OK's Operating Units

The OK Stores brand boasts 44 outlets nationwide - 24 in Harare and 20 in the major towns and cities around the country. The OK Stores cater for the widest range of customers within the OK Zimbabwe stable. The up-market clientele being catered for by branches in the low density suburban areas and some city centre locations in key cities. The Harare city centre stores cater mainly for the middle income band and are planted strategically on route to various public transport locations. The mass market is catered for by the large number of stores located in various low density suburban areas.

The OK brand boasts the largest retail promotion in Southern Africa in the OK Grand Challenge Jackpot Promotion which is run annually between April and June. The promotion caters for and excites all market segments. The OK Grand Challenge was recently awarded the Retail Promotion of the Year Award by the Marketing Association of Zimbabwe for 2011.

Bon Marche is OK Zimbabwe's up-market store brand located in a select number of low density suburbs in Harare. There is currently a total of seven Bon Marche stores, all located in Harare. Bon Marche Belgravia is two years old, having opened on 23 December 2010; while the newest branch, Bon Marche Westgate was opened on 27 August of 2011. OKMart is the newest addition to the OK Zimbabwe Limited



fold after the acquisition from former Makro locations in Harare and Bulawayo. The two mega stores boast a total shopping area of 13,000m^2 – 8,000m^2 in Harare and 5,000m^2 in Bulawayo - and in excess of 40,000 product lines.

The two are currently the only Mega Stores in Zimbabwe and offer a unique one-stop shopping experience to their customers, offering departments that range





from hi-tech through to toys, to camping and sports equipment. The outlets have received rave reviews from customers and continue to increase value and product offering.

Changing the face of retail

The retail landscape has seen a significant change since 2010. The sector initially went through a period of recovery after a period of no stocks and failure to operate normally. Dollarisation in 2009 enabled retailers to once again make comparatively longer-term plans, improving their offering in several areas including store outlook.

OK Zimbabwe Limited has taken the lead in this drive with eight stores refurbished, one being re-branded, two new outlets opened and the introduction of a new mega-store brand.

It has been said that the retailer who is going to succeed in the Zimbabwean market today is one who is sensitive to the market. Over the years, the Zimbabwean market has evolved significantly. Customer expectations have been increased, partly due to the fact that Zimbabweans travelling for groceries across borders (particularly to South Africa) were exposed to world-class standards and will not expect any less.

The retail customer has also become more vocal, appreciating more than ever that they need to get value for their hard-earned dollar. Retailers have realised that they now compete on broader issues than just product range and quality. Store ambience has moved from a “nice to have” to a “must have” in a very short space of time. In fact, it would be fair to say that the softer factors such as store outlook, customer service and in-store atmosphere have become key determinants of store patronage.

OK Zimbabwe Limited’s refurbishment drive is reflective of a corporate which has realised this and is taking action to position itself favourably in the market-place. The company is scheduled to refurbish more stores in the course of the financial year beginning 1 April 2012. Some of the branches targeted in the near future are OK Fife Ave, OK Marimba and Bon Marche Avondale.

To the OK group, these refurbishments are not an end in themselves but are rather a part of a process of continuous improvement. Prior to the economic downturn, OK had been working on improving its stores with OK Gweru, OK First Street and OK Mutare having been done before then.







Continued growth and improvement

The introduction of OK mart at the beginning of Financial Year 2012 (31 March 2011) bore fruit as the two stores performed beyond expectation. To the OK group, the OKmart brand adds a dimension of shopping which was lacking in the Zimbabwean retail sector.

OK Mart has at least 20 departments including sport, outdoor and camping, hi-tech, butchery, clothes and textiles, DIY, stationery and general groceries. The rebranded store also has a coffee shop and the Harare outlet boasts of 300 bays of parking space.

OK's diversified distribution channel allows the Company to target all segments and the Company has specifically profiled its stores in terms of design, product range, services and other offerings in a way that effectively caters for the specific requirements in the low, middle and high income consumer categories. OK Zimbabwe Limited has maintained its position as one of the dominant supermarket retailers in the country's competitive retail sector, despite the effect of liquidity constraints and low disposable incomes.

The good response achieved can be seen as an endorsement by the market that the two stores do, indeed, address a gap that existed.

In addition to the acquisition of the mega-stores, OK Zimbabwe continued on its store refurbishment drive that commenced in 2010 with the rebuilding of OK Masvingo. The year 2011 saw the new look spreading to OK Chiredzi, OK Queensdale, OK Avonlea, Bon Marche Mt Pleasant, BM Chisipite and BM Borrowdale. In addition, the new outlet Bon Marche Westgate was added and has been performing to expectations.

The return on this significant investment has been evidenced through increased traffic into these stores, a positive change in the customer profile and sales figures in comparison to performance before renovations.

As the company entered the new calendar year, OK was on track to open a new OK branch in Kwame Nkrumah Avenue, to be known as OK Kwame Nkrumah. OK also proceeded with the refurbishing of Bon Marche Avondale, OK Marimba and OK Fife Ave during the course of the year. These have been undertaken as part of the company's policy of upgrading facilities to world standards.

The most recent addition to the group is the opening of OK Victoria Falls which brought the total number of OK stores to 45.

The new generation stores have been applauded for their fresh and vibrant colouring, the friendly atmosphere, assisted by state-of-the-art lighting and the international feel.

OK Zimbabwe Limited has supported this physical investment by ensuring a very competitive range of products with many recognised brands available. Staff have been taken through customer care reorientation to ensure that every element of the customer's shopping experience is catered for.

OK Zimbabwe Limited is set to continue its refurbishment into the future. While these efforts benefit the OK group, they also benefit the wider community as they set a new standard for the retail sector in Zimbabwe.

Corporate Social Responsibility

OK Zimbabwe Limited has shown commitment to the community by sponsoring or donating to causes in the areas of health, education, students' employment, charities, sports and the environment. Children's Homes, Old People's Homes, Hospice Centres and Disabled People's Associations are amongst the beneficiaries of OK Zimbabwe's Social Responsibility efforts.

Through its 53 branches, OK Zimbabwe Limited is involved in various local community activities. The branches are proud to be able to make a positive contribution to the communities in which they operate.

Health and Safety

The Company continues to provide both preventative and curative health delivery services to its employees. Outreach programmes to family members of the sick and bedridden employees revealed a growing need for generic as well as systematic counselling services, which were provided through professionals.

Education

Staff development is one of our core values. A substantial number of our employees are enrolled on various education and training programmes at tertiary and professional levels. These programmes provide succession material for technical and managerial positions in the Company.

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TM - Family Store, Wide Range, Real Value ... Always!

We have established a service culture that is not only a value-adding experience but also one to cherish - Bisset Chimhini, TM Chief Operating Officer.









"TM Supermarket has built up its reputation around being the retailer of choice for families across the length and breadth of Zimbabwe, being close to every Zimbabwean home and offering them real value always."

These are the words of Bisset Chimhini the chief operating officer of one of the largest supermarket chains in the country -TM Supermarkets.

It is a fact that the retailer has established a network of 50 stores nationwide which it owns and operates and prides itself on being able to offer one price nationwide.

The supermarket chain is part of the conglomerate Meikles Limited and has built a solid reputation of respect both from industry players and also from its customers.

"We work hard to ensure that the good things that customers know us for are amplified and that every shopping experience they share with us is a good one," said Mr Chimhini.

"We have established a service culture that make visiting a TM store, not only a value-adding experience but also one to cherish."

The supermarket chain is now in the throes of refurbishing its network to ensure a modern shopping experience for all its customers, as well as ensuring that its positioning statement that speaks of 'Real Value Always' also includes a cutting-edge modern shopping experience.

"We are in the final phases of construction and refurbishment of our branches in Hwange and Chinhoyi, to ensure that our branches are an attractive environment for our customers to be in, while ensuring that we are delivering on our value promise," Mr Chimhini explained.

In the new designs for the stores there is an emphasis on "fresh"; a minimum of 40% of floor space has been dedicated to fresh produce that is fruit & veg, deli, confectionary and cold chain. "This is our response to the way the world is going - healthy living; an infusion of traditional health food is a necessary development.

High turnover in various trial traditional lines has been pleasing and points to clear demand."

The supermarket chain also recently entered into partnership with Pick n Pay of South Africa and this has resulted in the rolling out of various Pick n Pay stores in the country, with the first two being at Kamfinsa Shopping Centre and Westgate Shopping Mall.

"In 2011, Pick n Pay purchased an additional 24% of Zimbabwe operation TM Supermarkets, where it already had a 25% share, bringing its total shareholding to 49%, and this has culminated in the deployment of the PnP stores you see around the country now, with many more planned for the coming year," explained Mr Chimhini.

Real Value Always
NATIONWIDE

Pick n Pay - A whole new shopping experience

We pledge that the shopping experience will be second to none - Bisset Chimhini, TM Chief Operating Officer.







Pick n Pay Supermarkets rolled out its first supermarket in Zimbabwe on June 21, 2012, at the refurbished George's Square Kamfinsa shopping centre in eastern suburban Harare, with a full range of local and imported commodities at reduced opening prices.

The supermarket, the first of many to be opened in Zimbabwe, is the product of the partnership between TM Supermarkets and Pick n Pay, where the latter increased its shareholding in the local retail chain, with a view to recapitalising its operations and also rolling out its successful flagship brand on the local market.

In 2011, Pick n Pay purchased an additional 24% of Zimbabwe operation TM Supermarkets, where it already had a 25% share, bringing its total shareholding to 49%.

The brand has also launched its second store, which opened its doors on December 13, 2012 at the Westgate Shopping Centre, and has fast become the centre of attraction at the shopping mall, that is in a rehabilitation phase following the years of economic hardships the country went through. PnP Westgate is now the anchor tenant at the mall. The stores in Zimbabwe include the PnP Supermarket as well as stand-alone PnP Liquor and PnP Clothing stores that offer world-class merchandise to customers at competitive prices, achieved largely through access to PnP's Africa distribution centre.

Bisset Chimhini, TM Chief Operating Officer, said "These PnP outlets offer an experience similar to that of any southern African PnP supermarket. These developments represent a "Taste" of what we have planned over the next two years." PnP has also provided operational support to TM Supermarket, through a skills development programme designed to equip the local team with international best practice in a variety of retail disciplines that will ultimately result in a unique, new and fresh shopping experience for the customer.

"The customer has always been at the centre of all we do, and we believe that our partnership will result in a productive sharing of ideas that mean service delivery to the customer, comparable to anywhere in the world," Bisset added.

The new supermarket chain will also be rolling out a number of new branches, many of which will be in locations where TM has been operating. This is part of a 24-month programme that is designed to bolster the two brands operations in the sector with a view to delivering a better shopping experience to the customer, with competitive prices.

In the supermarkets, there is an emphasis on "fresh"; a minimum of 40% of floor space has been dedicated to fresh produce, that is fruit & veg, deli, confectionary and cold chain. "This is our response to the way the world is going - healthy living; an infusion of traditional health food is a necessary development. High turnover in various trial traditional lines has been pleasing and points to clear demand," said Mr Chimhini.

"We are also proud that we are supporting Zimbabwean industry, with over 70 percent of our fruit and vegetables coming from local suppliers, and only fruit not grown or available in Zimbabwe is imported," he added.

The TM chain currently has 49 stores in Zimbabwe and these two stores form the first step in an expansion strategy that will see the two brands dominating the local retail space. Further into Africa, PnP currently operates 17 stores in Namibia, 12 in Botswana, seven in Swaziland, one in Lesotho, together with four in Zambia.

"We pledge that the shopping experience in all our Pick n Pay stores will be second to none, both in terms of store ambience and most importantly giving customers real and great value for their hard earned money," Mr Chimhini concluded.

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Joina City Shopping Mall

Situated in the heart of Harare's central business district, Joina City Shopping Mall offers a world-class unique and enjoyable shopping experience.





Joina City's modern architecture provides shoppers and visitors with an authentic 'Hararian experience' which can't be experienced anywhere else in Harare – 'The City which never sleeps'.

As one of Zimbabwe's tallest buildings, Joina City boasts of an unparalleled spectacular view of the City, making it the preferred choice for progressive companies seeking modern, refreshing and inspiring office space.

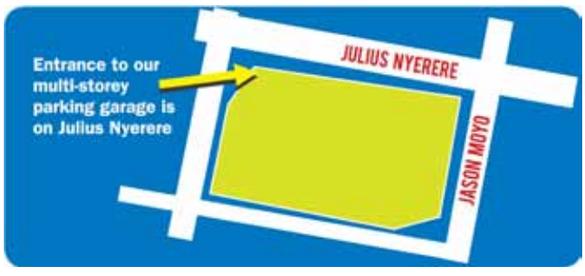
Home to a diverse range of shops and services, Joina City Shopping Mall is a premier shopping destination. For the discerning and classy shopper, the mall boasts of a plethora of services and a host of exclusive stores from top boutiques, the latest technology, a state-of-the-art spa and restaurants, to kids' stores, mobile phone shops, baby stores, a reputable supermarket, reliable and efficient dry-cleaning service, banking services, ATMs and much much more! From luxury clothing, to tasty treats, specialist and the latest innovative techno-gadgets, Joina City Shopping Mall caters for everyone, whatever your gender, age, taste and budget!

Chat over tea or coffee with friends at the Café or enjoy tasty Indian, juicy

JOINA CITY









Portuguese, tantalising Chinese, or a nourishing traditional lunch or meal. You can get lost in literature through one of our well-stocked bookstores. Be a part of the Joina City Shopping Mall experience!

For families, Joina City's Adventure Island is a real treat! Home to Zimbabwe's first 3D and 4D cinema and theatre, Adventure Island offers the amazing 3D experience as well as the 'reality' feel through the extra sensory effects embedded in their 4D theatre experience. To top it off, Adventure Island also has dodgem/bumper cars, an adrenaline filled kids' zone (with play station zones, jungle gyms, numerous videos, indoor sporting games as well as a skating rink) for a great, fun-filled adventure experience!

Joina City "Joins" people from all walks of life together to work, shop, mingle, network, and experience authentic shopping the 'Hararian' way Joina City Shopping Mall offers 600 bays of convenient underground parking with excellent security. There is something for everyone in every store! On your list of regular things to do in Harare, visiting Joina City should be a must. *Entrance to parking is along Julius Nyerere Way. You are never more than a few minutes away from parking convenience in the city!

Like us on Facebook:
Joina City, Zimbabwe
Follow us on Twitter: @JoinaCityZW
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CHAPTER 6

Luxury Lifestyles





Premier Auto

Jaguar and Land Rover Zimbabwe's sole official distributor, Premier Auto, is the home of luxury motoring in Zimbabwe.





We treat the needs of each individual customer with the highest level of specialised individualised service. We emphasise utmost privacy and personalised service. We know that you have high expectations and as the home of the most sought-after luxury cars, we enjoy the challenge of meeting and exceeding those standards each and every time. Allow us to demonstrate our commitment to excellence. We are proud to serve Zimbabwe. If you are looking for a unique luxury experience and lifestyle, we are your ultimate destination.

Whether you require a new Land Rover or a Jaguar, vehicle servicing or original parts, we encourage you to come in for assistance. We are never too busy for you. We revolve around you, the customer. We are in business because of you. We take pride in the fact that our brands offer unique luxury that competition can only admire.

Premier Auto is a subsidiary of Croco Holdings. It was established in 2009 with the aim of marketing Jaguar Land Rover and Range Rover brands into Zimbabwe. Premier

PREMIER AUTO





Auto has brought back the Land Rover and Range Rover brands to Zimbabwe. It has also gone further by introducing the Jaguar brand. These are world beating brands that have been amply supported. Buyers and users of these brands no longer have to go to South Africa for servicing these vehicles as Premier Auto offers this service locally at world-class standards.

Our Brands:

- Range Rover Evoque
- Range Rover Sport
- Discovery 4
- Freelander 2
- Defender
- Jaguar XF
- Jaguar XJ
- Jaguar XK

Jaguar Land Rover Genuine Parts

If you are planning on investing in a Land Rover or Jaguar, or are a current Land Rover or Jaguar owner, you have already made the choice to have one of our great vehicles! If you choose to own the best, equip your vehicle with only the best: genuine Land Rover or Jaguar accessories. These parts and accessories are certified by the manufacturer and come with warranty coverage.

If your goals are upgrading your Land Rover for off-road purposes, towing a boat or adding roof rails for added storage, genuine Land Rover accessories are the only way to go! If you would like to upgrade the performance or appearance of your Jaguar, once again, genuine Jaguar Accessories should be your first and only choice!

For your own peace of mind and longevity of your vehicle, whether it's a new or used Land Rover, only use genuine approved Land Rover parts and accessories. Our Parts Department has immediate access to the largest possible range of approved parts and accessories for each vehicle in the Jaguar/ Land Rover range.

Whatever you choose to add to your vehicle, all the parts and accessories are designed to add value, utility and beauty to your vehicle. As great as the Land Rover and Jaguar ownership experience is, all of the products are designed to enhance, customise and tailor your vehicle to your specific needs.

Jaguar Land Rover Service

To ensure that your vehicle remains in peak condition and working order, it is important that minor and major services are carried out throughout the life of your Land Rover. The precise content of each service will vary from model to model, age of the vehicle and distance travelled. Premier Auto workshop has trained technicians who are fully equipped to deal with Land Rover's sophisticated vehicles and offer competitively priced servicing, with a guarantee of workmanship on every job they do.

Vehicle Finance

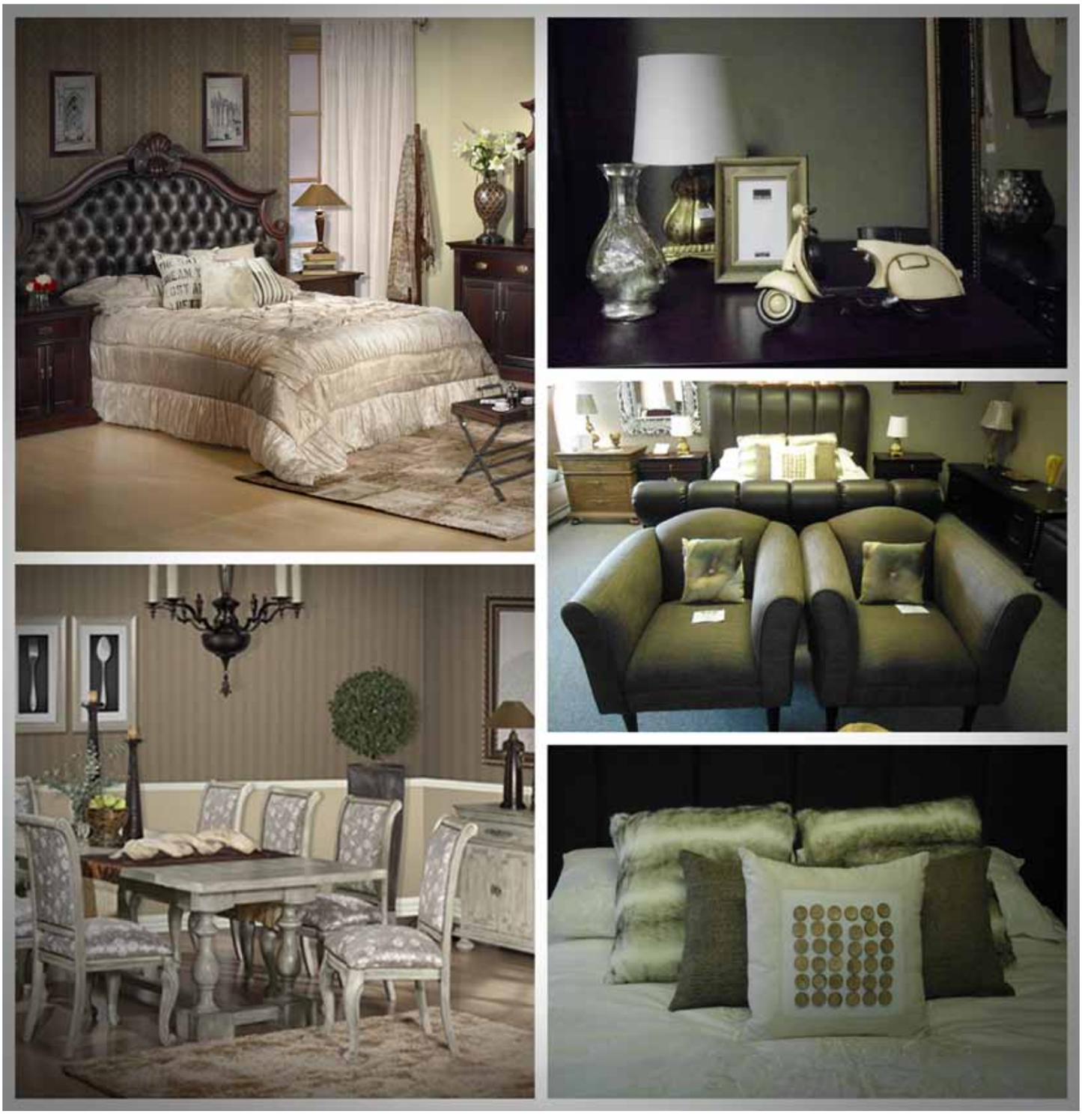
Buying a vehicle is usually the second most expensive purchase after your home, and could be a daunting task. At Premier Auto we assist you in financing your Vehicle of choice speedily and conveniently. We are currently on 36-months to pay if you meet the terms and conditions.

Your feedback will ensure that our service and interaction in dealing with you, our client, is always on the right track and provides us the opportunity to solve any problems that you may encounter.

Premier Auto showroom is situated at BB House, Corner Samora Machel Avenue and Leopold Takawira. Harare.
Our workshop is situated at 90 Seke Road, Harare.
Tel: +263 4 755 116 / 774451

Manhattan Interiors

Quality. Style. Comfort.





Manhattan Interiors

Manhattan Interiors offers the discerning buyer quality furniture for the home.

Accessories such as lamps, throws, cushions and wall art add the finishing touches to your unique interior. We strive to keep abreast of current trends and also offer a wide selection of upholstered furniture to choose from. Our friendly managers and sales staff will be on hand to guide you from purchase right through to delivery, which is free within Harare. Come and find us in Sam Levy's Village and see our showroom; we guarantee that you will be impressed by our quality, style and comfort.

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Tiles for Africa

Tiles for Africa was formed in 2003 as the founders saw a gap in the market for quality products at great prices.









Tiles for Africa takes pride in their product knowledge and service excellence.

Staff members undergo weekly product knowledge training to keep up to date with market trends as well as giving the consumer peace of mind that he or she is getting the correct product for the right application.

The target market mainly consists of refurbishments to current homes as well as new buildings, and have supplied their products to a number of projects including:

- Spar;
- St George's College;
- Joina centre;
- Chilo Lodge;
- Chikwenya Lodge;
- Nyaradzo Funeral Services;

to name but a few.

Product originates from South Africa mainly due to the SADC agreement, which makes us very competitive as opposed to importing from other countries offshore.

We specialise in ceramic floor and wall tiles, porcelain tiles, sanitaryware including a wide range of jacuzzi baths and custom showers as well as custom vanity units, bathroom accessories, taps including Tivoli taps from Italy, Grohe taps from Germany and Cobra taps from South Africa, as well as stocking a wide range of mosaics and tiling accessories.

Another division to the business is Lites for Africa, which offers a comprehensive range of domestic and industrial lighting for all applications. We pride ourselves in offering a range of lights from three leading lighting companies namely Radiant Lighting, Brightstar Lighting and Eurolux. Should we not have the fitting in stock we will have it here in a matter of days, as all the available fittings can be viewed in very stylish catalogues available on request.

Having recently opened a second branch in Msasa, plans are to expand into Bulawayo and other city centres countrywide in the near future.

With our virtual bathroom concepts where you are able to view all the available fittings as if you were in your own home, with an impressive showroom of 700m^2; you will be left dazzled at the quality of the products on display.

Our new concept gives our customers the chance to select tiles; sanitaryware, taps and accessories; as well as lights, based on their appearance and functionality. Tiles for Africa is the place to visit for the best selection of lights this side of Africa and the best selection of interior and exterior tiles - We are Tiling the way for Africa!

Should you require any futher info please give us a call.

Tiles for Africa Graniteside Branch
27D Cripps Rd, Graniteside, Harare
Tel: + 263 4 759 331
+ 263 4 758 046
Sales - Ganny: +263 772 327 980
Email Sales: ganny@tilesforafrica.com

Tiles for Africa Masasa Branch
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Tel: +263 4 446 584/5
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TILING THE WAY FOR AFRICA





TILES FOR AFRICA

For the best selection
of interior and exterior tiles.

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CHAPTER 7

Training and Education





Building-the-Future with eLearning Solutions (Pvt) Ltd

People In the 21st century live in a technology and media-infused environment. To be effective in the 21st century, they must be able to exhibit a range of functional and critical thinking skills related to information, media and technology.



There remains, however, a profound gap between the knowledge and skills most students learn in school and the knowledge and skills they need in typical 21st century communities and workplaces.

Education that prepares students for learning in this complex digital society will be more meaningful to students and ultimately more effective in preparing them for the future. A powerful vision of public education is critical for closing the gap between how students live and how they learn at schools. Students who have access to technology outside school while learning at schools that have no access to technology or integration of technology into their coursework, will find their schools antiquated and irrelevant to their world. Students without this access at school or at home may find themselves on the periphery of 21st century society and workplace. For this reason, eLearning Solutions was conceived to actively support the progressive development of future generations with its end-to-end digital learning solutions.

Who is eLearning Solutions?
Established in the year 2000, we are a Zimbabwean company who believe that the future of our country lies, not in its small population as a market, but in serving the millions of people in the SADC and COMESA regions through the provision of commercial business such as world-class education and training solutions. With its high-literacy rate, Zimbabwe is best positioned to service the entire sub-regions.

eLearning Solutions' starting point is that technology in itself can never be a solution to all the educational problems. Neither can we hope for a quick solution to the problem of equitable access to technology by the majority of our people.

We recognise that, the twin goals of equity and high-quality education have profound and practical meaning for our economy and society, and we cannot expect one to yield to the other in principle and practice. To do so would deny young people their chance to learn and live according to their aspirations and abilities. It would lead to a generalised accommodation to mediocrity in our society on the one hand or the creation of an undemocratic elitism on the other. Nonetheless, we believe that what Zimbabwe chooses to do with technology can be a significant factor in education and training. We also understand that delivering learning materials requires an understanding of the value and strengths of traditional teaching methods and practices. Effective integration follows careful consideration of the ways in which technology can be incorporated to assist in attaining education goals.

At eLearning Solutions, we can show you how ICTs can work for you at a price you can afford!

What eLearning Solutions do?
We design, develop, produce and deliver learning that supports teachers, stimulates learners and promotes learning excellence. We create interactive and collaborative learning communities of educators and learners that use information and communications technologies to enhance education and training.

How does eLearning Solutions do it?
eLearning Solutions uses the latest psychology technologies, applies the latest instructional designing techniques, creatively uses interactive digital multimedia and utilises computer and telecommunication technologies.

Why should eLearning Solutions do it?
Our passion to see Zimbabwe prosper drives us. Our reward is the confidence of our people. Our products and services are rich in cultural breadth and academic depth. Faith in people sustains us and we value competence.

Our Mission
We aim to provide learning solutions that are child-safe and energy-efficient. In addition, this solution seamlessly incorporates the 4 Cs of digital learning - communication, collaboration, creativity, and community - for primary and secondary schools in a modular and scalable manner under the expertise of our pedagogy and technology professionals. In this sense, we ensure a high return-on-value for our customers and effective arming for young generations with the appropriate skill sets for the 21st century digital society and workplace.

Our Offering
Education Service Consulting
We provide consulting in digital learning implementation and adoption. We help policy makers articulate their vision, develop a master plan, implement initiatives and evaluate and adapt these initiatives relative to the vision. We engage with development agencies, multilateral organisations, and NPOs to advocate for education excellence and access.

Content Aggregation and licensing
Educational content aggregation and licensing is critical to our solution elements. Our digital educational content deliver curricula in a manner that ensures students learn the critical skills and knowledge they need to succeed in the global economy. With our e-content, learners enjoy engaging learning experiences. Sound instructional design underpins our creative use of rich multimedia such as animations, multimedia slideshows, illustrative real-life videos, attractive simulations, and interactive exercises together with colourful photos. Thus learners have memorable, meaningful and motivational learning experiences.

Professional Development
Our Professional Development and teacher readiness programs make it possible to achieve success in the implementation of eLearning and achieve good quality results. Teachers' practices are changed to support a more student-centred learning environment. Teachers are provided with tools and training that they need to adjust pedagogy and take advantage of a transformative learning environment and available technology tools.

Community Centre Applications
Our applications enable the communities to address their social needs and problems. These software solutions cater for those who need or desire ICT skills for workforce skills and/or economic self-sufficiency; who include rural women, rural entrepreneurs, unemployed/ underemployed, special populations or margins of society, government field staff and other requiring digital literacy for their occupation or civic engagement.

Infrastructure (ICT, Facilities, Energy and Science Kits)
Our infrastructure offerings address the essential classroom information access and infrastructure requirements (technology planning, computer type, PC ratios, IT management models, power alternatives) for a 21st century skills delivery context. With our robust purpose-built hardware, we provide the tools needed to enhance teaching and learning and support a student-centred learning environment.

What Makes eLearning Solutions Different?

Complete Education Solution:
We offer a complete package that includes hardware (Intel-classmate PCs based on Intel reference designs), specialised education software that comes with these PCs, localised content, Infrastructure, IT services, and training (a breadth of offerings).

Our biggest differentiator is that we provide an Education Solution instead of box dropping.

Engagement at all stages:
eLearning Solutions Intersect at all points in the life cycle, including design, deployment, implementation, evaluation, and evolution (breadth of presence).

Inclusive:
We address the needs of multiple stakeholders, including students, governments and businesses. We take contributions from a wide network of technology and education experts. We support public/private partnerships.

Research-based:
Our solutions are grounded in ethnographic studies in more than 200 real classrooms in more than 13 countries: this is key in understanding how students naturally learn and how teachers can best introduce technology into the classroom.

Education-specific ecosystem:
Our products are developed and delivered by companies working with Intel on effective 1:1 education solutions.

Educational and economic impact:
Students are prepared for a knowledge-based society and global economy, which builds local eLearning economies and national competitiveness. The hardware is built from Intel reference designs, but manufactured, distributed, and serviced by companies in this network, many of which are local.

We tailor make our solutions to meet specific cultural and geographic needs.

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National University of Science and Technology (NUST)

In the heart of the City of Kings, lies the first and the leading Science and Technology University in Zimbabwe, the National University of Science and Technology (NUST).





The University takes pride in distinguishing itself from the rest by living up to the motto “Think In Other Terms,” because it is the nature of a Science and Technology institution to be innovative and to provide research based solutions for sustainable development.

NUST has six Faculties, which include Applied Sciences, Industrial Technology, Medicine and the Built Environment, Commerce and Communication and Information Science. Through the faculties with a bias towards Science, NUST commits to the advancement of knowledge towards the diffusion and extension of Science and Technology through teaching, learning, research and outreach. Every year since 1995, and still going forward, NUST churns out world-class graduates that are in great demand within our borders and the world over. Having attained 20 years of existence in 2011, NUST is still going - stronger and better - producing the best for the world. In







addition to the faculties, NUST also has the Institute of Development Studies (IDS) and the Graduate School of Business.

Research and Innovation has been NUST's drive to success. Our Academic staff led by Professors have engaged in research activities that have not only earned the University accolades and awards but have brought sustainable solutions to the communities. NUST has also been proud to showcase its research outputs through participating in the Research and Intellectual Expo and the annual Zimbabwe International Trade Fair (ZITF) amongst other notable events. In 2011 and 2012, NUST scooped the top prize for showcasing the Nano-Filter water purification project. This project has already received funding from the government to set up a small-scale pilot project. Only a university that thinks in different terms terms can achieve this.

As part of its community outreach programme, to mainstream the culture of sciences, NUST reaches out to school children in different parts of the country through its Career Guidance Programmes. Throughout the year, the NUST Career Guidance Team is actively involved with high schools, communities and private organisations in a bid to attract school children to the science and technology institution. NUST also hosts different schools that have shown an interest in visiting NUST to get a feel of the science and technology environment. Many children have been inspired by these activities and subsequently enrolled at NUST.

NUST's efforts to ensure that all high school students, particularly the disadvantaged, have an opportunity to enroll at NUST have been illuminated by the NUST Schools Enrichment Programme (NUSTSEP). The programme, initiated by the Department of Applied Mathematics, aims to demystify the notion that Mathematics is difficult, the greatest reason why students fail the subject and thus fail to enter university. Applied Mathematics lecturers teach O' level students and their teachers Mathematics every weekend during the school term and for two weeks during the school holidays. The results of this programme have been evident in our enrolment statistics and the subsequent launch of the Matabeleland Mathematics Association (MATMA).

NUST values its ties with Industry and Commerce and strives to develop meaningful and lasting relations with its partners. The Technopark department, which is a strategic business unit of the University, links the university with industry in a relationship of mutual benefit to both parties. It is the university's primary objective to strengthen links with industry as this is an obvious life-line to the university. We have emerged as a leading University in our industry.

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Harare Institute of Technology (HIT)

HIT offers unique degree programmes.



Harare Institute of Technology offers practical oriented degree programmes. An Industrial and Manufacturing student operating a CNC machine.



HIT Food Processing Technology degree programme students doing practicals in the laboratory.

Harare Institute of Technology (HIT) is a unique Zimbabwean state university whose mandate is the development, incubation, transfer and commercialisation of technology as well as producing human capital for rapid industrialisation.

It is the country's most energetic and responsive university offering high quality academic programmes to students seeking unparalleled educational opportunities and continuous professional development.

HIT's uniqueness lies in providing practical oriented technology degree programmes that are underpinned by technoprenuership, and facilitated by the state-of-the-art workshops, laboratories and facilities.

HIT has focused on a plan that seeks to bring tangible results in a short period in research, technology transfer, incubation, and commercialisation for the rapid industrialisation of the nation through its Strategic Plan - Designing the Future: Vision 2015.

University Schools

The University is currently offering four-year Bachelor of Technology Honours degrees. Currently there are four Schools offering the following degrees:

School of Industrial Sciences and Technology

- B. Tech (Hons) Food Processing Technology
- B. Tech (Hons) Pharmaceutical Technology
- B. Tech (Hons) Polymer Technology (to be launched soon)
- B. Tech (Hons) Biotechnology

School of Engineering and Technology

- B. Tech (Hons) Chemical and Process Systems Engineering
- B. Tech (Hons) Electronic Engineering
- B. Tech (Hons) Industrial & Manufacturing Engineering
- B. Tech (Hons) Materials Engineering (to be launched soon)

School of Business and Management Sciences

- B. Tech (Hons) Financial Engineering
- B. Tech (Hons) E-Commerce

School of Information Science and Technology

- B. Tech (Hons) Computer Science
- B. Tech (Hons) Software Engineering
- B. Tech (Hons) Information Technology
- B. Tech (Hons) Information Security and Assurance

Harare Institute of Technology

success through innovation

Library Facilities
The HIT library has an appreciable collection of books in various technological areas adequate for undergraduate and postgraduate research. It has embraced Information and Communication Technologies (ICTs) by subscribing to important academic journals and the e-granary available online.

Harare Institute of Technology has come up with a unique brand of education that focuses on bringing rapid industrialisation to Zimbabwe. Centres that promote this are:

Technopreneurship Development Centre (TDC)
The TDC is an integral component of HIT that is driven by the philosophy that technopreneurs can be created and developed with appropriate business technopreneurial skills, attitudes and motivation. Through its courses, the TDC inculcates technopreneurial values amongst students in order to develop knowledgeable and technological entrepreneurs through the institute's academic programmes.

It also enhances the capabilities of new and existing entrepreneurs through technopreneurial development programmes. Through this centre, HIT produces graduates that can set up hi-tech enterprises on their own.

Technology Centre (TC)
The main purpose of the TC is to promote (the development of) production and manufacturing activities from the various academic units within the Institute, as well as to take orders from industry and commerce.

The TC has distinct and complimenting sections, which are Research, Consultancy, Technical Training and Production. These units link all school expertise, workshops and laboratories of academic units in an inter-disciplinary and multi-disciplinary approach to enhance training, research and development. TC's set-up also links all academic departments to provide tailor-made interventions responsive to industry's needs.

Technology Education Centre (TEC)
TEC is a strategic centre of HIT that focuses on the pedagogy of science, engineering and technology (SET). The Centre recognises the strategic role Research and Development (R&D) plays as a vehicle for technological innovation and offers programmes to all those interested in teaching and research at higher educational institutions.



HIT 2012 Graduates in a celebratory mood soon after being capped by President R.G Mugabe at the Third Graduation Ceremony.



Science Park
The Institute is establishing a science park whose responsibility is the bringing together of ideas and people with knowledge and financial strength. The other motive is to seek the rejuvenation and growth of the industrial sector through the incubation and promotion of start-ups and business development in defined technology areas whilst promoting applicational research and development.

To this end, the Institute has registered a separate business entity called Insti-Holdings as a commercial vehicle that enables commercialisation of successful research and development from key institute units. It has the following companies under its ambit:

- Instifoods
- Institools
- Instisoft
- Institronics
- Instiherbs.

To date, there is Instifoods, which has started operating and is producing: soy-yoghurt, soy-milk, soy-sour milk, ice- cream and mineral water. Full commercialisation is underway as the research and development work has now been completed.

Through its Strategic Plan, Designing the Future, Vision 2015, HIT has set strategic networking and establishment of partnerships as one of its key performance areas. The University, therefore, seeks collaborations with world-class universities in order to develop first-class infrastructure and Standards, benchmark HIT with the best Science and Technology universities, support new graduate studies, exchange academics, students and non-teaching staff, support research that can make a major global impact, produce outstanding graduates who are responsible citizens and who can become global leaders, as well as accelerating the development and application of technology in consonance with the industrialisation of Zimbabwe.

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Celebration International School

Our goal at Celebration School is to train up children in Biblical principles and prepare them for University and vocational training globally.



K5 Graduation



Tyla hard at work in grade 2

Mission Statement
We intentionally develop students who are sought out globally for university because of their "can do" mindset, character, ability and willingness to lead.

We understand that the church and the Christian school are both an extension of the home and the godly teaching given by parents. Because we believe that every child is made in the image of God, we embrace our responsibility to educate students to realise their intrinsic value and achieve their God-given purpose. We seek to establish born again, spirit-filled, kingdom-minded students with a biblical worldview and Godly character who have an insatiable passion for learning and strong leadership ability - in order to go out and meet other people's needs in spirit, soul and body. The founding visionary of our school is Pastor Tom Deuschle, who came to Zimbabwe as a missionary in 1979. He has since founded 77 churches in 10 different countries on four different continents, with the core values of reforming nations through transforming individual lives as his compass. Reforming nations through educating the next generation is a crucial ingredient in his vision and establishing a Christian school in every key Celebration Church around the world was part of the plan. So, as a school, our global mandate was already set: create leaders for future generations with moral fibre, a biblical worldview and internationally recognised educational qualifications who could go out and change the world in every man's marketplace.

It was up to the stakeholders in Harare, Zimbabwe, to verbalise and then flesh out that vision in the realm of education by creating a school that would become

Celebration International School


Miss Jackson with Stefano and Thandeka


Laying the new foundations

a template for other Celebration Schools around the world. Because our school is the flagship school and an extension of the "founding" Celebration Church, our Statement of Faith is the same as Celebration Ministries International, which we represent.

The American A Beka curriculum, which we follow, is an established Biblically-based curriculum of high academic standard. The core subjects are: English, Mathematics, Science, Social Studies and Bible. Art, Music, Physical Education, Life Skills, French and Shona (chi-Zezuru) are also taught.

In 2011, Celebration School had building plans drawn up for a state-of-the-art Educational Complex to accommodate 300 students from K4 to Grade 12 and containing science laboratories, art rooms, band, choir and music rooms, drama studios, a magnificent library and multi-media centre, a cafeteria, an all-purpose gymnasium and squash courts.

In recent years, Celebration School has established a reputation in the community as an educational centre with an exceptionally high standard of excellence. We have been recommended privately by education officers in the Zimbabwe Ministry of Education and we are sought out by parents because of our purpose: to provide a world-class education for students who are being developed as leaders with character.

After our International Accreditation (with the ICAA and AdvancED) in 2012, we have affiliated with the Association of International Schools of Africa and are in the process of expanding our global footprint, ever conscious that our home country, Zimbabwe, is looking to the next generation for young people with the spirit of reformation to rebuild our nation.


Daniel - Graduation speech


Reaching for the skies


Celebration International School

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Website: http://cs.ac.zw

Stomdrift Consultancy (Pvt) Ltd

Stomdrift Consultancy (Pvt) Ltd is a registered Educational Trip consultancy company. It began its operations in 2011 and it has attracted many schools in and out of Harare for their Educational Trips, offering 5 star accommodations in some of our best hotels around the country, including a DVD and still photos for each child for every trip.



Stomdrift Consultancy with Belvedere Primary School in Masvingo Grade 4 Trip



Managing Director Mr. Patrick Vijay Hundu

With Stomdrift consultancy your educational trips will never be the same again.

Heroes Acre and Museum Day Trip: **National Heroes Acre** is a burial ground and national monument in Harare, Zimbabwe. The shrine is a national monument of Zimbabwe. The work was undertaken by the Government to commemorate those who fell in the struggle for national liberation and the contemporary and future sons and daughters of Zimbabwe whose dedication and commitment to the nation justify their burial at this sacred spot. Zimbabwe Museum of Human Sciences in Harare, exhibition galleries and a model Shona Village in addition to holding ethnographic and archaeological collections. Wildlife exhibits are on show in public galleries.

Bally Vaughan Day Trip: A strange and wonderful variety of animals have found a home at the Bally Vaughan animal sanctuary, from civets to marmosets and lions to horses. At Bally Vaughan, they care for injured, orphaned, abused and unwanted animals from around the country and activities include game drives, canoeing, horse rides and elephant rides.

Imire Game Park Day Trip: Imire Game Park has a proud population of Rhino, indigenous antelope and elephant; seen roaming freely in this track of bush veld. Stomdrift Consultancy will take you on interesting, informative and educational game drives in open, shaded vehicles and buses. Other activities include game walks and elephant rides.

STOMDRIFT CONSULTANCY

EDUCATIONAL TRIPS



Chinhoyi Caves Day Trip: The caves are located in Mashonaland West Province. The cave system is composed of limestone and dolomite, and the descent to the main cave with its pool of cobalt blue water is very impressive. This pool is popularly called *Sleeping Pool* or *Chirorodzira* (Pool of the Fallen). Divers have discovered a submarine passage leading from the *Bat Cave*, a sub chamber of the *Dark Cave,* to another room known as the *Blind Cave.*

Kariba 3 Night, 4 Day Trip: 1958 saw the completion of the Kariba Dam, 290km long and 32km at its widest point; which provides Zimbabwe with hydroelectric power, and its sporting, religious and educational appeal has peaked of late. Kariba dam wall has well-informed and experienced guides who perform to their maximum best. Some of the places worth a visit are the power station of the Kariba hydro-electric system, the Lake Kariba Fisheries Research Institute, the Observation Point, the Kariba dam wall itself, the Operation Noah Memorial at the heights and crocodile farm.

Masvingo 2 Night, 3 Day Trip: Southeast of Harare and the ancient city of Great Zimbabwe, also known as Dzimba Dzemabwe, which is the largest and most significant ancient monument south of the Sahara, in Africa it is second in size and importance to the Egyptian pyramids. Towering Stone Houses are the remains of a city of 20,000 Shona speaking people who prospered between the 12th and the 15th centuries. Some of the activities during the education trip are tours of the Great Zimbabwe, Game drive, Rock Painting and Sunset Cruise on Lake Mutirikwi.

Victoria Falls 4 Night, 5 Day Trip: The chosen Destination and host of The United Nations World Tourism General Assembly 2013 (UNWTO). The falls are formed as the full width of the river plummets in a single vertical drop into a transverse chasm 1708m (5604ft.) wide, carved by its waters along a fracture zone in the basalt plateau, Mosi-oa-Tunya - literally “the cloud that thunders”. Activities during the educational tour include a Tour of the falls, a Tour of Vic Falls town, Crocodile farm, Cultural tours and Village Tours.

Inyanga 2 Night, 3 Day Trip: Is located in the Eastern Highlands. Mount Nyangani, the highest mountain in Zimbabwe, lies about 20km (12miles), southeast of the town. Its highest peak rises to approximately 2,600m (8,500ft.) above sea level. All or part of the exquisite mountain ranges can be conquered with only a little mountaineering skill, and are punctuated with hundreds of enticing rivers, waterfalls and natural pools to soothe walkers after a long day’s hike.

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CHAPTER 8

Corporate Profiles





Celebration Ministries International

Celebration Ministries International (CMI) is the multi-racial ministry of Pastors Tom and Bonnie Deuschle. Since 1981, they have seen many lives and societies transformed, one person at a time.





Their ministry brings dynamic Word-based teaching, inspirational worship and the message of reformation to the world from their flagship base, Celebration Centre, Harare in Zimbabwe.

Pastor Tom, an author in his own right, has published several books: ***Building People Building Dreams, Surgical Prayer, First Fruits*** - and Pastor Bonnie has written the critically acclaimed: ***The Great Connection*** (www.celebrate.org). Pastor Bonnie Deuschle is also an anointed songwriter, worship leader, music producer and musician, having produced many music CDs and DVDs, both solo and with the Celebration Choir.

Anointed to mentor, disciple and minister to leaders in the marketplace, Pastor Tom Deuschle is renowned for mobilising Christian business people and ordinary

CELEBRATION MINISTRIES
INTERNATIONAL





church members to build the world-class, multi-million dollar, 4,000-seater Celebration Centre in Harare during the lowest economic downturn the world has ever seen. Highly sought-after as a pastor, business leader and apostle, he ministers all over the world at a wide range of forums, encompassing business, government and the body of Christ.

CMI is not content to be a ministry that simply builds churches, but one that builds people who in turn can fulfill their God-given purpose and accomplish their God-given dreams. This is encompassed in the vision: ***Building People. Building Dreams. Building the Kingdom of God.***



CMI is impacting not only Zimbabwe but nations all over the world. If there is one word that describes its work, it is "Reformation". The organisation has a desire to see all of society impacted and consequently reformed by Kingdom principles. Consequently the mission is: ***Transforming Lives. Reforming Nations.***

Over the years CMI has grown to encompass over 40,000 people worldwide. This growth has been driven by intentionally creating a culture of reformation through CMI's core behavioral values. With an emphasis on **integrity,** CMI embraces the following:

- ***A language of love***
- ***An attitude of gratitude***
- ***A currency of faith***
- ***A mandate of action***
- ***A lifestyle of cells***
- ***A culture of service***
- ***A method of teams***
- ***A standard of excellence***

With this in mind, several programs have been developed that touch every area of life. Together Pastor Tom and Pastor Bonnie have mobilised significant volumes of medical resources to mitigate the cholera crisis that hit Zimbabwe in 2008 and Cleft Palate operations (in conjunction with the Leap Foundation) through Celebration Health, a subsidiary of CMI. At present, CMI facilitates several divisions that run a school, college, commercial events and banqueting services as well as several relief and development programs for displaced people, orphans and vulnerable children and young people living with HIV.

"We accept people where they are and take them where they need to go in their spiritual development. God has blessed our work and we are grateful." - Pastor Tom Deuschle.

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Celebration Health

Celebration Health is a non-profit organisation with the vision to transform and reform communities through sustainable healthcare solutions.





Amongst many of their contributions to the society and healthcare system in Zimbabwe, Celebration Health has:

- Given health, education, and access to clean water to over 10,000 people during the 2008 Cholera outbreak.
- Established a program Champions for Life for children living with and affected by HIV/AIDS.
- Facilitated hernia, cleft lip palate and VP stunt surgery for over 900 children.
- Sourced funding and distributed essential medicines, supplies and equipment worth over US$5-million.
- Assisted in the inception of the first Maximised Living Chiropractic whole health clinic in Zimbabwe.

Celebration Health Milestones

- 15,000 out of the 98,592 reported cases treated for cholera, that is, 15% of the case load.

CELEBRATION
HEALTH



- 90,000 people reached with health education between November 2008 and April 2009.
- 766 health professionals working in the cholera treatment camps paid incentives.
- 12 medical outreaches throughout Zimbabwe since November 2008 - April 2010 with a total of 12,930 people receiving treatment.
- 149 operated during medical outreaches.
- 955 receiving dental procedures including tooth extractions.
- US$24-million of medicines, medical supplies, equipment and food received. Over 70 health institutions throughout the country benefited from above donations.
- 545 Children and adults benefited from specialised operations such as hernia operations, craniofacial reconstructive surgery and hydrocephalus operations.
- 5196 Children with HIV reached.
- 32 Care institutions given food.
- 300 Vulnerable households provided with monthly cash transfers.

Celebration Health Partners
Econet Wireless, The Coca-Cola Africa Foundation, CitiHope International, Medical Missions International, World Children's Fund, Norman & Linda Young (Global Assistance), Angel Mission, MedShare International, Doctors for Life International, Mother Theresa Children's Foundation, Gleaning for the World, ICMDA, Kingdom Bank, Pst Gary Hay, Alex Scott (Global Assist Network), Celebration Church Borrowdale, Dr Reid, Professor Nyazema, F. Mandiveyi, Mr. & Mrs Masiyiwa, Psts D&P Divelbiss & The Minden Church, National Healthcare Trust, Coca Cola Central Africa, Schweppes, Delta Corporation and LEAP Foundation.



www.celebrate.org

CHAPTER 9

Finance and Investment



Stanbic Bank
A member of Standard Bank Group



Stanbic Bank

Stanbic Bank is part of the Standard Bank group which is Africa's largest and most profitable banking operation, providing a broad range of Corporate and Investment Banking, as well as Personal and Business banking products and services.



The Group's operations in Africa are managed through Africa Banking Group (ABG), based in Johannesburg. Standard Bank was established as the Standard Bank of British South Africa Limited and incorporated in London in 1862 and on 15 October 1862, it was incorporated under the Joint Stock Banking Companies Act of 1857-8, becoming one of the first institutions to be registered under the (English) Consolidated Limited Liability Act of 1862. The group listed on the JSE in 1970 and is currently the 10th largest company in South Africa by market capitalisation.

In October 2007, the world's biggest bank, the Industrial and Commercial Bank of China (ICBC), acquired a 20% stake in Standard Bank Group which constituted the largest direct foreign investment into South Africa. In 2011, Standard Bank was voted Best Bank in Africa for 2011 in The Banker Awards and it has been ranked 219th in Forbes magazine's "The World's Biggest Public Companies".

Through Stanbic Africa's representation in 18 African countries outside of South Africa, Standard Bank offers clients' retail and commercial banking services, treasury operations and all forms of trade financing. Through the support of Corporate and Institutional Banking and Standard Bank London, corporate clients in Africa have access to project finance, privatisation, structured lending and the channelling of aid and concessionary lending to Africa.

In November 1992, Standard Bank South Africa's banking group acquired the operations of ANZ Grindlays Zimbabwe in eight African countries, including Zimbabwe. ANZ Grindlays Zimbabwe was renamed Stanbic Bank Zimbabwe Ltd in 1993.

Stanbic Bank has 18 branches situated in Harare, Bulawayo, Gweru, Chitungwiza, Kwekwe, Mutare, Chegutu, Ngezi and Victoria Falls. Stanbic Bank is privileged to be part of such a strong Banking Group from which it continues to draw both financial and specialist resources, thus making itself very relevant to the business community in Zimbabwe.

The business operations of the bank are separated into two broad segments namely: CIB Corporate & Investment Banking Division and Personal & Business Banking Division (PBB), individually providing appropriate banking solutions that meet the diverse needs of its customers.

The various products and solutions range from general banking services to specialised offerings such as: foreign exchange trading; hedging; investments; advisory services; capital raising and other debt solutions; cash management; exchange control; loans and overdrafts; trade finance solutions; and many other related banking services. We pride ourselves as a bank that has strong partnerships with the Mining and Agro Commodities sectors, which are key to the economic fortunes of this nation.

In any banking system, transactional products and services form the bedrock upon which all other banking activity takes place. For 150 years, the Standard Bank Group has been helping African companies with their transactional banking requirements. The day-to-day management of any company is a vital contributor towards the success of that business. Our transactional banking product suite includes:

TRANSACTIONAL PRODUCTS AND SERVICES

1. **Cash management and related services are available to corporate and institutional clients and these services include:**
   - Payments.
   - Collections.
   - Liquidity Management.

2. **Trade Services:**
   - Import and Export LCs.
   - Inward and Outward telegraphic transmissions.
   - Import and Export documentary collections.
   - Guarantees.

3. **Investor Services:**
   - Standard Bank offers safekeeping, clearing and related services to corporates and financial institutions, both locally and internationally.
   - Through our strategic alliance with the Bank of New York Mellon, Standard Bank provides institutional investors with a comprehensive global custody solution.
   - Global custody.
   - Global and domestic transition management.

4. **Electronic Banking:**
   - On-Line Banking – New Business Online (NBOL):-
     i. A single online channel across the Standard Bank Group;
     ii. Provides customers with a single view of their relationship with Standard Bank across products and countries;
     iii. Functions include:
       1. Balances and Statements
       2. Third Party Payments and Inter account transfers
       3. Self Service Administration.
   - Standard File Interchange (SFI):-
     i. Payments Module
     ii. Debit Orders.

INVESTMENT BANKING

Investment Banking focuses on corporate financial strategy. The department is keen to understand corporate growth strategy and assist in determining the appropriate and most economic funding arrangements. Other than arranging funding solutions, (IB) offers advisory services in mergers and acquisitions, corporate restructurings and project development. The desire is for the bank to tailor-make solutions which will derive the maximum benefit for our clients. Investment Banking services include:

ADVISORY

- Mergers & acquisitions
- Corporate restructurings
- Project development

FINANCING

- Debt arranging
- Financial lending instruments
- Tailored lending instruments
- Optimising capital structure

CAPITAL MARKET

Debt Capital markets:

Domestic medium-term notes, corporate bonds, commercial paper

Equity Capital markets:

Initial public offers/ capital raisings

The Investment Banking team has successfully closed on several funding arrangements in the mining sector and other structured finance solutions. Currently, there are several advisory transactions undergoing execution.

GLOBAL MARKETS OPERATIONS

- International/local organ - International Payments, Letters of Credit, Foreign Bills for Collection, Offshore Loans;
- Exchange Control Advisory and linkage with Central Bank on Exchange Control matters;
- Foreign Investments, Exports and Imports facilitation;
- Domestic Payments - Real Time Gross Settlements, Salary payments, Customs Duties, etc.

The unit is managed by product specialist executives with vast Global Trade, International Banking and Exchange Control experience. The unit has strong working relationships with the key sectors in the economy, the Central Bank and other agencies.

PERSONAL AND BUSINESS BANKING

The Personal and Business Banking Division comprises of Personal Banking and Business Banking. Personal Banking is responsible for delivering financial solutions to the personal customer. The bank has 18 branches throughout the country and also serves customers through other channels of ATMs and POSs in major retail outlets.

Business Banking offers a wide range of financial solutions falling under Commercial Banking, Small to Medium Enterprises (SME), Banking and Agribusiness. A dedicated Account Executive or Business Banker develops trusted partnerships with clients and links them to Product Specialists in order to originate and develop effective financial solutions for clients.

Our product offering includes:

1. **Personal Current Accounts**

This is an account that can operate in credit or debit if an overdraft has been granted for a fixed period.

2. **Transact Plus Account**

This account allows you to do all transactions and has a minimum balance. Account can operate only in credit.

3. **Savings Account**

This account allows the customer to save for the future. Account can operate only in credit and attracts interest. This account has limitations on number of transactions.





4. **Personal Unsecured Loans**

This facility gives the customer financial stability and solutions to their needs. Loans are advanced against salary deposits and there is no collateral required.

5. **Forex Drafts**

We offer Forex drafts in the major currencies for convenience both to account and non-account holders.

6. **Telegraphic Transfers**

We also offer Telegraphic transfers both to account and non-account holders for foreign payments and funds transfers.

7. **Money Gram**

As Stanbic Bank Zimbabwe Limited, we are a registered Moneygram agent and account and non-account holders can receive their cash remittances through Moneygram from our branches.

8. **Bancassurance**

Bancassurance is for short-term Insurance





Stanbic Bank
A member of Standard Bank Group

covering Motor Vehicles, Plant and Equipment, and general business insurance. It is underwritten by Nicoz Diamond Zimbabwe. The insurance is sold to both account and non-account holders in our branches.

9. Funeral Insurance
Customers are also able to buy funeral insurance within our branches.

10. ATM and VISA Cards
We also offer convenience to our customers through ATM and VISA cards which can be used internationally.

Business Banking offers a wide range of financial solutions falling under Commercial Banking, Small to Medium Enterprises (SME), Banking, and Agribusiness. A dedicated Account Executive, or Business Banker, develops trusted partnerships with clients and links them to Product Specialists in order to originate and develop effective financial solutions for clients.

The Commercial Banking offered through the Commercial Suites in Harare at our Belgravia branch and in Bulawayo at our Main Street branch, provides services to top-tier Business Banking clients which includes: developing and maintaining strong business relationships with clients through regular, proactive and value-adding contact; expert banking advice after fully understanding clients' business; and proactively providing appropriate financial solutions which suit clients' business. SME Banking is offered through our Business Bankers who offer branch-based SME banking solutions to suit clients' needs and requirements.

We help the Small to Medium Businesses grow through access to appropriate products and expert advice. Stanbic Bank is serious about playing a transformative role in the country's agricultural sector in partnership with other organisations and across all links of the agricultural value chain. This enables us to engage meaningfully beyond the bounds of traditional banking and produce results that are genuinely beneficial to all parties.

Transforming the agricultural landscape is essential to address food security and to stimulate economic growth - in the country. Innovative funding models enable thousands of smallholder farmers and commercial entities to maximise opportunities to succeed and includes supporting farmers in all aspects - including the purchase of direct inputs such as seeds and fertiliser, structured mentorship, quality control of produce and support in applying for credit.

Stanbic Bank's Agribusiness specialists have in-depth knowledge of the agriculture sector and its supply chain, with a particular focus on emerging markets. Our dedicated relationship managers manage and coordinate access to all products, services and expertise throughout the bank to provide:

Products and Services under Business Banking include:

- **Overdrafts**
  Fluctuating interest-bearing finance, which is short-term and ideal for established enterprises with current accounts.
- **Letters of credit (Lcs)**
  Letters of credit offer working capital support through an undertaking by the Bank guaranteeing performance under specific terms and conditions to suppliers.
- **Term Loans**
  It is an interest carrying facility normally granted for capital expenditure purposes. This facility is serviced through a series of instalments on a reducing balance basis.
- **New Business on line (NBol)**
  Our internet based product that allows you to make payments, check balances and view and print statements off your account.



- **Bancassurance**
  Bancassurance is for short-term Insurance covering Motor Vehicles, Plant and Equipment, and general business insurance.
- **Agricultural Production Loan**
  An Agricultural Production Loan (APL) is short-term credit that lets you pay for your agricultural input costs. This product is suitable for grain farmers cultivating on either dry land or on an irrigation basis. Loans are provided to individual farmers, groups and legal entities in the agricultural sector, including commercial farmers and agri-businesses.
- **Structured Trade and Commodity Finance**
  Structured Trade and Commodity Finance (STCF) provides tailor-made financial solutions for commercial and commodity-related transactions. Typical products and services include facilities under Collateral Management Agreements (CMA) and financing under Stock Monitoring Arrangements (SMA).

GLOBAL MARKETS

Stanbic Bank offers a comprehensive range of foreign exchange-related products and services, including:

- Foreign exchange in all major currencies, including G10, numerous African and other emerging market currencies. We offer competitive exchange rates on the following traded currencies: GBP, ZAR, EUR.
- Customised foreign exchange hedging solutions within exchange control regulations, including:
  - Spot-purchase and sale of foreign currency for immediate value;
  - Export receipt conversions into different currencies;
  - Payments for imports in different currencies;
  - Purchase of foreign currency cash;
  - Sale of foreign currency cash;
  - Forward contracts - the purchase and sale of foreign currency for delivery in the future;
  - Future export receipt conversions;
  - Future payments for imports.
- Other future currency obligations:
  - Daily foreign exchange market update on the major currencies;
  - Exchange rate monitoring on behalf of clients for execution at the desired levels;
  - Provision of historical exchange and interest rates for major currencies;
  - Dedicated Global Markets Sales managers who provide a single point of entry into Standard Bank's Global Market's services, competencies and expertise.

Our sales and structuring team develops innovative solutions tailored to our clients' unique requirements. We provide an ongoing client-centric service by monitoring and evaluating the appropriateness of existing transactions resulting from changing market and regulatory conditions.

We will also propose real enhancement solutions when opportunities arise. Stanbic Bank Zimbabwe is now able to facilitate RMB (CNY) transactions for corporates importing and exporting to China.

The money market provides an effective vehicle for assisting in cash flow management. As a short-term, higher-yielding investment for surplus cash, the money market provides immediate access to invested funds.

Products and services

Our money market team offers clients a comprehensive range of products for various investment terms, with competitive money market rates, depending on their geographical location. Our products include:

Call accounts which allow funds to be deposited and withdrawn on demand.

Term deposits providing a secure investment suited to investors who require an investment for a specified period.

Treasury Bills, when available, give the investor better returns on risk-free assets.

We aim to build a detailed understanding of our clients' immediate and strategic investment goals, to ensure the most appropriate deposit or investment solution for your specific requirements. Our money market solutions integrate seamlessly with other products and services, such as foreign exchange, to ensure optimal value for our clients.

www.stanbicbank.co.zw



CBZ HOLDINGS LIMITED

CBZ Holdings Limited (CBZH) is a diversified and listed financial services group. CBZH provides a complete range of financial services through various subsidiaries whose activities include banking, short and long-term insurance, asset management, securities trading and property investments.

The group offers wide range of innovative banking and financial services solutions to personal and corporate customers through the following subsidiaries:

- CBZ Bank Limited
- CBZ Asset Management t/a Datvest
- CBZ Insurance Limited
- CBZ Life Limited

CBZ Holdings Limited prides itself in a number of attributes which include among others;

- Strong and visible brand
- Customer Centricity
- Significant market share
- Synergistic relationships within the CBZ Group entities
- Innovative and motivated staff
- International partnerships
- Diversified operations-providing a one stop shop to the client
- Social Responsibility

CBZ Holdings' exceptional performance from 2005 to 2010 was recognised through the following awards:

- "Best Company Award in Banking" by Quoted Companies Survey 2010
- "Best SME Empowerment Organisation for the Year 2009" from ZNCC
- "Best Effective Entrepreneurial Partnership Award" from the Young People Network of Zimbabwe 2010
- The Bank has continued to maintain high levels of international credit rating and in 2010 was rated "A" on long term loans
- Super Brand of the year in two consecutive years (2011/2012) in the Banking and Finance Sector.

CBZ HOLDINGS LIMITED



CBZ Holdings Head Office: 5th Floor Union House, 60 Kwame Nkrumah Avenue, P.O. Box 3313, Harare, TEL: +263 (4) 748050-79 , FAX: +263 (4) 759387, 755136, E-MAIL: info@cbz.co.zw,

Timeless financial support for sustainable industrial growth

Superbrand
Brand Of The Year 2012

To promote sustainable industrial growth, CBZ Bank Limited offers financial support to the manufacturing industries, regardless of their size and potential. Contact our Corporate and Merchant Banking Division to find out how we can take your business forward.

Proud to be a part of the growth in our industries.



CBZ BANK LIMITED
(REGISTERED COMMERCIAL BANK)
Partners For Success

Head Office: 3rd Floor, Union House, 60 Kwame Nkrumah, P O Box 3313, Harare, Zimbabwe, Tel: (04) 748050/79, 780880-4 798915, 756233-5, Fax: (04) 758077, Email: info@cbz.co.zw , www.cbz.co.zw

Renew your motor vehicle licence and ZINARA licence discs all in one place

Superbrand
Brand Of The Year 2012

Get your Motor Vehicle insurance at any CBZ Bank branch countrywide or for easy and convenient Zinara licence discs renewals call or visit selected CBZ Bank branches countrywide.

Harare

- Robert Mugabe
- Cripps Rd
- Chitungwiza Sub
- Westgate
- Msasa
- Chitungwiza Main
- Southerton
- Borrowdale

Bulawayo

- Bulawayo Main Street
- Bulawayo Fife Street
- Belmont





CBZ BANK LIMITED
(REGISTERED COMMERCIAL BANK)
Partners For Success
Underwritten by CBZ Insurance Limited

The Concept Bureau 101300

We accept your VISA Card

CBZ Bank ATMs and Point-Of-Sale terminals accept internationally and locally issued VISA credit and debits cards. Use your VISA Card to transact safely and conveniently at any of our facilities countrywide.

Superbrand
Brand Of The Year 2012



VISA

CBZ BANK LIMITED
(REGISTERED COMMERCIAL BANK)

Partners For Success

Head Office: 3rd Floor, Union House, 60 Kwame Nkrumah, P O Box 3313, Harare, Zimbabwe, Tel: (04) 748050/79, 780880-4 798915, 756233-5, Fax: (04) 758077, Email: info@cbz.co.zw , www.cbz.co.zw

AfrAsia Kingdom Zimbabwe Limited (AKZL)

Greater as one.



Destiny
To be the number one provider of financial services in our chosen markets.

Purpose
We offer opportunities for wealth creation through secure and innovative financial solutions.

Our Values
Communication: Asserting our position through timely provision of relevant and adequate information.
Respect: Honouring and acknowledging the diversity and uniqueness of individuals.
Integrity: Upholding the virtue of absolute honesty in our conduct.
Learning: Continuous personal and organisational development through pioneering and innovation.
Teamwork: Each one of us is committed to building winning relationships.
Excellence: Attaining and surpassing best practice.

AfrAsia Kingdom Zimbabwe Limited (AKZL) is an investment holding company with interests in the financial services sector. The group through its subsidiaries and associates, offers a wide range of financial services; namely retail banking, corporate banking, investment advisory, portfolio management, unit trusts investment schemes, stock broking, microfinance, offshore banking solutions, internet banking and research services. The group subsidiaries and associates are detailed below:

Kingdom Bank Limited (KBL)
Established in 1997 as an accepting house under the Zimbabwe Banking Act, Kingdom converted its license to that of a Commercial Bank in 2000. KBL has a wide bouquet of banking products and solutions for Individuals and Corporates. These include retail and corporate banking, corporate finance, treasury, savings, investment and lending products. KBL provides its clients with retail banking convenience by using state-of-the-art technology to create multichanneled, and customer-friendly banking services.

Our client portfolio spans all the major sectors of the economy including tourism, mining, manufacturing and retail, telecommunications and agriculture. KBL has been, and continues to be, at the forefront of introducing innovative new products and services. The bank's future growth is underpinned by technological innovation designed to meet and service client needs.

MicroKing Finance (Private) Limited
Is registered with the Reserve Bank of Zimbabwe as a Microfinance Institution (MFI). MicroKing aims at ensuring that the un/under banked get access to financial services through the provision of well structured products. This is underpinned by a viable business model that gives a return to the investor. Since inception MicroKing has integrated financial services and products to developmental activities that include capacity building and community leadership development.

To this end the Company has and continues to partner with key local and international developmental organisations. As the leading MFI in the country, MicroKing currently has nine branches. Its products and services are distributed through MicroKing and Kingdom Bank Branches.

AFRASIA Kingdom
Zimbabwe Limited

Kingdom Asset Management (Private) Limited (KAM)
Offers Fund Management, Private Portfolio Management, Pension Fund Management and Unit Trusts. KAM manages institutional and private clients' funds and acts as the management company for four unit trust funds.

Kingdom Bank Africa Limited
In Botswana, the Group has a 35.7% stake in Kingdom Bank Africa Limited (KBAL), a financial institution operating in Gaborone within the International Financial Services Centre. KBAL is fully accredited by
MasterCard as a principal MasterCard acquirer. KBAL has also established a local subsidiary in Botswana that trades as Kingdom Finance which operates as a microfinance institution.

Our Corporate Social Investments
The Group is mindful of its accountability to the communities that it serves. In pursuit of this strategic intent, AKZL integrates social and environmental concerns in its business operations with key focus on assisting in the development of education, health, the environment, Christian organisations and the underprivileged. Since inception, the Group has engaged in various sustainable CSR projects to enhance its corporate citizenship status in the communities it serves.

Our Most Recent Awards
As testimony to the quality of service delivery and resilience, the following achievements were recently received by the group:

- The 2011 most outstanding financial institution awarded by Midlands Agricultural Show;
- Zimbabwe Revenue Authority's (ZIMRA) Taxpayer Appreciation Award for Kingdom Bank Limited;
- Marketers Association of Zimbabwe's 2011 Inaugural Product of The Year Award for Kingdom Bank's Cardless ATM Withdrawal solution;
- Ministry of Information Communication Technology's Top ICT Supportive Bank of the Year Award for 2011;
- AON's 2011 First runner up Asset Manager of the year Award for Kingdom Asset Management (Private) Limited;
- International Badges Awarded to MicroKing Savings And Credit Company (Private) Limited for Entrepreneurial support, facilitation of Savings, Innovation and Vulnerable Group focus;
- Contact Centre Association of Zimbabwe (CCAZ) 2012 Service Excellence Award 2nd Runner up was awarded to Kingdom Bank Limited;
- Contact Centre Association of Zimbabwe (CCAZ) 2012 Most Customer Focused Executive (Private Sector Category) was awarded to Mrs. Lynn Mukonoweshuro, the Group CEO.

Why Should You Be Talking To Us?
AfrAsia Kingdom Zimbabwe Limited is ideally suited to be your financial services
partner because of the following competencies and strengths:

- Kingdom is an award winning institution and has been at the forefront of innovation in introducing new products and services;
- The diverse offering of the group makes it a one-stop-shop for financial services to various customer segments;
- The Group has a wide branch network with representation in major cities and towns;
- Speed and flexibility;
- The Group integrates social and environmental concerns in its business operations by assisting in various community development initiatives;
- AKZL is managed by a young, dynamic and talented team which is supported by highly skilled associates.





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Tel: +263 4 749 400-9 / 749 948
Facebook: AfrAsia Kingdom Zimbawe
www.afrasiakingdom.com

Kingdom Bank
A Member of the AFRASIA Bank Group
Registered Commercial Bank

microKing
taking you further.
A Member of the AFRASIA Bank Group
Registered Micro-Finance Institution

Kingdom
Asset Management
A Member of the AFRASIA Bank Group
Registered Asset Management Company

MBCA Bank Limited

MBCA Bank Limited offers a full range of financial services to its chosen market segments. At MBCA, we aim to be a discovery theatre of banking excellence by offering financial solutions that exceed customer expectations.



Retail Banking
A dedicated team of professionals in Retail Banking is committed to managing your account, offer you financial advice and attend to your day-to-day financial needs. Our banking halls offer you an ultimate experience of banking comfort and security in branches which are conveniently located in Mutare, Harare, Bulawayo and Zvishavane.

Products and services offered by the division include:-

- Foreign currency accounts with cheque books for individuals and corporates;
- Investment accounts;
- Personal and SME Loans;
- MBCAnet – an internet banking platform that allows access to branchless banking;
- Paynet – electronic processing of salaries, trade payments and debit order processing;
- Safe custody;
- Domestic (RTGS) and foreign funds transfer;
- Stop orders;
- USD local debit card linked to ZIMSWITCH;
- Cash Passport (Visa branded, international and reloadable card) accessible to clients, non-clients and minors;
- Hotel Express International Gold Card – a discount card that enables the official holder to access discounts from more than 9000 hotels spread over 140 countries;
- Automated Teller Machine (ATM) facilities and access to ZIMSWITCH point of sale terminals;
- MBCAinsure – short-term insurance to cover amongst other things home, household contents and vehicles insurance;
- ZIMRA Payments – you can settle your ZIMRA tax obligations via MBCA Bank (you do not need to be an MBCA client to enjoy this service).

Corporate Banking Division
"Two heads are better than one, with our heads together, your specialised knowledge coupled with the ideas and the expertise of our people, the total far exceeds the sum of the parts."

The Corporate Banking team is staffed by well-qualified and experienced personnel who draw on a variety of skills in the disciplines of banking, finance, economics and law to create a cohesive team.

The Corporate Banking Division in close liaison with our International Banking Department and Business Development Division has long-standing expertise in providing offshore finance and structured trade finance solutions in international trade, in addition to financing local working capital requirements and medium-term financing. Since inception, a variety of products have been developed to enable our customers to capitalise on the opportunities presented by a more dynamic business environment. Corporate Banking products and services include Acceptance Credits, Corporate Current Accounts/Term deposits, Loans and Overdrafts, Offshore Finance, Bank

MBCA Bank Limited
Pride in Performance
A member of the NEDBANK Group



guarantees, Documentary Letters of credit (L/Cs), Order Financing/Discounting, Structured Trade Finance and International Trade Products.

Business Development and Institutional Banking

The Division pursues opportunities for further growth in the bank's chosen market segments with specific focus on new large ticket corporate client acquisitions, development of new markets, structured trade finance, loan syndications and bespoke products.

ADVISORY SERVICES

The Bank has one of the longest established Advisory Services units in Zimbabwe. The division has a strong tradition in designing bespoke and innovative financial solutions for its chosen markets in an increasingly challenging environment. With access to global capital markets through its shareholder network, MBCA provides the full range of corporate advisory services, the more salient of which are:

Corporate Finance

- Capital raising – equity and debt financing (IPOs, rights issues, private placements, MBOs, expansion capital);
- Classical Corporate Finance – Mergers and Acquisitions, disposals and valuations;
- Corporate restructuring – commercialisations and privatisations;
- Investment Facilitation – localisation, disinvestment and exchange control facilitation.

Project Finance

- Project analysis, valuation, financial modelling;
- Financing – venture capital, joint ventures, Public Private Partnerships, grant funding; Structured Arrangements – export backed and toll manufacturing.

TREASURY DIVISION

The MBCA Treasury team is a grand master in making the right moves and completing a winning strategy.

Treasury Services include:

- Competitive rates on Treasury Bills, Bankers Acceptances, Trade Bills, Bonds and Investments;
- Foreign currency transactions;
- Risk Management advisory services;
- Up-to-date information on both local and foreign market trends;
- Historical data and graphs on exchange rate movements and trends.



INTERNATIONAL BANKING

The International Banking Division is the nerve centre of our clients' international business requirements. Resourced by dedicated and fully committed staff, the division's mission is to offer the bank's clients sound and professional advice which will result in our clients` growth. The division is divided into three specialist areas namely Exchange Control, Imports Section and the Exports Section.

www.mbca.co.zw

Doves Holdings

Established in 1902 by David John Morgan, a wheelwright and blacksmith, Doves Morgan Funeral Services was the first professional funeral services provider established in Zimbabwe, then (Rhodesia). Now 110 years later, Doves Holdings comprises of five strategic Business Units (SBUs) specialising in the provision of dignified funeral services and funeral assurance products nationwide and globally.



Head Office



Our Fleet

The SBUs are DOVES FUNERAL SERVICES, DOVES FUNERAL ASSURANCE, SILKWOOD MANUFACTURING, SILKWOOD ENGINEERING AND NORTON ASSEMBLY PLANT. DOVES HOLDINGS owns Zimbabwe's two major companies in the manufacturing of solid wood coffins and wood caskets and steel caskets.

Apart from being the preferred funeral service provider for state funerals in Zimbabwe, Doves has arisen to be the unparalleled leader in the funeral services industry in the country and sub-Saharan region.

Over the years, the Doves Group has extended its services, globally and has on several occasions, been called upon to render its services offshore as demonstrated by our service agreements with international





Courtesy vehicles



agents in all continents. In Europe our partners are Albin International, Rowland Brothers International, Ted Dickley West Funeral Services and CJ Riley Funeral Services.

In Asia and New Zealand we have China Repatriation International Group of Companies.

In America our partners are Frank Vogue and Sons Funeral Services. Doves boasts of the widest branch network in Zimbabwe with each branch equipped with mortuary facilities, chapels, and consultation rooms, among others. Our well-experienced employees complement the state-of-the-art hearses, buses and courtesy vehicles which are all used to provide a superior funeral service.

Our vision is to be the unparalleled leader in the funeral service industry in Zimbabwe, the sub-Saharan region and globally.

"Doves, we are wherever you are"

Contact Us On:
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HARARE
Tel: +263 4 774013/772570
Cell: +263 86 440 77750 (24 hrs)
Toll Free: 0800-4111
Email: doves@doves.co.zw
www.doves.co.zw

CHAPTER 10

Technology and Communications




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Innovation and Technology Growth in Zimbabwe

Despite ten years of economic regression, Zimbabwe has a sophisticated and rapidly growing telecoms and technology sector which is set to be the biggest contributor to the Zimbabwean economy.



Zimbabwe's technology sector is one of the fastest growing in the African region and it is driven by the growth of mobile and data services and is cascading down to all sectors of the economy.

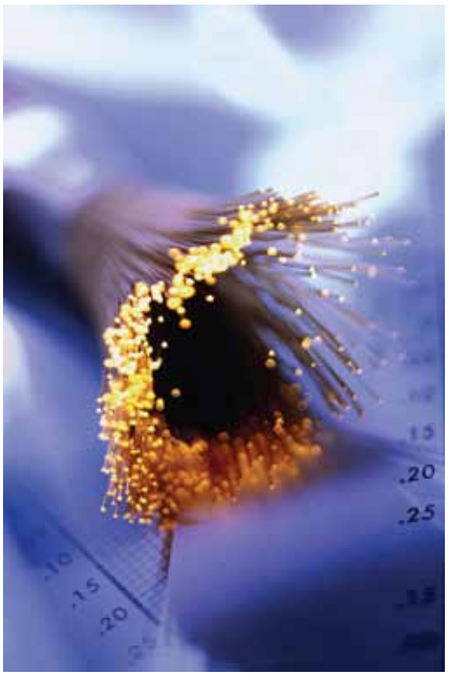
This is illustrated by the following penetration rates as provided by POTRAZ for the the beginning of 2013:

- Mobile Voice teledensity 97%;
- Data and Internet penetration 34%;
- Fixed Voice teledensity 2.3%;
- Mobile internet users make up 93% of the growth in internet services;
- Growth in subscribers increased from 19.2% in 2011 to 34% in 2012.

These figures will increase once the data service providers licenced by the government increase usage of their VOIP-based products and services in the market. These providers are mainly: Liquid telecom; Africom; Dandemutande; Telco; and Aquiva.

Another factor in the increase is the optic fibre backbone in the country which is linked to Seacom. Liquid Telecoms, Powertel, Africom and Telone have either all completed the link to Seacom or have a strong backbone through the country. Growth in Telecel's network will also significantly contribute to the projected growth. Another area of technology that is growing, and once again has Econet as its leader, is mobile money - with its product Ecocash covering a significant portion of both the rural and urban population, whilst the banks are following with bank-based mobile money products of which Textacash and Cellcard are growing rapidly. In addition, all local banks have active internet banking and cellphone-based payment products that are growing in use.

Zimbabwe has active players in technology, sales of computers, mobile phones and ancillary services to support the sector with big players like Huawei, Sony, Samsung with local representative offices.







The upsurge in technology based business has been facilitated by the dollarisation of the economy in 2009 which has allowed for easier planning and capital raising for investment in the sector as a whole. In addition, the proposed ICT Bill and issuing of nine Internet Access Providers licences in 2009 has opened up competition.

Econet continues to set the bar in most facets of technology in business and with the competition playing catch-up, 2013 and the years to come are very bright for this sector - which should prove to be the economic mainstay after agriculture and mining in Zimbabwe.

Postal and Telecommmunications Regulatory Authority of Zimbabwe (POTRAZ)

The Postal and Telecommunications Regulatory Authority of Zimbabwe (POTRAZ) was established in terms of the Postal and Telecommunications Act [Chapter 12:05] of 2000 and is mandated by law to issue licences in the postal and telecommunications sectors.





In pursuance of this responsibility, POTRAZ performs numerous functions which include:

- Allocating the radio frequency spectrums in Zimbabwe.
- Ensuring that the quality of postal and telecommunication services meet acceptable standards.
- Promoting and encouraging the innovative development of postal and telecommunication services.
- Representing Zimbabwe internationally in matters relating to postal and telecommunication services.
- Monitoring tariffs charged for Postal and Telecommunication products and services to ensure affordability.
- Promoting the interests of consumers in terms of quality, variety and availability of services.
- Promoting competition among players in the sector.

'creating a level playing field'

Mission Statement
Vision
To be the pillar of regulatory integrity.

Mission
To transparently mould the postal and telecommunications sector and cultivate empathetic relationships through honest teamwork.

Values
Honesty
Integrity
Team-work
Empathy
Transparency

POTRAZ Management
POTRAZ is presided over by a five to seven member non-executive Board of Directors appointed by the President of Zimbabwe in consultation with the Minister of Transport, Communication and Infrastructural Development. The Board, in consultation with the Minister, appoints a Director General who is responsible for the day-to-day operations of the Authority.

Universal Service Fund
POTRAZ is responsible for ensuring that all people in Zimbabwe are adequately provided with postal and telecommunication services. These services must be provided uniformly. All operators contribute to the Universal Service Fund that is used to finance the provision of Postal and Telecommunication services in remote and under serviced areas.

Consumer Protection
Consumers of postal and telecommunication services have a right to:

1. Choice – Consumers have the right to select a service provider of your choice.
2. Disclosure – Consumers have the right to receive clear and complete information about rates for products and services on offer.
3. Privacy – Consumers have the right to personal privacy.
4. Quality – Consumers have the right to high-quality products and services.
5. Timely, accurate bills and redress – Consumers have the right to clear, easily understandable bills for services and prompt redress for any anomalies related to such bills.
6. Emergency services – Consumers have the right to emergency services.
7. Consumer Education – Consumers have a right to be educated on their rights.
8. Consumers have the right to lodge a complaint.



Types Of Licences Issued
Postal Services
This category of licences has the following classes:

- Postal Service (General) Licence
- International Commercial Courier Service Licence
- Domestic Commercial Courier Service Licence

Telecommunication Services
This category of licences has the following classes:

- Public Fixed Telecommunication Services Licence
- National Mobile Cellular Service Licence
- Public Data Network Services Licence
- Internet Access Provider Services Licence
- Private Telecommunication Services Licence
- Private Mobile Radio Communication Licence





Postal and Telecommunications Regulatory Authority of Zimbabwe (POTRAZ)
Block "A" Emerald Business Park
30 The Chase
P.O. Box MP843
Mount Pleasant, Harare, Zimbabwe
Tel: +263 4 333032/46/48
Fax: +263 4 333041/333014
Email: the.regulator@potraz.gov.zw
www.potraz.gov.zw

Inspired To Change Your World

Our Vision

To provide telecommunications to all the people of Zimbabwe.

Our Mission

To serve Zimbabwe by pioneering, developing and sustaining reliable, efficient and high-quality telecommunications of uncompromising world-class standards.

Our Values

The values we hold in common:-

Pioneering

We are a Group committed to finding the best way forward in the fast moving and highly competitive technology field. To remain a leader in the field, we shall relentlessly pursue innovative solutions and constantly grow our knowledge base with an uncompromising passion for excellence.

Professionalism

In everything we do both within Econet and in the community we always work in a customer and objective-oriented manner with clearly defined goals in terms of quality of service. In all our professional areas and at all levels we carry out our duties skillfully and diligently.

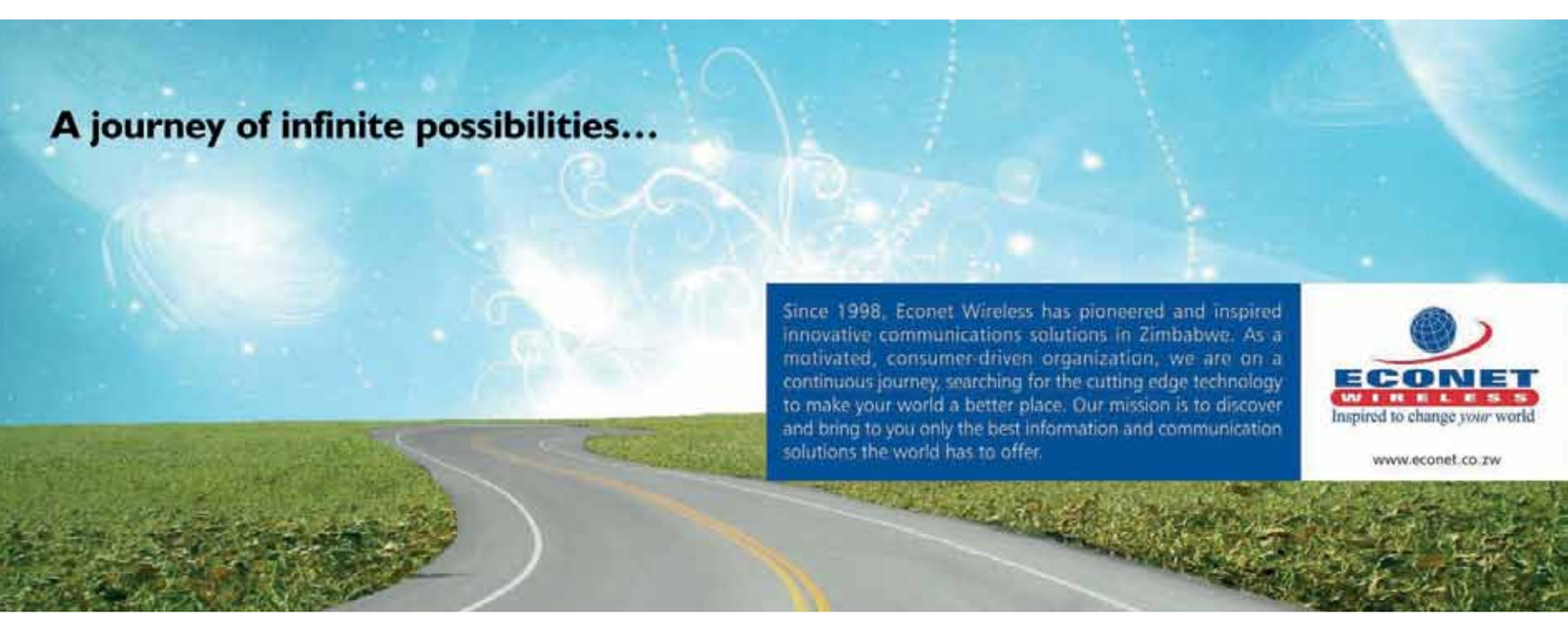
Personnel

Internally we always remember that we are a Group made up of individuals. These people are the Group. Each one is an intrinsically valuable member of the organisation irrespective of their gender, race or position. We will always show concern for each other in an atmosphere that is open and stimulates personal development, job satisfaction and a sense of responsibility. We believe in working in teams in effective and confident co-operation in environments where honesty, praise, constructive criticism and fair reward have their place.

Who we are inside the Company reflects who we are externally. Our relationship with our customers enthuses with warmth and a genuine desire to meet their needs. We reach out to customers in a holistic and organic way that makes them true stakeholders in Econet Wireless.

Incorporated in the Republic of Zimbabwe
Company registration number 7548/98
Econet Park, 2 Old Mutare Road
Msasa
Harare
Zimbabwe

Telephone: +263-4-486121/6
+263-77-2222 500
Fax:+263- 4-486120
E-mail: info@econet.co.zw
Website: www.econet.co.zw



ECONET WIRELESS
Inspired to change *your* world

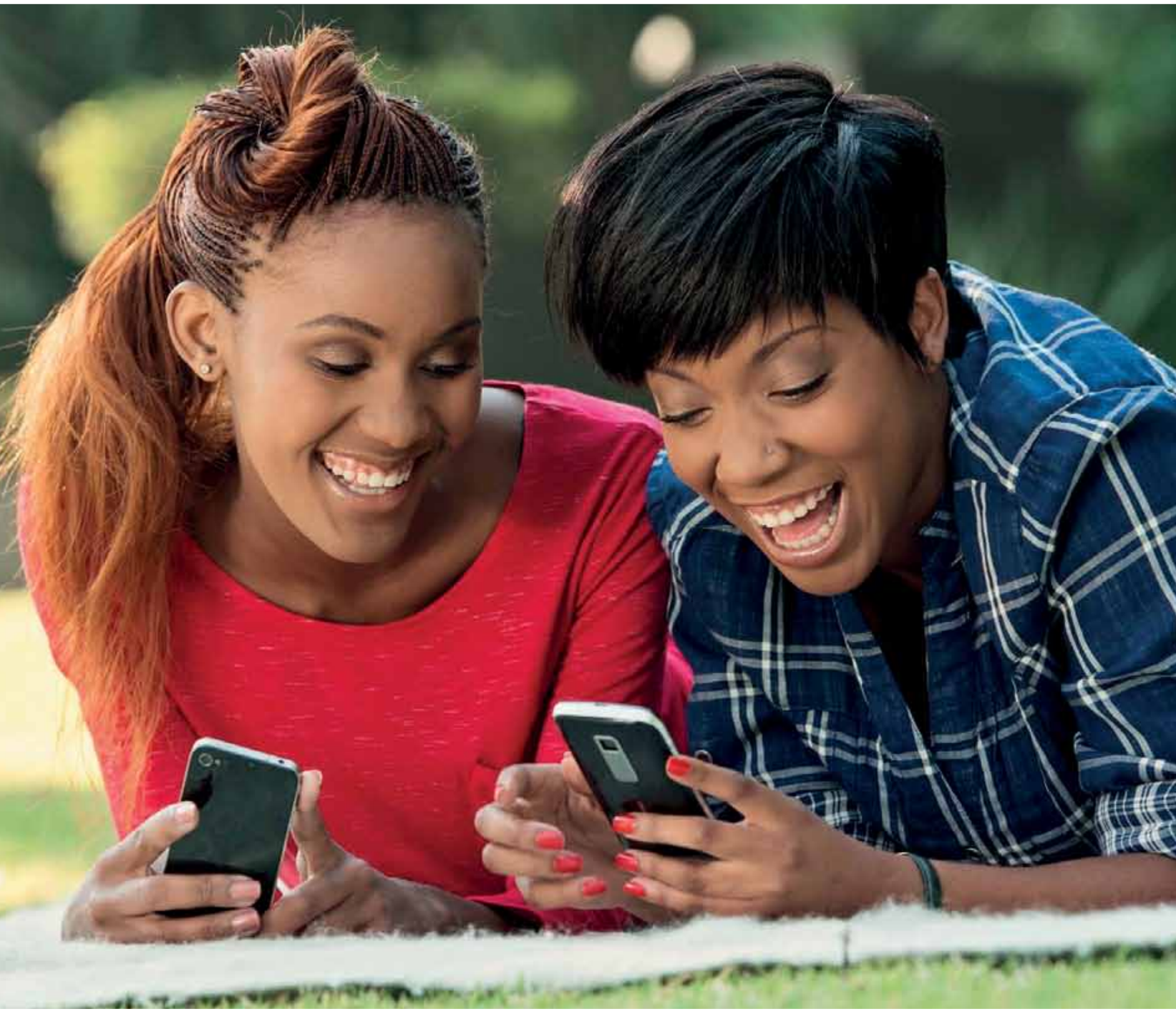






It's more than a friend, it's a Buddie

Our Power Brands - Buddie



It's more than a friend, it's a Buddie

Buddie is Econet's pre-paid package. The brand has an excess of 8 million subscribers and targeting 10 million more customers by 2015. We are thankful to their loyalty as the friendship continues to evolve. Buddie unveiled a massive campaign dubbed "Buddie Gives You more" which explains the various services and benefits that a customer enjoys on their Buddie line. There are many exciting services under the Buddie brand, which are aimed at making the lives of customers more convenient whilst offering them more VALUE, CONNECTIVITY AND TALK TIME.

ECONET WIRELESS
Inspired to change *your* world

Our Power Brands - Buddie

More connectivity

Econet's mobile broadband service, the On the Go package offers the best value in terms of mobile internet access. Its competitive tariffs combined with the widest coverage on the market, give users the best value they can get. With Econetmail, every single Buddie customer who is an active broadband user can use their mobile number as an email address. The email address is free, and has seen many people that previously had no email addresses going on-line. The popular eTXT service allows Buddies to chat on the internet, even if they do not have internet connection or a smart phone.



More Rewards

Buddie gives its users the best rewards on the market. Apart from instant rewards in terms of value that is offered in our various promotions, Buddie also gives its customers rewards as gratitude for their loyalty. The hugely popular Buddie TXT card gives more text messages and remains one of the most popular products in the market.



More Talking

Buddie is designed to keep you connected, and to keep you talking whenever you want. The value-added services Buddie gives, allow you to make more calls to more people for less. Because most of your friends and relatives are on Buddie, you easily save through on-net calls. The Buddie, Home Zone gives you a free menu that allows you access to products such as receiving airtime from South Africa and Botswana, sending 'touch messages' and free Call Me Back messages to South Africa.

Buddies already get free Call Me backs on local calls. Buddie's Voice Mail Service means you never miss a call, while the Missed Call Alerts tell you which of your friends is trying to reach you. Through these products you are always in touch and you never miss an opportunity.

Buddie zone is a service that allows customers to enjoy discounts on calls depending on the time of day and their location. To activate for this exciting service one should dial *137*1#. The discounted tariff applies to Econet to Econet calls only



More Travel

Buddie was the first to offer pre-paid roaming to customers, making sure you stay connected even when you leave the country. Pre-paid roaming allows you to use your Buddie line when you travel to South Africa, Botswana, Mozambique and Zambia.

The Call Home SIM allows your relatives living in South Africa to call you locally at a more affordable rate.



ECONET BROADBAND
Discover Endless Possibilities.

Our Power Brands - Broadband



Econet Broadband
Discovering endless possibilities

Econet Wireless Zimbabwe Limited is Zimbabwe's largest provider of telecommunications services, providing total communications solutions. Econet's main aim is to change people's lives by enhancing their quality of life.

In the last few years, the use off cellphones has increased, enabling people to communicate and stay in touch with the world. People can now be on the move, certain that they will receive their communication unhindered by their location. Econet has made sure this is possible by providing the network with the widest voice and data coverage in Zimbabwe.

Econet Broadband allows all subscribers to surf the Internet much faster, so they can download videos, files and music off the Internet at lightning speed. It comprises of three (3) packages that are designed to suit individual needs; these are On the Go, @home and @Work. The internet has fundamentally changed the way we work, play and, indeed the way we communicate.

ECONET WIRELESS
Inspired to change *your* world

ON THE GO

ON THE GO

A mobile service that gives you internet access on your cellphone or laptop. On the Go is broadband connectivity available anytime, anywhere. So you can connect to the office from your favourite coffee shop, send e-mail on your way home or download your favourite song while you take a jog. This service is powered by GPRS, EDGE, 3G, UMTS technologies depending on your location and access device.



@HOME

@HOME

Econet broadband @Home is a WiMAX-based service that offers you fast, reliable internet access in your home. The service is also suitable for small businesses that require dependable high-speed data access.



@WORK

@WORK

Econet Broadband @WORK is a WiMAX based services that offers you fast reliable Internet access that caters for businesses of all sizes from small to medium enterprises (SMEs) to large corporate, Econet has a package that will work for you.



Our Power Brands - Econet Solar





Light up your world with Econet Solar

Econet Solar, a wholly-owned subsidiary of Econet Wireless, is a manufacturer and distributor of solar powered products for the global market and in particular developing countries. It represents Econet's contribution to efforts to invest in renewable energies.

The products offered under the Econet Solar range offer practical solutions to the everyday needs of the individuals in the African and developing countries context. The Econet Solar team is constantly innovating and developing product ranges that will give comprehensive solutions to households and even businesses. There are very interesting and life-changing solutions from the Econet Solar brand that are in the pipeline.

The Green Kiosk is one of the new innovations from Econet Solar. It is an avenue to increase support to the Economy by providing SMEs and sole traders a





safe working environment, support mobile financial services to the unbanked and protect the environment by reducing litter, increasing the general cleanliness of cities and towns in the country. The Green Kiosk offers the following products and services:

- Free Cell Phone Charging-up to 14 cellphones at a given time
- Solar devices including Lanterns, lights and chargers
- EcoCash services
- Airtime sales
- Econet customer support centre
- All Econet products and services

We can no longer rely on the on the traditional sources, we have to change the way we look at power and harness renewable energy. Go green with Econet Solar and help leave behind a cleaner world for future generations.



ECOCASH
Your phone. **Your wallet**

Our Power Brands - EcoCash



Econet launched EcoCash Mobile Money in 2011. EcoCash is an innovative mobile payment solution that enables subscribers to complete simple financial transactions through mobile handsets.

Subscribers are able to send and receive money anywhere in Zimbabwe, and for them to purchase prepaid airtime for themselves or another subscriber. EcoCash also facilitates the purchase of merchandise from shops or vendors that accept EcoCash.

With EcoCash, Zimbabweans can pay their commuter fare with their cellphone, one no longer has to worry about change issues. They simply cash in (deposit money into their EcoCash wallet) and pay the exact fare with no transactional charges. This is a really convenient service that has made it easy to send money to remote locations in the country.

ECONET WIRELESS
Inspired to change *your* world





Registration is simple and done through EcoCash Agents. Once registered, one can send or receive money at any time.

To date EcoCash has built a wide distribution network with thousands of Agents country-wide and more than 1.7 million customers. This has been done with Econet's strategy of promoting financial inclusion in Zimbabwe and bringing relevant financial products to all Zimbabweans.

EcoCash customers have benefited from Econet's wide mobile network coverage and the most extensive network of Agents. With EcoCash the transfer of money is secure as EcoCash is supported by a regulated financial institution supervised by the Central Bank of Zimbabwe.

ECONET
BUSINESS SOLUTIONS
The future of business innovations

Our Power Brands - Business Partna



Business Partna

The country's premium contract line that is smart, dependable and well connected. It is a contract line that gives you choice and unlimited network access with a lot of Value Added Services like Mobile Data, International Roaming, Conference calling, Unlimited Talk time, Smart Phones and Tablets.

Business Partna Select

This contract package provides subscribers with total control of monthly usage by allowing subscribers to tailor make usage patterns. This is a 24-month renewable contract package that comes with a free handset.







BUSINESS***PARTNA***
The Smart Business Partnaship

Tailored Packages

In response to consumer demand, tailored contract packages have been developed and these include the Civil Servant Package. This contract package is also renewable after 24-months with lower bill caps and a free handset.

Switchboard Solutions (FCTs)

For all corporates and individuals who need Fixed line connection for home and office use, Econet Wireless offers Fixed Cellular Terminals (FCTs). An FCT is a cellular device that comes fitted with Econet simcards and is directly routed to a Switchboard to give a fixed line connection. For small companies and individuals the FCTs can be offered as direct lines. The solution is offered with a tailor-made tariff to make office and home calls more cost effective with Least Cost Routing programming.

Sales & Technical Support

A sales team of professional account managers are there to serve all of Econet Wireless' Business customers as well as High Value individuals. The team comprises of trained sales staff, as well as technical support staff to enable them to provide total communication solutions to all of Zimbabwe's industry and commerce. The goal for the Sales team is to develop and maintain mutually beneficial relationships with the organisation's portfolio of current and potential clients.

With excellent customer skills and a thorough knowledge of the trade channels, corporate account managers serve as the primary contact for the client with Econet Wireless and humbly serve as the organisations' customer service ambassadors.

As part of the organisation's corporate relationship management, the team has been developed to serve the market through dedicated individuals allocated to the market by industry and by region. Allocated by industry, the team has dedicated individuals for the Banking and Financial institutions, Retail and Manufacturing Industry, Government Institutions, Diplomatic Community and NGOs, Mining and Agriculture Sector as well as a Technical support team. To add to the above Econet Wireless also has strong sales presence in the different regions of the country, with sales staff in Harare, Manicaland, Midlands, Matebeleleland and Masvingo.

Telemetry

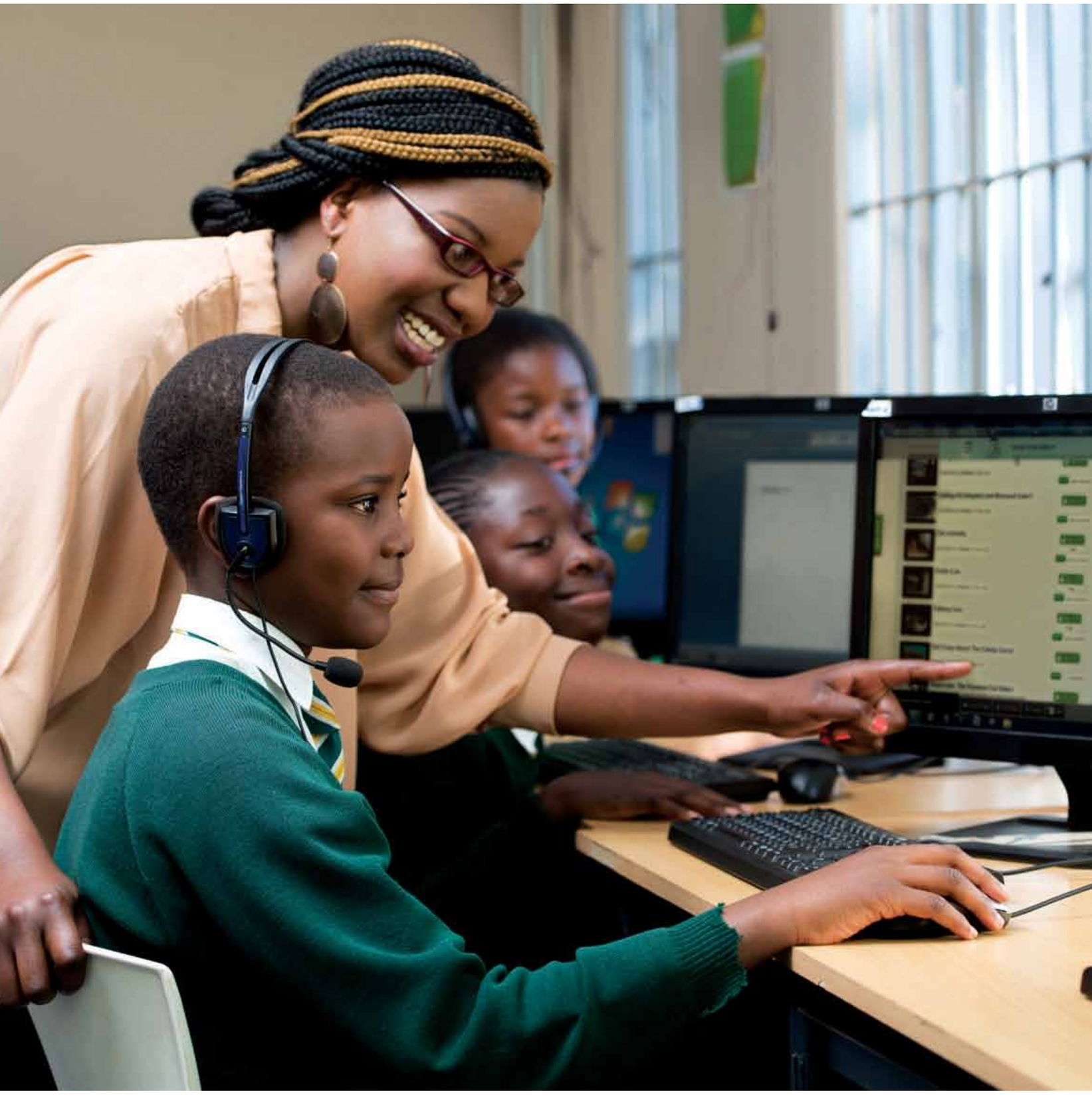
These are device tracking and Point of Sale communication solutions offered in partnership with other service providers. Econet Wireless provides the communication backbone for Vehicle tracking devices to various tracking companies as well as for Point Of Sale devices for most registered banks and financial services organisations to improve the general public's ability to transact.

Business Handsets

Econet wireless offers a diverse variety of smart devices for the business segment. These include reputable brands of Smart Phones, Tablets and Laptops to enable the smart business individual to be connected 24/7. Devices come with 12-month warranties and bundled usage offers that are tailor made to suit each subscriber's smart life.

Econet In The Community
Our community, our responsibilty

Econet Corporate Social Responsibility



Econet Corporate Social Responsibility

Econet In The Community
Our community, our responsibilty

Econet Social Responsibility

At Econet, we believe the future depends on the sustainable development of our communities. We remain firm in our belief that a company's success cannot be measured on financial performance alone. We believe the true measure of a successful company is its ability to positively transform its community.



JOSHUA NKOMO SCHOLARSHIP
Today's Students Tomorrow's Inspiration

Joshua Nkomo Scholarship Fund

The initiative gives scholarships to the top 10 students from all the 10 provinces of Zimbabwe to go study in Ivy-League American Colleges, and each year, over 100 academically gifted and socially responsible students benefit from it. To date over 650 ' Joshualites' have benefited from this life-changing program.

Over 30 "Joshualites" are currently in Ivy-League American colleges which include Yale, Harvard and MIT.



CAPERNAUM trust
A World Of Love,Hope And Inspiration

Capernaum Trust- Transforming Communities

Capernaum Trust provides scholarships, food-packs and life changing skills to the disadvantaged and the underprivileged children in the community.
Capernaum Trust has established 15 state-of-the-art resource centres and libraries in selected schools with complete e-learning facilities.
Over 50 000 orphans are assisted nationwide at any given time.
This includes payment of school fees from Primary to University level.



NATIONAL HEALTHCARE Trust Zimbabwe

National Health Care Trust-Building Capacity

This institution collaborates with the Ministry of Health, World Health Organisations, UNICEF, OXFAM and Hellen Keller Foundation to build capacity in health delivery.
NHCT financed the re-opening of the University of Zimbabwe, Medical School with over USD1.2 million.
Established a virtual lecture facility in association with the Council for Assisting Refugee Academics.



TriplePlay Communications

TriplePlay Communications is a private company, located in Harare Zimbabwe, Gaborone Botswana and Lusaka Zambia.





It was established in 2007. We are a subsidiary of Twenty Third Century Systems Global. The company endeavors to provide integrated VSAT communication solutions to enterprises across all industries, as well as private individuals. Our target market is predominantly within the sub-Saharan African region.

TriplePlay Communications is extremely competitive due to our cost-effective bandwidth and our ability to provide customised VSAT solutions to our clients. These two aspects, as well as our quality of service, are the cornerstones of our business and this ensures our customer satisfaction. Our reference site list includes Zimbabwe Electricity Transmission and Distribution Company (ZETDC) with 60 sites, Zimbabwe Power Company (ZPC) with three sites, BancABC with 10 sites, EcoBank with one site, Marange Resources with two sites, ZMDC with six sites, Grain Marketing Board with 13 sites, Botswana Post with one site and Border Timbers with one site.

Mission

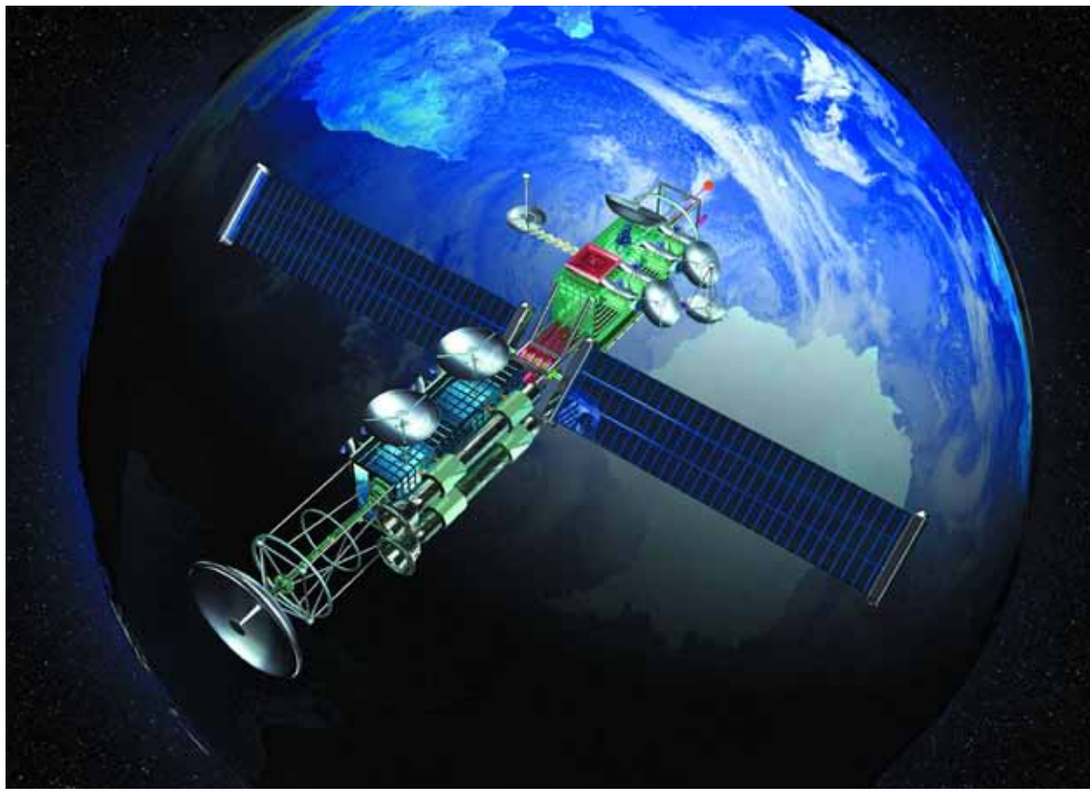
Data communication and infrastructure are the heartbeat of every corporate company



Mr. Ashby Daniel Nduna: Managing Director of TriplePlay Communications.



Mr. Robert Ndlovu: Engineering Director of TriplePlay Communications.



anywhere in the world. The requirement for the data communication for those companies ranges from general and basic usage to specific and highly sophisticated requirements that demands high-quality services and expertise. TriplePlay Communications provides services very customised and high-service level to customers in this category.

The company has established a strong presence in the VSAT Enterprise Market in Southern Africa with low cost equipment and affordable pricing. TriplePlay Communications and its distributors will offer the service levels and value-added services expected from enterprise customers. The Company is ready to take the success of its low-cost, high volume consumer platform and hit the traditional VSAT market full force in Southern Africa. We have penetrated the market with our products and services called TRIPLEPLAY i.e. Data, Voice and Video.

Strategic Relationships

TriplePlay Communications has strategic relationships with.

- **iDirect**
- **Intelsat**
- **Stratosat**
- **Altobridge**
- **Antesky**

TriplePlay Communications benefits from these relationships by receiving very competitive pricing on most of these services, allowing the company to offer competitive pricing on its services to customers.

In the future, the company plans to collaborate with backbone providers, wholesale carriers, and other strategic organisations to:

- Reduce cost of goods and services utilised.
- Increase the number and variety of goods and services offered to customers.
- Chart the growth of the company into new territories.

TriplePlay Communications Company Directors

Our company directors are:
Mr. Ellman Chanakira: Chief Executive Officer of Twenty Third Century Systems;
Mr. Albert Joel Nduna: Chief Executive Officer of Zimbabwe Reinsurance Company;
Mr. Alex Marufu: Chief Operating Officer of Twenty Third Century Systems;
Mr. Ashby Daniel Nduna: Managing Director of TriplePlay Communications;
Mr. Robert Ndlovu: Engineering Director of TriplePlay Communications.

The Netwok Integrator where IT and Telecom Meet
20th Floor, Karigamombe Centre
Crn Samorah Machel Avenue/ Julius Nyerere Way
PO Box MP1353
Harare, Zimbabwe
Tel: +263 4 252686 / 252716 / 749320
Fax: +263 4 749118
infor@tripleplaycoms.net
www.tripleplaycoms.net

TEL•ONE

Whatever your communication needs are, Zimbabwe's leading multimedia telecommunications company Tel·One has the solution.



Tel·One is a key player in the national ICT industry, whose backbone provides the main backbone network on which other players ride.

In terms of infrastructure, Tel·One owns a wide range of telecommunications equipment; varying from various exchanges located in strategic areas, optical fibre networks, radio network systems plus a wide range of high-tech networks including a satellite base station located in Mazowe.

Besides the provision of telecommunication services, Tel·One has a factory located in Msasa Industrial Park that manufactures and repairs various telecommunications equipment and supporting mechanical equipment.

The factory's main role has been to provide maintenance support to the entire infrastructure.

Tel•One also runs the internationally acclaimed Centre for Learning, a training college that offers Certificate and Diploma studies in Telecommunications and Information Communication Technology.

OUR PRODUCTS AND SERVICES:
DIAL•ONE
This is Zimbabwe's largest fixed telephone service; it is a voice service offered on post-paid platform over wire-line or Code Division Multiple Access (CDMA) wireless local loop.

Our network coverage extends to most parts of the nation, reaching even the most remote and distant corners of the country.

This is why customers of all types (residential and business) have access to a telephone.

Value-added services such as toll free, conference calling, call diversion and forwarding are available for Dial•One subscribers.

DATA•ONE
Data•One is Tel•One's data transfer service which offers real-time solutions at high bandwidth to ensure trouble-free operations for customers.

Services include Virtual Private Networks (VPN) and International Private Leased Lines.

Virtual Private Network
A VPN is a secure way of connecting to a private Local Area Network (LAN) at a remote location, using the Internet or public network to transport the network data packets privately, using encryption. The VPN uses authentication to deny access to unauthorised users, and encryption to prevent unauthorised users from reading the private network packets. In other words this secures a client's network against network attacks. It can be used to send any kind of network traffic securely, including voice, video or data.

International Private Leased Line (IPLCs)
These are point-to-point circuits which are secured and exclusive to the user connecting to any destination anywhere in the world.

IPLCs function as point-to-point private lines and are ideal for companies that have high volumes of data traffic and/or which need high security in the transfer of confidential information.

Leased Lines
A leased line is a service contract between Tel·One and a customer whereby Tel·One agrees to deliver a symmetric telecommunications line connecting two or more locations. Typical customers include:

Mobile operators for transmission capacity, Internet Access Providers (IAPs) for transmission capacity, Banks, mines, retail shops, government departments such as the Registrar General, ZRP, ZIMRA, etc.

always in touch.

COM•ONE
Com•One is a Tel•One brand that offers a wide range of internet services through copper, fibre optic transmission and satellites. ComOne offers the following services:

Tel•One Leased Internet Services (unlimited)
This is a dedicated service that operates on a 24-hour, 7-days a week basis internet access and is suitable for businesses. An internet leased line also offers symmetrical speeds for both uploading and downloading and downloading data as well as a 1:1 contention ratio. The bandwidth is guaranteed and easy to upscale.

Tel·One ADSL
ADSL stands for (Asymmetrical Digital Subscriber Line). This is a broadband solution offered through the copper medium and transmits data at different speeds in the downstream and upstream directions. Typically home and small business users access the internet more to download rather than upload content; as such the download speed is higher than the upload speed. Users can download data at speeds of up to 2Mbps and upload data at speeds of up to 1Mbps.

The ADSL connection is permanent, the user does not need to dial up or set up the connection every time they need to access the internet. A splitter or DSL filter, also allows a single telephone connection to be used simultaneously for the ADSL service and voice.

SATNET (Satellite Services)
When you're in the 'middle of nowhere' in Zimbabwe our VSAT (Very Small Aperture Terminal) solution will keep you in touch. VSAT is capable of reaching very remote locations and is particularly useful in areas where communications infrastructure is limited or non-existent. VSAT is a cost-effective, efficient and error-free mode of communication using global standards of technology to provide voice, data and video services.





For more information contact us on marketing@telone.co.zw or visit our website www.telone.co.zw

CHAPTER 11

Media, Marketing, Conferencing and Exhibitions


Boss Admire Taderera


Tich Mataz




Amanda


Nikki





The Breeze (Left to Right: Tariro, Grace, IYATI)



LeeKay



Phatisani



Tapiwa and Innocent



Ola 7



STAR FM

Zimbabwe attained her independence on 18 April 1980, and only the national broadcaster was on air until June 2012 when Star FM went on air as an independent player in the electronic media. Star FM are part of the integrated media house – Zimpapers.



DJ Mox



Noma



Kudzi



STAR FM broadcasts on Frequency Modulation 89.7 in and around Harare, and 93.1 in and around Bulawayo.

Our Vision
To be the leading national radio station in Zimbabwe and beyond, creating loyalty for both advertisers and listeners in a dynamic industry.

Our Mission
To build a solid and profitable brand that offers quality products and competitive rates.

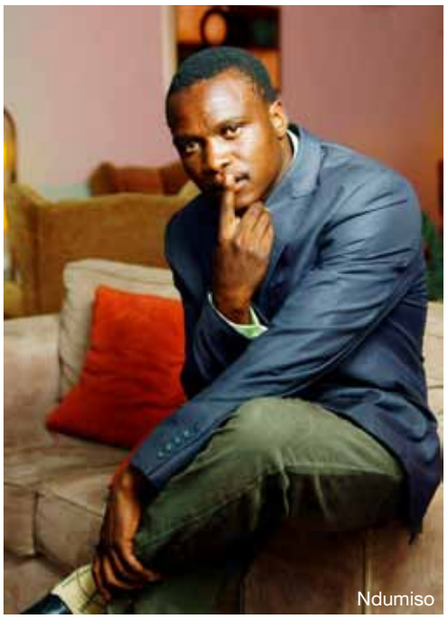
Star FM brings a fresh and new radio experience as Zimbabwe's first independent commercial radio station founded on versatility, diversity and creativity. After the


Sports Team (Steve Vickers, Howard Musonza, BEV, Yvonne, and ET)


KOTI



"The TXO" (J Boss & DJ Munya)


Ndumiso


The Breakfast Club (Mbofs, Blackbird & Zam)


Napster, The Radio Master!

station's successful launch at noon on 25 June 2012, Zimbabwe's media industry took a new turn. Star FM runs on a digital platform making it compliant with the SADC 2015 digitalisation requirement, thereby providing an opportunity for the integration of both local and international convergence.

With the digital signal we are able to cross-sell our content on any device that can receive a digital signal. We are a 24hour broadcasting station where 40% of programming has been set aside for intelligent talk and enriching information, while 60% will include both local and international music.

Star FM are a national commercial radio station enjoyed by an upwardly mobile and cosmopolitan audience throughout Zimbabwe. Infrastructure for global reach via internet streaming is the next thing in our coverage expansion programme.

In the first six months of operation we won the following accolade:-

Runner up 2012 - Outstanding New Market Entry - awarded by the Marketers Association of Zimbabwe (MAZ)

Our programming is driven by a team of seasoned broadcasters: Comfort Mbofana, Innocent Tshuma, Leander Kandiyero, Munya Milimo, Steve Vickers and the Programmes Manager Tich Matambanadzo [Tich Mataz] The man with the plan; the General manager is Admire Taderera with over 25-years experience in the industry. The station recruited a team of fresh voices who have complemented the experienced voices very well.

Our equipment is top of the range digital platform in use in most progressive radio stations in the region and the world.

102 Simon Mazorodze Road
Southerton, Harare
Tel + 263 4 662689 / 662693
www.starfm.co.zw

Zimbabwe Newspapers (1980) Limited

Zimbabwe Newspapers (1980) Limited is the oldest newspaper publisher and commercial printer in Zimbabwe, as well as being easily the largest publisher of newspapers, having dominated the market for almost 120 years. The commercial printing operations rank among the leaders in this field in Zimbabwe.





The company is the proprietor of Zimbabwe's only daily newspapers, *The Herald* of Harare and *The Chronicle* of Bulawayo, and owns two Sunday newspapers operating in tandem with its dailies, *The Sunday Mail* and *The Sunday News*. The largest provincial newspaper in Zimbabwe, *The Manica Post*, a weekly, anchors the Mutare branch.

In recent decades Zimbabwe Newspapers launched two newspapers in the two main indigenous languages, *Kwayedza*, a Shona weekly in Harare, and *uMthunywa*, an Ndebele weekly in Bulawayo. A magazine, *ZimTravel* covers tourism, and five years ago Zimbabwe Newspapers and New Era Newspapers of Namibia jointly launched a regional weekly, *The Southern Times*.





Besides being the biggest newspaper publisher in the country, Zimbabwe Newspapers is the only newspaper publisher and printer operating as a public company, having been floated on 8 March 1927 as the Rhodesian Printing and Publishing Company Limited. It changed its name in 1980 when Zimbabwe became independent. The 1927 launch incidentally makes it one of the oldest listings still on the Zimbabwe Stock Exchange.

For more than 80 years any reader has had the opportunity to buy and trade in the shares of this newspaper, and many have taken that opportunity, the company encouraging hundreds of smaller investors to join the big institutional investors in taking a stake in the equity. Only in the very worst of times has the dividend been deferred.

Zimbabwe Newspapers has newspaper offices in Harare, Bulawayo and Mutare and commercial printing works in Harare and Bulawayo. Gweru hosts a newspaper bureau and commercial office, while journalists are stationed in Chinhoyi, Bindura, Masvingo and Beitbridge.

Commercial printing

As the owners of the largest printing presses in Zimbabwe, the company has always had an interest in commercial printing. This business started from the need to ensure that the capital investment was fully used. The small circulations of the early days meant that the newspapers did not require their presses for more than a few hours a day, and the relatively small flatbed presses of the early days were excellent for general printing and for many years the newspapers were only viable because of the dual use of the presses.

The rise in circulations and the switch to specialised large rotary web presses for the newspapers marked the end of dual use presses. The branches continued commercial printing, largely on the older general purpose presses while using newer equipment for newspapers.

Corporate profile

Newspaper Publishing

The Newspaper Division is made up of three branches: Harare, Bulawayo and Mutare. The Company publishes nine newspaper titles and two magazines.

The Herald 1891; *The Manica Post* 1893; *Chronicle* 1894; *Sunday News* 1930 *The Sunday Mail* 1935; *Kwayedza* 1986*; UMthunywa* 2004; *HMetro* 2009; *BMetro* 2009; *ZimTravel* 2003 *and Bridal Magazine.*

Commercial Printing

The Commercial Printing Division is made up of National Printing and Packaging. Natprint is responsible for commercial printing, paper packaging, printing of books, continuous stationery and security documents.

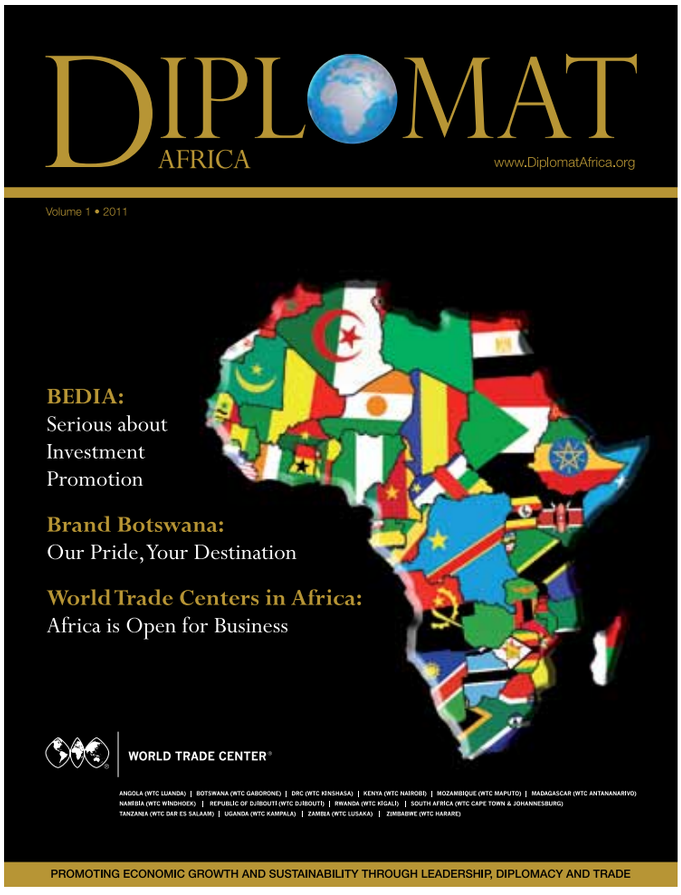
Online Editions

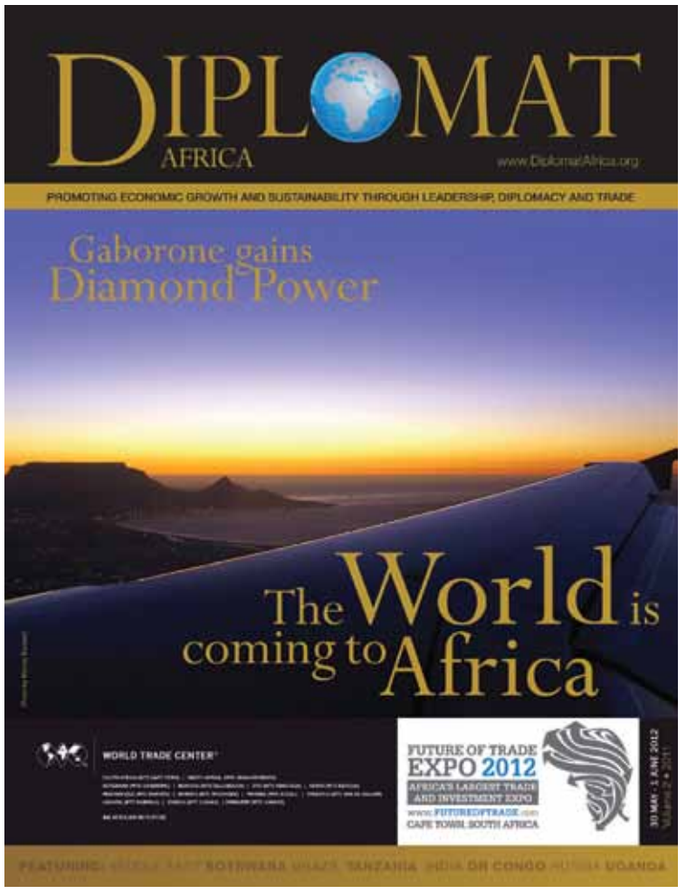
In line with international trends in the media Zimbabwe Newspapers (1980) Limited launched all its publications and subsidiaries on the World Wide Web. Our websites have dual hosting local and international for quicker browsing. In addition we also have a digital edition of *The Herald & ZimTravel.*

www.zimpapers.co.zw

Diplomat Africa Magazine

Sharing knowledge, future visions and inspiration – in the pursuit of best practice of African governance and leadership.





Diplomat is a quarterly print and online magazine about government and industry and their role in promoting economic growth and the social well-being of Africa.

The magazine launched in East Africa first with now more than five issues under their belt. The wheels are now in motion for the rest of Africa to join our East Africa colleagues in reporting the whole story of Africa. The first Diplomat Africa magazine was launched in February 2011.

The Role of the Magazine
The magazine is about government and business and their roles in promoting economic growth and the social well-being of Africa. African leaders need to promote and showcase their vision, national interests, missions, foreign policies and diplomacy successes. The magazine's role Is to share knowledge, understanding and provide inspiration in the pursuit of best practice in governance and leadership.

We focus on foreign affairs, trade, investment, business, energy, health, education, environment, security and culture.

Overcoming Challenges
African countries face various social, development, economic, trade, education, health, diplomatic, defence, security and political challenges.

Most of these challenges cannot be tackled effectively by individual members as we are all interlinked; we provide a platform whereby we can all be more effective in our approach in combating these challenges.

Achieving regional economic integration in Africa requires the full support of governments to act on behalf of all Africans for their common prosperity, peace and unity.

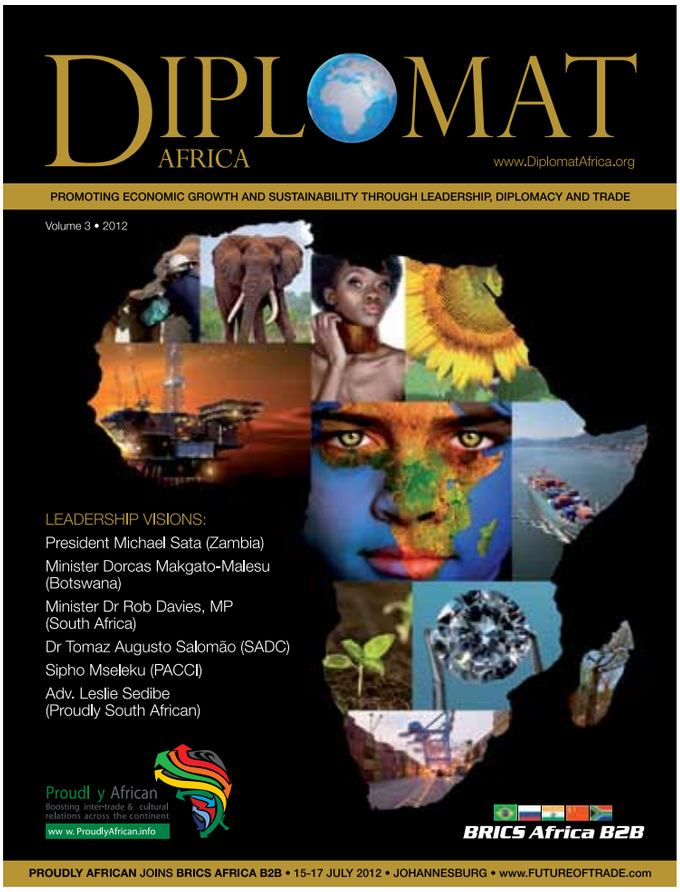
Focus Areas
The current focus area for distribution is Southern Africa, with major areas of influence in Botswana and South Africa. Regional offices and contacts include Mozambique, Zambia, Tanzania, Namibia, Kenya, Mauritius, DR Congo, Uganda, and Nigeria. Diplomat Africa aims to expand to East and West Africa.

To submit an article or report to be included in Diplomat Africa please contact our editors.

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PROMOTING ECONOMIC GROWTH AND SUSTAINABILITY THROUGH LEADERSHIP, DIPLOMACY AND TRADE

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www.DiplomatAfrica.org







The Zimbabwe International Trade Fair Company (ZITF)

ZITF is the leading international exhibition and event organiser in the country. Situated in Bulawayo, the Company's vision is to be the world's first choice in offering innovative opportunities for social and business interaction.



Well-known for organising and managing professional exhibitions and events to promote trade and investment through innovation and value-addition, its goal is to delight customers by delivering seamless service.

The exhibitions that the Company organises and hosts at the Zimbabwe International Exhibition Centre (ZIEC) are as follows;

- **Zimbabwe International Trade Fair** which is the multi-sectoral exhibition:
- **A'sambeni Africa Tourism and Travel Expo**, for the tourism sector;
- **Scholastica**, for the education, careers, consultancy and training sectors;
- **Pakprint**, for the printing and packaging sectors;
- **Ultim8 Home**, for home improvement and renovations;
- **Mine Entra**, for the mining, engineering and transport sectors; and
- **Good Health, Good Living Expo**, a health, fitness and lifestyle exhibition.

Other Products and Services

Besides exhibitions, the Company also offers the following products and services:

- **Venue Hire** - any of the ZIEC's halls, rooms and open-air sites are available for hire throughout the year (except when in use during international exhibitions). The Exhibition Centre layout is flexible enough to allow controlled or general access to any of the sites. The Company has hosted, and assisted with organising, a variety of private events and functions, sporting events, musical concerts, fashion shows, conferences and seminars, as well as providing short-term warehousing.
- **Stand Building** - ZITF offers a modular stand building service of international standard to exhibition and events organisers. This service is available at any covered venue (including a marquee with flooring) in Zimbabwe and elsewhere in the SADC region, including assistance with the layout of halls and the drafting of floor plans to make optimum use of the space provided. In order to maintain high-quality standards, ZITF has entered into a strategic partnership with an internationally renowned exhibition and events infrastructure provider.
- **Consultancy** - services offered by the company include: assisting in establishing a new exhibition or upgrading an existing

one; attachment and on-site facilitation; as well as training of exhibitors.

Notable Achievements

The Company, over the years, has maintained its position as the provider of the premier forum for business exchange through its exhibitions, venue hire facilities and consultancy services.

- **Exhibitions**
  - » The annual Zimbabwe International Trade Fair first ran in 1960 and celebrated its golden jubilee in 2009. More than 50 years on, it continues to be the country's biggest marketing and business event.
  - » The sector-specific expos taking place throughout the year, continue to offer targeted and relevant exposure to its sectors.

- **Exhibition Halls**
  - » The Zimbabwe International Exhibition Centre (ZIEC) encompasses a 17-hectare site situated close to the central business district of the city of Bulawayo. It has six fully-equipped and serviced exhibition halls, over one hundred individual pavilions and open-air sites. The ZIEC is open for business all year round and hosts the major annual international trade exhibitions in Zimbabwe. It is a multi-purpose facility that is adaptable for a variety of other uses including conferences, events and private functions.

- **Consultancy Services -** from the wealth of experience gained from years of organising and hosting successful exhibitions and functions, the Company has been engaged to participate in the following:
  - » Organiser of the All Africa Trade Fair in 1992;
  - » Co-host and facilitator for the All-Africa Games;
  - » PTA Consultancy in Mauritius, Nigeria, Uganda and Zambia;
  - » Adviser for, and was part of the Zimbabwe participation in World Expo Hanover (Germany) in 2000;
  - » Adviser for, and was part of the Zimbabwe participation in World Expo Aichi (Japan) in 2005 and Shanghai in 2010;



  - » Participation by ZITF in exhibitions in South Africa, Germany, Indonesia and Malaysia;
  - » Consultant for the establishment and organisation of Global Expo Botswana from 2006 – 2007;
  - » Organiser COMESA Exhibition in 2009.

- **International Networking Strengths**

ZITF Company is a member of UFI (The Global Association of the Exhibition Industry) since 1982 in which more than 60 nations are members. It is also an affiliate member of IAEM – a USA-based exhibition association affiliated to UFI. It is a member of EXSA (The Exhibition and Events Association of Southern Africa), which has very few members outside South Africa.

In addition, the Company has established relationships with various export promotion and investment facilitators, customs and investment centres through which it exposes exhibitors to bilateral trade agreements with other countries and through which exhibitors are given export guidelines.

Its exhibitions are endorsed by key stakeholders such as, the Government of Zimbabwe, Bulawayo Agricultural Society, City of Bulawayo, Confederation of Zimbabwe Industries, Zimbabwe National Chamber of Commerce, Zimbabwe Investment Authority, Zimtrade, Zimbabwe Tourism Authority, Chamber of Mines of Zimbabwe and Zimbabwe School of Mines.



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C:MEDIA
CLEAR CREATIVE COMMUNICATION

CMEDIA is a Media Production Studio that brings creative identity to brands through video production, web design and social media. The driving statement behind any CMEDIA production is: “Every person or business has a story to tell, and the best stories win.” Our dynamic, multi-skilled team is young and vibrant, always on the pulse to find new and creative ways to tell stories.

Our service is backed by over a decade of bankable experience in the creative media space. Productions we have done include - music videos, short films, company branding, and weekly television programs for television stations - ZBC, KBC and GOD TV.

CMEDIA delivers a customer experience that is streamlined and relationship driven to meet the diverse needs of the clients we serve.



Housed under the CMEDIA brand, products available are the following:

Audio Production / Duplication: Professional Voice Over Artistry for all video & audio media platforms. Our service offering includes Producing and Reproducing audio & video products ranging from CDs / DVDs / MP3 / Blu Ray as well as offering tailor-made Product Packaging.

Radio: Recording & Mastering radio programs, commercials, jingles.

Television: Produce broadcast quality programs for television.

Video Production: Creates high-quality visual clips and videos, recording events that range from conferences to personal tributes and this encompasses live DVD recordings, church services, corporate and cultural events.

Design: Creative designs for personal and corporate brands.

Photography: Lifestyle, Event, Corporate, Portfolio, Photography.

Website / Social Media: Cutting-edge web design, development and social media marketing.

Mobile: +263 773 489 139 **Email: info@cmedia.co.zw** **www.cmedia.co.zw**

The Celebration Community Centre

CELEBRATION MINISTRIES
INTERNATIONAL





Africa is often referred to as the 'dark continent', a derogatory description that connotes hopelessness and backwardness. But for Pastors Tom and Bonnie Deuschle, Africa has always been a fascinating continent full of promise; poised for spiritual reformation for the gospel of the Kingdom. With this positive perception, they have elected to strategically use Celebration Centre (a community centre) in Harare, Zimbabwe as a springboard for reaching out to other African countries.

Pastor Tom Deuschle wrote in his book "Building People Building Dreams":- "We wanted it to be a centre of reformation for the nations; a community centre that would serve as a platform for reaching not only the city, but also the rest of Zimbabwe and the neighbouring countries with the gospel of Jesus Christ. We had no idea how God was going to do it, but we had already seen enough miracles to know that another would not be difficult for Him."

The Celebration Centre was conceived when, one morning, while driving through an up-market suburb, Pastor Tom sensed God directing him towards a specific property. He had been searching for a piece of land on which to build the church for over eight years. After inquiring as to its zoning designation at the City Council, he discovered that it was a Green belt area and therefore, could not be developed or bought. The church, however, convinced that this was God's plan for their community centre, persevered in applying for the land but were turned down repeatedly over a period of five years!. In 1995, they were finally granted permission by the City Council to purchase the land. It then took another two years for them to raise the money to acquire it. The building itself took another seven years to construct. During the worst economic inflation the world has seen in recent times, the church paid cash for and built a magnificent building which they called Celebration Centre. Today the building stands as a testimony of God's limitless awesome power.

Celebration Centre is a superb location capable of hosting a wide variety of functions. Set in beautiful landscaped gardens five minutes from the city centre of Harare in Zimbabwe, it is without doubt one of the premier conferencing venues in the SADC region.

Comprising of a 3,100 seat Main Auditorium, four smaller venues and a 2,000 seat capacity outdoor Amphitheatre; these facilities are complimented by an impressive marble foyer entrance, a public coffee shop with professional caterers, in-house security and technical support including sound, lighting, video and multi-media skills.

Celebration Centre Fact Box

- Main Auditorium seats 3,100 inclusive of balcony with 820 seats.
- Amphitheatre seats 2,500, the two areas (Main auditorium Stage and Outdoor Amphitheatre stage) are the only two combined in/outdoor stages in Africa.
- The seats in the auditorium were manufactured in Spain with advance acoustic dampening quality.
- The main foyer area has a specifically designed dome that creates an echo at its central point said to reverberate 78 times a second! As it is in heaven so it shall be on earth - what goes up comes down.
- There are 640 marked parking bays with a further 200 car capacity overflow parking area.
- In a heavy thunderstorm the gutter drains seven tonnes of water per minute off the main roof.
- The roof sheets on the main auditorium expand and contract 63mm every day.
- Each foundation is 3.5 metres deep, the biggest excavation could house a 40-foot container intact and has a bible buried therein.
- Over two million screws were used to hold the building skin together.
- 250,000 litres of paint were used to decorate initially.
- 2,500 bulbs are in place throughout the building.

Several prestigious events and celebrated personalities have been to Celebration Community Centre including:

- Chinese Disabled Performing Artists
- The late Mamma Miriam Makeba, South Africa
- Oliver Mtukudzi and his late son Sam, Zimbabwe
- Steven Covey, USA
- John Maxwell, USA
- Alvin Slaughter, USA
- Lachel Griffin, USA
- Angel Mission Team (God TV)
- Citi Hope International
- World Children's Fund
- Drakensberg Boys' Choir
- Robin Banks
- Daniel Vega
- Johnny Wimbrey
- Patricia Glynn

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CHAPTER 12

Motoring, Transport and Logistics




DRIVERS WANTED
8660

Yes you can... like Farai Matsika

Farai Matsika is undoubtedly the face of Croco Motors. He is an inspiration to all youths who want to achieve big things in life. From playing in the dusty streets of Mufakose to owning properties and expensive luxurious cars, it's every boy's dream.



As a boy growing up in the ghetto of Mufakose, Farai Matsika had a dream. He wanted to chisel out his own destiny. Farai's story inspires every ghetto child who has a dream. It is story of dreaming big. It is a story of self-belief. He knew he could. Yes you can too. His vision-driven personality manifested at the tender age of 16, were he made up his mind to follow his dreams and left his family house for Chiredzi. The only possession he had upon his departure was a blanket, and like our ancestors say, he had only one of two options, *kufuka kana kuwarira*…marking the beginning of a great life story.

In Chiredzi, Farai entered the competitive car dealership industry. That marked the birth of Croco Motors. As co-founder of Croco Motors, Farai was the first car salesman Croco Motors birthed. This marked the hatching of a dream, a dream that has seen Croco Motors become the biggest automotive retailer in Zimbabwe. He could have started small, selling Mazda vehicles in Triangle. His vision of having a car in every home would spur this astute businessman to acquire more franchises, namely Toyota, Nissan, Ford, UD and other leading brands. Selling his first car is still the biggest achievement to him as it ignited the flame that drives him even to this day.

Farai holds a diploma in marketing and a certificate in motor mechanics which sum up the path he took, almost like he was born to do this line of business. His friends joke that Farai is so good at structuring car deals to the extent that he can sell vehicles at a funeral. He sees opportunities where others see challenges. Farai exudes confidence in his go-getter personality as he is driven by a passion for business, especially in the automotive business. With a motto that reinforces "a car for every household", it is only natural that this exceptional man is always seeing an opportunity to sell a vehicle… "Even at funerals", his friends joke.

In 1988, Matsika co-founded Croco Motors with Moses Chingwena, another shrewd business man. They started off dealing in mainly parts and used vehicles. Within a year, Croco Motors had acquired the Mazda dealership, and before they knew it, Farai's plans began to fall into place as he grew Croco Motors into leading cities in Zimbabwe.

Matsika's vision was so strong that he did not need anything to shift his focus or

CROCO MOTORS

The journey continues..





knock him off balance; this explains why even at 40 years he was still married to his business empire. There was no need to rush into marriage before the set goals had been achieved as this would have only compromised the plan that was going to help him raise a family in good space and time. As difficult as it was, Farai indicates that it was a sacrifice he had to make in order to push his business and plan the good life that success holds in her arms, and now, he is a testimony to this fact.

Selling over 366 vehicles a year is not a walk in the park, that is basically a car per day…talk about daily bread. Farai does it with ease. He is still not satisfied as he believes there is always room for achievement and that as long as they manufacture cars, his job is to sell them… if they wont manufacture, then he will personally take the reins.

The youths of Zimbabwe can safely follow his path as all his accomplishments prove that he indeed is a leading light of his generation as well as generations to come; true honour requiring no justification. He is a shining beacon of a man that followed his dreams and worked hard to become a revered authority not only in the motoring industry, but also in the business community at large.

It is known that flamboyance follows excellence and even the humble find it hard to resist, Farai enjoys the fruits of his labour in his luxurious cars and exquisite houses in Zimbabwe's leafy low-density suburbs. One can never see this in his eyes or behavior making it apparent that this man has understood the difference between wealth and mere riches. All this in the hands of a man who grew up living the tough life makes Farai believe that no one should curse their background for poverty because every person is in control of their own destiny.

He is inspired by the founding fathers of African nationalism such as Julius Nyerere and Kenneth Kaunda. He also draws inspiration from Martin Luther King, Robert Mugabe, Nelson Mandela and Thabo Mbeki. This man has proven honourable enough to meet iconic presidents such as Kenneth Kaunda, Nelson Mandela, and Robert Mugabe. After all, eagles fly with eagles, Farai believes these are figures that have changed the face of their countries. These are figures that inspire him to do well in his industry.

As an entrepreneur, Farai has travelled to many countries in all five continents learning the business cultures of his fellow colleagues dealing in the same merchandise but in different markets from his. This factor has helped Matsika develop strong relationships with great businessmen of other nations where he is a well respected businessman with achievements and great successes to his name.

It is rarely heard of but this man is one of the few Zimbabweans who have been recognised globally. He has received awards from global partners Ford, Mazda, Nissan, UD trucks, Land Rover and Jaguar just to mention a few. Farai can be mentioned as honorable in the business world as only true honour deserves this kind of recognition.

Farai is passionate about helping children achieve their dreams. His journey would be incomplete without him creating more Farais in Zimbabwe. For a man who sleeps less than five hours a day, it's a matter of time before the whole world knows his name. We all have dreams but few unpack theirs; Farai is unpacking his dream right now.

Matsika holds the first Chairmanship of Mash Eagles cricket franchise and is currently the Chairman of Doves Holdings business development, Chairman of City Link coaches, well-respected board member of Furniture Paradise, Premier Auto and is the group CEO of Croco Holdings. This is just the beginning; the whole package is yet to be unleashed!

Croco Motors Nissan

Over a decade of doing business and setting a high standard of excellence, Croco Motors Nissan has established something special with the Nissan brand. Since 1998, Croco Motors Nissan has progressed and become a leading force to be reckoned with, in the Nissan vehicle dealership network.





For many years, Croco Motors Nissan has supplied their Zimbabwean customers with vehicles meeting their sophisticated standard as well as specific needs. Croco Motors Nissan has managed to evolve, together with the market, from the classical versions of the Nissan vehicles to the now modern and technologically advanced vehicles that draw their inspiration from the Nissan international community of demanding customers.

The availability of a dynamic and innovative range of passenger cars, light, medium and heavy commercial vehicles as well as other specialised vehicles, provides confirmation that Croco Motors Nissan will grow with its customers high expectations in Zimbabwe and deliver a superior international brand to the market.

Croco Motors Nissan dealership based in Graniteside is staffed by highly-skilled Nissan-trained technicians and operational professionals. The Nissan brand is associated with quality, reliability and value for money. Croco Motors Nissan meets these internationally high expectations that

CROCO MOTORS

NISSAN

The journey continues..





demand the highest quality for after-sales service and supply of Nissan genuine parts and vehicles, some of which are exclusive to Croco Motors Nissan. The Croco Motors Nissan dealership in Graniteside sets the standard for the local Nissan brand with its sophisticated state-of-the-art workshops, show rooms and outstanding workshop reception area.

Currently Nissan as a brand enjoys about 10% of the total Southern Africa vehicle market. Croco Motors Nissan, as an approved dealer, offers a comprehensive range of Nissan cars in the light, medium and heavy segments of the motoring marketplace and continues to meet the demands for the brand in the regional marketplace as an integral part of the regional expansion.

Croco Motors Nissan adheres to stringent standards set by Nissan Zimbabwe, its supplier. These include meeting stipulated quotas for sales, dealing with customer complaints and grievances timely and maintaining a sophisticated management infrastructure to maintain recommended standards.

Croco Motors Nissan takes pride in being awarded the “Nissan Most Improved Dealer 2004”. This award marked the beginning of great achievements and sustained growth of the dealership.

We Shift from a lower level of excellence to a greater one, from ordinary innovation to a sophisticated one… an innovation that excites.

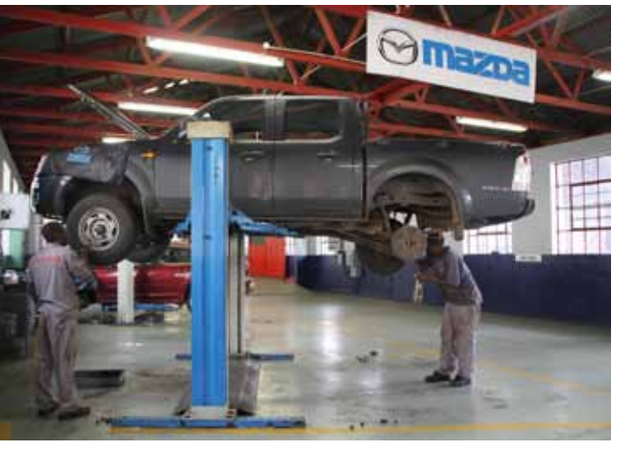


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Croco Motors Mazda

Croco Motors specialises in the retailing of the world's leading motoring brands.







One of these is Mazda which is retailed through Croco Motors Mazda. We offer a full range of Mazda vehicles, from passenger to commercial, catering for all individuals and companies interested in the brand.

Only genuine Mazda spares are sold from Croco Motors Mazda, as well as fitted by our technicians at professional standards yet affordable rates. Mazda trained technicians are in charge of repairing all vehicles that come into our workshops which are generously spread across the country for the expediency of our valuable and vast customers. Constant investment in equipment and skills has seen us become one of the dominant players on the market.

With an assembly plant in Harare's Willowvale Industrial site, Mazda has won over the loyalty of many Zimbabweans, earning the rare privilege of becoming a household brand. Croco Motors Mazda's full range of Mazda vehicles include passenger vehicles, pick-up trucks and commercial vehicles.

Speaking of which, Croco Motors Mazda is proud to showcase the Mazda BT50 as part of the available trucks, new and modified to cater for our mature market of today. The vigour of the Mazda 3 makes it a must-have in our showrooms across the country. Clients have shown great interest in Mazda 3 and its market share is now expanding. Last but not least, Croco Motors Mazda presents to you the "Top of the range" X9, which completes the Mazda array from Croco Motors Mazda's many choices to pick from.

International Mazda Technicians periodically visit the local assembly plant and dealerships to fully understand the market and ensure that products are developed with customers' needs in mind. According to their voiced opinions after the tours, Croco Mazda leaves nothing lacking.

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www.crocomotors.co.zw

Croco Motors Toyota

TOYOTA
Croco Toyota Harare

Croco Toyota is one of the leading and most well-equipped motoring destinations in Zimbabwe, supplying Toyota vehicles and genuine Toyota spares.







The Toyota brand is well known for delivering on its promises and hence Croco Toyota sees to it that the expectations of Toyota users and customers are met without fail or disappointment. Croco Toyota sites can be found in Harare, Kadoma and Chiredzi.

The acquisition of Kadoma Toyota to become Croco Toyota Kadoma, as well as the acquisition of Harare Toyota to become Croco Toyota Harare took place in 2004. Ever since, these two have given birth to other subsidiaries that serve Zimbabwe and her inhabitants. The growth of Croco Toyota as viewed today is overwhelming and beyond what one could have imagined nine years ago. Not even the economic meltdown of 2008 could keep us down, all thanks to God and our ever supportive customers and clients.

Croco Motors supplies Toyota vehicles via Croco Toyota dealerships, which are Croco Toyota Kadoma, Croco Toyota Harare and Croco Toyota Chiredzi. These defined dealerships thrive on efficiency as well as consistency. We are in the right direction, as proven by our ever-growing market which has a foundation of loyal clients who have been around from the very start.

Croco Toyota dealerships observe stringent Toyota standards so as to ensure that the richness of the brand does not equal zero - even in the next ten generations from now. This is all because Toyota is more than a brand name; it is a lifestyle, a standard of living, which should be savoured regardless of timeframe.

Thanks to our engineers, Toyota vehicles create a family tree of their own which combine to form an undisputed battle line-up within all our dealership showrooms. With products ranging from trucks, to light and medium vehicles, stretching all the way to mini buses and vans, Croco Toyota is a full-house of variety and comfort - all in one.

Toyota technicians' emphasis is on safety and durability; hence Toyota vehicles are built to last with remarkable safety features. Croco Motors Toyota has a wide range of Toyota vehicles, which meet commercial and individual requirements. In Zimbabwe, the most commercialised Toyota vehicle is that of the Toyota Hiace range, which is used as a commuter omnibus that caters for the transportation of the majority of Zimbabweans - yet to become our direct customers. This is the amount of trust that transport service providers have in Croco Toyota, they trust our vehicles to get their businesses done, as well as to provide their passengers with safe and comfortable vehicles. Vehicles are assembled in South Africa and go through a strict quality-control process, which is verified over and over again for accuracy. Test drives as well as crash and stability tests are carried out to ensure the availability of a well-balanced and safe vehicle in our showrooms every other day.

Toyota vehicles do not leave the assembly plant until they meet stipulated configurations and standards. Standards that have been noted to elevate one batch over another, producing better and uncompromised results and products that ooze boldness when scrutinised on quality, comfort, stability, dynamism… the list has no end. The configurations of Toyota vehicles match safety, balance, assurance and purpose.

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Croco Motors Ford

Croco Motors Ford is the latest edition to Croco Motors. The Ford brand was established in 1892 in Zimbabwe through Croco Motors' sister company, Duly Motors.

Go Further













Croco Motors and Duly Motors are Zimbabwe's only official Ford dealers. The two of them have a collective experience of more than 125 years. Duly Motors was established in 1892 whilst Croco Motors was established in 1987. The two of them have pushed Ford to one of the leading brands in the country in recent years.

It has become apparent that the Ford brand of vehicles includes an eco-friendly brand of hybrids and yet also boasts of powerful engines and trucks such as the new Ford Ranger, therefore making it a great honour for Croco Motors Ford to grace Zimbabwe with this modernised brand of vehicles.

Croco Motors Ford sees to and services Ford vehicles at all of its sites in Zimbabwe. These sites are equipped with Ford diagnostic equipment and are manned by highly trained Ford technicians who perform under high exactitude derived from their qualified comprehension.

The new Ford Ranger truck can be found in our showrooms across the country already, in single or double cab designs, as well as executive colours that command attention. Also available readily is the Ford Figo, which is made for lovers of smaller vehicles with style and comfort.

We offer a professional after-sales service for all our brands throughout our branch network, meaning that follow ups are even our lifestyle in this business. This is ascertained by the numerous centres we have made available in all major cities of Zimbabwe. Croco Motors Ford makes sure availability of spare parts is not an issue and their quality can never be confused with knock-offs. Croco Motors Ford only stocks genuine Ford spares to the extent that we can brag about it; hence, there is no room for anything below standard.

1 Telford Road
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Croco Motors Pre-Owned Lifestyle Centre

CRORCO MOTORS PREOWNED LIFESTYLE CENTER

CROCO MOTORS

The journey continues..







Search no more for a place where you can buy a reasonably priced yet classy and efficient vehicle. Come to Croco Pre-Owned Lifestyle Centre. This is the home of pre-loved automobiles. We offer our clients a lifestyle experience as they search for that ride in our plush eco-friendly gardens at the Harare Agricultural Show Grounds, Corner Samora Machel and Rekai Tangwena Street. You can just pop in and experience the beauty of our top of the range vehicles. You will forget they were pre-owned.

If you are looking to save but still attain your dream car, Croco Pre-owned is more like a knight in shining armour, enabling you to drive your dream.

If you are in business, the car that you drive will determine how seriously people will consider you. Like they say, 'impressions are everything' and 'you are what you drive'. Croco Pre-Owned vehicles are affordable and bring that dream car closer than you had anticipated. Our affordable vehicles will give you the look that might help you clinch your next deal.

Whether you are looking for Jaguar, Range Rover, Land Rover, Isuzu, Toyota, Nissan, Bentley, Hummer, Ferrari, Lamborghini and Aston Martin, we have all the global leading brands in our eco-friendly lifestyle park. Croco is the home of pre-loved vehicles, making us the best on the market. Our experience and expertise at Croco Motors makes us select vehicles carefully, therefore removing the risk from your shoulders.

The conditions of the vehicles that are on sale at our site are close to perfect. One is guaranteed that the vehicle will not give them problems after purchase and this is our biggest goodwill that has made our customers loyal and buyers are remorse-free. The vehicles go through rigorous checks in our workshop and we generate a report that covers from compression ratios to accident analysis before we pass them to our lifestyle centre.

The fact that Croco has a division which sells all the spare parts for these vehicles means that the buyer is not at risk of parking his vehicle because of lack of spare parts. This is just how dependable we are, making it easy on our customers by providing a one-stop-shop for all their preferred cars plus the spare parts - genius!

Pre-owned vehicles are generally viewed negatively in most countries and most of these have come from Japan and the UK. However, Zimbabweans have learnt to appreciate the value of the Croco Pre-Owned vehicles, which have not withered or deteriorated. Croco Motors not only promises quality vehicles but also brings to you the widest choice of cars that you could choose from, and Croco has forever changed perceptions on pre-owned vehicles.

Croco Pre-Owned Lifestyle Centre is there to ensure that your lifestyle moves from one level to another. Croco is there to ensure that you get the respect and the acclaim that you deserve in your social circle. We can also import any car once you bring us your budget. We tailor-make deals to suit your pocket.

Croco Motors Pre-Owned
Lifestyle Centre
Corner Samora Machel/
Rekai Tangwena
Harare Show Grounds
Tel: +263 772 402777

Duly Motors

Over a CENTURY of progress in the business world, and indeed in any scope of life, is a cause for great cheer. Duly Motors is the granddad of motoring in Zimbabwe.







The history and 'Hall of Fame' of motoring would not be complete without reference to Duly Motors in Zimbabwe. Duly Motors is a proudly Zimbabwean motoring company, founded by the late Major Charles Duly more than 100 years ago. It's hard to believe it has been more than 100 years since Major Charles Duly brought the first Ford Model Ts into what was known as Rhodesia, now Zimbabwe, in 1911. Then, the automobile industry in this country was in its infancy. As the later former president, chairman and CEO of Ford, Henry Ford II, wrote in a message to mark the 50th Anniversary of our partnership in 1961, "Ford and Duly have grown up together over the past fifty years. In spite of distance and national boundaries, we have shared together in the growth of an industry that has changed the world, by placing it on wheels."

Duly Motors is still the official Ford dealer in Zimbabwe. No one can take away more than 100 years of heritage and goodwill that Duly Motors has built in the market. Another 50 years has elapsed since Henry Ford II wrote that inspiring message, but the same can be said today - confirmation of the consistency we have enjoyed in our relationship. As the saying goes – consistency builds trust.

In concluding his message, Henry Ford II penned: "I congratulate Duly and Company for their splendid success and thank them for their confidence and faith in Ford products. I look forward to even better years ahead for both companies." "Hank the Deuce" – as Ford II was commonly known as – passed away in 1987 at the age of 70. He can find peace with the knowledge that the "even better years ahead for both companies," which he envisaged half a century ago, have become a reality.

Duly Motors started trading in 1896, in Bulawayo, as a Bicycle Dealer. In 1911 the company was appointed a "Dealer" for Ford Motor Product in what was then Northern and Southern Rhodesia.

Ford Motor Company established an assembly plant in Salisbury, now Harare, for the supply of vehicles to Northern Rhodesia (now Zambia), and Southern Rhodesia (now Zimbabwe) using the Duly Motors Network in both countries.

The assembly plant was taken over by the Industrial Development Corporation when Ford Motor Company withdrew from the Country after the Unilateral Declaration of Independence in 1965.

The Plant is the present day Willowvale Mazda Motor Industries.

In 1980, Duly Motors re-established ties with the Ford Motor Company, dealing in motor vehicles, tractors, combine harvesters and other agricultural equipment. However in the latter part of the 1990s, Ford decided to dispose of its agricultural operations worldwide to Fiat of Italy. Locally, Duly Motors in turn sold its Agricultural Division to William Bain.

Franchises

Over the years, Duly Motors has outgrown itself, becoming the operators of several franchises across the country. These are:

- The Ford franchise operated solely by Duly Motors at its branches in Harare, which is the flagship branch, and then in Bulawayo, Gweru and Mutare.
- The Mazda brand from Willowvale Mazda Motor Industries at all its branches.
- Representing through its branches (with the exception of Harare) the New Holland brand of Tractors and Agricultural Equipment, on behalf of William Bain, on a sub-dealer basis.
- Parts and Service Support: provided to all our corporate and individual customers throughout our branch network.

Duly Motors has established a sound reputation throughout Zimbabwe, for good product, excellent customer after-sales service, fair dealing in the industry and integrity. This reputation has been with Duly Motors since establishment over 100 years ago. Duly Motors continues to enjoy good relations with its suppliers both locally and internationally.

Contact us on:
118 R. Mugabe Road/Third Street
P.O. Box 3209
Harare, Zimbabwe
Tel: +263 4 703441-9
Fax: +263 4 251 596

Duly Trucks

If you are looking for Ultimate Dependability from your truck, then make your way to Duly Trucks today. Our business ethos is that of being a company on which you can depend on for the highest quality of trucks and after service.







We are the home of UD trucks in Zimbabwe. We are the sole franchise holder for the world acclaimed UD brand in the whole of Zimbabwe delivering stamped, signed and sealed deals countrywide.

Duly Trucks has first-class facilities and offers professional service. Our staff members are specialists highly trained by UD Trucks Southern Africa, making sure that all our Zimbabwean customers acquire nothing less than international standards in terms of service and products.

Built on a passion for engineering, reliability and customer relations, we believe UD trucks offers a competitive edge in challenging market and operating conditions. UD trucks are engineered to be ultimately dependable, time and time again - and most of our clients can confirm this seemingly grandiose fact.

Duly Trucks has a well-balanced range ensuring appropriate technology for the needs of our customers in the various applications. Through a pioneering spirit, ground-breaking engineering and a customer-centric approach, we apply the expertise amassed in the diesel engine field to produce trucks that are comfortable, safe and environmentally friendly.

When you visit our showroom today, you will see three product lines as follows: New UD Trucks medium-to-heavy commercial trucks, imported from South Africa in completely built up form (CBU); Truck mounted hydraulic cranes; as well as used commercial vehicles. Specialised vehicles like refuse compactors, skip bin loaders, tipper trucks and even fire fighting trucks, are part of what we have to offer - the epitome of trucking technology in Zimbabwe. UD Trucks are also able to supply busses with UD engines mounted on CAIO bodies, which are well suited for both urban and the demanding rural roads of Zimbabwe.

More and more Zimbabwean business people have made the right choices for their businesses by choosing us as their suppliers for all trucks as well as parts and services.

Duly Trucks are well-known stockers of genuine UD parts at all its branch networks across the country. All our parts departments are well equipped with online Parts Catalogue Computer systems to help with identification of parts and their prices.

Our Truck Workshop is equipped with specialist tools and a state-of-the-art computerised diagnostic information system, which proves that as technology expands, we expand with it and this factor makes us proud to call ourselves competitive.

Our Panel Shop is manned by a team of highly-skilled and experienced professionals, who not only follow, but live and work along the lines of our vision and mission, with only the satisfaction of our customers at heart.

Our business mission is to restore accident damaged vehicles to their original manufacture finish. We know and understand these trucks more than any other dealer, trader or panel beater, which is why Zimbabwe now trusts our precision when transforming your accident-wrecked truck to its original superb shape and shine.

Pricing policies are competitive and in line with regional and global standards for genuine new parts. This has created convenience for individuals as well as companies who used to travel across the Zimbabwean boarders just to attain these genuine parts and equipment. Warranty claims cover is guaranteed on genuine parts, after all we are highly confident that these parts are as original as they can get.

Other ancillary services we offer include windscreen and other glass replacement as well as wheel alignment. Best believe that we leave no stone unturned, so that our customers rest assured, no matter how tough the task at hand seems.

Duly's Truck Division
Parts:
Tel: +263 4 753984-6
Cell: +263 772 377 037
Fax: +263 4 755236

Service
Tel: +263 4 753984-6, 772096-7
Cell: +263 712 401 893, 773 822 770
Fax: +263 4 755 236

Workshop
Tel: +263 4 755235

Croco Motors Eastlea Panel Beaters

CROCO MOTORS EASTLEA PANEL BEATERS

CROCO MOTORS

The journey continues..

The driving experience has its highs and lows. Too many times a small mistake on the road can have disastrous effects. However, many have survived to tell the story and getting the car back to its former state is the dream of any driver.



Some drivers have crashed into poles, some have had people crash into their cars, and some have failed to negotiate out of a parking lot or just scratched their car. Not only are such dents an eyesore, but they also decrease the market value of the vehicle. Even a top of the range vehicle, will have beauty taken away. It's amazing how people tend to mostly notice the negative.

With the advent of numerous backyard operators, most of which have performed shoddy works with the end result a battered vehicle, Croco Motors Eastlea Panel Beaters has stepped in to provide a service that is second to none. We will repair your vehicle bodies back to their factory state after having been damaged.

We do this using many skills, such as planishing as well as various other metalworking techniques, welding, use of putty fillers, and much more. Accident repair may require the panel beater to either repair or replace various parts of a vehicle - and in many cases both.

We are currently upgrading our Croco Motors Eastlea Panel Beaters workshop from an ordinary workshop to a modern workshop. We are currently in the process of acquiring new machinery which will see us become the first sub-Saharan company outside of South Africa, to be certified by Jaguar and Land Rover.

Most Land Rover and Jaguar vehicles are made of aluminium. The way aluminium is worked on is different from how metal is worked on. Aluminium products require the highest form of safety procedures. They therefore insist that the vehicles be repaired in a certain way. It is in this regard that we have upgraded the workshop. Initially we had to divide the workshop into two - the metal and the aluminium side. The aluminium side is air conditioned. Furthermore extractors had to be put in place so as to remove all the heat as failure to regulate temperatures might result in an explosion.

Also of note is the fact that we have tiled our floors for the workshop. We even went the extra mile in tiling the walls. This not only means that our environment is safe but is also nice to look at.

The bent framework or bodywork of a damaged vehicle must first, with the help of special equipment, be bent back to its original position so that the doors and bonnet fit properly.

In the case of panels damaged beyond repair, these parts are removed and replaced with other panels. The panel beaters see to it that all the components are properly secured and that window mechanisms, door handles and locks, function well.

At Croco Motors Eastlea Panel Beaters, we boast of our highly trained and skilled personnel that are here to serve you. Our staff have been sent to South Africa where they are receiving comprehensive training in the operation of the new machinery and standard repair procedures, to ensure that your vehicle is retained to its former glory. After all has been done, no one will be able to identify the place that had a dent because the car will be as good as it was before or even better.

We have all the equipment that is needed to fix whichever part of the car has been damaged. We have revamped hi-tech equipment that we installed at a cost of close to a million dollars in line with Jaguar Land Rover accreditation standards, and we are the first one outside South Africa in sub-Sahara to be given that approved status. Even the curves that many backyard operators struggle to fix, at Croco we will deliver a superb job; people who have written off their vehicles will be surprised.

We have also purchased tools to ensure tools used for metal products are not the same for aluminium, because metal corrodes aluminium; we will not leave anything to chance. With Jaguar products that require specialised aluminium tooling to work on aluminium bodies in an anti-rust, dust-free clinical surgery environment, we are the benchmark in the industry.

We have purchased two Celette benches. Today many manufactures like Audi, Bentley, BMW, Jaguar, Mercedes-Benz, Nissan GTR, Porsche, and VW prefer and in some cases require the use of Celette dedicated fixture to repair their vehicles. Regardless of vehicle type, when repairing structural damage a fixture bench is always the fastest and most accurate choice. Celette has fixtures for most domestic and imported vehicles that you can either purchase or rent from local rental banks.

We have also built a paint store and paint mixing room. This means that you can get exactly the same original colour for your vehicle; ensuring your car will not have patches.

No matter how big or small your job is we will deliver utmost quality that will get you smiling. There is no job that is too big for us, we have the resources and the supplies to get you back on the road, and retain your decency on the road. We can fix any make of a car, be it Nissan, Mercedes, Jaguar, Land Rover, Toyota or Ford - rest assured that our experts will do everything to leave you with a smile.

The shop should be up and running by April 2013.

17379 Ndlela Way, Graniteside, Harare
Tel: +263 4 770569/70
Fax: +263 4 770569

CROCO MOTORS LOGISTICS CENTER

Croco Holdings Logistics Centre

The journey continues..

The Croco Motors Logistics Centre is a state-of-the-art multi-user automotive facility within the customs bonded area of the port.



The centre uses innovative solutions and technologies to optimise the supply chains of automotive customers and delivers benefits such as cost reduction, increased supply chain efficiency and shorter time to our dealerships.

The facility is designed to keep imported finished vehicle brands that we as Croco Holdings deal in – those are UD trucks, Jaguar, Land Rover, Toyota, Mazda, Nissan, and Ford. We bring into Zimbabwe only the best top of the range vehicles every week so as to cater for all orders that come to us, even daily.

This is a significant milestone for Croco Holdings and really demonstrates the innovation we bring in solutions design and technology to create value for our customers' supply chains. Given the geographical landscape in the country, this Centre plays a strategic role in addressing issues of congestion, speed and security in the growing market for imported Finished Vehicles in Zimbabwe. We believe this will further strengthen our established leadership in the automotive sector and show our continued commitment to bring our customers' products to market more efficiently and at reduced cost.

Whether you choose to label us as throughput centres, distribution centres, or warehouses, just base it on the fact that our effective operations use best practices within the four walls of the facility, throughout Zimbabwe and beyond.

Every warehouse and distribution centre should have a best practices program; ask us anything about that because we are working on it. Such a program enables companies to reduce errors, labour, and cycle time, while increasing accuracy and service.

We are proud to be able to use advanced shipping notification (ASN). With ASN, suppliers notify receivers in advance, letting them know they are shipping a specific purchase order, and giving an expected arrival time. This is why our dealerships can place their orders with us and be certain as to when their vehicle will arrive, and this time frame is approximately two to six weeks, depending on the area from which it is being shipped.

At Croco Holdings Logistics Centre, we continually evaluate requirements. We understand that you can't design an operation and walk away for five years before you look at it again because customer requirements keep changing and accelerating. That means we need to be looking at your customers' requirements every few months to see how they are changing, and make sure we are keeping up with them.

75 Highfields Road
Southerton, Harare, Zimbabwe
Tel: +263 4 667814
+263 4 666382







Freight World - a top brand in the freight industry

Freight World is a dynamic and professionally managed global logistics and customs clearing company. Though born from humble beginnings of a five-man operation, they have grown and excelled to greater heights.





They now have an employee base of over 101 employees and the number keeps growing. Their strength lies in expertise built over many years, boasting more than 150 years of combined senior management experience in freight forwarding and shipping.

Chairman, Ben Mukandi, is the founder and Chief Executive Officer. With the then acquisition of the Casalee Group by Manica Zimbabwe, Ben co-founded Freight World as a subsidiary of TSL. Ben led and negotiated the MBO of Freight World from the TSL Group. He is supported by Managing Director Felix Nyaruwanga, Sales and Marketing Director Paul Chawafambira, Finance Director Claude Sachikonye, as well as a highly-qualified support and management team.

For the past 21 years, the Freight World team has existed like a family. For this reason, they boast of unparalleled loyalty from all members of staff and this ensures they build personalised business relationships with customers and other stakeholders.

Because Freight World operates across frontiers, management systems are internationally acclaimed ISO 9001 Quality Management System - which only a few others in the freight industry have. Internationally, through agency agreements, Freight World are linked to a highly efficient international network by satellite link system, which offers electronic data interchange and a cargo track and monitoring facility.

The Zimbabwe offices are fully computerised and Freight World are among the pioneers to fully implement the ZIMDRA DTI system, ensuring higher efficiency in customs clearing and positioning them to implement any new systems required by ZIMRA and clients.

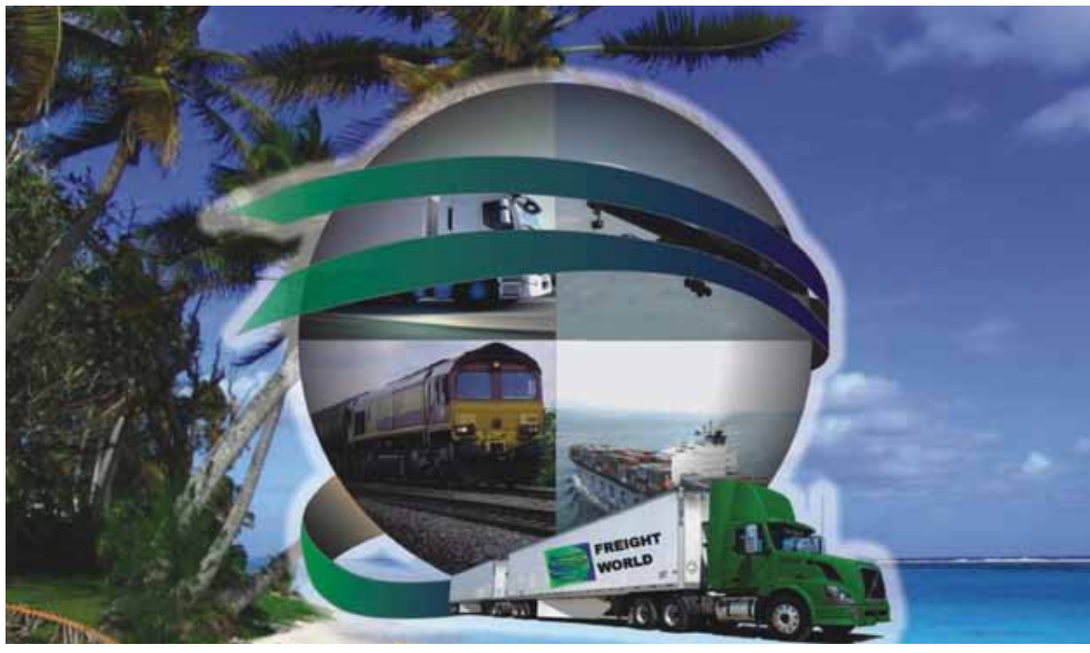
The price element of Freight World's service is carefully designed to afford clients the lowest cost possible whilst ensuring a reasonable return on investment; thus their rates are tailor-made for individual suitability. Although they strive to give clients the best rates possible, it is difficult to quote rates with accurate precision due to the unpredictable nature of forwarding rates obtained from shipping lines, road haulers, rail authorities and airlines, hence their predilection to submit quotations against specific enquiries in an effort to minimise variances. As an agent, Freight World has direct control and influence over customs

FREIGHT WORLD

clearance charges, hence the offer of the preferential tariff, which could be further negotiated as volumes increase significantly.

Freight World promises to its clients the delivery of goods from anywhere to anywhere, dealing with only the best, most capable, competent and carefully selected agents who are renowned leaders in global logistics, ensuring success on the selected routes. They offer an intermodal freight logistics to and from any point worldwide, with a distinctive competence in servicing traffic to and from southern Africa, in particular: Durban-Johannesburg-Harare route, the Americas, United Kingdom including the North West European continent, and the Far East.

Freight World will provide and continually seek to improve effectiveness of a high-quality service to clients through the provision of a proficient and personal shipping forwarding, customs clearing and warehousing service from source to desired destination, and will delight clients by meeting their needs and expectations and abide by government, quasi government and international bodies' requirements. In everything they do, Freight World is cognisant of its corporate and social responsibility towards the community in which they operate.





Vision
To be renowned as the most preferred Freight Logistics Company that provides efficient, effective and the best possible freight logistics solutions.

Mission
In the freight logistics business to provide total quality logistics services and solutions to clients locally and internationally.

Freight World's goals are to be the market leader in freight logistics locally and regionally, to double business every five years, to reward employees fairly and lastly, to ensure a reasonable return for shareholders.

Values
- Professionalism - in everything they do, hence they apply the highest possible standard of workmanship and ethics;
- Customer Care - they are responsive to clients' needs and expectations;
- Team Work - every member of staff is equally important to the growth and sustenance of the company;
- Integrity - honestly and truly abide by all rules and regulations of authorities dealt with;
- Individual Respect - cherish divergent views in individuals forming their team.

Freight World operates from the following offices:
- Harare Head Office located at 100 Kelvin Road in Graniteside;
- Airport Branch located at the Harare International Airport Domestic Terminal;
- Bulawayo/ Plumtree Office located at No. 4 Cromien Court, Cnr. 13th Ave & J Tongogara;
- Forbes Border in Mutare, Nyamapanda Border Post, Chirundu Border Post, and also Beitbridge at Stand no. 28.29 Hagelthorn Road;
- South African offices in Musina at No.1 Protected Truck Park, and in Johannesburg at 86 Wolhuter Street Droste Park Ext. 1 Jeppestown.
- New offices in Gweru, Zimbabwe and Durban, South Africa, and more offices in various other areas coming soon.

Freight World is also part of the Freight Networks Group (FNG).

They are the best option for International Sea/ Road/ Air/ Forwarding Local Customs Clearing Bonded and general Warehousing.

Freight World
From anywhere to anywhere, we deliver the goods.

100 kelvin Road
Graniteside
Harare, Zimbabwe
Tel: +263 4 758 766/7/8/9
+263 4 755 595
Fax: +263 4 758 770
Email: admin@freightworld.co.zw
www.freightworld.co.zw

CHAPTER 13

Construction and Engineering





Botton Armature Winding

BOTTON ARMATURE WINDING has been in operation in Zimbabwe since 1968 and has branches in Harare and Bulawayo. Since then the company has grown to become a regional leader in the repair and rewind of transformers and electric motors.









The company services amongst others the mining industry, manufacturing industry, agricultural service industry and utilities, etc. Being ISO 9001:2008 certified, we want to continuously improve our technical and service quality.

MISSION STATEMENT

To provide value-for-money electrical and mechanical engineering solutions, servicing electric motors, transformers and generators for mining, agriculture and other industries.

QUALITY POLICY

Management and staff of Botton Armature Winding have committed themselves to a policy of Total Quality Management.
In implementing this policy we shall endeavor to:

- Satisfy and even surpass the customer's needs in repair work and services provided.
- Provide customers with a service of high quality and competitive prices.
- Provide customers with backup services at affordable rates on site.
- Continuously improve our Quality Management System at all levels in the organisation.
- Continue to upgrade our repair work standards so as to achieve and maintain a good reputation of constant quality products and services in the regional markets.
- To comply with all relevant requirements, ie: legal, regulatory or any such statutory requirements.
- Continuously review this policy for sustainability and effectiveness.

BAW BOTTON ARMATURE WINDING

QUALITY OBJECTIVES

Botton Armature Winding has set up the following objectives in order to meet satisfaction of the customer, employee and the Society as a whole in accordance with the ISO 9001:2008.

- To monitor our Quality Management System through Internal and External audits, and Customer complaints.
- To be the 'market Leader' in electrical rewinding business within the region.
- To continually review our process in order to satisfy internal and external customer "Product" requirements.
- To have a zero tolerance on non-conformance.
- To provide adequate Human and material Resources to meet these objectives.
- To continually review these Objectives for efficiency and profitability.

CONDITION BASED MONITORING

Botton Armature Winding offers Condition Based Monitoring which can be used as a tool to identify causes of vibration and machine failure.

Causes which can be detected include:

- Rotor imbalance
- Resonance
- Misalignment
- Bent Shaft
- Mechanical Looseness
- Rotor rub
- Eccentric rotor
- Bearing problems
- Belt drive Problems
- Gear Problems
- Induction motor problems (variable air gap, broken/cracked rotor bars, loose iron and phasing problems).

DYNAMIC BALANCING

All rotors brought into the workshop are balanced to the highest standards. our balancing rig can handle rotating elements of up to 14 tonnes. Dynamic balancing is carried out in our workshop or on site.

Rotating elements dynamic balancing is carried out as a vibration control measure to ensure acceptable performance of machinery.

This facility is available to cater for a wide range of rotating machinery which includes fans. Alternators, turbines, pump impeller, paper rollers and many more.



TIG WINDING ANALYSIS

- Weak or deteriorating insulation leads to inner turn shorts.
- By means of periodic testing, the normal degradation process can be monitored.
- The early warning usually provides ample time to repair or replace before motor failure occurs.
- Winding analysis tests are carried out on all motors in the repair process.
- This facility is also available to customers on site as an after sales service or as a root cause analysis tool.

RANGE OF SERVICES

- Rewinding of Electric motors from ¼ HP up to 10000HP AC/DC, armatures and transformers up to 7.5M.V.A.
- Vacuum Pressure Impregnation.
- Coil manufacturing plant.
- Manufacture of Slip Rings.
- IRD 14 Tonne dynamic balancing in our workshop and on site.
- TIG winding analysis test on and off site.
- Motor and Transformer servicing on site.
- Pressure Testing up to 160 KV.
- No load run testing.
- Burn out ovens.
- Resi-glass banding.
- TIG welding of commutators.



23 Greenock Road, Workington Harare
6 Cowden Road, Steeldale, Bulawayo
Tel: +263 9 881879
Fax: +263 9 77000
Email: baw@baw.co.zw

Beta Holdings



About Beta

- In 1953, operations commenced as Alpha Bricks in Mount Hampden, Zimbabwe;
- In 1991, the company changed ownership and its name to Beta Bricks Pvt Ltd;
- In 2003, a consortium of indigenous shareholders acquired a 50% stake in issued share capital and management control;
- In 2003, the company started the production of quarry floor tiles and furniture through its subsidiaries Beta Tiles and Beta Furniture;
- In 2004, coal mining commenced under Beta Coal at Sengwa;
- In 2010, Beta became a wholly-owned indigenous company following the acquisition of the remaining 50% share capital;
- In 2011, the company doubled its brick-making capacity by commissioning a second brick-making plant;
- In 2011, the company commissioned a new concrete roof tile plant.

Main Operating Units:

Beta Bricks

Capacity to produce up to 160 million bricks per annum.

Beta Tiles

Annual production capacity of 8 million tiles on the Mendip and Double Roman tile profiles which come in a variety of colours.

Beta Logistics

This unit is dedicated to managing the Beta Group supply chain process.

Why use Beta Clay Bricks?

Genuine Clay Brick Offers Superior Protection Over Other Wall Cladding Materials:

Fire Protection: Since the primary ingredient in brick is clay which is fired to around 2000°F, it is a non-combustible material. As such, it is an excellent cladding choice to resist or confine fires.

High Wind Protection: A study conducted shows that homes built with brick offer dramatically more protection from wind-blown debris than homes built with vinyl or fibre-cement siding.

Superior Moisture Control: According to a nationally-renowned, independent building products research laboratory, brick veneer wall assemblies control moisture better than wall systems clad with other exterior materials. Therefore, brick veneer wall systems help minimise mould growth, wood rot and infestation by insects, and corrosion of fasteners embedded in wood better than other wall assemblies.

Clay Bricks are Naturally Energy-Efficient: The Beta clay brick is a building material that has exceptional “thermal mass” properties. Thermal mass is the ability of a heavy, dense material to store heat and then slowly release it. This means that during the summer months, a brick home stays cool during the hottest part of the day.

Clay Bricks looks better, for far longer and with less maintenance, than other building materials: Clay bricks from Beta offer lasting value. They do not rot, tear, dent, or need to be painted and will not be eaten by termites.



BETA HOLDINGS





Genuine Clay Brick is Made from Natural Materials: Bricks made from clay – one of the most abundant, natural materials on earth – are fired through a kiln at up to 2000°F. The reason the brick turns into such a durable material is that the process of firing the clay enables the clay particles to fuse together.

Why choose Beta Concrete Roof Tiles?

Durability & Strength: Concrete roof tiles are manufactured to withstand harsh climatic conditions and environments. In keeping with Beta's well-known tradition of producing only the highest quality product, you can be assured that Beta Tiles are a product you can trust. Tests on product that have been installed for a period of time show that concrete tiles actually strengthen as they age.

Design Flexibility: The two types of profiles from Beta, Mendip and Double Roman, as well as the extensive range of colours mean enhanced flexibility in roof design to complement a wide range of architectural styles and specifications. Our expert product consultants take the hard work out of choosing the right tile, assisting in finding the style and colour that will best complement your home.

Condensation: A tiled roof can "breathe", minimising the need for insulation against the corrosive effects of condensation that can affect other roofing materials.

Low maintenance: Once concrete roof tiles are properly installed, they require little maintenance for the life of the roof. Should a section of the roof ever be damaged or require modification (e.g. installing a skylight), only the affected tiles usually require replacement or removal.

Acoustic Performance: The density of roof tiles helps reduce external sound, allowing you to enjoy the peace and tranquillity of your home.

Thermal Insulation: Thermal lag in Beta concrete roof tiles can help you enjoy more comfortable living in summer and winter. Relative to other roofing materials, concrete tiles have a high mass. This mass helps to even out temperature fluctuations by storing, and then releasing heat energy during the day and night.

Fire Resistance: Beta concrete roof tiles are non-combustible. Concrete is a non-combustible material and therefore provides excellent protection against fire.



For more information on our company and its products, visit our website at **www.beta.co.zw** or contact us below:

Brickfield Road, Mt Hampden
P.0. Box 2290, Harare
Tel: +263 4 292 5303/4
+263 4 291 6990
Cell: +263 772 130 272-4
46 East Road, Avondale, Harare
Tel: +263 4 332 789/333 735
Email: betasales@beta.co.zw

Kaltrade (Private) Limited

A registered company specialising in stocking and distribution of industrial and mining equipment. With a vision to be the most reliable and competent supplier of high-quality Industrial and Mining materials in Southern Africa and beyond, Kaltrade has grown to be one of the largest suppliers of high-quality equipment required to add value, increase output and minimise down times in both industry and mining sectors.



We supply quality equipment from a large network of internationally recognised brands and manufacturers, proven to withstand local and regional mechanical operational challenges in Africa. We supply pressure switches, stainless steel pipeline products, pressure and differential gauges, and compressor spares, supplying major role players in mining and petrochemical industries.

The Kaltrade range supplied includes valves, centrifugal pumps, tubes, pipes, petrollic hoses, flanges, anodes, electrodes and related ancillary equipment in stainless steel, as well as many other materials used in food industry as well.

Products supplied are from quality assured sources and our suppliers in the United Kingdom and USA conform to the latest standards. This is complimented by our office in the United Kingdom. Kaltrade also exports top of the range products within the region.

Order for stock items can be dispatched at the shortest possible time. Material test certificates or certificates of conformity can be supplied with each order if required.

As we are constantly adding to our range of products, we encourage clients to request for anything that could be difficult to source or furnish us with specification and general information for the required equipment and we source for them.

Our vision is to be the reliable and competent supplier of high-quality Industrial and Mining materials in Southern Africa and beyond, With a mission to build shareholder and clientele value by distributing quality Industrial and Mining equipment in an innovative manner, by setting highest standards in services rendered, reliability, safety and cost containment in our organisation.

Kaltrade Values:

INNOVATION: the commitment to improvement and application of creative ideas, introduction of new concepts and approaches to improve and safeguard the strategic interests of both customer, country, regional and international standards.

CUSTOMER FOCUS: the dedication to creating lasting value and brand to a wide range of customers by developing and providing unique high-end value security solutions, striving to meet and excel customer expectations at every opportunity, as well as building lasting relationships.

QUALITY: “Quality is us” is our motto. We strive for continuous quality enhancement both individually and collectively, hence our motto “Quality is Us”.

DEVELOPMENT: At Kaltrade we value individual contribution, encourage self development and personal commitment to lifelong learning with every employee of Kaltrade (Private) Limited. We recognise that valuable ideas come from individuals and corporate excellence comes from the sum total of our collective effort.

TEAMWORK: Our overall success depends on our relentless pursuit of the one company; one team concept. Our team spirit binds us together, transcending divisional and functional boundaries. We all work hard towards a common goal, delivering quality beyond expectation.

INTEGRITY: At Kaltrade (Private) Limited we abide by our ethics, remain honest and inspire trust by saying what we mean. We match our conduct to our word.

SAFETY: We champion safety at work, in operations, and within the environment. Marketing, technical service, back up and advice is spread across the company and provided on a corporate basis throughout all operations and management levels to all our clients.

The combined business model accords a seamless solution to the cutting- edge technology giving all our customers the competitive advantage they need, providing Zimbabwe and the region with complete solutions in all their mechanical operations thereby increasing output and minimising downtimes.

Headed by a dynamic and visionary management team who draw from a wealth of experience backed by a comprehensive system of policies and procedures and with staff selected for their combination of character and skill, Kaltrade is well positioned for rapid and solid growth in Zimbabwe and the region.

Our promise goes far beyond supplying equipment, our commitment is to bring all our clients genuine happiness and satisfaction through entirely new technology, a fruit of a fresh new approach to position kaltrade to be the largest player in our industry.



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Products Supplied:

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- Valves
- Pressure Switches
- Gauges
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And a wide range of products are available at Kaltrade.

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For inquiries contact
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QUALITY IS US





Kaltrade
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Big Wave Automation Systems



Group of Engineers and Technicians Undergoing Scada Training at Big Wave Training Facility in Harare.



Men at Work (some recently completed Projects) Drives, PLC and SCADA Commissioning

VISION:
To be the leading solution provider in Industrial Automation Systems and Products in Southern Africa.

ISO 9001: 2008 CERTIFICATION
Big Wave Automation Systems has made great strides towards ISO Certification and should be certified in the short term.

CORPORATE SOCIAL RESPONSIBILITY
Big Wave Automation Systems (Pvt) Ltd sponsors the Hippo Valley Golf Tournament in October/November every year. Junior golfers are also afforded the opportunity to participate.

OUR PRODUCTS
At Big Wave Automation Systems, we are not product oriented but solution oriented; we provide solutions and recommend the best of the breed products.

- Programmable logic controllers (PLC)
- DCS Software and Hardware
  SCADA Software and Hardware

BIG WAVE AUTOMATION SYSTEMS (PVT) LTD

Leaders in Industrial and Process Automation



Complete Plc and Drives Panel



HMI for the Centrifugals

- AC & DC Variable Speed Drives
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- Motor Control Centres
- Electric Motors
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AUTHORISED DISTRIBUTORSHIP:

VIPA, Wonderware (invensys), YOKOGAWA, EUROTHERM, Danfoss, Parker, FOXBORO

Big Wave Automation Systems (Pvt) Ltd are also proficient in the following Automation products: Siemens, Rockwell, ABB, Schneider, Zenon and Honeywell.

OUR SERVICES

- Systems Integration
- Full Service contracts & 24/7 Back-up support
- Ultrasonic Cleaning (electronic cards)
- Drives Repairs and Maintenance, Installation and Commissioning (Automation Products)
- SCADA Application Development, installation and Commissioning
- Motor control Centres - Design, Construction, Wiring, Installation and Commissioning
- Training on PLC's, Drives, DCS, Instrumentation and SCADA

TRAINING:

Big Wave Automation systems Pvt) Ltd offers training in:

- Programmable Logic Controllers (PLCs)
- SCADA Systems
- Distributed Control Systems (DCS)
- Variable Speed Drives (Both AC & DC)
- Instrumentation and Control Systems

These courses are offered in collaboration with equipment manufacturers in order to empower product users and enhance the effectiveness of the technical personnel. Discussions are currently on-going with some of the product manufacturers for the Training Centre to award internationally recognised certificates.

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CHAPTER 14

Mbada Diamonds



MBADA
DIAMONDS
Harnessing diamonds for the people



Mbada Diamonds
Harnessing diamonds for the people

Mbada Diamonds (Private) Limited is a diamond mining company duly registered in terms of the laws of Zimbabwe, headquartered in Harare with a staff complement of over 1600 personnel.



Mbada Diamonds is one of the world's largest diamond producers. Mbada Diamonds' mining plant, located on Marange diamond fields, operates in what is generally recognised to be the world's greatest diamond discovery in the last 25 years.

Since its registration in August 2009, the corporate has undertaken extensive investment into diamond mining operations. These operations are being progressively upgraded to cater for expansion and are matched by safety, environmental and social investment into the communities in which it operates.

The name Mbada Diamonds was derived from the spotted appearance of the diamond-bearing conglomerate. Mbada Diamonds is Zimbabwe's third largest employer and makes a significant contribution to the country's national economy.

Vision, strategy, mission and values

The company's vision is to have universal reach through accelerated engagement. Their strategy is therefore to pursue expedient, value and volume based growth. Similarly, Mbada Diamonds' mission is to undertake mining operations and add value to minerals in a sustainable manner. As a result, they value innovation, integrity, good corporate citizenship, professionalism and efficiency.

Mbada Diamonds is more than a diamond mining company - they change people's lives. From their communities,

MBADA DIAMONDS

Harnessing diamonds for the people









to employees; from suppliers, to environment, to stakeholders, to customers –Mbada Diamonds aim to have a huge and positive impact on everyone they do business with.

They are custodians of a very precious national resource which they mine for the good of the nation and its people. Therefore, their focus cannot be narrowed to the product, but is widened to ensure that the product contributes to a better life for all its stakeholders.

What we mine

Mbada Diamonds mine rough diamonds in the Marange Fields of south eastern Zimbabwe grouped into the following quality range:

- Gem: Diamonds typically classified by four factors known as the four C's (Colour, Clarity, Cut and Carat);
- Pieces: Parts or pieces of a gem or stone with impurities. Clean pieces may be cleaved or sawn separately away from the rest of the stone;
- Semi-boart: Diamonds which cannot be turned into gems and therefore used for industrial purposes; and
- Dead boart: Diamonds with many flaws and impurities that are also used for industrial purposes.

Operations

Mbada Diamonds is a 50-50 joint venture between the Government of Zimbabwe and Grandwell Holdings. Located in Marange, Zimbabwe's diamond capital, the plant







is fully automated with state-of-the-art diamond processing technology.

- DMS Plant: This is the dense medium separation plant. It is responsible for producing diamond concentrates through the use of media. The main operational principle applied in this plant is density difference.
- Recovery Plant: This is where the value addition of diamonds starts. The concentrate from DMS plant is passed through X-Ray sorting machines to separate the diamonds from non-diamond material. The diamonds recovered by the X-Ray machines go for hands-free sorting.

People

Safety and health among employees, contractors, suppliers, visitors and the communities in which Mbada Diamonds operate are of paramount priority. In short, people are their enduring advantage, so putting people first is an underlying principle.

The company also adheres to the principle of equal opportunity and to this end, it does not discriminate against any applicant or employee because of race, creed, gender, place of origin, sexual orientation, religion, political opinion, marital status, nationality or disability.

It will take affirmative action to ensure that job applicants as well as employees are treated without regard to any such factors.

Mbada Diamonds has recruited and trained over 700 people. It is the company's policy to recruit the best-qualified candidates who meet its minimum hiring requirements in terms of education, experience and skills.

Sustainability

The benefits of Mbada Diamonds'









sustainability processes are economic growth, social wellbeing, and a secure and stable and healthy environment - tomorrow.

Mbada Diamonds' approach to sustainable development emanates from their primary intent to flourish as a business and to meet the resource needs of present and future generations.

They believe that safety, health, environment, quality and business excellence are inseparable ingredients of sustainable development. Consequently, safety, health and environmental care policies are embedded in their management systems throughout the project cycle, from planning to closure.

Green credentials

Mbada Diamonds fully endorses and practices standards that protect the environment in line with recommendations of the Environmental Management Agency (EMA) of Zimbabwe.

Mbada Diamonds is committed to:

- Compliance with applicable legal and other requirements to which the company subscribes;
- Continual improvement beyond legislative requirements;
- Conducting Environmental Impact Assessments for all new projects and facilities;
- Pollution prevention through employing safe operating procedures and utilising best available technology to limit emission and effluents;
- Continual review of objectives and targets in line with existing and future obligations;
- Communicating their policy to their employees, contractors, suppliers, stakeholders and the public;
- Educating and training employees in environmental issues and responsibilities; and
- Developing a dynamic decommissioning plan as well as carrying out progressive rehabilitation of all areas disturbed by their activities.

Community Support

Mbada Diamonds has embarked on a relocation programme for families displace by the company's mining activities. Modern solar powered houses have been constructed for relocated families to date.

This programme has been complemented by food assistance and the sinking of boreholes at Arda Transau for the affected families with four households sharing a borehole.

The Chiadzwa and Mukwada wards are very dry areas and required villagers to walk at least 15km to fetch water.

To alleviate this problem, Mbada Diamonds has invested in extensive borehole drilling around Chiadzwa and Mukwada wards. In addition, we have drilled and resuscitated boreholes in Marange District.

Sponsorship - Mbada Diamonds Cup

To develop and promote sport and particularly raise the bar for soccer, while at the same time giving communities around the country the opportunity to watch top flight football in their hometowns, Mbada Diamonds sponsors a countrywide 16-team knockout soccer tournament known as the Mbada Diamonds Cup.

The positive downstream commercial effects of the Mbada Diamonds Cup have already been noted by communities, players and businesses alike.

Award winners

Mbada Diamonds won over 13 awards for its contribution to Zimbabwe's development agenda in 2012 alone and in 2013 the company has already won 7 awards for the same. The company continues to look to the future and remains dedicated to the country of Zimbabwe.

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Zimbabwe Mining Development Corporation (ZMDC) – Diamond Mining

Zimbabwe Mining Development Corporation (ZMDC) was created by Act of Parliament in 1982, "The Zimbabwe Mining Development Act" now [Chapter 21:08] as an instrument for State participation in the mining industry.







Since then ZMDC has grown into a mining giant committed to mineral exploitation in a cost effective, profitable and sustainable manner to benefit the nation. It is involved in precious minerals, precious stones, industrial minerals and base minerals operations covering the whole country.

Zimbabwe has a long history of diamond occurrence dating back to 1903 when diamondiferous gravels were discovered at Somabula near Gweru. Large areas of the country are occupied by Archaean Craton and Archaean Limpopo Mobile Belt which are likely to have the best developed mantle root and diamond potential along with the discoveries of the mineralized kimberlites on both the Craton and the Limpopo Mobile Belt make Zimbabwe an excellent target with potential for kimberlites. Diamond exploration successes in neighbouring South Africa and Botswana also have positive impact on diamond prospectivity for Zimbabwe.

Zimbabwe Mining Development Corporation has been involved in diamond mining since the discovery of Marange diamond fields in Chiadzwa, Mutare Mining District about 90kilometrs from Mutare town in 2006. Diamond mining has contributed significantly to the foreign currency earnings of the country and in job creation.

Diamond Occurrence

Diamonds occur naturally but are extremely rare compared to other minerals. They are found as primary deposits (kimberlites) or as secondary deposits (alluvial).

The Marange diamond field is an alluvial deposit, consisting of masses of debris produced from weathering of the original mother rock usually loose and incoherent deposited in shallow places, these were then converted by cementing material into firm conglomerates and sandstones.

The alluvial diamondiferous basal sediments of the Umkhondo Group in Marange are located in the Mutare Mining District. The basal sediments are dominated by thin arkose and conglomerates that are overlain by limestones. These consist of clasts of generally sub rounded to well rounded and are dominated by vein quartz

ZMDC
ZIMBABWE MINING
DEVELOPMENT CORPORATION
"Unearthing the future"

pebbles. No primary source for these diamonds have been identified to date, there is a possibility that the diamonds could have come from a distal source. The diamonds have gone through extensive abrasion and metamorphism resulting in the brownish greenish coating unique to Marange diamonds.

The area was reserved as RA 1518 (1,581,100 Ha) by Government to curb illegal mining and currently eight special grants were approved and issued to ZMDC. The demarcation of the resource area is ongoing with 56 subdivisions done into manageable areas, referred to as mining concessions.

Exploration

In the country diamond exploration is done through Exclusive Prospecting Orders or through Special Grants if the area is reserved. Applications are done through the Ministry of Mines and Mining Development. Zimbabwe Mining Development Corporation with the Geological Survey Department of the Ministry of Mines and Mining Development are in the process of establishing the Mining Promotion Corporation (MPC) whose main function is to carryout exploration to establish the size and extent of our mineral resources, as well as possible source. The deposit could be one of the world richest diamond deposit and is regarded as the world's biggest diamond find in more than a century.

Mining

The discovery of Marange diamond fields had a huge impact awakening the country from a deep slumber creating a new "El Dorado". It has put Zimbabwe in the diamond world map. Zimbabwe Mining Development Corporation owns 100% shareholding in Marange Resources and it has entered into Joint Venture equal partnership agreements, mining and processing diamonds on behalf of government in Mbada Diamonds, Anjin Investments and Diamond Mining Corporation, all mining in Marange Diamond field.

There are four Kimberly Process (KP) certified compliant mining companies in the area and these are Mbada Diamonds, Marange Resources, Anjin Investments and Diamond Mining Corporation.

Three companies are also at advanced exploration stages and are working towards their KP certification. These are Kusena Diamonds, Jinan Mining and Gye Nyame Resources.

Compliant certified companies and those preparing to be certified are operating modern commercial mines meeting KP minimum requirements.

All the companies are responsible for setting up security facilities and management of accountability systems that are monitored by Government with the ZMDC Inspectorate Team They have adequately secured their areas under their jurisdiction through security fences, security cameras, private security personnel, internal security, CID Mineral Unit, Minerals Marketing Corporation of Zimbabwe (MMCZ) and ZMDC monitoring teams and hands free modern mining and processing equipment.

Sorting and Valuation

Once production is processed at the mine the rough diamonds are delivered to sorting houses. Each company has its own sorting house. At the sorting houses gemmology experts then size, sort, grade and value them into different categories using the **4 "CS"** that is on size (**CARAT**), shape (**CUT**), quality (**CLARITY**) and **COLOUR** for preparation of tender sale. Expert international standard evaluation is conducted by the producer, MMCZ and ZMDC qualified diamond evaluators.

The rough diamonds are exported according to the minimum Kimberley Process requirements to prove that Zimbabwe is a conflict free source. These are:

- Each shipment of rough diamonds crossing an international border is transported in tamper – resistant container
- Accompanied by a government validated Kimberley Process Certificate
- Each certificate is resistant to forgery, uniquely numbered and describe the shipments contents
- The shipments are only exported to the other KP participant countries.

Beneficiation of Diamonds

In Zimbabwe the discovery of Marange Diamonds in 2006 saw the need to derive maximum value for our diamonds. The government then announced that 10% of every production has to be allocated for local beneficiation industry. Beneficiation or cutting and polishing is the most crucial aspect of the diamond chain, it is where a substantial part of the mark up occurs. This industry is still in its infancy with very few players who are registered and licensed to cut and polish diamonds.



Zimbabwe Mining Development Corporation is planning to set up a diamond beneficiation factory so as to realize maximum value for our diamonds, create jobs for locals, boost national export receipts and facilitate technology transfer to our people. The Corporation is in the process of identifying a technical partner with reputable standing in the diamond industry to form a Joint Venture Company in the diamond cutting and polishing project.

Corporate Social Responsibility

Zimbabwe Mining Development Corporation and its Joint Ventures in Marange recognize their role to give back to the communities; this has been through relocations from the mining area at ARDA Transau area and putting up decent accommodation and facilities for them such as schools, clinics and clean water.

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CHAPTER 15

Mining and Minerals





Unki Platinum Mine

Unki Platinum Mine is part of Anglo American's Platinum Business Unit, the world's leading platinum group metals (PGM) producer, accounting for more than 38% of the world's newly mined platinum.



A PROUD LEGACY

Anglo American's platinum operating interests produce a market-leading 2,5 million ounces of platinum a year, comprise the Unki Platinum Mine in Zimbabwe and twelve mines, three smelters, two refineries, two tailings operations and five joint ventures across some 500 square kilometres of the Bushveld Complex in South Africa.

Anglo American Zimbabwe's legacy dates back to the 1920s. It is a legacy that has made a real and permanent contribution to Zimbabwe, with an immeasurably positive influence on social and infrastructural development. The company's rich tradition lives on in historic towns, which owe their existence to the company's operations.

Anglo American's commitment to empowerment and the socio-economic upliftment of Zimbabwe and its people has resulted in targeted asset disposal to the indigenous citizens. As part of a strategic rationalisation of its businesses to focus on platinum mining, Anglo Zimbabwe voluntarily disposed of 53% of its businesses by value to indigenous Zimbabweans in deals worth US$65million. Its only significant remaining mineral claim holdings comprise the PGM holdings on which it is developing the Unki Platinum Mine.

PLATINUM GROUP METALS

Almost 60% of the world's newly mined PGMs (and 80% of platinum) are produced in Southern Africa, which holds 90% of global PGM resources.

The six primary PGMs are platinum (52%), palladium (29%), rhodium (10%), ruthenium (6%), iridium (1%) and osmium. Nickel, chrome, gold, silver and copper are by-products of the PGM production process. Large auto manufacturers use approximately 60% of PGMs produced.

UNKI PLATINUM MINE

Unki Mine is located within the Middleridge claims (the Shurugwi Sub-Chamber) in the southern part of the Zimbabwean Great Dyke, 60km south-west of the city of Gweru.

Based on prevailing metal prices, at steady state, Unki will:

- Create approximately 1,000 full-time jobs;
- Generate approximately US$130million of revenue per year;
- Pay tax revenue and royalties of approximately US$20million a year; and
- Create opportunities for the country to develop its natural resources in a sustainable manner and expand its PGM industry.

UNKI PLATINUM MINE, A US$463MILLION INVESTMENT, HAS A PRODUCTION CAPACITY OF 149,000,6E OUNCES A YEAR.









SUSTAINABLE COMMUNITIES

With a proud legacy and a commitment that communities around mining operations benefit from the investments and economic activity, Anglo American is developing the mine so that it will ensure the sustainable development of local communities.

Education and health are a key priority for the company's social engagement programme. Nearby schools have been funded to upgrade learning facilities and ensure clean water supply. During 2009, US$270,000 was donated towards combating cholera. In addition, the company contributed much needed medication to a hospital and clinics in the Midlands Province. A further US$420,000 has been donated to the Leonard Chesire Disability Zimbabwe over a three-year period which will see the enrolment of close to 1,000 children with disabilities into 21 local primary schools, which will be equipped with infrastructural-friendly classrooms and facilities and trained teachers for the disabled.

The mine is set to contribute to the country's infrastructure on both national and local levels, notably in the Midlands province, and act as a catalyst for further investments. It will also diversify the number of platinum operators in the country and establish the world's leading platinum producer in Zimbabwe.

LUCILIA POORT DAM

The Lucilia Poort Dam, the highest masonry arch dam in the world, was constructed to supply water to the Unki Mine and neighbouring communities.

Additional infrastructure such as roads and a bridge have been completed in an effort to improve access to the mine and to local communities. Families relocated to facilitate infrastructure development have been resettled to a nearby farm.

IN LINE WITH THE COMPANY'S PRINCIPLE THAT COMMUNITIES HAVE TO BE LEFT BETTER OFF AFTER INTERACTION WITH THE MINE, NEW HOUSES WERE CONSTRUCTED AND FAMILIES FED OVER A PERIOD OF A YEAR.

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African Mining and Exploration (AMEX)

As your Resource Development Partner of choice, African Mining and Exploration (AMEX) provides an unrivalled level of contract drilling services to the mining industry within the Southern African region.



Since it's establishment in 2008, AMEX has rapidly gained a reputation of consistent and superior drilling performance, coupled with an outstanding level of service. Employing in excess of 100 people, AMEX is the largest exploration drilling company in Zimbabwe and has operations within the region, namely Botswana and Mozambique.

Our objective at AMEX is very simple: to offer reliable, efficient and SHEQ compliant drilling whilst keeping to our quality of service. We expect to operate 24/7 and are driven to achieve our clients' goals of JORC and SAMREC compliant resources.

Our expertise, well-maintained equipment and cutting-edge drilling technology ensures AMEX is able to offer a diverse range of specialised services. Operating a considerable and standardised fleet of Boart Longyear LF90D rigs, AMEX has proven capability in diamond core drilling, deep hole drilling, wedging, large diameter coring for bulk samples, triple tube core extraction for broken ground, RC and RAB drilling, providing multi-shot and single pass surveys, as well as core orientation. AMEX has been applauded for its swift and efficient mobilisation procedures, and is well known for its "can do" approach.

Our extremely competent and highly proficient drilling staff undergo a rigorous programme of continual improvement through ongoing outsourced industry skills and programs, thus ensuring all round quality of service. Our crew have honed their skills in a range of different ground conditions, environments and terrains.

Health and Safety is ingrained in the AMEX ethos. Protection and safety of all personnel is paramount. We have defined procedures wherein AMEX demands that all drilling projects are executed to the highest SHEQ standards. We have consistently met and exceeded clients' expectations in this vitally important aspect of our operation. All equipment is customised to reflect this thinking and staff are trained on a daily basis, ensuring a process of continual improvement and awareness.

AMEX is passionate about preservation of the environment in which we operate. Our camps and drilling sites are designed

African Mining & Exploration







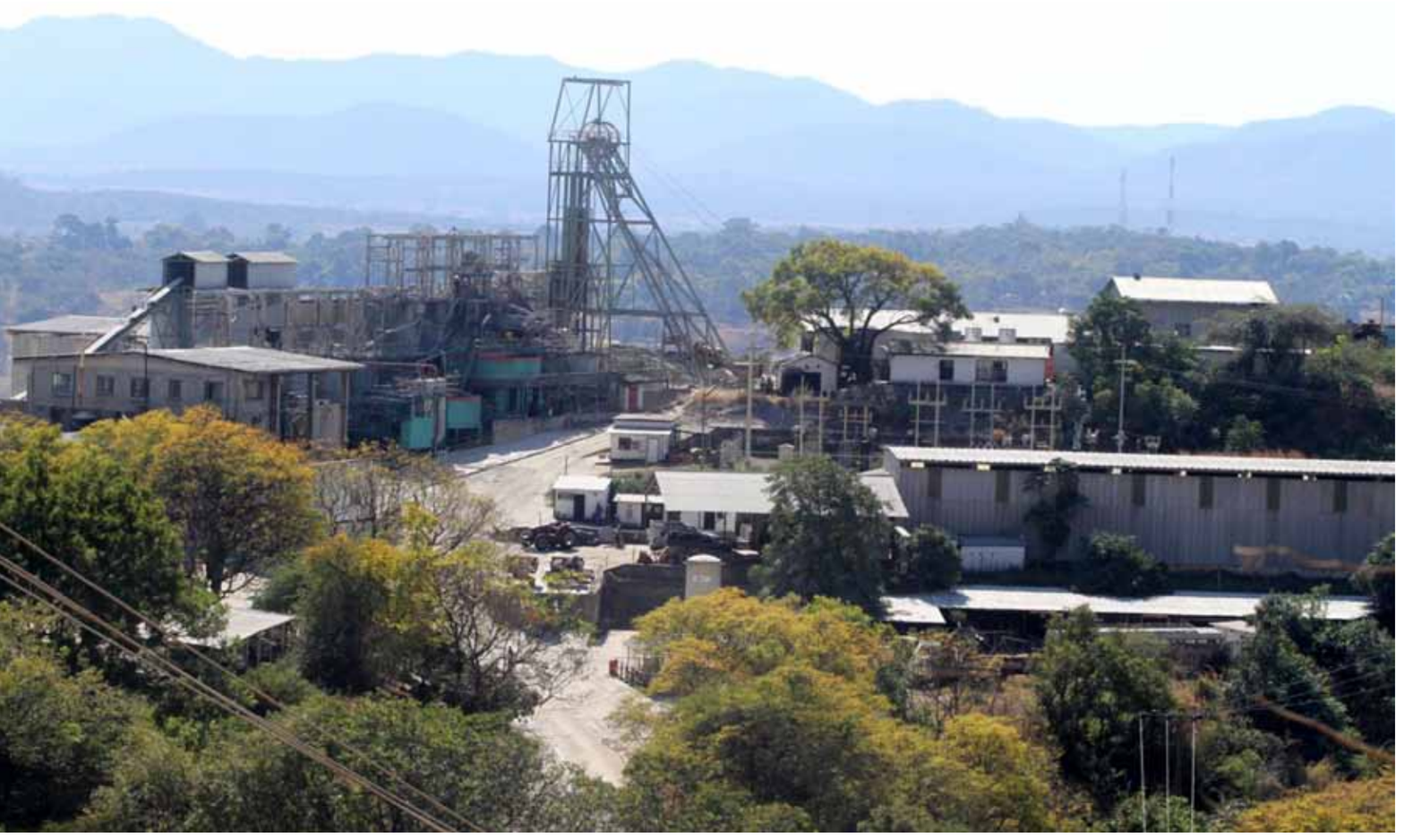
so as to achieve minimal impact on the environment. In fact, AMEX goes the 'extra mile' to ensure each camp is not only environmentally friendly, but also has exceptional living standards. All camps are technologically enabled. Once a job has been completed, site rehabilitation is an essential aspect of AMEX's environmental policy.

At AMEX, we believe in developing a partnership with our clients that goes beyond the provision of superior drilling performance. Communication is key and regular contact with our clients is encouraged. Our extensive range of services can be tailored to meet specific requirements or to supplement existing capabilities.

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Metallon Gold Zimbabwe (Pvt) Ltd

Metallon Gold Zimbabwe Private Limited is Zimbabwe's leading gold producer.





In How, Shamva, Redwing, Arcturus and Mazowe Mines, Metallon Gold Zimbabwe arguably holds the best five Gold Mines in the country. Each of these mines has produced bullion in excess of a million ounces. Buoyed by current peak gold prices around $1700 per ounce, Metallon's outlook is distinctly bullish.

Shamva Mine, located 90 kilometres from Harare, is set on a growth path based on an expanded 105,000 tonnes per month Carbon In Leach (CIL) Plant capacity. With a recorded production of 2.5million ounces, the long-term production at Shamva is seen reaching and exceeding the all-time high of 5million ounces produced by Cam and Motor Mine in the past.

Nestled in Penhalonga Valley, 265kilometres from Harare, is Redwing Mine where recent work has established significant Resource expansion at shallow depth of between 4 and 6 Level to augment over 1million ounces at greater depth.

How Mine, located 30kilometres south east of the city of Bulawayo, has been the flagship for Metallon for more than a decade. Mazowe Mine, some 30kilometres from Harare, and Arcturus Mine, 22kilometres from Harare, are poised to increase their production.

Building Large Gold Mines

Metallon has embarked on an exciting program of building large gold mines anchored first, on the How-Shamva and Redwing thick orebodies that reach 20 to 50metres in both Shamva and How and around seven metres in Redwing. Beyond restoring historical capacity, these mines are set to undertake mine-and-mill expansion and modernisation programmes based on best-practice approaches to achieve mid-tier production at a targeted cash cost per ounce of between $450 to $900 per ounce. Capacity and grade modelling for Mazowe and Arcturus suggest restoring capacities to a minimum of 300,000tonnes per year to drive profitability and unit cost reduction.

Visionary Growth From Mid-Tier to a 1Million Ounce per year Business

METALLON GOLD ZIMBABWE









Anchored on restoring annual production capacities on all its five mines to 160,000 ounces per year in the short-term, Metallon's organic growth into a 270,000 ounces per year producer within five years is underpinned by a Joint Ore Reserves Committee (JORC)-compliant Resource base that exceed eight millon ounces. The free cash flows generated by mid-tier production will fund "blue-sky" expansion.

Under-explored satellite deposits to the big five producers contain up to 6million ounces under the Exploration Results category. An aggressive exploration campaign to upgrade the Exploration Results is set to increase the overall Group Resource to in excess of 10 to 12million ounces. In Midwinter and Motapa Projects, Metallon has a pipe-line of advanced exploration and development Projects that can be rapidly turned to account through open cast mining of Oxides ores (Midwinter) or dump retreatment (Motapa).

Corporate Social Responsibility

Metallon is a socially responsible corporate citizen who believes in sustainable mining. The company has embraced community participation principles for the benefit of all. The company has built clinics, schools, and assisted in financing activities of national importance.

Safety, Health and Environment (SHE)

In matters of Safety, Health and Environment, Metallon seeks to follow best practice within the applicable regulatory environment in which it operates. Implementation of this strategy has seen How Mine being certified to the internationally recognised ISO14001 (environmental management) and OHSAS (occupational safety and health management) systems. Shamva Mine is also certified to ISO14001. Work is underway to ensure that all Metallon mines are certified to the formal SHE management systems.

Metallon mines have also demonstrated a high level of emergency preparedness through top performances in the national first aid and mine rescue competitions.

HIV and AIDS awareness training continues to be one of the intervention strategies to reduce the spread of the disease. Training programmes have been extended to the community in which workers live.

Metallon further recognises that Environmental Impact Assessments (EIAs) are integral for projects prescribed by law, and therefore ensures that EIAs are conducted and reports submitted to authorities for review.

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CHAPTER 16

Entrepreneurship and Sustainable Development





Empretec Zimbabwe

Where the rest of the world sees problems, the entrepreneur sees opportunities.



Empretec Zimbabwe was set up in 1992 as a joint initiative of UNDP and the Zimbabwe Investment Centre. In 1997 Empretec was registered as a Trust in order to facilitate transition into an autonomous entity that would be able to sustain its programme activities beyond the project period. Empretec has managed to achieve this as donor funding stopped in 2006 and the Trust has continued in existence.

Empretec's mandate is to develop entrepreneurship. It is part of a worldwide Empretec family of organisations whose mandate is to develop entrepreneurship. For almost two decades, Empretec Zimbabwe has spearheaded the growth of a strong entrepreneurial culture through research, training, information dissemination, business advisory services and acting as an agent of change for SMEs.

Empretec Zimbabwe is guided by a distinguished private sector driven board. Empretec provides an integrated capacity-building programme promoting the creation of sustainable small and medium sized enterprise (SME); as well as support structures to help promising entrepreneurs build innovative and internationally competitive businesses.

Over the years, Empretec Zimbabwe has gained respect from the Government, corporate sector, other NGOs, and local and international donor agencies - such that the expertise of Empretec Zimbabwe is always sought after on business development, entrepreneurship and economic empowerment issues.

Vision
To be the leading authority in entrepreneurship.

Mission
To build and nurture a high-quality, growth-oriented community of internationally recognised men and women entrepreneurs in a commercially viable manner.

Agricultural Interventions
Empretec Zimbabwe developed a Farmer Entrepreneurship program in order to be able to inculcate and develop an entrepreneurship mindset in the sector.

- In an effort to grow the sector, it was important to come up with a baseline on the sector. Empretec was commissioned by **Kellogg Foundation** to document and package leadership and entrepreneurship success cases in Zimbabwe and use such cases to develop and grow small-scale farmers nationwide.

- Other International donor organisations who had been working in the sector noted the need for support and **IDEAA** supported Empretec Zimbabwe for Agricultural entrepreneurship training for their beneficiaries and capacity building for the staff in terms of understanding entrepreneurship for interfacing with beneficiaries.

empretec Zimbabwe

Your leading authority on entrepreneurship







- Empretec Zimbabwe was commissioned by **Zimbabwe Progress Fund** (ZPF) to train and support its Soya Bean production teams to enhance the production of Soya Bean and its bi-products.

Setting up Business Development Service Providers in Africa

With the achievements that Empretec Zimbabwe exhibited amongst other Empretec centres globally, Empretec Zimbabwe was contracted by UNDP and UNCTAD to carry out needs assessment studies in potential Empretec countries. The results of the surveys led to the setting up of Empretec Centres in other African countries, namely Namibia, Uganda, Tanzania, and Zambia; as well as to provide backstopping support to South Africa since 2000 to date.

Nationally

- Contributed to creating an entrepreneurial culture in the country by engaging in an active campaign attracting more than 15,000 Zimbabwean entrepreneurs.
- Trained nearly 15,000 entrepreneurs (42% women) including some leading entrepreneurs of Zimbabwe of the past and present decade.
- Positively impacted the lives of over 30,000 people through its rural-focused initiatives.
- Contributed to private sector development by assisting entrepreneurs in creating and/or expanding their businesses, thereby creating over 25,000 new and permanent jobs.
- Developed and helped expand over 6,000 SMEs.
- Built a reputation for excellence as confirmed by the companies interviewed by the World Bank mission of 1995.

Empretec engendered its programs with support from one of the development partners and has continued to offer such programmes in a deliberate effort to improve the plight of women youths and other disadvantaged groups in society.

Products and Services

- Training
- Information Dissemination
- Follow-Up Services Support
- Consultancy Services

Entrepreneurship Promotion

- Entrepreneur of the Year Award
- Woman of the Year Award
- Young Entrepreneur of the Year Award
- Micro Entrepreneur of the Year Award
- Empreteco Association

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‘My Own Boss’ - Bridging the Mentorship Gap

Having been on the 2010 edition of ‘My Own Boss’ as a contestant and then working with the production team for the 2012 season, I have developed strong beliefs on the topic of entrepreneurship. By Robert Garai Muganda.





I have first-hand observational data but I am not naive enough to think that I am factually right.

I have learnt a great deal that entrepreneurship is more about one’s skills-set, passion, and dedication to your idea - but entrepreneurship is nothing without the right mentorship. However, more often than not we have seen people fail in their pursuit of happiness by wrongly assuming that entrepreneurship is “Easy like Sunday morning” because people believe entrepreneurs are born rather than made; being on ‘My Own Boss’ has taught me that the reverse is true.

Getting into business is 20% nature and 80% nurture; which is to say that while it is important to rely on your natural talent when venturing into enterprise, it is important to identify ways of building on your idea. The simple way to do this is to get guidance from someone who has walked or is walking in the path of entrepreneurship.

As ‘My Own Boss’ 2012 Head Anchor Nigel Chanakira puts it: “Entrepreneurship is about following defined success patterns”. He followed his uncles and father before him and draws a lot of inspiration from his mentors, such as Charles Gurney (Bard Discount House) and Paul J. Meyer (Success Motivation Institute).

‘My Own Boss’ seriously believes in the importance of mentorship in business.

Regardless of how we define success individually, there are oddly enough of a great number of common characteristics that are shared by successful business people. These characteristics can only be learnt from other business people.

If you study the D.N.A of entrepreneurs, you will most certainly find out that true entrepreneurs are generally people who have the ability to turn excellent ideas into successful businesses. For Devine Ndhlukula (M.D., Securico), Phillip Chiyangwa (Proprietor, Pinnacle Holdings), Nigel Chanakira (Founder, Kingdom Bank) and even Shingi Mutasa (Proprietor, Masawara Holdings) - their stories have a similar synopsis. The idea is NOTHING if not nurtured. With this in mind, ‘My Own Boss Institute’ will have









established in the beginning of 2013, to assist aspiring business people nurture their inner gifts as they venture into the world of entrepreneurship.

Mentorship is the key. Even in the world of South African 'soapies' we have seen villain businessman Barker Haines on SABC 3's Isidingo mentoring Benjamin Leroux - the young 19-year-old has become a shrewd businessman in his own right who makes life changing decisions. We all know that 'soapies' mirror real life.

Attend any business youth gathering and attempt to hear what the major constraints are and all you hear is the lack of funding and the like, but you never hear any talk about identifying revered business people whom we, the young people, can work with to turn our ideas into financial reality. I believe it is a lame excuse to be blaming government for not providing funding for youth projects.

Sadly for most of our aspiring youthful entrepreneurs in the country, focus has been more on chasing funding rather than harnessing innovation. We all know that funding is the number one barrier to getting into business across the globe, even in cash-rich nations; even more difficult in Zimbabwe which is coming out of a 10-year economic slump. Zimbabwe will always have funding gaps for start-ups because the market is overcrowded. Mentorship is the easiest and most affordable avenue to unlocking value in a new business enterprise.

Where inspiration lacks, business will not flourish and I think this is the reality. Save for a few outstanding individuals, who I hear have been nominated for the first Annual National Youth's Awards to be hosted next year, I believe the majority of our youths attempting to venture into entrepreneurship, lack the right inspiration. I often hear from the Y generation that the X generation, and perhaps Generation Z, have a know-it-all attitude that cripples our mind-frame and leaves us grappling for solutions. We avoid the lesson from Generation Y.

Mentorship seeks to provide guidance into a field that you are unfamiliar about. If you are like me who did not grow up in an entrepreneurial family, it is important that you identify a good mentor. It is important to be hungry for good mentorship. Although it is always best to identify a good mentor at a young age, this does not stop one from doing so even when their age is more advanced. KFC Founder Colonel Harland David Sanders set up his multi-million fast-foods franchise at the ripe age of 65 years and he still managed to turn it into a phenomenal success.

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Miracle Missions

Inspire, Empower, Rebuild.







PURPOSE

Promoting initiatives that value:
Gospel; Sustainability; Good governance; Zimbabwean to Zimbabwean; Grassroots; Working together.

MM Results

- Empowering self-sufficiency (Body)
- Restoring dignity (Soul)
- Spreading the good news (Spirit)

What We Do

- Streamline to avoid duplication
- Know who to connect
- Placement of resources
- Know how to connect
- Informed database
- Networking meetings

THE SOLUTIONS

Miracle Missions, networking at community level, has achieved proven success. By connecting community programs, matching skills and sharing opportunities, Miracle Missions create sustainable solutions for all of the programs they work with. These Programs include inter-alia:

- Developing a culture of cleanliness and self-respect within the community by using a life-skills approach.
- Building capacity for self-sustainability through agricultural training programs.
- Bringing awareness on cleanliness, respectability and taking ownership with regards to our environment and waste management.
- Literacy programs with simple and easy-to-use guidebooks specific to families in Zimbabwe.
- Coordinated mobilisation of food, clothing and medical care into isolated and disadvantaged communities.
- Cleaning up our city – getting everyone across the board to play their part and take responsibility which brings back better health standards, pride and self-respect.

In all applications, solutions must be SMART…

S. (Sustainable)
M. (Measurable)
A. (Achievable)
R. (Realistic)
T. (Time-bound)

Sustainable solutions exist for many of the social problems in Zimbabwe. They require leadership, smart thinking and the ability to network and connect relevant organisations with each other so that efforts are streamlined and unnecessary duplication avoided. The SMART solution in Zimbabwe's case is "Miracle Missions".

BUSINESS OVERVIEW

Run by Zimbabweans and working for Zimbabweans, Miracle Missions as it is known today was re-energised in 2008. Since then it has experienced rapid growth that today sees it at the forefront of community project co-ordination as well as strategy and project implementation.

Focusing at community level, Miracle Missions has demonstrated a history of success which has resulted in a vast and intricate network stretching across community, business, church and Government. This network is crucial for the strategic coordination and implementation of community projects across the country and is a pillar on which to base community empowerment through moral, spiritual and physical rebuilding. As highlighted below, Miracle Missions is involved in the strategy and implementation of various projects in Zimbabwe:

Involvement in strategy and implementation results in the bundling of project activities with a range of other projects thereby ensuring maximum empowerment and nation building impact.

Strategy

By hosting regular community meetings Miracle Missions liaises with numerous facets of the development sector. This liaison is used to network, coordinate, connect and share information between different community groups, relief organisations and industry sectors. Accordingly no project is looked at in isolation; wastage is minimised, best practices and sustainable processes are shared, and maximis ed nation building is the outcome. This highly effective network model is used to ensure projects focus on empowerment, so that skills are developed with proven best-practices to enable projects to run both efficiently and effectively towards sustainability, thus reducing donor dependency.

Implementation

In addition to providing oversight and strategic coordination, Miracle Missions

Life&Hope4Kids

CLEAN & Green Zimbabwe
Communities making a difference

is involved in project implementation in a number of areas connecting with various partners - currently as follows:

- Prisons – Agricultural education and training. Provision of basic commodities with a view to developing a capacity for self-sustainability.
- Orphans / Vulnerable Children – Food, shelter, health, education and skills training.
- Vulnerable People's Groups – Food, clothing, shelter, health and counselling.
- Police - Capacity building.
- Environment / Waste Management – Building awareness for care of the environment and helping communities to become pro-active and take responsibility for the areas in which they live and work.

The networking model that Miracle Missions has developed is key to the successful implementation of these projects. Its depth and reach of contacts and networks into a range of communities ensures the highest level of effectiveness from its programs. The result is maximum on-the-ground impact and increased sustainability.

The Miracle Missions Team

The Miracle Missions Trust is run and administered by four Trustees comprising Sheri Breytenbach, Mark Phillips, Sharon Hook, and Jacqueline Anderson. Alongside is an Advisory Board consisting of Mr K Reitz. Mrs B Pichanick, Mr D Edden, Mr K Clark and Mr C Deall.

ORPHANS AND VULNERABLE CHILDREN

- Child Network Meetings – Harare and satellite monthly network meetings, focussing on capacity building, regularisation and networking.
- Foster Care Discussion Group – addressing policy issues surrounding foster care, case worker load and privatisation models, case worker training and competency monitoring/feedback evaluation. It is hoped to coordinate and host a foster care seminar in collaboration with the Department of Social Services, with international experts from Boston Children's Hospital.
- Teen Training Program – MM seeks to host three training weeks, and launch a pilot training week in Matabeleland. (Concept paper and budgets available on request).
- MM/FfF Schools project – training program for 40 teachers and an estimated 1600 students, in five major agricultural regions in Zimbabwe. (Concept paper and budgets available on request).
- MM/Happy Readers Literacy Project – literacy project covering 40 children per independent school. (Concept paper and budgets available on request).
- Run4TheWorld – MM will coordinate and host this fundraising event in July.
- Easter Egg Give Away Project.
- Christmas Gift Giving project – 10,000 Christmas Crackers made by the community and 10,000 Wrapped Presents given to disadvantaged children.
- Christmas Party – MM will coordinate and host the orphans' Christmas party in December. 1500 Children expected to attend.
- Product items distributed to various disadvantaged groups – i.e. blankets; food; medical items; baby items; etc.

WASTE MANAGEMENT

- Partnered with City of Harare to assist with Anti Littering & Illegal Dumping Campaign.
- Networked with all Environment Stakeholders working together.
- Organise Clean Up & implement workable solutions.
- Circulate Waste Management Material.
- Engage with Businesses to contribute to sustainable economic development and Establish Good Waste Management Policy.
- Establish a workforce to partner with the City of Harare (companies sponsoring unemployed orphan youth and training them in the basic principles of Waste. Management - Reduce, Reuse, Recycle).
- Education Awareness in Work Place and Schools.

PRISONS

- Partnered with Zimbabwe Prison Services.
- Networking with stakeholders involved in prison work in all spheres.
- Supply of basic commodities.
- Training in life skills and agriculture.
- Establish functional Rehabilitation Centre.

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Champions For Life

"Champions For Life" is a program under the medical ministry (Celebration Health) that is part of Celebration Ministries International (CMI).





Within the precepts of the vision of CMI 'Transforming Lives Reforming Nations' through 'Building people Building dreams', these young people are molded in the love and care of Christ to be all they can be through their savior and are therefore called Champions. This program reaches out to children, adolescents, and young adults (ages 8-21 years) living with HIV.

These young people are receiving treatment from government clinics and charitable HIV aid initiatives. The Champions programme began in 2005. It consists of interactive capacity building activities such as camps, seminars, support groups, clinic visits and mentorship programs. The camps and seminars are run by a multi-disciplinary team of pastors, counsellors , doctors, nurses, health science students and young people living with HIV. The camps have

CHAMPIONS FOR LIFE







a high leader/helper to Champion ratio to maximise input into the Champions lives. Small group sessions also enable Champions to talk about their issues openly. To date "Champions For Life" has hosted outreaches in Uganda and all over Zimbabwe.

Many of these young people have not only lost parents but lack confidence, vision, health and education. Moreover, they battle with several emotional issues such as rejection, anger, and despair. The programs enable these young people to develop as leaders.

"Through the programs we aim to create an atmosphere of love and acceptance and teaching that builds the Champions - body, soul and spirit. The program aims to empower the Champions so they in turn empower their peers in the clinics," says Dr Reid, the founder of the program.

Recalling Pastor Bonnie's impact on the Champions at their first camp he continues:

"At the first camp, Pastor Bonnie, as only she can, gave such hope and joy to these young people living with HIV, when she taught them to raise their arms in praise and worship to the Lord Jesus. It was such an honour this year, to have Pastors Tom and Bonnie, as well as their children, hold open-air concerts in some of the poorest suburbs of Harare - Hopley Farm and Epworth - ministering to thousands of orphans and vulnerable children. In the heat of the midday sun and amidst clouds of dust stirred up by the dancing Champions, Pastor Bonnie and her family led thousands of children in praise and worship; singing, dancing, clapping and shouting in joyful exuberance."

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CHAPTER 17

Setting Up In Zimbabwe



ZIA

ZIMBABWE
INVESTMENT AUTHORITY

Your Investment, Our Passion



Zimbabwe Investment Authority (ZIA)

Your investment, our passion… Invest in Zimbabwe.







The Zimbabwe Investment Authority (ZIA) is the country's investment promotion body set up to promote and facilitate both foreign direct investment and local investment. ZIA is an institution born out of the merger of the Export Processing Zones Authority (EPZA) and the Zimbabwe Investment Centre (ZIC). This was done to create a one-stop-investment-shop for quicker and easier facilitation of investment.

Our Vision
To be the most preferred and competitive Investment Agency in the world.

Our Mission
To contribute to sustainable economic development and growth through the timeous promotion and facilitation of value added investment.

Functions
- To plan and implement promotion strategies for the purpose of encouraging investment by domestic and foreign investors;
- Facilitate and process investment applications for approval;
- To identify sectors of the economy with potential for investment for the purpose of attracting domestic and foreign investors;
- To promote the decentralisation of investment activities in accordance with the development policy of the government;
- To promote and coordinate investment activities in enterprises or sectors of the economy which are of strategic importance to national development.

Investment Opportunities

Agriculture
- Production for export in horticulture – specifically citrus, vegetables and flowers.
- Contract farming and processing of agricultural produce.

Manufacturing
- Toll manufacturing.
- Fertiliser production, Industrial and intermediate capital goods manufacturing.

ZIMBABWE
INVESTMENT AUTHORITY
Your Investment, Our Passion











Mining
- Resuscitation of existing mines especially gold and other base metals, prospecting, exploration and exploitation of various minerals and value addition.

Energy
- Methane gas drilling, retail of coal products and rehabilitation and expansion of electricity generating infrastructure.

Telecommunication
- Provision of mobile communication services through joint ventures.
- Expansion of telecommunication network and supply of digitalisation equipment.

Transport and Logistics
- Recapitalisation of Air Zimbabwe, freight forwarding, clearing and refurbishment and construction of railways.

Infrastructure
- The Beitbridge ZIA Industrial park development.
- Dualisation of major roads, waste management works and water treatment plants.

ICT and Knowledge Based Industry
- Software development, hardware assembly, business process outsourcing, multimedia development and rural communications.

Tourism
- Development of Casinos and Convention Centres.
- Development of exhibition centres.
- Eco-tourism (planting of botanical gardens).
- Tour/Safari operations, car hire and investment in Tourism Development Zones.

Services and Distribution
- Medical, Dental, Education, Financial Advisory, Consultancy and Legal Services Provision.

Procedures for Investing in Zimbabwe

Company Registration
All companies in Zimbabwe have to be registered by the Registrar of Companies under the Companies Act or the Private Business Corporation Act. Upon successful registration, the company obtains a Certificate of Incorporation. Only the locals are allowed to operate under the Private Business Corporation Act as private businesses such as sole trader.

Investment Project Approval and Registration
All new foreign investment into Zimbabwe requires an Investment License issued by the Zimbabwe Investment Authority upon successful approval of a project proposal submitted to the Authority. A completed application form (ZIA1) acts as the project









proposal. The application forms are available and can be collected from the ZIA offices or downloaded from the ZIA website **www.zia.co.zw**

Exchange Control Regulations

Foreign Capital Inflows
Foreign investors and visitors may bring an unlimited amount of foreign currency into the country. Foreign investors may bring equity into the country in the form of cash or machinery and equipment. Foreign investors are not permitted to capitalise, as part of equity, raw materials, technical and licensing fees, and other services.

Repatriation of Investment
The Zimbabwean Government guarantees the repatriation of 100% of the original capital investment in the case of disinvestment:

- Up to 100% of dividends from net after tax profit may also be remitted.
- Investors who become permanent residents may not remit their dividends without prior approval of the Exchange Control Authorities.

Foreign Currency Accounts (FCAs)
Since the Zimbabwean dollar is not in use at the present time, it is essential that an FCA is used. Corporate and individual FCAs may be opened with local commercial banks. Export proceeds are eligible for credit to a corporate FCA.

Borrowing

- Local: no restrictions on local borrowing for working capital.
- Foreign: Offshore loans of up to US$5-million can be obtained without prior Treasury and Exchange Control approval.
- Financing of capital projects can only be undertaken using funds injected from outside of Zimbabwe, or by utilising retained earnings.

One-Stop-Shop
The One-Stop-Shop Investment centre (OSS) is a means to facilitate investment, streamline and simplify business set-up processes, such as: company registration; granting of immigration permits; taxation and customs clearance issues; access to factory space; access to utilities such as water, electricity and telecommunication facilities; and any other requirements of investors - so as to cut on the time and costs associated with doing business.

The OSS therefore entails bringing together relevant government agencies that deal with investors, into one location under one roof, to provide for coordinated, streamlined, prompt, efficient, expeditious and transparent services to investors. The aim is to simplify and shorten procedures for issuance of business approvals, permits and authorisations - thereby removing bottlenecks faced by investors in establishing and running businesses.

From January 2011 investors can now access the services of various Government Departments under one roof at the One-Stop-Shop Investment Centre, located at Investment House, 109 Rotten Row, Harare. The OSS has been established for the convenience of investors. The ZIA has therefore been transformed into a gateway for all investor requirements. The seconded officers shall be vested with full powers











and mandate to make decisions. All these seconded officials have the common goal of facilitating investors' applications and providing efficient and timely services.

Business Centre
A business centre will be established on site where services such as internet and a library will be provided. Everything in the OSS aims to facilitate the issuance of investor licenses, permits, approvals, and certificates etc. within five working days.



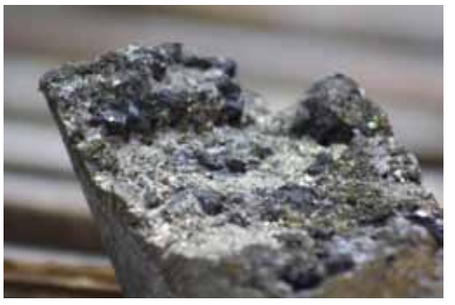
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Important Organisations in Zimbabwe







Zimbabwe Investment Authority
The Zimbabwe Investment Authority (ZIA) is the country's investment promotion body set up to promote and facilitate both foreign direct investment and domestic investment. ZIA aims to contribute to sustainable economic development and growth through the timeous promotion and facilitation of value-added investments.
www.zia.co.zw

The Zimbabwe Tourism Authority (ZTA)
ZTA is a corporate body that was established by the Tourism Act, responsible for: tourism promotion; planning and development; research; and the enforcement of standards and services. The Authority's raison d'être is to manage and market Zimbabwe as a tourist destination. ZTA's mandate is to promote the sustainable growth of tourism in Zimbabwe for social and economic benefit of the nation through setting and monitoring standards, market research, product development and investment, and marketing activities.
www.zimbabwetourism.net

The Scientific and Industrial and Development Centre (SIRDC)
SIRDC was established by the Government of Zimbabwe in February 1993 under the provision of the Research Act of 1986 to carry out strategic research and development for the benefit of manufacturing, service, agricultural and mining sectors of Zimbabwe, as well as to commercialise research and development outputs for the benefit of the economy at large.
www.sirdc.ac.zw

ZESA Holdings (Pvt) Ltd
ZESA is a government-owned power utility company which generates, transmits and distributes over 95% of the electrical energy used in the country. It has four subsidiary companies which are listed. ZESA is committed to be the first choice provider of electricity and energy services at competitive prices.
www.zesa.co.zw

Minerals Marketing Corporation of Zimbabwe (MMCZ)
MMCZ was established under the MMCZ Act of June 1982 and began operations in March 1983, as the exclusive agent for the selling and marketing of all minerals produced in Zimbabwe, except gold and silver. The Minerals Marketing Corporation of Zimbabwe is a wholly-owned government parastatal which falls under the ambit of the Ministry of Mines and Mining Development.
www.mmcz.co.zw

Zimbabwe International Trade Fair (ZITF)
ZITF establishes, holds, promotes, manages, controls or supports, assists or participates in fairs, shows and exhibitions of every description which are aimed at promoting or stimulating interest in Manufacturing, Industry and Commerce. It also provides a variety of services to participants and other interested parties in its exhibitions and events.
zitf.net

The Infrastructure Development Bank of Zimbabwe (IDBZ)
The IDBZ is a statutory body established through an Act of Parliament, the Infrastructure Development Bank of Zimbabwe Act, and came into being on 1 August 2005 following the amendment of









the Zimbabwe Development Bank Act. The amended ZDB Act broadened the original mandate to focus on long-term infrastructure finance and development. The Bank has a broad-based shareholding including the Government of Zimbabwe, local institutional investors and foreign development finance institutions.
machimbirike@idbz.co.zw

The Industrial Development Corporation of Zimbabwe (IDC)
The IDC is the nation's investment vehicle mandated to facilitate industrialisation and economic development through investing in viable projects based on sound business principles. IDC is a shining example of government's participation in equity investment through public-private sector partnerships with local, regional and international partners across the world. It now has more than 45 subsidiary and associate companies in the fertilizer and chemicals, clothing and textiles, mineral processing, motor and transport, light and heavy engineering, packaging, and agro-processing, among others.
www.idc.co.zw

Pig Industry Body
Pig Industry Body is a parastatal under the Ministry of Agriculture, Mechanisation and Irrigation Development. It is mandated to develop the small-stock sector in Zimbabwe. The organisation was founded in 1937 and has been involved in research, training, extension and pig genetic improvement. The parastatal has been categorised for commercialisation by the government. In pursuit of the commercialisation goal, the organisation is involved in value-addition of pork at its farm in Mashonaland East province.
www.moa.gov.zw

Official Veterinary Services in Zimbabwe
The Division of Veterinary Services is responsible for preventing the entry, spread and establishment of animal diseases and pests of major economic and zoonotic importance in any part of the country. It is thus responsible for a continuous service in animal disease surveillance, including prevention, control, emergency preparedness and animal welfare.

Veterinary services therefore aim to create an environment conducive for stockowners and farmers to conduct their business under relative disease and stress freedom. They also provide those wishing to trade in animals and animal product with assurance about animal health, while contributing to food and nutritional security and human health.
www.moa.gov.zw

Cottco
Cottco operates as a purely cotton procuring, processing and marketing company. It has a total of 36 transit depots in Zimbabwe's main cotton growing areas. Its nine ginneries have a combined capacity of 265,000 tonnes of seed cotton.
www.thecottoncompany.com

The Grain Marketing Board (GMB)
GMB was established in 1931 as the Maize Control Board and renamed the Grain Marketing Board in 1951 when other crops were added to its mandate. GMB is a wholly state-owned organisation with a depot network of 84 bulk (silo) and bag depots. The total grain storage capacity of all GMB depots is more than 4.5 million tonnes. GMB is also involved in commercial value-addition business ventures and has adopted a growth-strategy through separation of commercial and social business.

Strategic partners are being sought to establish joint ventures in maize milling, wheat flour production, logistics, stock feeds manufacturing and contract farming businesses.
www.gmbdura.co.zw

Securities Commission of Zimbabwe (SECZ)

The Securities Commission of Zimbabwe (SECZ) is an independent regulator of the capital markets in Zimbabwe. It was established in terms of Section 3 of the Securities Act [Chapter 24:25] that was promulgated in 2004.





SECZ became operational on 1 September 2008. The Minister of Finance appointed five Commissioners - the maximum number stipulated for the SECZ, in terms of Section 5 of the Act. The Commissioners led by the Chairman are responsible for setting the overall policy while day-to-day decisions and implementation of the objectives is the responsibility of the Secretariat.

The aim of SECZ is to create and maintain a safe and sound investment environment in the securities and capital markets in Zimbabwe. The key objectives of the commission are:

- Providing high levels of investor protection;
- Reducing systemic risk in the capital markets;
- Promoting market integrity and investor confidence;
- Preventing market manipulation, fraud and financial crime;
- Ensuring transparency in capital and securities markets;
- Promoting investor education.

In line with its mandate derived from the Act, the Securities Commission is responsible for:

- Regulating trading and dealing in securities;
- Registering, supervising and regulating securities exchanges;
- Licencing, supervising and regulating licenced persons;
- Encouraging the development of free, fair and orderly capital and securities markets in Zimbabwe;
- Advising the Government of Zimbabwe on all matters relating to securities and capital markets.

Capital markets in Zimbabwe

The capital markets in Zimbabwe are dominated by the Zimbabwe Stock exchange which was established in 1974. The history of the exchange dates back to 1896 when the first exchange was established with the arrival of the pioneer column. Securities traded on the market include equities (shares), preference shares, bonds, depository receipts and warrants. Indices on the markets are divided into industrial index and mining index. The 76 companies listed on the Zimbabwe stock exchange span various sectors of the economy.

The Zimbabwe Stock Exchange still conducts trading on a manual basis (open outcry system) and proof of ownership is still paper

The Securities Commission of Zimbabwe

share certificates with settlement taking place on a T+7 basis.

There are 21 licenced stock broking firms who trade on the exchange floor. Settlement of stock exchange deals is done in the back offices of stock broking firms with transfer secretaries maintaining the register of various companies whose stocks are listed on the bourse. There are four dominant transfer secretaries whose registers are electronic. These registers will be consolidated once the Central Securities Depository is set up. Settlement is also supported by custodians who settle deals on behalf of their various local and international clients.

The capital markets are open to both local and international investors subject to guidance given by each exchange.

Currently the securities industry is made up of:
- The Zimbabwe Stock Exchange (ZSE);
- Stock broking firms - 21;
- Transfer secretaries - seven;
- Asset Management companies - 16; and
- Several custodial services companies and investment advisors who are yet to be licenced by the Securities Commission.

SECZ regulates capital market players that include: Securities Exchanges (including the Zimbabwe Stock Exchange); Securities Dealers (Stock brokers); Securities Transfer Secretaries; Securities Custodians; Investment Advisors and Managers; Securities Trustees; and Central Securities Depositories.

Legislative Framework
In discharging its functions, SECZ operates in terms of the following pieces of legislation:
- The Securities Act (Chapter 24:25);
- Securities Rules and Regulations e.g. The Securities (Registration, Licencing and Corporate Governance) Rules, S.I.100/2010;
- Asset Management Act (Chapter 24:26);
- Collective Investment Schemes Act (Chapter 24:19);
- Companies Act (Chapter 24:03);
- The Bank Use Promotion and Suppression of Money Laundering Act (Chapter 24:24);
- Various other legislation in the Banking sector that overlap into the securities industry.

Some Developments to date
SECZ sets Rules and Regulations for Securities Markets
The SECZ announced the publication of the Securities (Registration, Licencing and Corporate Governance) rules, SI 100/2010 in the government Gazette of 4 June, 2010. The setting of rules was in fulfilment of the SECZ objectives outlined in the Securities Act. Section 118 of the Securities Act (Chapter 24:25) empowers SECZ to make rules which enable the Commission to do the following:
- Regulate trading and dealing in securities;
- License, supervise and regulate licenced players so as to ensure that high standards of professionalism and integrity are maintained, in fulfilment of Section 38 of the Securities Act;
- Prescribe qualifications for licenced players;
- Register, supervise and regulate securities exchanges;
- Prescribe the qualifications of board members and board composition of Securities exchanges;
- Mandate licenced persons to acquire trust accounts;
- Give guidelines on a corporate governance framework to be adhered to by registered securities exchanges and licenced persons;
- Prescribe fees and levies to be paid by licenced persons.

Risk Oversight Framework
The Securities Commission has put in place a centralised and harmonised risk surveillance and monitoring framework in order to reduce systemic risk and bring stability to the securities markets.

The Framework is premised on centralised risk data collection and is the basis for its risk-based supervision of the various players in the securities markets. Whilst the prerogative for day-to-day risk management (i.e. identification, assessment, mitigation, monitoring and reporting), lies with the respective players in the securities markets, the Commission plays a critical oversight role in order to guard against the systemic effect and guiding market players in effectively managing their individual risk profiles.

Owing to the integrated nature of the whole financial system, the Commission harmonises the risk management practices with other financial sub-systems and also regional and international practices.





The key focus of this framework is on the following risks which have a potential contagion effect:
- Operational risk
- Compliance risk
- Market risk
- Liquidity risk
- Settlement risk

Financial Services Institute
The Securities Commission is working on setting up a Financial Services Institute which will act as a setter in terms of minimum qualifications that will be required in order for an individual to participate in Zimbabwe's financial markets as a broker, compliance officer, back office manager, custody officer, transfer secretary, investment analyst or corporate finance analyst, amongst other professions. The institute will undertake short-term programmes and workshops to expose market participants to current developments in the international financial markets and the regulatory environment.

www.seczim.co.zw

Norton

Norton is a small town located 40 kilometres south west of Zimbabwe's capital city Harare. The last census put the population at 55,000 people. However due to the rapid rural to urban migration, especially in the last ten years, the population is now estimated at well over 100,000.







Norton has two dams in the town, making fisheries the main source of employment in the informal sector. Recently gold deposits have been discovered but mining is still at a very low scale. The town is well served by an excellent state maintained Harare-Bulawayo highway.

Corporate Vision
To become and remain the Jewel City of Zimbabwe.

Mission Statement
Norton Town Council is committed to providing sustainable development and high-quality services, at economic costs, in partnership with all stakeholders.

Motto
Pro Bono Public, For the Good of the public
Tinomirirazvinonakiraruzhinji,
Simelelaintandokazulu

Corporate Value
As a Council which exists for the good of the public/people, we uphold the following values as our guiding principles:- Accountability, Commitment, Competence, Fairness, Integrity, Respect for individuals irrespective of their social status, and Transparency.

Corporate Structure (Council and its Committees)
Norton Town Council was established in May 1994 through proclamation no. 2 of 1994 published in Statutory Instrument 75 of 1994. Before that proclamation, Norton was part of Norton Selous Rural Council. Norton Town Council has thirteen ward Councillors; each Councillor representing one ward. Councillors are elected in their respective wards. The term of office of Councillors is five years after which elections are held.

Land and Infrastructure
The town's boundaries were extended in May 2002 to incorporate certain farms situated next to the town. Another 550 hectares of farmland was allocated to the town by central Government. We expect central government to extend Council boundaries in the near future, (within the next two years). Norton is serviced by the main railway line from Harare to Bulawayo. There is a railway service siding with a line that feeds directly into the industrial area passing through key industrial sites. Some of the







land available for development includes light industrial stands measuring six hectares in extent, as well as undeveloped flat sites for developing high-rise flats.

The Road Network consists of a dual carriage that links Harare and Norton to Bulawayo - Zimbabwe's second largest city. The internal road network is tarred and maintained by the Council.

Hospitality and Tourism

Norton, the undiscovered gem of Zimbabwe's tourism heritage, avails the beauty of a sprouting town beautifully surrounded by two great lakes bringing about the unique marriage between nature and modernisation for your pleasure. The town is situated 40km west of Harare on Bulawayo road and strategically located for all to pass through. The once sleeping town of Norton is awakening to new dimensions of development to capture the splendour associated with its environs.

Zimbabwe Parks and Wildlife Management Authority in Norton represents the twin lakes, Lake Chivero and Darwendale dam. The Park's departments around the lake environment create a wild oasis in the heart of the bushes surrounding it; providing boating, birdwatching, fishing, self-contained lodges, Kuimba Shiri Bird Park, Hunyani Hills, Pakare Paye Arts Centre, as well as Norton Country Club for golfers.

Visitors can enjoy waterfront chalets or a camp site, whilst fishing for Carp, Bream and Bass to name a few. Kuimba Shiri has hosted two Tri Nations Bank Angling competitions in 2006 and 2009. In 2009, five international records were broken in three days of fishing. Guests can enjoy game viewing by boating and a tasty



meal at the Admiral's Cabin Restaurant while enjoying the spectacular view of the vast Lake. Sunday afternoons can be spent relaxing under the Msasa trees, or listening to live music. It is an ideal family venue - run by a family, for families.

Admiral's Cabin and Kuimba Shiri Bird Park are situated on the shores of Lake Chivero, in a National Park boasting over 460 species of indigenous birds in the wild. The park is only 28kms on the Bulawayo road from Harare and conveniently situated en route to Bulawayo or Kariba.

Kuimba Shiri Bird Park is the only bird park in Zimbabwe and was established over 20 years ago. It is home to orphaned, injured and abandoned birds. The bird park was founded by owner and falconer Gary Stafford, whilst he was training eagles for a number of BBC Wildlife documentaries including "Eagles " and "The Life of Birds". It boasts the first free-flying bird display in Africa with birds of prey, who are flown daily at 16:00.







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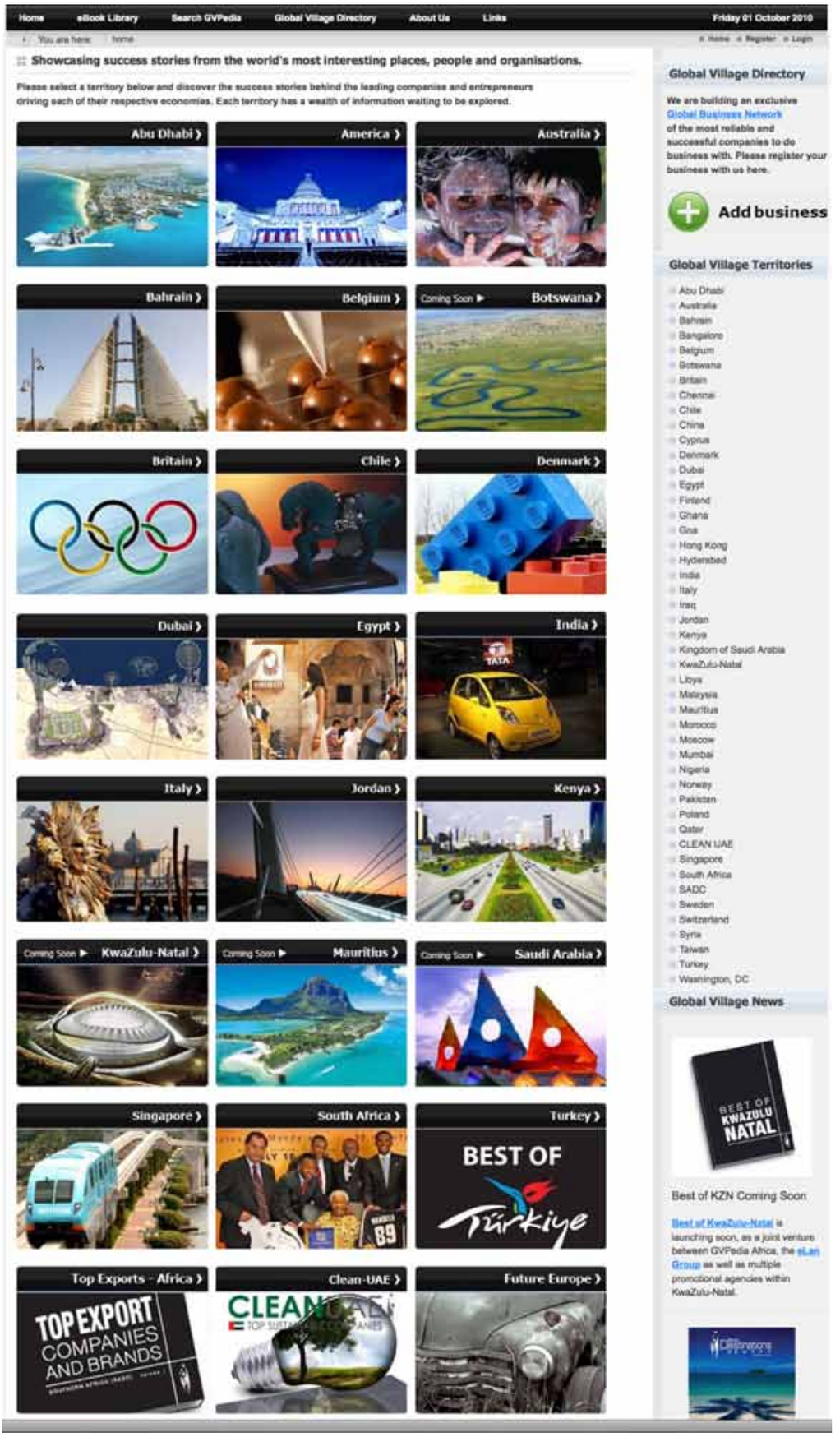


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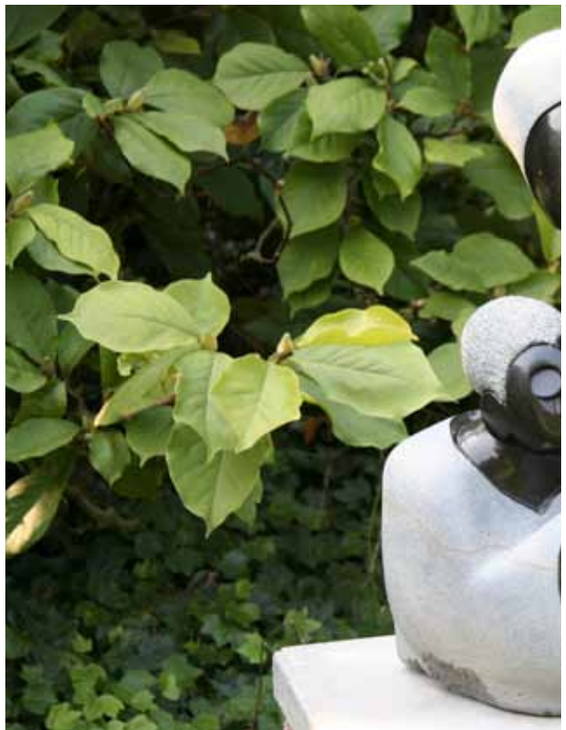

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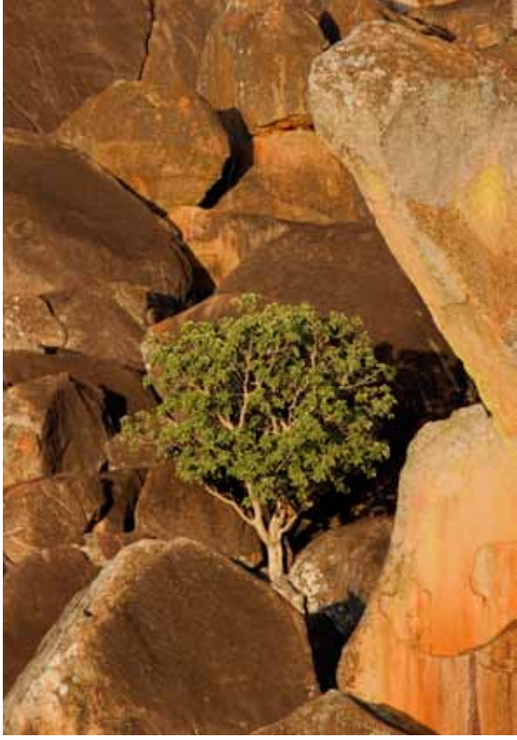
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