



## QUALITY POLICY STATEMENT

**ZimTrade is Zimbabwe's National Trade Development and Promotion Organisation, mandated with:**

1. Developing and catalysing sustainable competitive value-enriched exports by facilitating the exports of value-added goods and services, both current and non-traditional export products being exported to existing and new markets, and,
2. Contributing towards realising an export-oriented economy for Zimbabwe's economic growth and prosperity by assisting relevant stakeholders, through its various capacity building offerings, to become export ready, to identify export demand and access export markets.

To ensure this is achieved we aim to:

- Provide accurate and up-to-date information about export markets and relevant trade matters.
- Provide training and technical support to help relevant stakeholders develop their export capacity.
- Match relevant stakeholders with the right partners and resources through trade missions and business forums.
- Ensure that in the delivery of services:
  - stakeholders' requirements are fully identified, planned, and delivered,
  - the confidential nature of the work carried out is respected,
  - conformance to relevant stakeholders' specifications is achieved, and
  - all relevant compliance obligations are observed.
- Assess our organisation's risks on a regular basis, and endeavour to reduce the threats and deliver the opportunities.
- Retain competent staff with the requisite expertise to deliver client needs.

ZimTrade's top management has established quality objectives to achieve these commitments which are regularly monitored through periodic internal and external audits.

This policy shall be displayed on company premises and the website, presented at new employee induction, and made available upon request from relevant interested parties.

This quality policy statement is applicable to all activities of ZimTrade and is reviewed annually, through management reviews, to ensure its continued relevance and effectiveness.

### OUR VALUES

FOCUSED | CONNECTED | TRUSTED | BOLD

**A. T. MAJURU** Chief Executive Officer



January 2024