



Customer Service Charter Statement:

Airports Company of Zimbabwe (Private) Limited ("ACZ") is a commercial entity established in 2018 in terms of the Civil Aviation Amendment Act, 2018 (No. 10 of 2018). ACZ develops, manages and operates airports to enable and facilitate air travel, tourism and trade within and outside Zimbabwe. As enunciated in our mission statement and as our value proposition, we commit to providing optimized customer travel experience through sustainable development and management of quality airports.



Vision

To be the regional choice of airport services by 2030.



Mission

To optimise the customer's travel experience through the sustainable development and management of quality airports.



Values AIRPORTS

Accountability, Integrity, Respect, People, Ownership, Reliability, Team, Sustainability.

The **RATER** model and philosophy forms part of our service delivery foundation:



Reliability,



Assurance,



Tangibles,



Empathy,



Responsiveness.

Our Promise, Our Commitment Is To:

Ensure optimized travel experience through:

- According you the highest standard and quality of service
- Providing reliable customer safety and security
- Providing clear and timely information
- Offering efficient and courteous service
- Providing clean and well-maintained facilities
- Responding promptly to complaints and feedback
- Actively listening to our customers
- Collaborating effectively with our Stakeholders
- **We value your feedback. To register a complaint, please scan the QR code**



ACZ Core Mandate:

- To acquire, establish, develop, maintain, manage, control and operate airports in Zimbabwe.
- To provide any services or facility for the purposes of-
 - a) The landing and take-off of aircraft
 - b) The handling or clearing of aircraft, the supply of provisions to aircraft
- To plan, design, construct, equip, maintain, repair, adapt and modify airports to the standards required or approved by ACZ or the Government of Zimbabwe for the authorised carriage by air of passengers, baggage, cargo and freight.
- To develop identified airports in Zimbabwe as regional air transportation, cargo and passenger hubs and support airline hub operations.
- To provide safety and security measures for the handling of passengers, baggage, cargo and aircraft together with the personnel requisite thereto in accordance with local and international best practices and procedures.

We strive to make every passenger's journey a memorable experience as they travel through our airports.

Chief Executive Officer:.....

T. Gusha

Date: 08 DECEMBER 2025.....