

# Service Charter

Organizational commitment to stakeholders:

*(Promise to students, Industry, Government, Staff, and Society).*

## 1

### Promise to Students

- To provide an excellent environment for the academic, social, and physical welfare of students.
- To provide high-quality professional training that makes the ZSM graduate the most preferred employee in the Mining Industry.
- To provide a qualification that is of international standard.

## 2

### Promise to Industry

- To supply competent and hands-on human capital that is second to none.
- To offer quality training through Distance Learning.
- To provide high-quality in-house training services for professional mining personnel.
- To be a resource center that provides the industry with mining and related information and consultancy services.

## 3

### Promise to Government

- To assist the Government in manpower planning and development as is related to mining and related industries.

## 4

### Promise to Society

- To take full cognizance of our role in maintaining relationships with all corporate bodies and their environment.

## 5

### Promise to Staff

- To be a good employer by providing a conducive and mutual beneficial working environment.
- To provide an appropriate and equitable remuneration that relates to work performance
- To be an employer of choice

## 6

### Promise all Stakeholders

- To adhere, uphold, and execute rules and regulations provided for by the Charter and other statutory regulations
- To provide transparent governance and full accountability of funds, grants, and other resources provided by all stakeholders.

