



# **Zambia Development Agency**

## **Investor Guide**

**April 2016 Edition**

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## CHAPTER ONE – ZAMBIA PROFILE

### 1.1. FACTS ABOUT ZAMBIA

<b>Location:</b>	Located in the Southern African Sub-region, Zambia is a land-linked country bordered by the Democratic Republic of Congo, Tanzania, Angola, Namibia, Malawi, Mozambique, Zimbabwe and Botswana.	
<b>Coordinates:</b>	The country is situated between latitude 8 and 18 degrees East and longitude 22 and 34 degrees south. The mean altitude is about 1200 meters above sea level.	
<b>Capital City:</b>	Lusaka	
<b>Land Surface Area:</b>	752, 000 Km <sup>2</sup>	
<b>Climate:</b>	Zambia's geographical position and high altitude provides the country with sub-tropical vegetation and climatic conditions.	
<b>Population:</b>	13.4 million people, of whom 39% live in urban areas. The annual population growth rate is 2.8%, with a population density of 17.3 persons per square kilometer.	
<b>Independence:</b>	24 October 1964 (from the United Kingdom)	
<b>Political and Legal System:</b>	<p>A multi-party democratic system of government with separation of power between the three arms of Government: the Legislature (parliament), Executive (cabinet) and Judiciary (courts of law).</p> <p>Both the President (who must belong to a registered political party) and Members of Parliament are directly elected by the people. The president appoints Cabinet Ministers from elected and nominated Members of Parliament.</p> <p>Parliament, headed by the Speaker of the National Assembly, comprises 150 elected members and up to 8 members nominated by the president. The Supreme Court is the highest court of appeal and is headed by the Chief Justice.</p>	
<b>Adult Literacy Rate:</b>	68 percent	
<b>Spoken Languages:</b>	English (official language), other main local languages are Bemba, Lozi, Lunda, Luvale, Nyanja and Tonga. There are about 70 other indigenous languages and dialects that are spoken throughout Zambia.	
<b>Religion:</b>	Christianity is the largest faith group. Minority faith groups are Muslims and Hindus. The Republican Constitution recognizes Zambia as a Christian nation	
<b>Natural Resources:</b>	Copper, cobalt, coal, emeralds, gold, water, wildlife and timber.	
<b>Time Zone:</b>	Greenwich Mean Time (GMT) +2 hours	
<b>Business Hours:</b>	Official business hours for Government are from 08:00 – 13:00 hours and 14:00-17:00 hours between Monday and Friday. Private Sector business hours vary, and may include weekends for service sector operators.	

## 1.2. ECONOMIC REVIEW

Zambia's economic performance in recent years has been positive with real Gross Domestic Product (GDP) growth rate averaging 6.9 percent over the last five years.

The real GDP growth in 2016 is expected to remain positive, with only a marginal improvement over the 2015 outturn of 3.6% expected to be driven by the construction, manufacturing, transport and communication; and food services sector. Economic prospects for the future appear bright if growth can be sustained and broadened to accelerate job creation and poverty reduction. In addition, the mining sector, output in 2016 is expected to contract by 3.6% on account of some mining companies being placed on care and maintenance and others scaling down production as a result of electricity challenges and low commodity prices. The agriculture sector is also projected to post a weak performance with growth being slightly negative, whilst electricity generation is expected to contract by over 30% on account of low water levels at major hydro power stations, implying a sharp contraction in growth for the electricity sector.

The Government's macroeconomic objectives in 2016 include:

- Achieving a revised real GDP growth of at least 3.7 percent
- Attain end year inflation of no more than 15 percent
- Maintain gross international reserves of at least 4 months of import cover
- Achieve domestic revenue of at least 18.5 percent of GDP
- Contain domestic borrowing to no more than 1.2 percent of GDP

Monetary operations over the first half of 2016 will continue to focus on the need to anchor inflationary expectations following the sharp rise in inflation over the second half of 2015. Annual inflation is projected to remain high over the first half of the year but decelerate sharply over the second half, as the monthly changes in inflation drop to levels that are consistent with single digit inflation on an annualised basis. The projected average annual inflation in the first half of 2016 is 21.6%.

Persistent inflationary pressures, driven mainly by the depreciation of the exchange rate and high costs of production induced by power rationing largely account for the inflation outlook. In addition, food prices are expected to remain high over the forecast horizon, a situation that is likely to be worsened by the effects of El Niño which has resulted in reduced rainfall in some parts of the country. The anticipated low crop harvest during the 2015/2016 farming season is likely to push the prices of some food items higher, particularly maize grain and related products, thereby contributing to sustained inflationary pressures in the first half of 2016.

The risks to inflation are more on the upside than the downside. Thus, the relatively high inflation projected for June is partly a reflection of supply-side factors associated with high food prices due to the anticipated low crop output in the 2015/2016 farming season. Typically, inflation tends to trend downwards during the second quarter on account of abundant supply of food items as the fresh crop is harvested.

Factors that are likely to moderate inflationary pressures during the forecast period include the relatively tight monetary policy that the Bank of Zambia is expected to continue pursuing. This is anticipated to help in containing excessive growth in money supply and contribute to relative stability in the exchange rate.

To address these inflationary challenges, the Bank of Zambia adjusted statutory reserve ratio from 14 percent to 18 percent, which was aimed at mopping up liquidity up to ZMW 900 million. The Bank of Zambia raised the Policy Rate over the first half of the year to 12.5 percent from 12 percent in December, 2015. Following the upward adjustment in the Policy Rate, the bank continued to manage liquidity conditions in the market through open market operations in a manner that ensured that the interbank rate remained within the Policy Rate corridor.

The trend in Zambia's economic performance is illustrated in the Tables and Figures below. Figure 1.1.b shows Zambia's GDP growth in the last 10 years in comparison with the average growth rate of the entire African region, COMESA and SADC.

**Table: 1.1 Selected Macroeconomic Performance Indicators, 2006-2013**

	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015
Real GDP growth (end-year %)	6.2	6.2	5.7	6.4	7.6	6.8	7.3	6.5	4.9	3.2
GDP per capita (end-year US \$)	908	949	1170	1,050	1,200	1463	1,500	1,428	1,845.0	1,576
Annual Inflation end-period (%)	8.2	8.9	16.6	9.9	7.9	7.2	7.3	7.1	7.4	22.2

**Figure: 1.1.a Trends in Zambia's Per Capita GDP (2006-2015)**

**Figure: 1.1b Zambia's GDP growth in comparison to Africa, COMESA and SADC 2015**

### Key Economic Indicators

**Exchange Rates:** US Dollar: 11.5  
(As at March 2016) British Pound: 16

Euro Dollar: 12.6  
South African Rand: 0.7

**Inflation:** 22.2 percent (March 2016)

**Real GDP Growth:** 3.2 percent (2015 estimate)

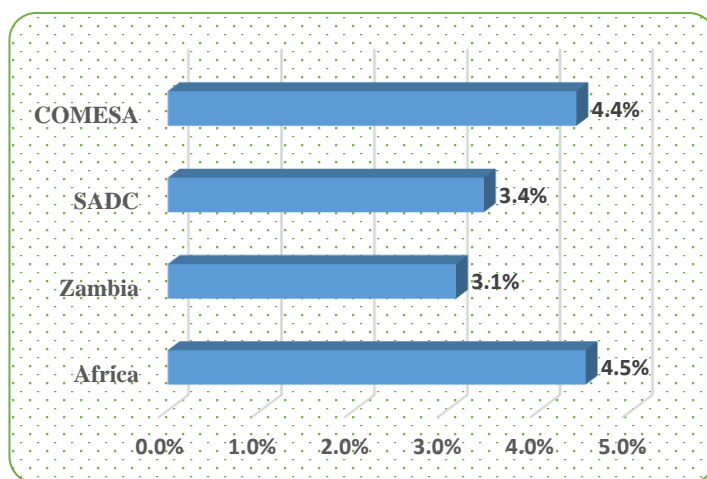
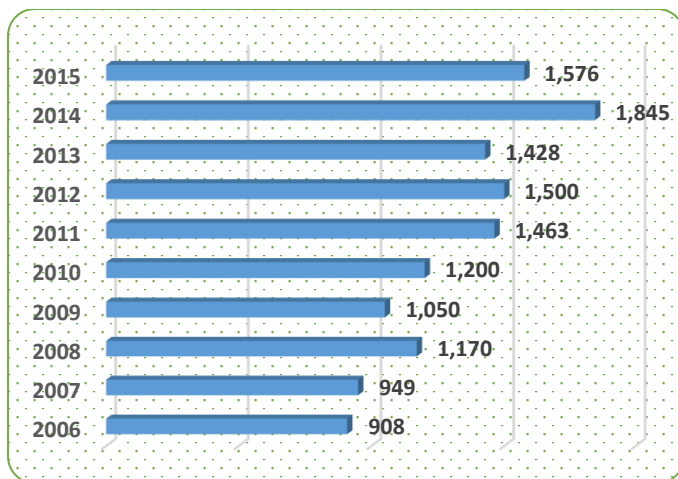
**GDP at current prices:** US\$ 27.07 billion (2015)

**GDP per capita:** US\$ 1,576 (2015)

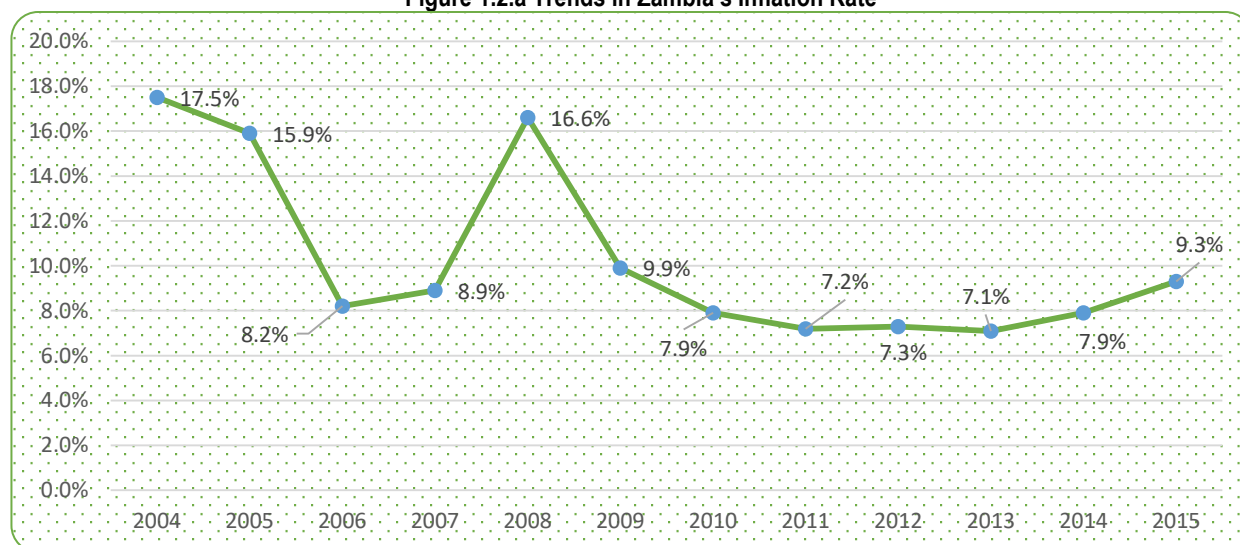
#### **Trade Blocks:**

*The Southern African Development Community (SADC) with a population of 277 million and GDP of US\$ 625 billion per annum*

*The Common Market for Eastern and Southern Africa (COMESA) with a population of 460 million and GDP of 650 billion per annum*



**Figure 1.2.a Trends in Zambia's Inflation Rate**



Government's fiscal policy is focused on achieving a domestic budget surplus, through the continued adherence to a cash budget, improved revenue collection and strict control of expenditures. Other fiscal policy objectives are focused at reducing public debt so as to increase liquidity available to the private sector for investment and increasing social sector expenditures in turn alleviating poverty.

### 1.3. SECTOR PROFILES

The economic profile of Zambia comprises various sectors as follows;

#### Mining

Zambia is the world's eighth largest producer of copper and holds six percent of the world's known copper reserves. Copper and cobalt, the country's traditional exports, account for well over 70 percent of export earnings. Other minerals include gold and gemstones (e.g. emeralds, aquamarine, topaz, opal, agate and amethysts). Zambia produces over 20% of the world's emeralds. This extensive range of mineral resources, including a variety of industrial minerals, and energy resources including uranium, coal and hydrocarbons, presents excellent investment opportunities in the extraction and processing of these minerals in the country.

#### Agriculture

Zambia is endowed with a large arable land resource base of 42 million hectares of which only 1.5 million hectares is cultivated every year. It has abundant water resources for irrigation, and the country accounts for 40 percent of the water resource in Southern Africa Development Community (SADC). Given the vast resource endowment in terms of land, labour and water, Zambia has huge potential to expand its agricultural production. The country has a total land area of 75 million hectares (752,000 square Km) which is divided into three major agro-ecological regions, namely; Regions I, II and III - each suitable for investment opportunities in the production of various crops. Furthermore the country is bordered by eight countries and is a member of the Common Market for Eastern and Southern Africa (COMESA) and the Southern African Development Community (SADC). It has market access to the European Union through the Everything but Arms (EBA) initiative, access to the US market through the African Growth Opportunities Act (AGOA) and access to the Chinese and Japanese markets through various initiatives.



Zambia's climate follows a similar pattern to that of most southern Africa countries, with rainfall when the sun is near its zenith from November to April. Rainfall varies from 500 to 1,400 mm (19.7 to 55.1 inches) per year. The dry season is marked with no rain falling in June, July and August. The average temperature in Zambia in the summer is 30°C and in the winter (colder season) is 5°C. The rains are brought by the Inter-Tropical Convergence Zone (ITCZ) and are characterized by occasional severe thunderstorms. The ITCZ is located north of Zambia in the dry season. It moves southwards in the second half of the year, and northwards in the first half of the year. In some years, it moves south of Zambia, leading to a "little dry season" in the north of the country for three or four weeks in December. Highest rainfalls are experienced in the north, especially the north-west and the north-east, decreasing towards the south with the driest areas in the far south west and the Luangwa River and middle Zambezi River valleys.

Despite the vast arable land, plenty of water and the fact that the agricultural sector employs more than half of the total labour force, only 10 percent of the arable land is under cultivation. It is because of this potential that the government encourages investment in commercial farming and has established farm blocks to facilitate investments in agriculture. With vast stretches of land suitable for agriculture, the Government has embarked on improving access to inputs and finance for small scale farmers as a way of diversifying the economy from a heavy reliance on copper production and exports. In most parts of the country, especially among the rural and peri-urban populations, agriculture is the main source of livelihood. Income from the export of agricultural products has continued to increase every year.

A number of initiatives have been made to make farmers diversify away from cultivating the traditional maize. International Development Organizations (IDOs), the National Farmers Union and other national agricultural organizations, together with the Government, have been promoting the cultivation of other crops such as soya beans, cow peas, groundnuts, mixed beans and cassava. These crops offer a huge potential income source as they are of high value and are currently produced in small quantities. Soya beans are also important as an ingredient in stock feeds. One of the major hindrances to the cultivation of these crops is lack of market information and limited access by small scale farmers as the majority of these farmers are rural based, with little or no education.

## **Manufacturing**

The manufacturing sector accounts for nearly 11% of the country's GDP and has been consistently growing. However, the sector needs to produce a wide range of high quality value added intermediate and final products for the export markets. Engineering, Textiles, Wood & Wood Products, Building Materials, Processed Foods, Chemicals, Leather and Leather Products and Handicrafts offer potential opportunities for investments. Currently, the main manufacturing activities in Zambia are the Food, Beverages and Tobacco sub-sector. Support measures designed to aid manufacturing enterprises in non-traditional sectors are being implemented.

## **Tourism**

The tourism industry has grown over the recent past years, with the establishment of hotels in the major tourist town of Livingstone and the city of Lusaka. The vast potential in the tourism sector in Zambia, with its natural beauty (including the Victoria Falls, which is one of the most renowned beautiful transcendental Seven Natural Wonders of the World) and the wealth of wildlife have yet to be fully exploited. Zambia has 20 national parks and 34 game management areas with a total of 65,000 km<sup>2</sup> set aside for wildlife conservation. Zambia also boasts of various traditional ceremonies that take place at different times of the year where the rich cultural heritage is displayed.

## **Railway, Roads and Aviation Infrastructure**

Rail network remains the dominant mode of transportation (83.4%) for goods on the local and international routes. Major rail line links Zambia with Tanzania, is jointly owned by the Zambian and Tanzanian governments and is run by Tanzania-Zambia Railway Authority (TAZARA). The Chipata-Mchinji Railway is under construction and will link Zambia with Malawi and Mozambique. Furthermore there are more than 130 airfields, of which one third are Government-owned while the rest are privately owned. The Kenneth Kaunda and Harry Nkumbula International Airports are Zambia's main airports connecting the country with the region and the rest of the world. The smaller airports include Ndola, on the Copperbelt province and Mfuwe, in the Luangwa National Park.

The road network is the backbone of the Zambian transport system, reaching the remote areas of the country. The Government of Zambia recently embarked on the Link Zambia 8,000 project (Accelerated National Roads Construction Programme) aimed at rehabilitating and constructing the road network. This project also aims at contributing to the reduction of road user costs and transit times across Zambia.

Government is reaching out and encouraging private sector engagement in the Zambia Road Sector. Specifically, the Government proposes that Private sector consider undertaking a large portion of Link Zambia 8000 Road Project. This priority government project envisions building 8000 km (5000 miles) of high quality single and dual lane roads throughout the landlocked country.

As the 2nd largest copper producer in Africa, Zambia relies heavily on its road network to ship mine inputs and exports overseas through its eight neighboring countries. Zambia's neighbors also heavily use Zambian roads to provide a reliable and shorter path to African ports. The Link Zambia 8000 Project is expected to last at least five years and is estimated to cost over \$31 billion.

The government has proposed private sector companies consider undertaking the construction of key toll roads which will carry the bulk of commercial traffic and could be built and operate on a sustainable revenue model. These priority toll routes comprise the backbone of Zambia's national road network.

As a land linked mineral producer, Trade Corridors are vital to sustaining Zambia's economic activity. The following are the corridors; The Southern Corridor links Zambia to the Durban Port in South Africa; The Walvis Bay Corridor connects Zambia to the Port of Walvis Bay in Namibia; Zambia is linked to Mozambique through three corridors: The Maputo Corridor to the Port of Maputo; the Beira Corridor to Beira and the Nacala Corridor to Nacala; Finally, the Tazara Corridor connects Zambia to Dar es Salaam, Tanzania;

## **Energy**

With its vast water resources and coal reserves, Zambia offers abundant investment opportunities for hydro and thermal electricity power generation, supply and distribution. The country has well over 1,890 MW of hydroelectric generating capacity. Proven coal reserves exceed 30 million tonnes and satisfy 9% of energy demand. Hydro-electricity is mainly supplied and distributed by the state owned Zambia Electricity Supply Corporation (ZESCO). There is massive potential for private sector investment in hydroelectricity power generation, transmission and distribution, and supply of petroleum products, including bio-fuels.

## **Telecommunications**

Zambia has access to the west coast Sat-3 cable to Europe via a fiber link with Namibia, which in turn links with the South African fibre network, reaching Cape Town. Currently three companies, the Zambia Electricity Supply Corporation (ZESCO), the Copperbelt Energy Corporation (CEC) and the Zambia Telecommunications Company (ZAMTEL) are licensed to operate optic fibre networks, and there are three (3) mobile telephone services namely Airtel Zambia, MTN and Zamtel.

## **Health**

Government and private hospitals and clinics provide health care. The private hospitals have earned a reputation as providers of good quality health care. Major surgery cases are usually referred to the Republic of South Africa. Investment opportunities for establishing specialized hospitals to treat such referral cases are, therefore, unexploited. Flying doctor services cover remote areas and provide immediate care and transport for urgent cases.

## **Education**

There are currently only 3 public universities, namely the University of Zambia, the Copperbelt University and the Mulungushi University, and numerous private universities which include, but not limited to, Cavendish University, the Zambia Open University, the University of Lusaka, Catholic University and many more. There also over 40 technical colleges, thus the massive investment opportunities for provision of university level and other tertiary education.

## CHAPTER TWO – INVESTMENT CLIMATE

### 2.1. OVERVIEW OF ZAMBIA'S INVESTMENT CLIMATE

Zambia is a multi-party democracy and provides a free market liberalized economic environment in a stable strife-free and multicultural society. The Zambian Government welcomes investors across sectors and the laws relating to investment provide investment incentives and protection, in order to attract increased investment and international trade, as well as increased domestic economic growth.

The country's land-linked and central location in the region, as well as a combination of the following key strengths, makes it an ideal investment location:

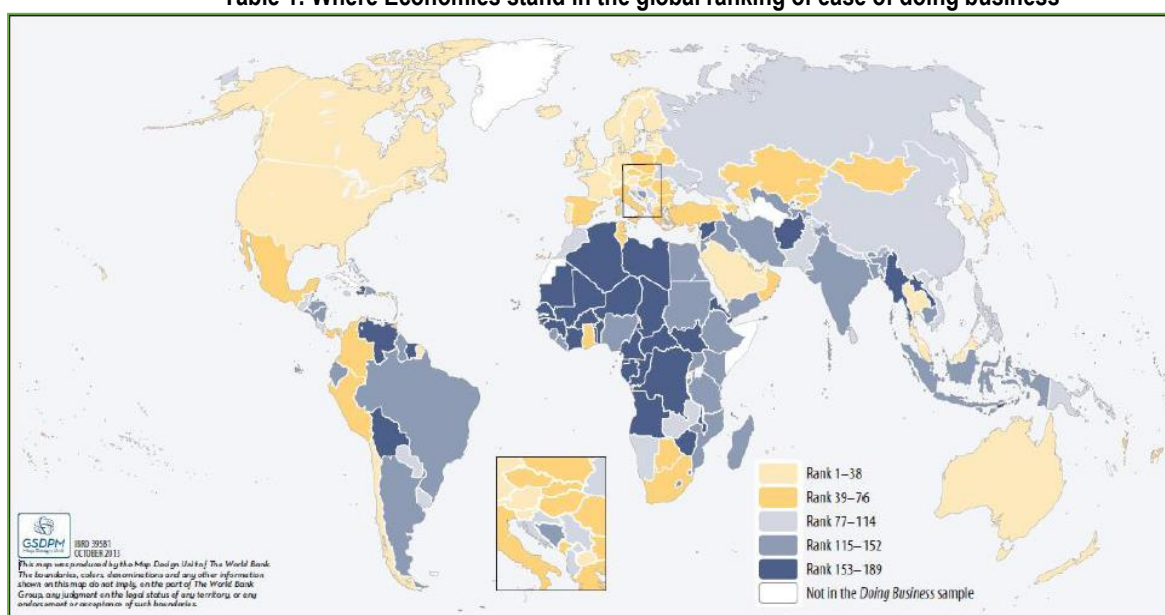
- Abundance of natural resources and manpower, which are highly under-utilized.
- Political Stability since attaining independence in 1964
- No Controls on: prices, interest rates, foreign exchange rates, free repatriation of debt repayments
- 100% repatriation of net profits
- Guarantees and security to investors with legislated rights to full and market value compensation
- Duty Free Access to Regional, wider African and the USA markets under SADC, COMESA/FTA and AGOA (African Growth and Opportunity Act) respectively
- Banking, financial, legal and insurance services of international standard as well as a Stock Exchange
- Double Taxation Agreements with a number of European, North American, African and Asian countries
- Good place to work and live – sub-tropical climate and vegetation with plenty of water. Friendly people, mostly English speaking, with high literacy rate. Educational establishments to University level. Strong religious values. Open-air lifestyle with nature reserves, game parks, rivers, lakes and waterfalls.
- Thriving Private Sector: Government has successfully privatized most of the previously state owned enterprises, thus encouraging an entrepreneurial culture.

### 2.2. DOING BUSINESS RANKING

The World Bank's Doing Business Survey measures changes in process/regulations affecting ten (10) areas in the life cycle of a business. These are; starting a business, resolving insolvency, dealing with construction permits, getting electricity, registering property, getting credit, protecting minority investors, paying taxes, trading across borders, and enforcing contracts.

The aggregate ranking on the Ease of Doing Business benchmarks each economy's performance on the indicators against all economies in the doing business sample. While it tells about the business environment in an economy, it does not measure all aspects of the business environment that may matter to firms and investors or that affect the competitiveness of the economy. *Table 1 below gives an indication of where economies stand in the global ranking on the ease of doing business.*

**Table 1: Where Economies stand in the global ranking of ease of doing business**



**Source:** World Bank



**Table 2: Summary of Doing Business Indicators for Zambia**

ZAMBIAS DOING BUSINESS 2015 RANKINGS IN COMPARISON										
No.	Indicator	Zambia DB 2016	Zambia DB 2016	Angola DB 2015	Botswana DB 2016	Lesotho DB 2016	Namibia DB 2016	Rwanda DB 2016	South Africa DB 2016	Best Performer Globally 2016
1	Starting a Business (rank)	78	73	141	143	112	164	111	120	New Zealand (1)
2	Dealing with Construction Permits (rank)	110	116	108	97	172	66	37	90	Singapore (1)
3	Getting Electricity (rank)	54.13	58.53	42.63	59.34	51.21	71.89	60.04	41.99	Korea, Rep (1)
4	Registering Property (rank)	157	154	169	70	108	174	12	101	Georgia (1)
5	Getting Credit (rank)	19	24	181	70	152	59	2	59	New Zealand (1)
6	Protecting Investors (rank)	157	154	169	70	108	174	12	101	New Zealand (1)
7	Paying Taxes (rank)	46	81	141	71	109	93	48	20	United Arab Emirates (1)
8	Trading Across Borders (rank)	157	154	169	70	108	174	12	101	Singapore (1)
9	Enforcing Contracts (rank)	134	133	185	128	85	103	127	119	Singapore (1)
10	Resolving Insolvency (rank)	107	103	189	56	117	97	72	41	Finland (1)

Source: World Bank

### 2.3. INVESTMENT INCENTIVES

The Zambia Development Agency (ZDA) Act of 2006 and amended in 2014 offers a wide range of incentives. The Act provides for investment thresholds to qualify for fiscal and non-fiscal incentives.

#### Qualifying Thresholds

The Act provides for investment thresholds that have to be met to qualify for fiscal and non-fiscal incentives. Only new or Greenfield projects that are designated to be in priority sectors qualify for incentives.

## 2.1 MANUFACTURING

Investors who invest not less than USD\$500,000 and are located in Multi-facility Economic Zones, an Industrial Parks or a Rural areas are entitled to the following fiscal incentives;

### Incentives that apply:

- (i) Zero percent tax rate on dividends for 5 years from first year of declaration of dividends.
- (ii) Zero percent tax on profits for 5 years from the first year of operation
- (iii) Zero percent import duty rate on capital equipment and machinery for five years.

## 2.2 OTHER PRIORITY SECTORS

Under other priority sectors, Investors who invest not less than **US\$500,000** are entitled to the following fiscal incentive only:

- (i) Zero percent import duty rate on capital equipment and machinery for five years

These priority sectors are listed below:

### **CONSTRUCTION AND ESTABLISHMENT OF INFRASTRUCTURE, EXCLUDING RENOVATION, EXPANSION AND REFURBISHMENT**

- a) **Education:** Construction of education and skills training institutions
- b) **Health:** Construction of health centers' as defined under the Health Professions Act 2009.
- c) **Tourism:**
  - (i) Construction and establishment of hotels
  - (ii) Construction and establishment of convention centers
  - (iii) Construction and establishment of exhibition centers
  - (iv) Construction and establishment of museums
  - (v) Construction and establishment of Theme parks
  - (vi) Construction and establishment of art galleries
  - (vii) Construction and establishment of theatres;
  - (viii) Construction and establishment of a large retail complex containing a variety of ten or more stores, restaurants or other business establishments housed in a series of connected or adjacent buildings or in a single large building.
- d) **Housing:**

Development of fifty (50) or more houses erected or maintained under one management or control on land developed specifically for the citing of such houses in accordance with a comprehensive plan which provides for the laying out of roads and the furnishing and availability of services essential or ancillary to the use of such building as houses;
- e) **Agriculture:** construction of crop and grain storage facilities and
- f) **Energy and Water Development**
  - a) **Power:** building, installation of power stations
  - b) **Fuel:**
    - (i) Building and installation of processing and refinery plants for bio-fuel;
    - (ii) Construction of petroleum refineries
    - (iii) Construction of pipelines
    - (iv) Construction of rural filling stations
  - c) **Water Supply**
    - (i) Construction of Depots;
    - (ii) Construction of Dams
    - (iii) Construction of irrigation canals; and
    - (iv) Construction of water and sewerage treatment plants

In addition to fiscal incentives, the above category of investors are entitled to the following Non- Fiscal incentives;

- (i) Investment guarantees and protection against state nationalization
- (ii) Free facilitation for application of immigration permits, secondary licenses, land acquisition and utilities

## 2.3. TAX INCENTIVES

The main general tax incentives include the following:

### 2.3.1. Income Tax:

The Income Tax incentives are;

- o Income earned by companies in the first year of listing on the Lusaka stock exchange qualifies for a 2% discount on the applicable company tax rate in the particular sector. However, companies with more than 1/3 of their shareholding in the hands of Zambians qualify for a 7% discount;
- o Implements, machinery and plant used for farming, manufacturing or tourism qualify for wear and tear allowance of 50% of the cost per year in the first two years;
- o Building used for manufacturing, mining or hotel qualify for wear and tear allowance of 10% of cost in first year and 5% of cost per year in subsequent years;
- o Duty free importation of most capital equipment for the mining and agriculture sectors;
- o Corporation tax at 15% on income from :
  - o farming;
  - o fertilizer production;
  - o non-traditional exports (all exports other than copper and cobalt);
- o Farm works allowance of 100% of expenditure on stumping, clearing, prevention of soil erosion, bore holes, aerial and geophysical surveys and water conservation; and
- o Development allowance of 10% of the cost of capital expenditure on growing of coffee, banana plants, citrus fruits or similar plants
- o Farm improvement allowance - capital expenditure incurred on farm improvement is allowable in the year of incurring the expenditure.
- o Dividends paid out of farming profits are exempt for the first five years the distributing company commences business.
- o Initial allowance of 10% on capital expenditure incurred on the construction or improvement of an industrial building is deductible;
- o Foreign exchange losses of a capital nature incurred on borrowings used for the building and construction of an industrial or commercial building are tax deductible
- o Dividends declared by companies assembling motor vehicles, motor cycles and bicycles are exempt for the first five years of initial declaration of dividends;
- o Carry Forward of Losses

CARRY FORWARD LOSSES	YEARS
Copper and Cobalt mining	10 years
Other mining	5 years
Non-mining	5 years
Farming and non-traditional exports	5 years

### 2.3.2. Value Added Tax

Value Added Tax is charged at 16 % for non-registered clients. The VAT incentives are;

- (i) Relief for VAT registered enterprises on imports of eligible capital goods. (VAT deferment);
- (ii) Zero rate on export of taxable products;
- (iii) Relief of VAT on transfer of business as a going concern;
- (iv) Equal treatment of services for vat-reverse VAT;
- (v) Cash accounting for specialized associations e.g. association of building and civil engineering contractors;
- (vi) VAT relief on input tax paid for purchases made by registered suppliers.
- (vii) Input tax claim for three months prior to vat registration for businesses that have already commenced trading;
- (viii) Reduction of VAT rate for investors in tax free zones.

The sector specific VAT incentives are as follows;

#### Agriculture

- Input tax claim for three months prior to vat registration for businesses that have already commenced trading;
- Reduction of VAT rate for investors in tax free zones.

#### Manufacturing

- Refund of Zambian VAT on purchase and export of Zambian products by non-resident businesses under the commercial exporters scheme;
- Input tax claim for three months prior to registration for businesses that have already commenced trading.
- Input tax claim for two years prior to commencement of production.

## **Mining**

- Input tax claim for five years on pre-production expenditure for exploration companies in the mining sector;
- Zero rate on mining products for export.

## **Tourism**

- Zero rate - tour packages;
- Zero rate-other tourist services;
- Refund to non-resident tourists and visitors;
- No import vat on all goods temporarily imported into the country by foreign tourists.

### **2.3.3. Customs Duty Incentives.**

Most capital equipment attracts duty rates of 0 to 5 %.

Further relief is granted under the Duty Draw Back scheme. To qualify for the scheme, the following conditions must be met:

- the company or individual must be in the manufacturing business
- the company or individual must be an exporter or intends to start exporting
- The company must be in any sector other than the mining sector.

## **2.4 DOUBLE TAXATION AGREEMENTS (DTAS)**

Zambia has signed Double Taxation Agreements (DTAS) with a number of countries, including, but not limited to Mauritius, United Kingdom, China, Denmark and Finland. Agreements are also yet to be signed with Kenya, France, Germany, Ireland, Italy, India, Netherlands, to mention but a few.

## **2.5. NON FISCAL INCENTIVES**

Investors who invest an amount not less than US\$250,000 in any sector or product not provided for as a priority sector or product under the Act. This category of investors is entitled to non-fiscal incentives as follows;

- (i) Investment guarantees and protection against state nationalization;
- (ii) Free facilitation for application of an investor's permit, secondary licenses, land acquisition and utilities

## **2.6. FACILITATION SERVICES**

Besides facilitating the fiscal and non-fiscal incentives the Zambia Development Agency facilitates registered investors to:

- Acquire land; obtain water, electric power, transport, and communication services and facilities required for their investments;
- Regularize their immigration status;
- Acquire other licenses required to operate a business in any particular sector (ZDA); and
- Access any other after-care assistance that may be required.

In addition Investors who invest in Zambia enjoy the following guarantees:

- Free repatriation of profits & dividends
- Business cannot be compulsorily acquired by government, except by Act of Parliament in extreme circumstances
- Protection against non-commercial risks, as Zambia is a signatory of Multilateral Investment Guarantee Agency (MIGA) and Africa Trade Insurance Agency.
- Impartial forum for resolving disputes
- Special bilateral Investor Protection Agreements exist while new ones can be entered into.

## **2.7. LEGAL FRAMEWORK FOR INVESTMENT PROTECTION**

The Zambia Development Act guarantees investors that property rights shall be respected. No investment of any description can be expropriated unless Parliament has passed an Act relating to the compulsory acquisition of that property. In case of expropriation full compensation shall be made at market value and shall be convertible at the current exchange rate.

Zambia is a signatory to the Multilateral Investment Guarantee Agency (MIGA) of the World Bank and other international agreements. This guarantees foreign investment protection in cases of war, strife, disasters, and other disturbances or in cases of expropriation. Zambia has signed bilateral reciprocal promotional and protection of investment protocols with number of countries. Furthermore, the ZDA also offers further security for investments in the country through the signing of the Investment Promotion and Protection Agreements (IPPAs).

## CHAPTER THREE – DOING BUSINESS IN ZAMBIA

### 3.1. REGISTRATION, LICENCES AND PERMITS

There are a number of requirements for Investors to do business in Zambia;

#### 3.1.1. COMPANY FORMATION AND REGISTRATION

The Company's Act Cap 388 governs the registration of companies in Zambia. Registration is done at the Patents and Companies Registration Office. Any two or more persons can incorporate a company under the Company's Act. The persons will be required to submit the following documents:

- Application for name clearance, in order to avoid use of an existing or similar name
- Application for incorporation by subscribing the names of directors and secretaries of the company
- Articles of the company
- Statutory declaration as to compliance with the Company's Act
- Signed consent to act as director or secretary by each person named in the company's application
- Declaration of guarantee, if a company is limited by guarantee.

The minimum share capital of a company is K5, 000 (about US\$ 833). The law requires that half the directors of the company be resident in Zambia. All companies are required to submit annual returns to the Registrar of Companies within three months after the end of the financial year or one month after the Annual General Meeting if it is held within three months after the financial year.

The Company's Act allows foreign companies to register with the Registrar of Companies within 28 days of setting up or acquiring an established place of business. The documentation requirement may be obtained from the Office of the Registrar of Companies.

#### 3.1.2. THE CERTIFICATE OF REGISTRATION

The Zambia Development Act No. 11 of 2006 provides for investment incentives and investment guarantees. Applications for a certificate of registration should be submitted to the Zambia Development Agency, a statutory body mandated by government to foster economic development through the promotion and facilitation of investment and international trade.

The documents required to support an application for an Investment Certificate include:

- Copy of Certificate of Incorporation, issued by the Registrar of Companies
- Certificate of Share capital
- Official list of shareholders / directors
- Proof of finance (audited financial statements, certificate of deposit at bank or latest bank statement)
- Detailed Business Plan
- Proof of having secured a place / land to operate from (Lease Agreements or Title Deed or Letter of Offer)

Applications for a Certificate of Registration in some sectors of the Economy require proof that applications for subsidiary permits from relevant institutions or ministries have been lodged.

#### 3.1.3. EMPLOYMENT LICENCES / PERMITS

The following employment licenses and permits are required in all sectors of the economy;

##### a) Investors permit

Immigration Headquarters are responsible for issuance of Investors Permits to deserving foreign investors. An application for the permit should be supported by the following documents:

- Two passport-size photos
- Bank statement
- Valid copy of the company's certificate of incorporation
- Copy of the certificate of registration issued by the Zambia Development Agency

##### b) Employment permit

Immigration Headquarters, may issue employment permits after an investor submits the following documents:

- Certified copy of the applicant's highest education qualification and any other additional qualifications and certificate of employment from previous employers;
- Letter from the prospective employer explaining steps taken to employ Zambian citizens to fill the vacancy



### 3.1.4. TOURISM SECTOR LICENCES

The following licenses and permits are required in the Tourism sector;

#### a. Zambia Wildlife Authority Permit

Investment projects to be located in a Game Management Area require a permit issued by the Zambia Wildlife Authority (ZAWA). Applications for the permit should be supported by the following documents:

- Project proposal
- List of Shareholders
- Information on promoters' business experience
- Recommendation letter from the District council

The District Council may issue a recommendation letter to ZAWA, upon submission of:

- Letter of intent
- Letter of Consent from the chief (Game Management Areas is part of traditional land under the jurisdiction of the local chief)
- Project proposal
- Building Drawings

#### b. Tourist Enterprise License

The Zambia Tourist Board authorizes and licenses all tourist enterprise in Zambia under the Tourism Act, Cap 155 of the Laws of Zambia. A Tourist Enterprise includes the construction of a hotel or commercial accommodation, a tour operating business, a travel agency, a camp site, restaurant or café, a discotheque or night club, a campsite, an air charter, a convention centre, and such other enterprise catering for tourists as the Minister may, by Statutory Instrument, declare.

The license may be issued upon submission of the following documents:

- Five year business plan
- Cash flow statement or proof of capital requirement
- Building and or architectural plans
- Letter from promoters' commercial bank
- Financial and personal information about the shareholders
- Curriculum vitae in respect of the shareholders
- Copy of the company's certificate of incorporation
- Memorandum and Articles of Association (for limited companies)
- Title deed or lease agreement
- Most recent audited accounts (for existing businesses)
- Environmental Impact Assessment or Project Brief (for small companies)
- No objection letter from ZAWA (for project locating in Game Management Areas or National Parks)
- Investment Certificate issued by the Zambia Development Agency

#### c. Hotel License

The Ministry of Tourism through the Hotels Board may issue a hotel license to the applicant upon submission of the following documents:

- Tourist Enterprise License
- Health permit and fire safety certificate from the local council
- Liquor license from the local council

Before commencing operations, the furniture and equipment must be in place and the premises must pass final inspection from the Hotels Board

### 3.1.5. MINING SECTOR

The Ministry of Mines and Mineral Development is responsible for the issuance of permits and licences relating to investment in the mining sector. The licences and permits issued include large scale mining, small scale mining, prospecting licence, prospecting permit, retention license, gemstone license, gemstone sales certificate, artisan's mining rights and the reconnaissance permit.

Applications for the above permits and licences must be supported by the following documents:

- Topographical maps of the area
- Certificate of Incorporation and Articles of Association
- Photocopies of passports of directors and shareholders
- Bank statements and reference letters from applicants' bank
- Programme of operations and estimated costs
- Statement of mineral deposit in the mining area

### **3.1.6. THE FINANCIAL SECTOR**

The Bank of Zambia, as the Central Bank and an agency for executing government's monetary policy, is responsible for issuance of banking licences.

The applicants for a banking license should meet the following requirements:

- Minimum capital of K104 million for local banks and for international banks is K 520 million.
- The minimum capital requirement for none bank financial institutions K250 million.
- Complete questionnaire for principal managers and directors
- Disclose any criminal record for all principal managers and directors
- Provide details about principal managers' experience in banking

The applicants will further be required to submit the following documents:

- Biographical data form
- Business plan with three year financial projections ( Profit & Loss Account, Cash flow and Balance Sheet statements)
- Curriculum Vitae for all principal managers and shareholders
- Copy of the company's Certificate of Incorporation
- Copy of the company's Articles of Association
- Approval by the home country supervisors (usually another Central Bank), if the applicants are foreign registered financial institution.

### **3.1.7. THE TRANSPORT SECTOR**

The following permits and licences are required in the Transport sector;

#### **a) Air Transport**

The Department of Civil Aviation, which falls under the Ministry of Transport, Works, Supply and Communications, is responsible for issuance of the Aircraft License. The following documents are required to support an application for the license:

- Copy of certificate
- Certificate of technical data sheet
- Copy of current certificate of airworthiness
- Copy of the flight manual or equivalent
- Complete set of manufacturer's maintenance, overhaul and repair manual and an illustrated parts catalogue
- Complete set of manufacturer's service bulletin or equivalent documents relating to the airplane
- Copy of the crew operations manual
- Copy of the mass and balance manual
- Flight test reports for the avionics systems and the aircraft
- Electrical load analysis covering all services
- Complete set of wiring diagrams covering all radio and electrical installations
- Copy of the Master Minimum Equipment list

#### **b) Road Transport**

The Road Traffic Department may issue the road service licence upon submission of the motor-book, the company certificate of incorporation, the motor vehicle examiner's report and bank statement.

### **3.1.8. THE ENERGY SECTOR**

The Energy Regulations Board is responsible for issuance of licenses in the energy sector. Applications for energy licenses should be supported by the following documents:

- Five year business plan
- Current and latest audited financial statements
- Details of any expected subsequent substantial capital outflows including major decommissioning costs
- Estimates of net annual cash flows

### 3.1.9. HEALTH SECTOR

Investors in the health sector are required to obtain a certificate from the Health Professions Council of Zambia (HPCZ), formerly Medical Council of Zambia (MCZ). Applications for the certificate should be supported by the following documents:

- Certificate of incorporation
- List of Directors
- Qualifications of paramedical and logistical staff that should be registered with and have practicing licenses from HPCZ.

The HPCZ would inspect the premises, equipment and protective wear prior to issuance of the certificate.

Requirements for **Full Registration** of health practitioners in Zambia include the following:

- Fill in the application forms, **HPCZ**
- Have it signed and stamped by the approved supervisor
- Submit a letter of recommendation from the Head of Institution i.e. Medical Superintendent, Medical Director.

### 3.1.10. EDUCATION SECTOR

Potential investors in the education sector are required to obtain a certificate from the Ministry of Education. The supporting documents for the certificate include the certificate of incorporation and qualifications of the teaching staff. The Ministry of education officials would inspect the building premises and the teaching facilities prior to issuance of the certificate.

### 3.1.11. TELECOMMUNICATIONS SECTOR

The Zambia Information Communication Technology Authority (ZICTA), a regulatory agency under the Ministry of Transport, Works, Supply and Communications, is responsible for issuance of Radio or Telecommunication licenses. Applications for the licenses should be supported by the following documents:

- Certificate of Incorporation
- Business Plan
- Detailed description of the nature of the service, if not indicated in the business plan
- Audited Accounts
- Return on allotment shares
- Bank reference letter

### 3.1.12. OTHER SECTOR PERMITS AND LICENCES

There are also a number of other general permits and licenses as follows;

#### a) The Project Brief and Environmental Impact Statement

Most projects in all sectors other than the service sector require authorization from the Zambia Environmental Management Agency (ZEMA). It is a requirement under the Environmental Protection and Pollution Control Act (EPPCA) Cap 204 of the Laws of Zambia that before a project is undertaken, an Environmental Project Brief (EPB) or an Environmental Impact Statement (EIS) is submitted to ZEMA to ascertain its impacts on the environment. A Decision Letter will be issued by the ZEMA when they are satisfied that the project will have no negative environmental impact.

#### b) Title Deed

Lands Department is responsible for issuance of Title Deeds upon submission of the following documents:

- Certificate of Incorporation
- Land sketch
- Letter of consent from the chief
- Recommendation letter from the local council

#### c) Whole Sale, Manufacturer's and Agents' License

Upon submission of the Certificate of Incorporation, the local council would issue the above licences.

#### d) Forest Concession License

The following documents are required to support an application for the above license:

- Letter of consent from the local chief and letter of consent from the local council
- Letter of recommendation from the respective Principal Extension Officer

- Company's Certificate of Incorporation
- Map of the area of operation
- Plan of operation
- Bank statement to prove that the applicants have more than K10, 000, about US\$1667.

The applicants must be able to pay for a minimum of 200 to 600 trees and have adequate machines and equipment.

## 3.2. TAXATION

The Ministry of Finance is responsible for the formulation of tax policy in Zambia, and the implementing agency is the Zambia Revenue Authority (ZRA). The legislative framework relating to the regulation and administration of tax is provided for in the Income Tax Act 1966, as amended. The source of income and residence are the basis for liability to tax under the Zambian tax regime. The Income Tax Act requires every person (embracing every business entity, enterprise or individual) receiving income to notify the ZRA in writing within thirty (30) days from the date of first receiving such income. The Act provides for penalties for failure to give the necessary notice. The tax year (charge year) runs from 1<sup>st</sup> January to 31<sup>st</sup> December of the following year. The principal taxes include Direct Taxes (notably Corporate Tax, Pay-As-You-Earn and Other Personal Income taxes), Customs and Excise duties, Value Added Tax (VAT), Property transfer tax and Mineral royalty (Mines and Minerals Act 2008).

### 3.2.1. Corporate Tax

The Corporate Tax applicable to the different categorizes of business are as follows;

Category	Rate
Mining Operations	30%
Manufacturing and other companies	35%
Charitable organizations	15%
Farming	10%
Non Traditional exports	15%
Chemical manufacture of fertilizer	15%
Trust, deceased or bankrupt estates	35%
Rural Enterprises	Tax chargeable reduced by 1/7 for first 5 years
Banks and Mobile Phone Companies: First K250,000	35%
Above K250,000	40%

### 3.2.2. Personal Income Tax

Personal income tax is levied in the range of 25-35 %. The maximum rate applicable to farmers is 15 %. Employers are required to register and operate a Pay-As-you-Earn (PAYE) scheme under which they are required to deduct the appropriate tax from the emoluments of liable employees and remit the tax to the Zambia Revenue Authority. Employers are obliged to deduct such tax and remit it to ZRA.

Emoluments paid or payable to an expatriate employee for work performed, carried out or for services rendered in respect of his employment in Zambia are liable to tax and should be subjected to deduction of PAYE, notwithstanding the fact that such emoluments are paid or payable outside Zambia or are paid or payable by a person who is resident outside Zambia. Employers are further required to submit annual PAYE tax returns, at the end of every charge year, on a prescribed ZRA form.

#### Double Taxation Agreements

Some eligible taxpayers find themselves liable to tax in more than one country or territory in respect of the same income. The predicament of international Double Taxation may adversely affect the international flow and mobility of human, financial and investment resources, thus the international community has devised a mechanism to prevent, eliminate or mitigate the incidence of Double Taxation.

The countries that Zambia has signed Double Taxation Agreements with include Canada, Denmark, Finland, France, Germany, Holland, India, Ireland, Italy, Japan, Kenya, Mauritius, Norway, Romania, South Africa, Sweden, Tanzania, Uganda, United Kingdom, Yugoslavia and Zimbabwe. In principle, double taxation agreements enable offsetting tax paid in one of 2 countries against the tax payable in the other, in this way preventing double taxation.

### 3.2.3. Value Added Tax (VAT)

VAT is levied at 16%. Some specified goods and services are zero-rated or exempt. Registration for VAT purposes is mandatory for every dealer in or supplier of standard rated and zero-rated goods and services, as defined in the VAT Act No. 4 of 1995 (which replaced sales tax), whose taxable turnover exceeds K800 per annum. Voluntary registration is acceptable for dealers whose turnover falls below the stipulated minimum turnover.

The Value Added Tax (VAT) of 16 percent applies to both goods and services, of domestic production and those that are imported. VAT is levied on the c.i.f. value plus customs tariff. Exemptions from VAT include social services such as health, education, and funeral services. Registered suppliers or dealers are required to submit VAT returns monthly within 21 days of the prescribed accounting period unless they have been allowed the option for extended tax period. Late or failure to submit returns, including nil

returns, attracts penalties. Input VAT can be claimed within a period of three years from the date of the tax invoice or other documentary evidence. The period in which input VAT incurred prior to the date of VAT registration can be claimed is 3 months.

### 3.2.4. Customs Duty

There are three categories for import duties: 25% mainly for finished products, 15% for intermediate goods and 0 to 5% for raw materials and capital goods.

### 3.2.5. Withholding Tax

The applicable withholding tax rates are as follows;

Category	Rate
Dividends for individuals and companies (Final Tax)	15%
Dividends for companies carrying out mining operations	0%
Interest on GRZ bonds (Final Tax for Individuals and Exempt Organizations)	15%
Interest for individuals (earned from bank or building societies savings and deposit accounts), (Final Tax)	15%
Interest on Treasury Bills for Individuals (Final Tax)	15%
Interest on Treasury Bills (Final Tax for Exempt Organizations)	15%
Other Interest	15%
Royalties, Management and Consultancy Fees (Resident)	15%
Royalties, Management and Consultancy Fees (Non-Residents)	20%
Rents	10%
Commissions(Residents)	15%
Commissions(Non-Residents)	20%
Public Entertainment Fees for Non-Residents (Final Tax)	20%
Non Resident Contractors	20%

**Note:** When interest is awarded by the Courts of Law it is still regarded as “Interest” and withholding tax is deductible in accordance with the appropriate rates as above. The term “Royalty” includes leasing and therefore leasing income is subject to withholding tax.

### 3.2.6. Royalty Tax

The applicable withholding tax rates are as follows;

Category	Rate (%)
Open Cast mine	9% of norm or gross value
Underground Mine	6% of norm or gross value
Industrial Minerals	6% of nominal value
Person in possession of minerals (other than industrial minerals)	9% of norm or gross value
Person in possession of industrial minerals	6% of gross value

### 3.2.7. Other Levies and Charges

Zambia levies excise duties on certain products at rates ranging from 3 percent to 145 percent. The excise duty is collected on beer, mineral water, cane and beet sugar and some derivatives, beverages, tobacco and some derivatives and substitutes, electricity and petroleum.

## 3.3. IMPORT AND EXPORT CONSIDERATIONS

Business enterprises have to be aware of the import and export procedures and other international trade considerations in the country

### a) Customs Clearance and Valuation

In order to clear goods through Customs, an importer must present the usual commercial documents such as bill of lading, airway bill and commercial invoice. The Import Declaration Form is used for statistical purposes, and no fee is required. For goods to be cleared at the border, the importer fills the Zambia Revenue Authority (ZRA) Form CE 20, the standard form for entry and exit. Zambia is using the Automated System for Customs Data and Management (ASYCUDA). Customs clearance can be accomplished within hours, but incomplete forms and other difficulties, (e.g. lack of supporting documents) can result in substantial delays.

### b) Tariff Structure

Zambia applies tariffs on the c.i.f. (cost, insurance and freight) basis. Customs tariffs are calculated on the basis of the dutiable value, based on the WTO Agreement on Customs Valuation. Most tariffs are ad valorem, but a few specific tariffs remain. Zambia



uses the international harmonized system. Zambia's tariff schedule is structured around four tiers: 0 %, 5 %, 15% and 25 % rates of duty. Virtually all raw materials and most industrial or productive machinery fall within the 0 and 5 percent tariff categories, while most imported intermediate goods are subject to 15 percent, and imported final products are rated at 25 percent. Zambia's simple average import tariff is about 14 percent.

### **c) Import Restrictions**

Import prohibitions are maintained for environmental, health and security reasons. Import licensing is required for most agricultural products. Zambia does not currently apply trade sanctions.

### **d) Sanitary and Phytosanitary Regulations**

Sanitary and phytosanitary regulations are applied to imports of live animals, plants and seeds. A sanitary certificate from the exporting country is required as a prerequisite to the issuance of the veterinary permit. Food imports must satisfy the provisions of the Food and Drugs Act of September 1978 which requires packaging and labeling requirement for food, and standards for maize sump, rice and bread.

### **e) Export Procedures**

Exporters must complete an export declaration form (standard customs authority form ZRA CE 20, mainly for statistical purposes. An original commercial invoice and a packaging list for shipment should accompany the form CE20. An airway bill or bill of lading for transportation of exports should be obtained either from the freight forwarder or the transporter being used. Zambia has no export taxes, charges and levies.

If there are preferences that are being claimed in the exporting market (e.g., reduced tariffs), then an appropriate stamped certificate of origin, from the ZRA is required. COMESA, SADC, EU and AGOA textiles have different certificates of origin.

If the good is a commodity covered by the Veterinary Department, a sanitary/phytosanitary certificate is needed. A phytosanitary certificate is obtained from the Mount Makulu Research Station for seeds, stems, and fruits.

A very limited number of goods require a special export permit. Gemstone exports require a permit from the Ministry of Mines, Energy and Water Development; timber requires a timber verification certificate from the Forestry Department.

### **f) Regional Agreements**

- **The Common Market for East and Southern Africa**

The Common Market for East and Southern Africa <sup>1</sup> (COMESA) has been operating, in one form or another, since 1981. Economic integration is envisaged to progress from the Free Trade Area (FTA) to an economic monetary union. The FTA became operational on 1<sup>st</sup> November 2000 with nine participating countries. The COMESA FTA is an agreement among members not to apply customs duties or charges on goods traded amongst themselves. The eligible goods for duty-free treatment must meet the agreed upon Rules of Origin. Members also agree to eliminate all non-tariff barriers to trade between them. The nine member countries that are implementing zero tariffs are Egypt, Sudan, Kenya, Djibouti, Malawi, Madagascar, Mauritius, Zambia and Zimbabwe.

A COMESA Certificate of Origin is required for each consignment of goods and is obtained from the Revenue Authority in respective member countries.

- **The Southern Africa Development Community**

Members of the Southern African Development Community (SADC), comprising 14 countries<sup>2</sup>, signed a Trade Protocol, which calls for the implementation of a Free Trade Area. Each country has negotiated two reduced tariff schedules. One schedule is applicable only for South Africa and another schedule for all other SADC members. Zambia's implementation of her offer, which came into effect on 30<sup>th</sup> April 2001, is provided to those countries that provide Zambia with the SADC reduced tariff schedule.

The tariff schedule applicable to SADC members, with the exception of South Africa, has three categories. Categories A are those products which go to zero-duty immediately upon implementation. The tariff for Category B products gradually goes down to zero-duty over a period of eight years, and the tariff of Category C products reaches zero-duty twelve years after implementation. Category C products are known as sensitive products, and include for Zambia meat and dairy products, tea, some flours, raw sugar, cement, textiles and clothing, and motor vehicles. A SADC Certificate of Origin is required for each consignment of goods and is obtained from the Zambia Revenue Authority.

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<sup>1</sup> COMESA is composed of 19 members: Burundi, Comoros, Democratic Republic of Congo, Djibouti, Egypt, Eritrea, Ethiopia, Kenya, Libya, Madagascar, Malawi, Mauritius, Rwanda, Seychelles, Somalia, Swaziland, Uganda, Zambia and Zimbabwe.

<sup>2</sup> SADC member countries are Angola, Botswana, Democratic Republic of Congo, Lesotho, Madagascar, Malawi, Mauritius, Mozambique, Namibia, South Africa, Swaziland, Tanzania, Zambia and Zimbabwe.

### 3.3. LABOUR CONSIDERATIONS

Zambia has abundant reserves of unemployed labour force comprising both skilled and unskilled personnel. Unemployment levels are higher in urban than rural areas. The high level of graduate turnout from the country's high schools, colleges and universities has not been matched by employment generation opportunities from private and public sector investment. The availability of both skilled and unskilled labour thus exceeds available employment opportunities.

#### a) Employment Permits For Expatriate Labour

Employers seeking to employ expatriate staff are required to apply for work permits from Director of Immigration Department. Such permits are usually issued for an initial period of one year with provision for subsequent extensions or renewals. Companies that hold a Certificate of Registration and invest a minimum of US\$ 250,000 and employs a minimum of 200 employees shall be entitled to Investors permit for up to five expatriate employees. The fees relating to work permits are indicated below:

Employment Permit		Investors Permit	
Issuance	K3, 000 (US\$ 273)	Issuance	K2, 000 (US\$ 182)
Renewal	K3, 500 (US\$ 318)	Renewal	K2, 500 (US\$ 227)
Replacement	K3, 000 (US\$ 273)	Variation	K2, 500 (US\$ 227)
Addition of name to permit	K 600 (US\$ 55)	Replacement	K2, 500 (US\$ 227)
Variation	K1, 500 (US\$ 136)	Duplicate	K2, 000 (US\$ 182)
Temporary Permit		Resident Permit	
Issuance	K4, 000 (US\$ 364)	Issuance	K4, 000 (US\$ 364)
Renewal	K3, 500 (US\$ 318)	Duplicate	K4, 000 (US\$ 364)
Duplicate	K3, 000 (US\$ 273)	Variation	K3, 000 (US\$ 273)
Study Permit		Visiting Permit	
Issuance	K1, 500 (US\$ 136)	Issuance	K1, 000 (US\$ 91)
Duplicate	K1, 500 (US\$ 136)	Duplicate	K1, 000 (US\$ 91)
Renewal	K2, 000 (US\$ 182)	Renewal	K1, 500 (US\$ 136)

Payments for the above fees must be made by bank certified cheques and made payable to the Director General of Immigration. Cash payments are not acceptable. The conversion of Zambian Kwacha to US dollar is based on an exchange rate of USD 6.

#### b) Labour Relations And Regulations

The Department of Labour under the Ministry of Labour and Social Security is responsible for formulation of labour policy. The department administers the statutes governing employer/employee relations. The major pieces of legislation relating to the labour market in Zambia include:

- The Employment Act Cap 268 - is the basic employment law and provides basic employment contractual terms such as:
  - ✚ minimum contractual age
  - ✚ establishment of employment contracts
  - ✚ settlement of disputes arising from such contracts of employment
  - ✚ the appointment of Labour Officers and other staff for the administration of the Act
  - ✚ certain conditions of employment such as ordinary leave, sick leave, maternity, redundancy and welfare of employees
- The Industrial and Labour Relations Act Cap 269 - The Act provides for:
  - ✚ the conduct of industrial relations
  - ✚ the establishment of workers/employers organizations, their registration and administration
  - ✚ collective bargaining
  - ✚ Settlement of dispute through conciliation and arbitration by the Industrial Relations Court, established under the Act.
  - ✚ Consultative Machinery

The Zambia Federation of Employers (ZFE), an umbrella organisation for employers, articulates the interest of employers. ZFE is represented at the Tripartite Labour Consultative Council, a body comprising the representatives from Ministry of Labour and Social Security and the unions (through an umbrella body, the Zambia Congress of Trade Unions - ZCTU).

- The Minimum Wages and Conditions of Employment Act Cap 276 - The Act empowers the Minister to determine minimum conditions of employment for categories of employees not effectively covered through collective bargaining. Such employees include general workers, drivers and clerks.
- Employment of Young Persons and Children Act Cap 274 - The Act provides protection for young persons and children in the employment relationship. It is the major law against child labour and abuse.

- Employment (Special Provisions) Act Cap 270 - This is an enabling Act and may be activated only when a state of emergency is in place. Under this Act various regulations may be promulgated with regard to labour and employment.

### **c) Working Conditions**

There are normally two categories of employees namely the unionised and non-unionised (management) staff. Conditions of service for non-unionised employees are normally fixed by top management, while those for unionised employees are negotiated through collective bargain / agreement. The Minimum Wage and Conditions of Work Act provides for mechanism for determining statutory minimum wages and other conditions of employment in industries or companies where conditions of employment are not regulated by a free collective bargaining system.

### **d) Basic Salaries, Wages and Allowances**

Allowances, which are commonly added to the basic salary, include:

- Housing
- Transport
- Children's medical and education
- Water, electricity, holiday travel (usually for senior management staff)

All allowances are taxable at the same rate as the basic salary.

Other common non-cash benefits may include: transport to and from work, subsidized meals in staff canteen and sporting and recreation facilities.

### **e) Pensions and Life Insurance**

Membership of a pension scheme may be a condition of employment and most employers maintain a pension scheme for their employees with the National Pensions Scheme Authority (NAPSA). Employers may establish or join other pension schemes under the Pension Scheme Regulation Act. Insurance companies that offer pension schemes, include but not limited to:

- The Zambia State Insurance Corporation
- Madison Insurance
- Professional Insurance
- African Life Financial Services
- Imara ECR Asset Management Limited
- Professional Life Assurance
- Alexander Forbes Financial Services
- AON Zambia Pension Fund

Life insurance is normally the responsibility of individual persons.

### **f) Medical Coverage and Maternity Benefits**

Employers are obliged, by the Minimum Wages and Conditions of Employment Act, to grant an employee full pay should illness make the employee unable to work, subject to production of a certificate from a registered physician. The maximum period for which such benefit may give is three months at full pay, followed by three months at half pay. Some employers provide health and medical coverage through membership to private clinics to which the employee and employer contribute equally. The Act also requires that maternity leave, for female employees, be paid up to 90 days provided such female employees have worked for a minimum of twenty four months with their employers.

### **g) Housing**

The Employment Act requires employers to provide to employees one of the following:

- Housing or housing allowance in lieu thereof
- House loan or advance towards the purchase or construction of a house
- Guarantee facility for a mortgage

### **h) Working Hours**

The normal working hours is 40 hours per week for office workers and 45 hours per week for factory workers. Office hours are normally from 08:00 hours to 17:00 hours Mondays through Fridays and 08:00 hours to 13:00 hours on Saturdays (for most companies outside the retail sector). The normal weekly hours should not exceed 48 hours under the Minimum Wages and Conditions of Employment Act.

Overtime work should be paid using the following formula;

- Saturdays, Lunch hours and after 17 hours - Basic Pay multiplied by 1.5 divided by 160
- Sundays and All Public Holidays - Basic Pay multiplied by 2.0 divided by 160

#### **i) Paid Holidays**

Employers are obliged, under the Minimum Wages and Employment Act, to grant paid leave of absence of not less than 24 days annually. It is, however, a normal practice for employers to provide employees with more leave days than that prescribed in the Act depending on the rank and nature of the employee's job.

#### **j) Special Leave**

Employers are obliged, under the Minimum Wages and Conditions of Employment Act, to grant an employee 7 days' paid leave on the death of an employee's spouse, child, mother or father. The Act also obliges the employer to provide for a funeral grant for a standard coffin, cash and mealie meal in the event of death of an employee, spouse registered child or dependent of the employee.

#### **k) Termination of Employment**

A contract of employment may be terminated under the Zambian law through:

- Resignation or Dismissal
- Normal retirement or medical discharge
- Expiry of contract
- Redundancy
- Frustration, such as death

An employer is obliged, under Section 26A of Statutory Instrument No. 15 of 1997, to afford an employee the opportunity to be heard prior to termination of the contract of employment, if the termination is on grounds related to the employee's conduct or performance. This obligation on the part of the employer is in conformity with the International Labour Organisation Convention. The Zambian law, further, provides for the minimum benefits payable to the affected employee, and requires payment of full wages for an employee declared redundant until the redundancy benefits are paid.

#### **l) Redundancy Benefits**

The employer is obliged to pay at least one month's notice and redundancy benefits of not less than two months' basic salary for each completed year of service.

#### **m) Equal Opportunities**

The Zambian law and practice prohibits discrimination on the basis of race, tribe, political opinion, colour, creed or sex.

### **3.4. LAND CONSIDERATIONS**

There are two categories of Land in Zambia: These are:

- **State Land** - comprising only 6% of land in Zambia. The land is zoned into residential, commercial or industrial use by the District Councils according to their jurisdictions
- **Customary Land** - Approximately 94% of all land in Zambia is held under this system of tenure. Such land falls under the jurisdiction of the traditional Chiefs.

#### **3.4.1. Systems of Tenure**

There are only two types of tenure in Zambia. These are leasehold and customary tenure. Zambia has no freehold system of tenure. The leasehold tenure runs for 99 years and is renewable for further 99 years. Further renewal possible if there is no breach of the conditions in the existing agreement. Land in the customary area can be converted to leasehold – thus allowing it to be used as collateral. Under the 1995 Act, land now has value and can be sold even without improvement on the land.

#### **3.4.2. Land Acquisition and Transfer**

The following are the ways in which land can be acquired and transferred in Zambia

##### **a) Acquisition of State Land by Non Zambians**

A non-Zambian can acquire land under the following conditions;

- He / She is a permanent resident in Zambia
- He / She is an investor within the meaning of the ZDA Act or any other law permitting investment in Zambia
- In exceptional cases, by Presidential consent in writing

- A person registers a company under the Companies Act, with no less than 75% Zambian shareholding.
- Title Deed will be issued in the name of the registered company.
- Under a short term tenancy of not more than 5 years
- If the person is granted concession or right – under the National Parks and Wildlife Act.

Before land can be bought or sold 'State Consent' must be obtained. The consent is issued by the Commissioner of Lands on application. If consent is not granted within 45 days of filing the application, the application is deemed to be granted. If consent is refused, the reasons for refusal must be furnished to the applicant within 30 days.

Acquisition of land in an area designated as State Land will require consent of relevant District Council. Land, which does not fall within the jurisdiction of any council, can be alienated upon direct application to the Commissioner of Lands. He will then make a formal offer to the applicant, which will contain similar conditions to those obtaining in the offer made for an application of land situate in the Customary Area

#### **b) Acquisition of Customary Land**

In order to acquire land in customary area one will require;

- The written consent of the area Chief
- Approval of District Council in the area
- Additional approval from the Director of National Parks and Wildlife, if the land is in a Game Management Area

These approvals once obtained should be submitted to the relevant District Council, which in turn will submit the documents to the Commissioner of Lands. The Commissioner will then make formal offer to the applicant. The letter of offer will stipulate among other conditions:

- *The Consideration Fee - This is not a fixed amount and is dependent upon locality, services provided by the state or council and other related factors,*
- *Survey Requirements - This can be carried out by private or governmental Surveyor. Submission of a diagram or plan attached to the lease agreement is a mandatory requirement prior to issuance of Certificate of Title*
- *Preparation Fee - The office of Commissioner of Lands charges fees for preparation of lease. These fees are fixed through Statutory Instruments but are subject to change*
- *Registration Fee - charged by the Lands and Deeds Registry before lease is registered and certificate issued*
- *Property Transfer Tax – currently 10 % of the value of land is paid to the Zambia Revenue Authority by the vendor. No tax is payable where land is acquired from the State.*

Upon acceptance of the offer and payment of these charges, a 99 year lease to transfer the title will be prepared and if the land is already surveyed the title deeds will be issued within 60 days, if not surveyed then, the process can take up to 3 months or more.

#### **c) Purchase of Private Land**

Land in private ownership can be bought and sold and title deeds issued by the Commissioner of Lands. In all instances 'State Consent' will have to be obtained by the vendor before title deeds can pass to the purchaser. Before land can be bought or sold 'State Consent' must be obtained. The consent is issued by the Commissioner of Lands on application. If consent is not granted within 45 days of filing the application, the application is deemed to be granted. If consent is refused, the reasons for refusal must be furnished to the applicant within 30 days.

#### **3.4.3. Lands Tribunal**

The Lands Act of 1995 also provides for establishment of a Lands Tribunal to speed up the resolution of land disputes. The Tribunal is headed by a person who is qualified to be a judge of the High Court. Decision of the Tribunal is subject to appeal to the Supreme Court within 30 days of the decision.

#### **3.4.4. Land for Investment**

ZDA is in the process of setting up land banks for investment in the priority sectors. The land banks comprise of already demarcated plots and the process of acquiring these plots is fast tracked from application for the land on behalf of the licenced investor, to approvals from the local authorities, up to the Commissioner of Lands. The following land categories are available for investment in Zambia.

##### **a) Agricultural Land**

The Government has embarked on a development programme through opening up new farm blocks for commercial development and expansion of the agriculture sector. As at December 2010 the following farm blocks were identified for potential investors:



Farm Block	Province	District	Size (Ha)
Nasanga	Central	Serenje	155,000
Kalumwange	Western	Kaoma	100,000
Luena	Luapula	Kawambwa	100,000
Manshya	Northern	Mpika	147,000
Mikelenge/Luma	North-Western	Solwezi	100,000
Musakashi (SADA)	Copper-belt	Mufulira	100,000
Muku	Lusaka	Kafue	100,000
Simango	Southern	Livingstone	100,000
Mwase-Phangwe	Eastern	Lundazi	100,000

Each farm block is designed to have at least one core large-scale farm (core venture) of 10,000 hectares, several commercial farms of 1,000 to 5,000 hectares and small farm holdings of between 30 to 3,000 hectares preferably under out grower arrangements. Farm blocks provide both local and international investors ready access to already surveyed land for agro productions purposes.

The government has prioritized three Farm Blocks (the Nasanga, Kalumwange and Luena blocks) in which is providing and installing basic infrastructure and facilities such as trunk roads, bridges, electricity, dams, schools and health centres. Other farm blocks above will be developed in later stages.

#### **b) Industrial Land**

Industrial land in the capital city Lusaka is located on the western part of the city. Every city in Zambia is zoned an industrial area where all manufacturing activities can take place. It is also where an investor wishing to set up an industry can do so. In order to expand the country's manufacturing base and enhance national competitiveness, the Government is establishing Industrial Parks and will extend tax incentives under the ZDA Act to developers of, and investors in Multi- Facility Economic Zones. Two types of MFEZ are being promoted: Production MFEZs for manufacturing related businesses and Export Trade MFEZ for commercial trading, warehousing etc. to exploit export markets.

In addition, developers of industrial parks will qualify for incentives if:

- The layout of the development plan is approved by the relevant planning authority;
- The park to be developed is at least 15 acres in size;
- The park will have paved roads; and
- Water and electricity supply is provided within the park.

## CHAPTER FOUR – LIVING IN ZAMBIA

### 4.1. FIRST VISIT CONSIDERATIONS

The following should be taking into consideration when visiting Zambia.

#### a) Visa Applications

Obtaining a visa is generally straight forward, provided that all the required documentation is available. Nationals of Common Market for Eastern and Southern Africa (COMESA) and Commonwealth member countries generally do not require visa to visit Zambia. However, nationals of the following Commonwealth countries do require visas; The Gambia, Ghana, India, Pakistan, Papua New Guinea, Sri Lanka and United Kingdom.

The visas may be obtained from any Zambian High Commission and Embassy overseas. It is also possible to obtain a Visa at Zambia entry points for some specified foreign country nationals (e.g. UK and the USA).

Furthermore potential investors can obtain a visa at the point of entry by requesting ZDA to apply on their behalf (must send a scanned copy of their passport showing picture and details of passport holder). It should be noted that a work permit is required before any foreign national can take up employment in Zambia.

All resident expatriates must obtain Re-Entry Permit prior to going out of Zambia. The permit can be obtained from the immigration office and will be valid for 90 days.

#### b) Vaccinations

- Cholera: required if passengers are coming from an infected zone.
- Yellow Fever: required only if passengers have been in an infected zone a week prior to their arrival in Zambia.
- Anti-Malarial Precaution: highly recommended that visitors take anti-malarial medication before coming to Zambia. Please contact a competent medical authority in your country for appropriate advice.

### 4.2. BANKING

#### a) Banking Services

Zambia is served by a number of domestic and international banks which are playing a very positive role in economic development. A list of these banks is provided in appendix 1. The commercial banks operating in Zambia have a well distributed branch network, and automated teller machines (ATMs) across the country.

All major credit cards are accepted in urban areas. ATM facilities are provided by commercial banks. Visitors with VISA and VISA Electron cards draw cash from VISA ATM's in Zambia. Traveler's cheques (TC) and hard currency bank notes can be cashed at banks, large hotels or bureau de change. (Note: proof of purchase of TCs is prerequisite to cashing at these outlets).

#### b) Monetary System

Currency: Zambian Kwacha (ZMW), 100 Ngwee = 1 ZMK  
Denominations: Notes: K2, K5, K10, K20, K50, K100,  
Coins: 5n, 10n, 20n, 50n, K1

There are no restrictions on importation of foreign currency into Zambia but all cash and travellers' cheques should be declared on Customs Form T2 available from customs officers at the port of entry.

The Zambian Kwacha floats freely against the major world currencies including the US Dollar, British Pound, Euro and South African Rand. There are no restrictions on foreign currency dealings (proof of travellers' cheque purchase is needed) and can be changed over the counter in any bank and at the numerous Bureau de Change. ATM machines are located outside the banks as well as at Shopping Malls.

### 4.3. HOUSING

Zambia is a safe and friendly nation where foreigners can feel at home and go about their lives in comfort and security. Suitable expatriate accommodation is available in most urban areas. High quality accommodation include a 3-bedroomed, mostly unfurnished detached house standing on its own plot, often with a swimming pool and full security provisions. Full range of furniture is available from local suppliers and it is also possible to have it made on order from quality Zambian wood at reasonable cost.

Furnished properties can be found including opportunity to rent a flat. New arrivals are advised to contact reputable real estate agents/realtors, who are listed in yellow pages as well as in a monthly publication called the Lowdown or in the daily newspapers. Typical rentals are:

- One bedroom house/apartment – USD 500 and above
- Two bedroom house/apartment – USD 1,500 and above
- Three bedroom house/apartment – USD 2,000 and above
- One house within a housing complex with security – USD 3,000 and above

#### **4.4. HEALTH**

Zambia is on a high plateau (1,280 meters above sea level) is a fairly healthy place to live. Tap water in homes and hotels is treated but as precautionary measure should be boiled or chlorinated before drinking. There are many good privately run clinics and hospitals in most towns including good dental clinics for normal health problems. Super specialist medical centres are being developed and encouraged.

#### **4.5. EDUCATION**

The education system in Zambia is comprised of Primary and Secondary Schools, and University education. The language of instruction is English.

##### **a) Primary and Secondary School**

The state educational system is Zambian oriented and therefore, expatriate parents must look for private schooling for their children. There are satisfactory private infant, primary and secondary schooling available in Lusaka and other parts of Zambia.

The schools commonly used at present by the international community are:

- The International School of Lusaka (ISL)
- Baobab College
- The American International School
- The Lusaka International Community School (LICS)
- The French School
- British International School
- Italian International School

Other schools include Chengelo Secondary School in Mkushi, Simba International School in Ndola, and Musikili Primary School in Mazabuka, which all have provisions for day scholars and boarders. Furthermore there are many nursery schools for children between 2 and a half to 6 years, which are mostly privately run and have a good reputation.

##### **b) Universities**

There are three state-run universities in Zambia, one in Lusaka, one in Kabwe (Central Province) and another in Kitwe (Copperbelt Province). In addition, there are various other tertiary level institutions including the Zambia Institute of Chartered Accountancy Studies (ZICAS) in Lusaka as well as a number of private universities.

#### **4.6. CLOTHING**

For business/office formal attire is the norm-ties and/or jackets or suits. For the rest European summer clothing is ideal. It can get very cold in the evenings around June and July, so bring warm clothing. Tracksuits are very useful when temperatures fall in the evening with shorts and tee shirts worn during the day. Temperatures can vary considerably during the rainy season. At formal functions dress tends to be casual although Evening Dress and Lounge Suit are often the norm. Women should be cautioned against wearing very short shorts. There are good tailors available who can make clothes for ladies at very reasonable cost.

Lusaka and the main urban centres are well provided with shops selling clothing, shoes of all standards and quality though it might be advisable to bring plenty of everything especially baby clothing and sports clothes and good walking shoes for trips in the bush. During rainy season raincoats and umbrellas are quite useful.

#### **4.7. SHOPPING**

The cost of living in Zambia is lower than most developed countries and though some imported goods, such as electrical or spare parts can be more expensive but are readily available in urban areas. There are a good variety of foodstuffs available from well-stocked supermarkets and mini-markets. Meat, chicken and eggs are of excellent quality, plentiful and reasonably priced. A wide variety of both local and imported fresh fruits as well as fresh vegetables are plentiful. Beers, wines and spirits are easily available. Chemists, stationers and bookshops are well stocked. There are excellent bakeries and patisseries.

#### 4.8. LEISURE ACTIVITIES

Activities such as keep-fit, aerobic, weight training, golf, tennis, swimming training, bowls, squash, rugby, horse riding and polo are available in Zambia. It might be necessary to bring your gear. There is an Ornithological Society (bring your own binoculars), a Wildlife Society and a Music Society (need to bring your own instrument). Social life tends to revolve around the various clubs and private entertaining. Lusaka has a very good selection of restaurants. Zambia has ample opportunity for camping and the scenery is beautiful. Also there are great opportunities for fishing. Weekend breaks are possible at safari lodges outside Lusaka or Kafue National Park or Lake Kariba. The world famous Victoria Falls and the connecting gorges provide best white-water rafting in the world as well as access to highest commercial bunji-jump in the world, and also has a unique distinction to provide walking safaris.

#### 4.9. TRAVEL AND ACCOMMODATION

**Airlines** - There are direct international flights into Lusaka (from Johannesburg, Dubai, Amsterdam, Nairobi, Addis Ababa, Windhoek, Harare, Luanda, Gaborone and Lilongwe); Ndola (from Johannesburg and Nairobi) and into the tourist town of Livingstone (from Johannesburg). For the businessperson who cannot fit his/her busy schedule into designated daily flights, it is possible to charter a plane from reputable companies. *An Airport departure fee of US\$20 for international travel and US\$8 for domestic travel has to be paid prior to checking in for the flight. **In most cases the fee is included in the air-ticket fare.***

**Car Rentals** - There are a number of car rental companies, which provide luxury cars, including Four Wheel Drive vehicles, both in town and at the Airports.

**Driving** - Driving is on Left hand side of the road. The legal driving age is 18 years old. All foreign drivers must have an International Driving Permit.

**Hotels** - Zambia has hotels of international standard, which provide first class business and conference facilities. Zambia has a number of good five and four star hotels in Lusaka, Copperbelt, Livingstone and Chipata, ranging from US\$ 120 to US\$ 300 per night. Another option is to use guest houses or lodges for short, medium or long staying guests, with or without living room and cooking facilities (ranging from US\$ 70 to US\$ 150 per night depending on the facilities).

#### 4.10. BUSINESS HOURS

Zambians use 24-hour clock in conversation as well as in writing (instead of the "a.m." or "p.m."). Normal working hours in government and private sector offices are from 8.00 – 13.00 hours and 14.00 – 17.00 hours between Monday and Friday. Banks operate from 8.15 – 14.30 hours between Monday and Friday. Most banks are closed for business at weekends except the first and last Saturdays of each month when they open from 8.15 – 11.00 hours. Supermarkets are open every day until 21.00 hours except until noon on Sunday.

##### Public Holidays

- |                             |                           |
|-----------------------------|---------------------------|
| • 1 <sup>st</sup> January   | New Year's Day            |
| • 8 <sup>th</sup> March     | International Women's day |
| • 12 <sup>th</sup> March    | Youth Day                 |
| • Easter                    | Good Friday               |
| • Easter                    | Easter Monday             |
| • 1 <sup>st</sup> May       | Labour Day                |
| • 25 <sup>th</sup> May      | Africa Freedom Day        |
| • First Monday in July      | Heroes Day                |
| • First Tuesday in July     | Unity Day                 |
| • First Monday in August    | Farmers Day               |
| • 18 <sup>th</sup> October  | National Prayer Day       |
| • 24 <sup>th</sup> October  | Independence Day          |
| • 25 <sup>th</sup> December | Christmas*                |

\*Many organizations close shortly before Christmas for "industrial break" and reopen after first week in January.

#### 4.11. GENERAL

- The main electricity supply in Zambia is 220 to 240 volts AC 50 cycles. There are voltage fluctuations and occasional power cuts. Power surge or spike protectors are recommended to prevent damage. Most properties are fitted with square pin 13 amp sockets.
- The country uses the metric system for weights and measures. Zambia TV runs on PAL B/G on channels 10 and 20 VHF; there are four channels. However, multi-channel satellite TV is available on monthly subscription basis. There are video rental outlets and the British Council provides a video film rental service.
- It is worthwhile to bring a good short-wave radio.

- The country is 2 hours ahead of GMT.
- International telephone calls to and from Zambia are reliable with direct dialing (on request with special deposit) available. The international code for Zambia is +260 and the major city codes include: Lusaka +211; Ndola and Kitwe +212; Livingstone +213.
- For the rest consult the Telephone Directory

## **APPENDIX 1 – REQUIREMENTS FOR OBTAINING A CERTIFICATE OF REGISTRATION**

### **Application for Certificate of Registration**

Anyone wishing to apply for Certificate of Registration must submit the following documents

- Completed formal application form from the Zambia Development Agency;
- Certified copy of certificate of Incorporation/Registration;
- Certified copy of certificate of share capital;
- Certified copy of a certificate of minimum share capital;
- Certified copy of an official list of shareholders and/or directors;
- Business plan and/or feasibility study;
- Verifiable evidence of project finance;
- Brief resumes/CVs for shareholders and/or directors;
- Non-refundable application processing fee of K1,280 (about \$213);
- Certificate fee of K7, 670 (about \$1,278) (payable only upon collection of certificate).
- Any promoter seeking approval to establish an enterprise, under the Zambia Development Agency (ZDA) Act No. 11 of 2006 and amended 2014, should include in their proposal, a clear and concise statement on how the enterprise, if approved is likely to contribute to the country's economic growth and development.

**The Certificate of Registration is valid for ten (10) years from the date of issue.**

**The investor may apply for renewal of the Certificate of Registration before the date of its expiry.**

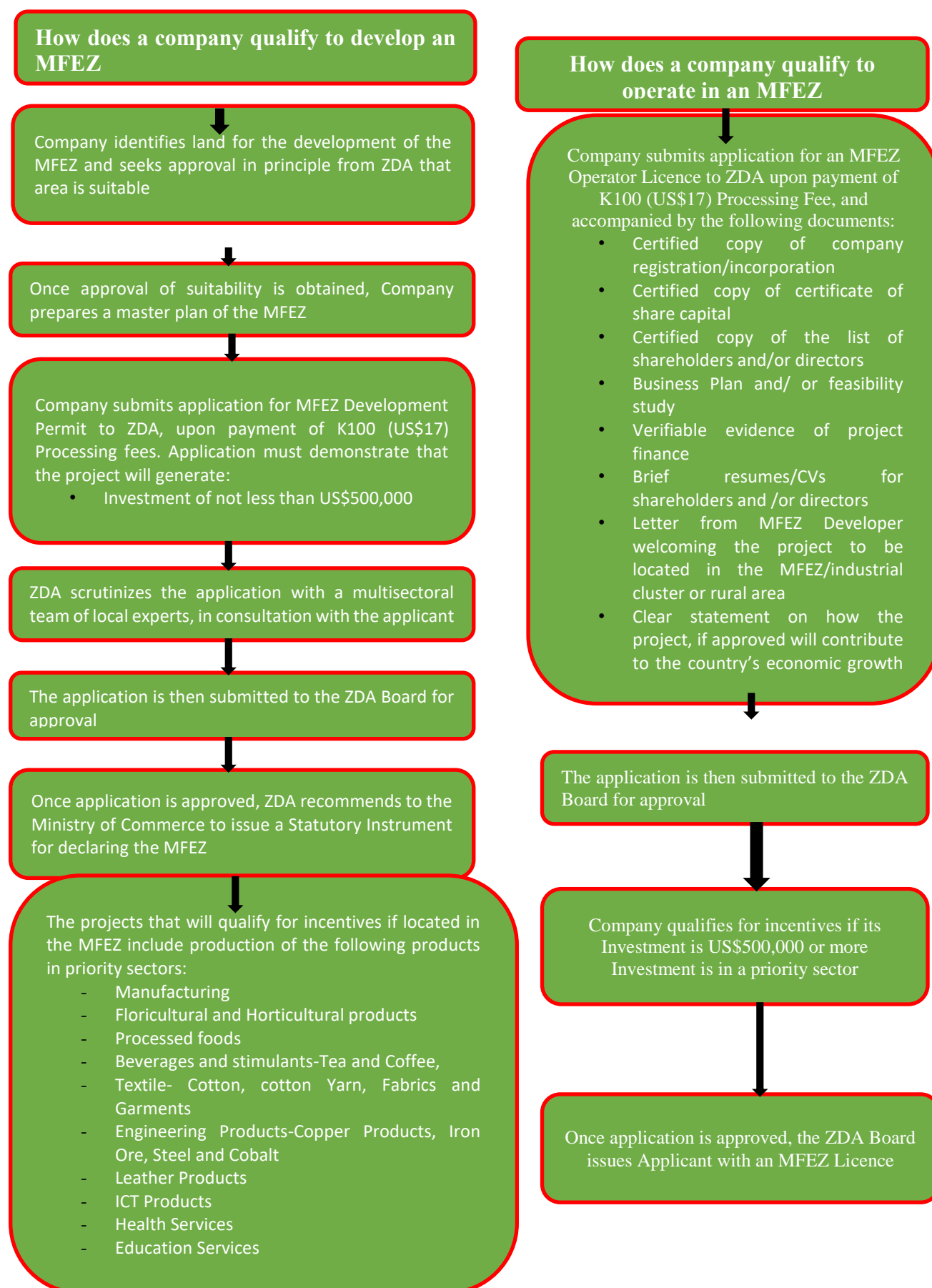
### **Investment Thresholds:**

There is no limit on the amount of investment to be made but the Act provides for the following limits for special purposes.

- US\$ 250,000 for the purpose of an Investors Permit (IP) and ; or
- US\$ 500,000 for the purpose of special tax incentives in a priority sector or product.



## APPENDIX 2 – PROCEDURES AND REQUIREMENTS FOR OBTAINING AN MFEZ LICENCE, INDUSTRIAL CLUSTER OR RURAL AREA PERMIT



## APPENDIX 3 – BANKS IN ZAMBIA

### A. International Banks

1. Access Bank Zambia (Nigeria). Head Office contact number: +260 211 227941. Email: [infor@accesszambia.com](mailto:infor@accesszambia.com). Website: [www.accesszambia.com](http://www.accesszambia.com)
2. African Banking Corporation (Zimbabwe). Head Office contact numbers: +260 211 257970-76, Email: [abz@africanbankingcorp.com](mailto:abz@africanbankingcorp.com). Website: [www.africanbankingcorp.com](http://www.africanbankingcorp.com)
3. Africa Development Bank (Inter-Governmental Bank). Head Office contact number: +260 211 257868/9, Email: [afdb@afdb.org](mailto:afdb@afdb.org). Website: [www.afdb.org](http://www.afdb.org)
4. Bank of China Zambia (China). Head Office contact numbers: +260 211 238697, 238696, 238690, Email: [bankofchinazambia.com](mailto:bankofchinazambia.com). Website: [www.bankofchina.com](http://www.bankofchina.com)
5. Barclays Bank Zambia Limited (United Kingdom). Head Office contact numbers: +260 211 228858, 220713, 220724. Email: [infor@barclays.co.zm](mailto:infor@barclays.co.zm). Website: [www.barclaysbankzambia.co.zm](http://www.barclaysbankzambia.co.zm)
6. Cavmont Bank (Cameroon), Head Office contact numbers: +260 211 229508/12. Email: [infor@cavmont.com.zm](mailto:infor@cavmont.com.zm). Website: [www.cavmont.com.zm](http://www.cavmont.com.zm)
7. Citibank Zambia Limited (United States). Head Office contact numbers: +260 211 229025-8, Email: [infor@citi.com](mailto:infor@citi.com). Website: [www.citibankzambia.com](http://www.citibankzambia.com)
8. Eco Bank from (Togo), Head Office contact number: + 260 211 367315. Email: [infor@ecobank.com](mailto:infor@ecobank.com). Website: [www.ecobank.com](http://www.ecobank.com)
9. First National Bank (South Africa). Head Office contact numbers: + 260 211 366800. Email: [fnb@fnbzambia.co.zm](mailto:fnb@fnbzambia.co.zm). Website: [www.fnbzambia.co.zm](http://www.fnbzambia.co.zm)
10. International Commercial Bank (Malaysia). Head Office numbers: +260 211 368700-2 Email: [infor@icb-zambia.com](mailto:infor@icb-zambia.com)
11. Intermarket Banking Corporation. Phone: +260 211 227519 Email: [intermakert@intermarketbank.co.zm](mailto:intermakert@intermarketbank.co.zm), Website: [www.intermarket.co.zm](http://www.intermarket.co.zm)
12. Stanbic Bank Limited (South Africa). Head Office contact numbers: +260 211 227438/40 Email: [stanbic@stanbic.co.zm](mailto:stanbic@stanbic.co.zm), Website: [www.stanbiczambia.co.zm](http://www.stanbiczambia.co.zm)
13. Standard Chartered Bank Zambia (United Kingdom). Head Office Tel: +260 211 229242, Email: [customer.first@standardchartered.com](mailto:customer.first@standardchartered.com) Website: [www.standardchartered.co.zm](http://www.standardchartered.co.zm)
14. United Bank of Africa (Ghana), Head Office contact numbers: +260 211 260 967 889779, Email: [infor@ubagroup.com](mailto:infor@ubagroup.com). Website: [www.ubagroup.com](http://www.ubagroup.com)

### B. Joint Ventures with Foreign Banks

1. Finance Bank - Credit Suisse of Switzerland acquired majority shares in Finance Bank previously wholly Zambian owned. Head Office contact numbers: 211 260 229733, 220176, Email: [fbz@financebank.co.zm](mailto:fbz@financebank.co.zm), Website: [www.financebank.co.zm](http://www.financebank.co.zm)
2. Indo-Zambia Bank Limited a bank which is jointly owned by the Zambian Government and three banks from India (Bank of Baroda, Bank of India and Central Bank of India). Head Office contact numbers: 211 260 224653/225080 Email: [izb@izb.co.zm](mailto:izb@izb.co.zm), Website: [www.izb.co.zm](http://www.izb.co.zm)
3. Zambia National Commercial - Bank Rabobank of the Netherlands acquired majority shares in Zambia National Commercial Bank Plc (ZANACO) formerly was state owned. Head Office contact numbers: 11 260 221358, 221360, Email: [zanaco@zanaco.co.zm](mailto:zanaco@zanaco.co.zm), Website: [www.zanaco.co.zm](http://www.zanaco.co.zm)

### C. Local Banks

1. Development Bank of Zambia. Head Office numbers: 211 260 228576, 228581, Email: [dbzmail@dbz.co.zm](mailto:dbzmail@dbz.co.zm), Website: [www.dbz.co.zm](http://www.dbz.co.zm)
2. Investrust Bank. Telephone: 211 260 294682 / 294685 Email: [investrust@investbank.co.zm](mailto:investrust@investbank.co.zm), Website: [www.investrust.co.zm](http://www.investrust.co.zm)

## APPENDIX 4 – ZAMBIAN EMBASSIES AND MISSIONS ABROAD

1. **Angola**  
Embassy of the Republic of Zambia  
Rua Rei Katavala No.106/108, MACULUSSO, P.O. BOX 1406, LUANDA  
Tel 00244-222-447491, fax: 00244-444-441-763  
Email:zabiaembassy@snet.co.ao  
and  
Consulate General of the Republic of Zambia, 41 Rua Command ante Ernesto Velhina, LUENA  
[Tel:00244-284-260090](mailto:Tel:00244-284-260090), fax: 00244-284-260087, Email: [zamcgluena@hotmail.com](mailto:zamcgluena@hotmail.com), [zambiaconsulate@znet.co.ao](mailto:zambiaconsulate@znet.co.ao)
2. **Belgium**  
Embassy of the Republic of Zambia.  
469 Avenue Moliere, 1,050  
BRUSSELS , Tel: 003223435649, Fax: 00323474333  
Email:zambia\_brussels@bruteele.be
3. **Botswana**  
High Commission of the Republic of Zambia, Plot 1120, Queen's Rd, the Main Mall, P.O Box 362, GABORONE.  
Tel: 002673951951, Fax0026739539552  
Email:zahico@work.co.bw
4. **Brazil**  
Embassy of the Republic of Zambia HIS QL 10 CONJ 06 CASA 10, LOGO SUL-BRASILLIA-DF  
CEP; 71630065, Tel: 00-55-61-3248-3277 Tel/fax: 00-55-61-3248-3494  
Email:zambiansbrasil@embaixadzambiaorg.br
5. **Canada**  
High Commission of the Republic of Zambia, 151 Slater Street, Suite 205, Ottawa, ONTARIO K1P 5H3,  
Tel: 1613, 2324400 Fax: 16132324410, Email: zhc.ottawa@bellnet.ca [www.zambiahighcommission.na](http://www.zambiahighcommission.na)
6. **China**  
Embassy of the Republic of Zambia.  
5 Dong si jie san lit un, BEIJIN, 100600  
Tel: 008610-65321554/65321778, fax: 008610-65321981,  
Email [diplomat@zambiaembassy.cn](mailto:diplomat@zambiaembassy.cn)
7. **DR Congo**  
Embassy of the Republic of Zambia,  
54-58, Avenue de L'Ecole, BP1144, Gombe  
KINSHASA, Tel: 00243-819999437, Fax: 00243-813016644, Email:zamkins@ic.cd  
and  
Consulate General of the Republic of Zambia.  
Corner Ruwe/Lufira, Commune Lubumbashi  
BP 596, LUBUMBASHI, Tel/fax: 002432342264  
Email [zamcongen@lub.jobantech.cd](mailto:zamcongen@lub.jobantech.cd)  
PO Box 10958,  
CHINGOLA, ZAMBIA.
8. **Egypt**  
Embassy of the Republic of Zambia.  
17, Iran Street Dokki,  
CAIRO  
Tel: 0020237610281/2/3 fax: 37610833  
Email:zamcai@tedata.net.eg
9. **Ethiopia**  
Embassy of the Republic of Zambia  
Higher 23, Kebele 12, Old Airport  
P.O. BOX 1909, ADDIS ABABA  
Tel: 00-251-113711302, Fax: 00-251-113-711566.
10. **Nigeria**  
High Commission of the Republic of Zambia, Plot 351 Mission Road, Central District area, Garki  
ABUJA, Tel: 0023492347060 fax: 4618602/4618604  
Email:info@zambiansabija.com
11. **France**  
Embassy of the Republic of Zambia  
18, Avenue de Tourville, 75007 PARIS  
Tel: 0033156881270, fax: 00331568880350  
Email:zambiansparis@wanadoo.fr
12. **German**  
Embassy of the Republic of Zambia.  
Axel-Springer Strasse 54A, 10117, BERLIN  
Tel: 0049302062940, fax: 00493020629419  
Email: [info@zambiaembassy.de](mailto:info@zambiaembassy.de)  
[www.sambia-botschaft.de](http://www.sambia-botschaft.de)
13. **Ghana**  
High Commission of the Republic of Zambia, 4 Cedar Court, Augustino Neto Road, Airport Residential ACCRA  
Tealeaf 00233-21-764705  
[Zamaccra@4u.com.gh](mailto:Zamaccra@4u.com.gh)
14. **India**  
High Commission of the Republic of Zambia, D5/4, Vasant Vihar, NEW DEHLI 110057,  
Tel: 009111-26145883/26145764 fax: 26145764,  
Email: [zambiand@sify.com](mailto:zambiand@sify.com)
15. **Italy**  
Embassy of the Republic of Zambia  
Via Ennio Quirino, Visconti 8,00193,  
ROME  
Tel: 0039-0696006903/  
0636002590 /0636088824  
Telefax: 0039-06-97613035  
Email:info@zambiaembassy.it
16. **Japan**  
Embassy of the Republic of Zambia  
1-1-02, Ebara, Shinagawa-Ku  
TOKYO 142-0063  
Tel: 0081334910121/2 fax: 813349101123  
Email:emb@zambia.or.jp  
Web: [www.zambia.or.jp](http://www.zambia.or.jp)
17. **Kenya**  
High Commission of the Republic of Zambia, Nyerere Road (Opposite Uhuru Park)  
P.O. BOX 48741  
NAIROBI  
Tel: 0025420-2724796/99/2724850  
Fax: 00254-202710664/2718494  
Email:zambiacom@swiftkenya.com
18. **Libya**  
Embassy of the Republic of Zambia

El Madina El Siyahiya, Gergaresh  
P.O. BOX 91860, Dhat El Emad  
TRIPOLI  
Tel: 002184842757 fax: 00218214839950  
[zemtripoli@gmail.com](mailto:zemtripoli@gmail.com) [libya@ltnet.net](mailto:libya@ltnet.net)

19. **Malawi**

High Commission of the Republic of Zambia, Area 40/2,  
P.O. BOX 30138  
LILONGWE 3, Tel: 0026501772590/635 fax:  
0026501773880  
Email: [zambiahighcom@sdnp.org.mw](mailto:zambiahighcom@sdnp.org.mw)

20. **Malaysia**

High Commission of the Republic of Zambia, Suit 5 C,  
Menara mb7, Level 5, Jalan Sultan Ismail, KUALA  
LUMPUR-50250  
Tel: 0060321453616, fax: 0063021453619  
Email: [edwardmuteto@hotmail.com](mailto:edwardmuteto@hotmail.com)

21. **Mozambique**

High Commission of the Republic of Zambia, Avenida  
Kenneth Kaunda 1286, PoBox 4655, MAPUTO  
Tel: 00258021492452, fax: 0025821491893  
Email: [zhcmap@tvcabo.co.mz](mailto:zhcmap@tvcabo.co.mz)

22. **Namibia**- High Commission of the Republic of Zambia, 22  
Sam Nujoma Drive  
Corner of Mandume Ndemufayo Road  
P.O. BOX 22882  
WINDHOEK  
Tel: 00264613276/1 Fax: 0026461228162  
Email: [zahico@way.na](mailto:zahico@way.na)

23. **Russia**

Embassy of the Republic of Zambia  
Prospect Mira 52A  
MOSCOW  
Tel: 0074956885001/6885092  
/6810752/6885083  
Email: [zambiansmoscow@yahoo.com](mailto:zambiansmoscow@yahoo.com)

24. **South Africa**

High Commission of the Republic of Zambia  
570 Ziervogel Street (off Hamilton Street)  
Arcadia P.O. BOX 12234  
PRETORIA  
Tel: 0027123261847/3261854 Fax: 3262140  
Email: [hc@zambiapretoria.net](mailto:hc@zambiapretoria.net)

25. **Sweden**

Embassy of the Republic of Zambia  
Gardsvagen 18 3<sup>rd</sup> Floor  
P.O. BOX 3056 SE-16903  
SOLNA  
Tel: 004686799040, Fax: 6796850

Email: [kate@zambiaembassy.se](mailto:kate@zambiaembassy.se), [www.zambiaembassy.se](http://www.zambiaembassy.se)

26. **Switzerland**

Permanent Mission of the Republic of Zambia to the  
United Nations office in Geneva  
Chemin Du Champ d' Anier 17-19, 1209  
GENEVA  
Tel: 004122788330/35, Fax: 004122788340  
Email: [mission.zambia@ties.itu.int](mailto:mission.zambia@ties.itu.int)

27. **Tanzania**

High Commission of the Republic of Zambia  
Plots 5 & 6 OHIO/SOKOINE Drive, P.O Box 2525, DAR-  
ES-SALAAM, Tel: 255222112977, Tel/Fax:  
00255222125529, Cell: 002557544  
Email: [info@zhcdar.or.tz](mailto:info@zhcdar.or.tz)

28. **United Kingdom**

High Commission of the Republic of Zambia  
Zambia House, 2 Palace Gate, LONDON W8 5NG  
Tel: 00442075896655, 0044207 5812142, Fax:  
00442075811353,  
[immzhcl@btconnect.com](mailto:immzhcl@btconnect.com), [zhcl@connect.zm](mailto:zhcl@connect.zm),  
[www.zhcl.org.uk](http://www.zhcl.org.uk)

29. **United States of America**

Permanent Mission of the Republic of Zambia to the  
United Nations  
237 East 52<sup>nd</sup> street, NEW YORK NY 10022  
Tel: 001212888-5213, Fax: 212888-5213  
Email: [zambia@aol.com](mailto:zambia@aol.com)

and

Embassy of the Republic of Zambia  
2419 Massachusetts Avenue, NW WASHINGTON DC  
20008, Tel (202)2659717/8/9 Fax: (202)3320826  
Email: [embzambia@aol.com](mailto:embzambia@aol.com)

30. **Zimbabwe**

Embassy of the Republic of Zambia  
48 Kwame Nkrumah Road  
Zambia House  
HARARE

## APPENDIX 5 – FOREIGN EMBASSIES AND MISSIONS IN ZAMBIA

1. **Angola Embassy**  
Plot No. 6660, Mumana Road,  
P.O Box 31595  
**LUSAKA**  
Tel: +260-211-266422/291142
2. **Australian Consulate**  
155 Kabulonga Road,  
Kabulonga, Lusaka, Zambia  
Tel+260 (211) 840 578 / 9
3. **Botswana High Commission**  
Plot No. 5201, Pandit Nehru Road  
P.O Box 31910  
**LUSAKA**  
Tel: +260-211-250555/250019
4. **Brazilian Embassy**  
Manenekela Road, Woodlands  
P.O Box 33737  
**LUSAKA**  
Tel: +260-211-252171
5. **British High Commission**  
Plot No. 6408, Diplomatic Triangle,  
P.O Box 50050  
**LUSAKA**  
[Tel: +260-211-251133/251923/423200](tel:+260-211-251133/251923/423200)
6. **Canadian High Commission**  
Plot No. 5199, United Nations Avenue  
P.O. Box 31313  
**LUSAKA**  
[Tel: +260-211-250833](tel:+260-211-250833)
7. **Chinese Embassy**  
United Nations Avenue  
P.O Box 31313  
**LUSAKA**  
[Tel: +260-211-253687](tel:+260-211-253687)
8. **Congo D.R. Embassy**  
Plot No. 1124, Parirenyatwa Road, Fairview  
P.O Box 31287  
**LUSAKA**  
[Tel:+260-211-2356790407/8](tel:+260-211-2356790407/8)
9. **Cuban Embassy**  
Plot No. 5574, Magoye Road, Kalundu  
P.O Box 33132,  
**LUSAKA**  
Tel: +260-211-291308
10. **Danish Embassy**  
Plot No. 5219, Independence Avenue  
P.O Box 50299  
**LUSAKA**  
[Tel: +260-211-254277](tel:+260-211-254277)
11. **Egyptian Embassy**  
UN Avenue, Corner of UN and Pandit Nehru Road,  
P.O Box 32428,  
**LUSAKA.**  
Tel: +260-211-253177
12. **European Union**  
Plot No. 4899, Los Angeles Boulevard  
P.O Box 34871,  
**LUSAKA.**  
[Tel:+260-211-250711/251140/25](tel:+260-211-250711/251140/25)
13. **Finnish Embassy**  
Haile Selassie Avenue  
House, P.O Box 50819  
**LUSAKA**  
Tel: +260-211-251988
14. **French Embassy**  
Plot No. 74, (Anglo American Building) Independence  
Avenue, P.O Box 30062,  
**LUSAKA**  
[Tel:+260-211-251322](tel:+260-211-251322)
15. **Germany Embassy**  
Plot No. 5209, UN Avenue,  
P.O Box 50120,  
**LUSAKA.**  
[Tel:+260-211-250644](tel:+260-211-250644)
16. **Ghana High Commission**  
Plot No. 28 Bwinjifumu Road Rhodespark, P/B RW  
50515, **LUSAKA**  
[Tel:+260-211-238127/238128](tel:+260-211-238127/238128)
17. **India High Commission**  
Plot No. 1, Pandit Nehru Road  
P.O Box 32111  
**LUSAKA**  
Tel: + 260-211-253159/60
18. **Irish Embassy**  
Plot No. 6663, Katima Mulilo Road, Olympia  
Extension, P.O Box 34923  
**LUSAKA**  
Tel: +260-211-291298/291234
19. **Italian Embassy**  
Embassy Park, Diplomatic Triangle,  
P.O Box 50497  
**LUSAKA**  
Tel: +260-211-250755/250781
20. **Japanese Embassy**  
Plot No. 5218 Haile Selassie Avenue,  
P.O Box 34190, **LUSAKA**  
[Tel:+260-211-251555](tel:+260-211-251555)
21. **Libyan Embassy**  
Plot No. 4900, Los Angeles Boulevard  
P.O Box 35319, Longacres  
**LUSAKA.**

- 22. Malawi High Commission**  
Plot No. 32 Bishops Road, Kabulonga  
P.O Box 50425,  
**LUSAKA.**  
Tel: +260-211-265768
- 23. Mozambique High Commission**  
Plot No. 9592, Tacho Road, Northmead,  
P.O Box 34877  
**LUSAKA**  
[Tel:+260-211-220339/220333](tel:+260-211-220339/220333)
- 24. Namibia High Commission**  
Plot No. 30B, Mutende Road, Woodlands  
P.O Box 30577  
**LUSAKA**  
Tel: +260-211-260407/8
- 25. Nigerian High Commission**  
Plot No. 5203 Haile Selassie Avenue,  
P.O Box 32598, Long acres,  
**LUSAKA.**  
Tel:+260-211-253177
- 26. Somali Embassy**  
Plot No. 377A Kabulonga Road,  
P.O Box 34051  
**LUSAKA.** Tel:+260-211-263944/263944
- 27. Royal Netherlands Embassy**  
Plot No. 5208, UN Avenue,  
P.O Box 31905,  
**LUSAKA.**  
Tel:+260-211-253819/253994
- 28. Royal Norwegian Embassy**  
Plot No. 245/61, Corner of Birdcage walk, Haile  
Selassie Avenue, P.O Box 34570,  
**LUSAKA.**  
[Tel:+260-211-252188/252625](tel:+260-211-252188/252625)
- 29. Russian Embassy**  
Plot No. 6407, Diplomatic Triangle,  
P.O Box 32355,  
**LUSAKA.**  
[Tel:+260-211-252120/252183](tel:+260-211-252120/252183)
- 30. Senegalese Consulate**  
Anglo-American Building, 2<sup>nd</sup> floor,  
P.O Box 50521, Ridgeway  
**LUSAKA**  
[Tel: +260-211-257066](tel:+260-211-257066)
- 31. South African High Commission**  
Plot No. 26D Chika Road, Kabulonga,  
P/B W369,  
**LUSAKA.**  
[Tel:+260-211-260999](tel:+260-211-260999)
- 32. South Korean Consulate**  
4<sup>th</sup> Floor, Mukuba Pension House,  
Dedan Kimathi, Opposite Intercity Bus Terminus, P.O  
Box 31334,  
**LUSAKA,** [Tel:+260-211-236520](tel:+260-211-236520)
- 33. Sudan Embassy**  
Plot No. 31, Longacres, Corner of Speakers lane and  
Ngumbo road, off Nyerere Road,  
P/B 179x, Ridgeway,  
**LUSAKA.** [Tel:+260-211-252116](tel:+260-211-252116)
- 34. Swedish Embassy**  
Haile Selassie Avenue  
P.O. Box 50264,  
**LUSAKA.**  
[Tel:+260-211-251249](tel:+260-211-251249)
- 35. Tanzanian High Commission**  
Plot No. 5200, UN Avenue  
P.O Box 31219  
**LUSAKA.**  
[Tel:+260-211-253323](tel:+260-211-253323)
- 36. United States Embassy**  
Independence Avenue (corner of UN Ave)  
P.O Box 31617  
**LUSAKA**  
[Tel:+260-211-250955](tel:+260-211-250955)
- 37. Vatican Embassy**  
Plot No. 283, Los Angeles Boulevard,  
P.O Box 31445,  
**LUSAKA.**  
Tel: +260-1-250786
- 38. Zimbabwean Embassy**  
Plot No. 11058, Longacres, Haile Selassie Avenue,  
P.O Box 33491  
**LUSAKA**  
Tel: +260-211-254018



## APPENDIX 6 – KEY GOVERNMENT AGENCIES AND BUSINESS ASSOCIATIONS

### GOVERNMENT AGENCIES

1. **Bank of Zambia**  
P.O. Box 30008, Lusaka  
Phone: +260 211 228888/228903-20  
Fax No: +260-211-221767  
Email: [pr@boz.zm](mailto:pr@boz.zm)
2. **Zambia Environmental Management Agency**  
P.O. Box 35131, Lusaka  
Tel: +260 211 254130/1  
Fax: +260-211-254164  
Email: [zema@zema.org.zm](mailto:zema@zema.org.zm)  
Website: [www.zema.org.zm](http://www.zema.org.zm)
3. **Immigration Department**  
Kent Building  
P.O. Box 50300,  
Lusaka  
Tel : +260-211-252650  
Fax :+260-211-252008/254393
4. **Lusaka Stock Exchange**  
P.O. Box 34523 Lusaka  
Tel: +260 211 228537/ 228391  
Fax: +260 211-225969  
E-mail: [luse@zamnet.zm](mailto:luse@zamnet.zm)
5. **Ministry of Commerce, Trade and Industry**  
P.O. Box 31968, Lusaka  
Phone: +260 211 228301-9  
Fax: +260 211 226984  
Email: [mcti@gov.co.zm](mailto:mcti@gov.co.zm)  
Website: [www.mcti.gov.co.zm](http://www.mcti.gov.co.zm)
6. **Patents and Companies Registration Agency**  
P.O. Box 32020, Lusaka  
Tel: +260 211255127/255127  
Fax: +260 211 255426  
Email: [pro@pacra.org.zm](mailto:pro@pacra.org.zm)  
Website: <http://www.pacra.org.zm>
7. **Zambia Development Agency**  
P O Box 30819 Lusaka  
Tel: +260 211220177/223859  
Fax: +260 211 225270  
E-mail: [info@zda.org.zm](mailto:info@zda.org.zm) Website: [www.zda.org.zm](http://www.zda.org.zm)
8. **Zambia National Tourist Board**  
P.O. Box 30017 Lusaka  
Tel: +260 211 222714, Fax: +260 211 225174  
E-mail: [zntb@zamnet.zm](mailto:zntb@zamnet.zm),  
[www.zambiatourism.com](http://www.zambiatourism.com)
9. **Zambia Revenue Authority**  
P.O. Box 35710, Lusaka  
Tel: +260 211 223754/ 229214-8  
Email: [advice@zra.org.zm](mailto:advice@zra.org.zm)

Website: [www.zra.org.zm](http://www.zra.org.zm)

10. **National Pension Scheme Authority**  
Levy Business Park  
Cnr of Church and Kabelenga Roads  
P O Box 51275, Lusaka  
Tel: +260 211 228046/8, Fax: +260 211 221195  
Email: [infor@napsa.co.zm](mailto:infor@napsa.co.zm)  
Website: [www.napsa.co.zm](http://www.napsa.co.zm)

### BUSINESS ASSOCIATIONS

1. **Zambia Association of Chambers of Commerce & Industry**  
P.O. Box 30844, Lusaka  
Tel: +260 211 252369, Fax: +260 211 252483  
E-mail: [zacci@zamnet.zm](mailto:zacci@zamnet.zm)
2. **Zambia Association of Manufacturers**  
P.O. Box 31992, Lusaka  
Tel: +260 211 229364/ 222709  
Fax: +260 211 229371  
E-mail: [zam@zamnet.zm](mailto:zam@zamnet.zm)
3. **Zambia Business Forum**  
Plot 4 United Nations Ave. Long Acres, P.O. Box 37202, Fax: +260-211-257167  
Lusaka
4. **Zambia Export Growers Association**  
P.O. Box 31705, Lusaka  
Tel: +260 211 221895, Fax: +260 211 221895  
E-mail: [zega@zamnet.zm](mailto:zega@zamnet.zm)
5. **Zambia Federation of Employers**  
P.O. Box 31941, Lusaka  
Phone: +260 211 295541/82,  
Fax: +260 211 295582  
Email: [zfe@zamnet.zm](mailto:zfe@zamnet.zm)
6. **Zambia National Farmers Union**  
Showgrounds  
P.O. Box 30395 Lusaka  
Tel: +260 211 223222, Fax: +260 211 222736  
E-mail: [znfu@zamnet.zm](mailto:znfu@zamnet.zm)

## APPENDIX 7-CLIENT CHARTER

CLIENT CHARTER Zambia Development Agency			
	SERVICES	TIMEFRAME	COST (K)
<b>OUR VISION</b>  A prosperous middle income Zambia with increased job opportunities for all.	Phone calls	Instant	Free
	Walk-ins	Instant	Free
	E-mail	1 day	Free
	Letters/faxes	3 days	Free
<b>OUR MISSION</b>  To promote and facilitate investment, trade and competitive entrepreneurship of businesses in Zambia	Arrange hotel bookings and airport pick-up	1day	Free
	Arrange meetings with authorities	1-2 days	Free
	Arrange meetings with prospective investors	1-2 days	Free
	Facilitate meetings with foreign business delegations	5 days	Free
<b>OUR OVERAL GOAL</b>  To contribute to the creation of wealth and one million jobs through promotion and facilitation of investment, trade and enterprise development for the benefit of Zambians by 2020	Facilitate site visits (with prior notification)	5 days	Free
	Receipt and processing of duly completed application forms for Certificate of Registration and Permits	10 days	K 1,280
	Receipt and processing of duly completed application		
	Forms for Certificate of Registration		
<b>OUR CORE VALUES</b>  <ul style="list-style-type: none"> <li><b>Purposeful:</b> Staff will be driven by a purpose and goal that is greater than the Agency as an organisation.</li> <li><b>Accountable:</b> The resources at the disposable of the Agency will be used according to the agreed upon programmes and activities in a prudent, fair and transparent manner.</li> <li><b>Knowledgeable:</b></li> </ul>	Micro Enterprise	2 weeks	K20
	Small Enterprise	2 weeks	K20
	Issuance of the Certificate of Registration from date of approval.	2 days	K7,670
	Issuance of the MFEZ Permit from date of approval.	2 days	K100
	Issuance of Certificate of Registration (Micro)	2 days	K200
	Issuance of Certificate of Registration (Small)	2 days	K300
	Receipt and submission recommendation for import duty and tax exemptions for qualifying investors	2 days	Free
	Detailed Report on Investment Pledges	1 day	K620
	Receipt and submission of application for the work and self-employment permits to the Immigration Department.	2 days	Free
	Receipt of request and submission of application for acquisition of land	30 days	Free
	Preparation of Recommendation letter for the acquisition of utilities	2 days	Free
	Conducting Aftercare services	On going	Free
	<b>PRIVATISATION (Non Infrastructure related)</b>		
	Advertise after approval of mode of sale	At least 3 weeks	Fee (TBA)
	Due Diligence	4 -8 weeks	Free

<p>The Agency will gather, analyse and share relevant information about markets and sectors for use by clients in their decision-making processes.</p> <ul style="list-style-type: none"> <li>• <b>Responsive:</b> Staff will be thorough and professional and will respond to requests in a timely manner.</li> <li>• <b>Team Spirit:</b> Staff will cooperate and collaborate to maximise efficiency and effectiveness. They will reach out to other organisations to create partnerships and leverage resources for the benefit of the business community and other stakeholders</li> </ul> <p><b>CHARTER REVIEW</b></p> <p>ZDA will continually seek views of our clients through different channels, to revise our client charter.</p> <p>We are committed to regular reviews and improvements of all service delivery and welcome client involvement through comments to The Manager Communications and Public Relations, <a href="mailto:info@zda.org.zm">info@zda.org.zm</a> ,</p> <p>Tel: +260 211 229240 or +211 220177 Fax: 260 211 225270</p>	Inform the Preferred bidder after bids are received	6 weeks	Free
	Constitute Negotiating team plus negotiations	4-8 weeks	Free
	Prepare transaction documents and submission for approval from Ministry of Justice	variable	Free
	Submission of transaction documents for consummation by Minister of Finance	1-2 weeks	Free
	<b>SERVICES</b>	<b>TIMEFRAME</b>	<b>COST</b>
	<b>Trade Information</b>		
	Answering requests for general information		
	Phone calls	Instant	Free
	Walk-ins (a) without appointment	30 min	Free
	(b) with appointment	instant	Free
	E-mail	1 day	Free
	Letters/faxes	3 days	Free
	Specialized Trade Information	7 Days	Free
	Policy advocacy	Ongoing	Free
	Purchase Exporter Handbook	Upon Payment	K150
	Purchase of Exporter Directory	Upon Payment	K150
	Promotion of Activities (Trade fairs and Exhibition	3 months before the event	Variable
	Information Resource Center	Monday to Friday (08hrs to 16hrs)	Free to Members of the Public
	Specialized Training for exporters	3 Months	Variable
	Request for Basic Business Training by MSMEs (Entrepreneurship and Business Management; Customer Care etc)	1 month	Variable
	MSMEs request for "How to Bid for Tenders "Training	3 months	variable
	Linking MSMEs to financing institutions	7 days	Free
	Advisory and counseling services for MSMEs	On going	Free
	Business plan preparation template	1 day	Free