



Infrastructure Development Bank of Zimbabwe

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Chief Executive Officer's Office

23 March 2020

Notice to Our Clients and All Stakeholders: Changes in Response to COVID-19

As we continue to monitor reports of the impact of the Coronavirus (COVID-19), we want to assure you that the IDBZ remains committed to delivering timeous and quality service to its clients and stakeholders.

During this developing health situation, the safety and well-being of our staff, clients, stakeholders and families is our main priority. We greatly care about our communities and will play our part to keep our various stakeholders healthy so as to help minimize the spread of the virus.

In that vein, **we are implementing more aggressive components of our Business Continuity Plan to assist in the containment of the coronavirus and in order to protect us all. Such measures are as follows:**

- **All IDBZ offices will be closed to outside visitors with immediate effect until the 30 April 2020** when the situation shall be reviewed. Clients who are servicing their loans are therefore directed to use the Ecocash Platform to make payments. For any enquiries or communication, please send your emails to comms@idbz.co.zw.
- In addition, our professionals shall remain available on their individual IDBZ **emails, phone, online meetings and video conferencing** to continue to serve you.
- If the above methods are not an option for you, the drop-off of documents is allowable as a last resort. Please use the physical drop-box at the reception of the Bank's Head-Office at 99 Rotten Row, Harare.
- There will be no signing of documents on-site. IDBZ staff will electronically send documents for signature or mail required documents.

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- **All non-essential client visits are suspended until further notice.** We feel that for you, your team's and our staff's safety, it is best that we delay on-site visits/work until the situation is reviewed on 30 April 2020.
- IDBZ Staff will help coordinate the handling of the needed documentation to maintain workflow as best as possible. For the transfer of documents, again, we highly encourage you to utilize our client portals.

Other Steps Being Implemented Firmwide

Other steps we are taking to help prevent the spread of the virus include minimizing the number of Staff members in our offices. Several of our Staff will primarily work remotely during this time, while others shall be working alternate hours, creating the necessary social distancing. Our information security systems ensure that our clients' information will remain secure, even when we are working remotely. All IDBZ Staff Members have been directed to stay home if they or a family member are sick. Further measures are in place should a team or family member be exposed or contract the virus.

These steps are necessary to preserve the health of our Staff and help curtail the spread of the virus while upholding our commitment to you, our Stakeholders. As we continue to monitor the impact of the coronavirus, we will keep you informed of further changes, including possible date changes in respect of above measures.

On behalf of all of us at IDBZ, thank you for your understanding and support during this challenging time. Remember, we are all in this public health situation together. We wish you, your families and your teams good health.

For and on behalf of the IDBZ



T. Zondo Sakala
Chief Executive Officer