




# SUPPLIER CODE OF CONDUCT

	SUPPLIER CODE OF CONDUCT	Date: 01 September 2024
	Document Classification: Internal and External	Version: 1.0

1.0 INTRODUCTION

The Zambia National Commercial Bank ("ZANACO", "Bank") Supply Chain Management Department is an integrated procurement function, which sources goods and services from local and international businesses to facilitate the provision of banking services around the country. Our procurement team interacts with thousands of local, regional and global suppliers. When selecting our suppliers, we aim at achieving excellence in service, consistency in quality standards and access to innovation and at increasing value for ZANACO. We are committed to engaging and working with our suppliers to continuously raise the sustainability standards in our supply chain over time.

1.1 Purpose

With a national workforce in all 10 provinces, ZANACO is committed to workplace safety, respect, diversity and inclusion in order to better serve customers, clients, shareholders and communities. In like manner, we expect our suppliers to demonstrate their commitments to basic working conditions and ethical business practices.

This Supplier Code of Conduct ("Code") sets forth ZANACO's expectations for data protection, human rights, labour, and environmental standards throughout our operations and supply chain. We recognize that the long-term sustainable development of our suppliers is critical to our joint success, and that our supply chain partners share many of the same risks and opportunities as we do. By working with our suppliers and the communities, we believe we can address those risks and develop shared opportunities to the benefit of all. We are committed to develop long term value relationship with our suppliers and actively select and favour those who share our values and sustainability commitments.


ZANACO expects its vendors to conduct their operations in accordance with this Code and to enact and enforce policies in support of these principles. Vendors whose policies are in alignment with this Code are considered more favourably during the vendor selection process.

1.2 Scope of Application

This Supplier Code of Conduct defines the minimum standards that we require our suppliers to adhere to, wherever they produce materials or perform services for ZANACO. It does not prevent our suppliers from exceeding these standards. Suppliers applying this Code are expected to comply with national and other applicable laws and, where the provision of laws and this Code address the same subject, to apply the provision that affords the greater protection.

Suppliers contracting with ZANACO are expected to promote these principles in their own supply chain and ensure they are respected. Suppliers such as traders and agents shall ensure that supplying manufacturers become fully aware of the principles; the provisions stated therein, their meaning and implications for their manufacturing practice.

Service suppliers are also expected to drive similar sustainable development commitments from organizations comprising their own supply chain.

	SUPPLIER CODE OF CONDUCT	Date: 01 September 2024
	Document Classification: Internal and External	Version: 1.0

### 1.3 Review

This document will be reviewed annually, or whenever there are new developments that affect its contents to make it relevant and current.

After each review, all suppliers doing business with Zanaco shall be required to sign the Acknowledgment and Acceptance Form after reading the code of conduct. Signed acknowledgement forms shall be filed against the respective supplier record or profile.

### 1.4 Applicable Legislation

This Code is guided by the following specific national legislation that provide more detailed functional direction pertaining to their specific topic of coverage:

NATIONAL LEGISLATION
The Constitution of the Republic of Zambia
Employment Code, Act No. 3 of 2019
Public Interest Disclosure (Protection of Whistleblowers), Act No. 4 of 2010
Occupational Health & Safety Act, No.
Anti-Corruption Act, Act No. 3 of 2012
National Council for Construction Act, 2003
The Data Protection Act, No. 3 of 2021
All other relevant local and international laws applicable in Zambia

## 2.0 THE ZANACO SUPPLIERS CODE OF CONDUCT


The minimum compliance requirements we expect from our suppliers form the ZANACO Supplier Code of Conduct. As such, our approach is not just about monitoring compliance but also about working to understand challenges, encourage improvements, and empower suppliers to take ownership throughout the value chain. Equally, we are considerate of local factors and challenges faced by our suppliers in the different parts of the world where we procure. The minimum standards that are set out in this document will be enforced contractually and we expect our suppliers to constantly monitor their own and their suppliers' compliance.

## 3.0 DEMONSTRATION OF COMPLIANCE

Acknowledgement of the Code is a pre-requisite in every ZANACO contract for supply of goods and services. Through the signature of the contract and acceptance of the purchase order, the supplier commits that its operations are subject to the provisions contained in this Code. Suppliers must be able to demonstrate compliance with the Code at the request and satisfaction of ZANACO.

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	SUPPLIER CODE OF CONDUCT	Date: 01 September 2024
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ZANACO routinely assesses supplier compliance with the Code. These assessments generally include confidential interviews with workers on site. In case ZANACO becomes aware of any actions or conditions not in compliance with the Code, ZANACO will demand corrective measures. When contracting with agents or traders, ZANACO may request to have their manufacturing or suppliers assessed for compliance. ZANACO reserves the right to terminate an agreement with any supplier who cannot demonstrate their compliance with the Code.


#### 4.0 SECURITY AND COMPLIANCE REQUIREMENTS FOR SPECIFIC SUPPLIERS AND CONSULTANTS

In line with the Zanaco Information Security Policy, during the selection of potential suppliers of outsourced activity, technology systems or consultancy services, the Bank requires that security controls from the supplier are in place to reduce third-party risk on the Bank. The supplier's compliance to specific security requirements and controls form part of the contractual obligations. The Bank has in place a Third-Party Risk Self-Assessment that suppliers' services of/in the category and sub-categories specified below will be required to fill in and return to the Bank for validation before any contractual agreement is entered into with the Bank. On a risk-based approach, suppliers below will be required to fill in and return a third-party risk assessments forms as part of the bid submission process and/or on an annual basis as required by the Information Security Department.

CATEGORY	SUB-CATEGORIES
INFORMATION TECHNOLOGY	Supply of computer hardware and consumables i.e. HP, Lenovo
	Computer maintenance
	Network infrastructure equipment, spares, services and on-site maintenance
	Maintenance and installation of Local Area Network (LAN)
	Software and software licenses
	Supply of Point of Sale machines (POS)
	Supply and maintenance of Servers
	ATM supply, repairs and maintenance
	Supply of routers, switches, cables and all network devices
	Internet services
	Installation of ATM
	Supply and personalization of debit and credit cards
	Profession and consultancy services
	Professional services; development of technology proof of concepts
	Supply of Point of Sale terminals; accessories; repairs and related Point of Sale software

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 <b>zanaco</b>	SUPPLIER CODE OF CONDUCT	Date: 01 September 2024
	Document Classification: Internal and External	Version: 1.0

	Supply of Bluetooth printers
	Maintenance of Point of Sale machines (POS)
	System support services
	Supply and maintenance of Customer Value Management system
PROFESSIONAL SERVICES (CONSULTANCY)	Audit services
	Provisions of information security consultancy services
	Provision of insurance services
	Forensic investigations and consultancy services
	Provision of professional services for credit/debit card related services
MARKETING	Provision of social media agency
PROPERTY AND WORKS	Security Equipment and spares (CCTV and Access control)
	Supply, delivery and maintenance of debit/credit card personalization machine

## 5.0 REQUIREMENTS FOR DOING BUSINESS WITH ZANACO

ZANACO expects suppliers to meet the following requirements:

### 5.1 Human rights and labour standards


ZANACO is committed to upholding the Constitution of the Republic of Zambia and the Bill of Rights enshrined therein. We are committed to ensuring that these fundamental principles are upheld within our supply chain. We expect our suppliers to embrace these standards and we expect them to respect the human rights of their employees in the workplace, and to promote human rights within their value chain. We also expect our international suppliers to apply the Human Rights principles as mandated in their respective jurisdictions. Those principles designed to cover employees also apply to contract workers and any workers without a formal contract of employment. In the event of any inconsistencies between international rules and local law, the Law of the Republic of Zambia will apply.

### 5.2 Establishing fair and competitive wages and working hours

Suppliers must provide employees with fair wages and benefits that comply with the Employment Code Act, No. 3 of 2019, and applicable Statutory Instruments that govern Minimum wages in Zambia. Suppliers should ensure that working hours comply with national laws and benchmarked industry standards, whichever affords greater protection.

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	SUPPLIER CODE OF CONDUCT	Date: 01 September 2024
	Document Classification: Internal and External	Version: 1.0

### 5.3 Abolition of Child labour

Suppliers must strictly adhere to the provisions of the Employment Code, No. 3 of 2019 with regard to the employment of young children and young persons. Suppliers must adhere to the minimum age provisions of the Employment Code, or their relevant National laws, provided that the Zambian law shall apply in the event of any inconsistency. In addition, suppliers must use adequate and verifiable mechanisms for age verification in recruitment procedures.

### 5.4 Prohibition of forced and compulsory labour

Suppliers must prohibit all forms of forced labour, whether in the form of prison labour, indentured labour, bonded labour, slave labour or any kind of non-voluntary labour. To every extent possible work should be performed on the basis of a recognized employment relationship established through national law and practice.

### 5.5 Land rights and Environmental Sustainability

Suppliers must respect the land rights of people and communities in their supply chain and operations. ZANACO requires that at a minimum, its suppliers comply with all relevant national environmental legislation, and conduct business in a way that protects and preserves the environment.

### 5.6 Intolerance of discrimination

In accordance with the Constitution of the Republic of Zambia, and the Employment Code, suppliers must create an inclusive work environment free of discrimination with respect to a person's birth, nationality, race, sex, place of origin, colour, age, disability, religion, conscience, belief, political or other opinion, culture, language, tribe, pregnancy, health, marital, ethnic, social or economic status; or any other arbitrary means.

### 5.7 Health and safety

ZANACO expects its suppliers to provide a safe and healthy work environment for their employees working conditions. At a minimum, suppliers' policies and procedures for health & safety must meet legal requirements, particularly under the Occupational Health & Safety Act, No. 36 of 2010 and any other legislation that applies to the supplier's business sector. Wherever these do not exist, the supplier must **ensure that risks of accidents, injury, and exposure to health risks are minimized adopting the prevailing knowledge of the industry.** The supplier will be responsible for any health and safety issues that may arise while operating on ZANACO premises.

Suppliers' facilities must be constructed and maintained in accordance with the standards set by applicable law and regulations. Workers must receive regular and recorded health and safety training, and this training shall be repeated for new or re-assigned workers. Portable drinking water, personal protective equipment and adequate lighting, sanitation and ventilation must be provided.


### 5.8 Hazardous materials

Suppliers must identify hazardous materials and chemicals, and ensure their safe handling, movement, storage, recycling, reuse and disposal in compliance with applicable laws and regulations.

## 6 | Page

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	SUPPLIER CODE OF CONDUCT	Date: 01 September 2024
	Document Classification: Internal and External	Version: 1.0

## 5.9 Third Party Representation

Suppliers are not authorized to represent ZANACO or to use ZANACO's brands without the Bank's written permission to avoid misrepresentation. All third parties and their employees authorised by the bank to represent it shall comply with the principles of this code of conduct in their interactions on behalf of the bank including the confidentiality of the information shared by ZANACO and will be required to sign a non-disclosure agreement

## 5.10 Business integrity

High standards of ethical behaviour and transparency are fundamental to ZANACO and sets the minimum standard of behaviour and conduct expected. We want to extend these standards throughout our supply chain by including Transparency and Business Ethics in our Supplier's Code of Conduct.

## 5.11 Fair, Ethical and Compliant Business Conduct

Suppliers must act ethically and with integrity at all times and comply with local, national and international laws and regulations where applicable.

## 5.12 Conflict of Interests, Gifts and Entertainment

Suppliers must not engage in any improper payments, make or receive direct or indirect offers, or solicitations to our employees. Suppliers should avoid situations where a conflict of interest may occur, and must immediately disclose to ZANACO any conflict of interest that does arise. Further, suppliers must avoid the appearance of a conflict of interest and never offer/accept inappropriate gifts, entertainment or hospitality. Zanaco, therefore, prohibits the solicitation, arrangement or acceptance of bribes intended to benefit a supplier, or the supplier's family, friends or acquaintances. Failure to adhere to these laid down procedures may result into a vendor being blacklisted from offering services to the Bank.

Suppliers are expected to promptly declare if any of their staff members have any relative employed with the Bank and if any of their staff members were previously employed with the bank, providing specific details of such persons. Failure to make such a declaration shall be construed as a conflict of interest and may result in the debarring of the supplier from participation in the bank's procurement activities and or legal action as deemed fit by the bank.


## 5.13 Bribery and Corruption

Zanaco does not tolerate bribery, fraud or misuse of influence and position in any way and has committed itself to combat corruption. Facilitation payments are bribes and must not be paid. Suppliers and their sub-contractors must not engage in corruption such as bribery or any form of improper or unlawful payment under any circumstances including financial fraud, money laundering, and extortion or facilitation payments. We expect all suppliers to abide by the Anti-Corruption Act, No. 3 of 2012 and any other local or international laws to which the supplier is subject, provided that the local laws shall apply to the extent of any inconsistency. No supplier is permitted to pay or offer a

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	SUPPLIER CODE OF CONDUCT	Date: 01 September 2024
	Document Classification: Internal and External	Version: 1.0

bribe in any form on behalf of ZANACO. It is our policy that suppliers involved in offering bribery will be terminated and excluded from any potential engagement opportunity.

#### 5.14 Reporting of bribery and suspicious activity

ZANACO is committed to the highest possible standards of openness, probity and accountability. In line with that commitment, we expect all suppliers and other person(s) that we deal with, who have serious concerns of malpractice or suspected malpractice to report them without fear of victimization, subsequent discrimination, disadvantage or loss of business. In accordance with the Whistleblowing Policy guided by the Public Interest Disclosure (Protection of Whistle-blowers) Act and the Anti-Corruption Act, ZANACO assures the confidentiality of any reports received from Suppliers regarding our operations.

If suppliers become aware of any actual or suspected breach of this Code or any malpractice/suspected malpractice on the part any bank employee or other supplier, they should report this to their usual ZANACO contact through Supply Chain Management or to the ZANACO Compliance Department. If these channels may not be appropriate, or if the supplier fears that reporting the suspicious activity may result in victimization or backlash, the bank has appointed a Trusted Person, KPMG, to receive confidential reports of malpractice on its behalf. The supplier is advised to take the steps outlined below:


- ❖ Keep reported information confidential and only disclose to the appointed "Trusted Person" - KPMG;
- ❖ Provide the Trusted Person the information necessary to assess the report and facilitate a possible investigation into the reported malpractice, such as:
  - When and where the malpractice happened;
  - Details of the malpractice; and
  - Name(s) of the suspected offender(s).
  - A means through which the Trusted Person contact you for any further clarifications required and on the results of your report.

CONTACT	CONTACT DETAILS
KPMG CONTACT DETAILS	<ul style="list-style-type: none"> <li>❖ +260 211236372 or +27125435426</li> <li>❖ <a href="mailto:fraud@kpmg.co.za">fraud@kpmg.co.za</a></li> <li>❖ <a href="http://www.thornhill.co.za/kpmgethicslinereport">http://www.thornhill.co.za/kpmgethicslinereport</a></li> <li>❖ <a href="mailto:ethicsline@kpmg.co.za">ethicsline@kpmg.co.za</a></li> </ul> <p>Note: 24hrs hotline</p>
SCM CONTACT DETAILS	<p>The Head Supply Chain Management</p> <ul style="list-style-type: none"> <li>❖ Zanaco Head Office</li> <li>❖ Chainda Place</li> <li>❖ Supply Chain Management Department, 4<sup>th</sup> Floor</li> <li>❖ Lusaka, Zambia.</li> </ul> <ul style="list-style-type: none"> <li>❖ Email: <a href="mailto:Mutinta.chibuye@zanaco.co.zm">Mutinta.chibuye@zanaco.co.zm</a></li> <li>❖ Phone Number:</li> <li>❖ Vendor Visiting Days: Friday 9hrs to 13hrs.</li> </ul>

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	SUPPLIER CODE OF CONDUCT	Date: 01 September 2024
	Document Classification: Internal and External	Version: 1.0

<b>COMPLIANCE CONTACT DETAILS</b>	
	The Executive Head Compliance <ul style="list-style-type: none"> <li>❖ Zanaco Head Office</li> <li>❖ Chainda Place</li> <li>❖ Compliance Department, 3<sup>rd</sup> Floor</li> <li>❖ Lusaka, Zambia.</li> </ul>

### 5.15 Confidentiality

Except with prior written consent of ZANACO, suppliers shall not, at any time communicate to any person or entity any confidential information acquired in the course of the services rendered. In addition, suppliers and their experts shall not make public the recommendations in the course of or as a result of the services rendered in ZANACO. All vendors shall be required to sign an NDA before engaging into any business discussions and/dealings with the Bank.

### 5.16 Data Protection

The Supplier and all its employees, agents or subcontractors recognise and acknowledge that Zanaco is a licensed commercial bank with an obligation to keep all of its customer data and banking details private and confidential. In the course of providing its services to Zanaco, the supplier, its employees, agents or subcontractors shall not engage in any acts or omissions that will lead to Zanaco breaching its statutory duty to protect the data of its customers and to keep all private information of its customers confidential. Once allowed access to the Bank's premises and systems, the Supplier will conduct its business and supply its goods or services in such a manner as to ensure compliance with the provisions of the Data Protection Act, No. 3 of 2021

### 5.17 Banking Details

Vendor must ensure that banking details are provided to Zanaco through a fully signed Headed letter giving complete details. The letter must also be accompanied by a bank letter from the vendors Bankers.


For Ease of payment, vendors are encouraged to open a business account with Zanaco. Vendors banking with Zanaco will experience instant payments due to none interbank transfer time lags. In addition, payment transfers from one Zanaco account to another Zanaco account have less risk of payment failure that may arise using interbank transfers. The Bank is available to facilitate the opening of accounts and vendors are encouraged to the business banking team: [Businessbanking@zanaco.co.zm](mailto:Businessbanking@zanaco.co.zm) or visit Zanaco Head office, 2<sup>nd</sup> Floor, South-end, Cairo Road.

### 5.18 Settlement of Invoices

ZANACO standard payment terms is within 30 days upon acknowledgement and receipt of the invoice and supporting documentation by the Bank. For Ease of payment, vendors are encouraged to open a business account with Zanaco. Payment is subject to validation of invoice provided by the vendor by the end user within 5 working days upon receipt of the invoice. Note that all ZANACO invoices are subject to ZRA clearance. Vendors should ensure that their account with ZRA is in good order to avoid late payments on account of ZRA clearance.

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	SUPPLIER CODE OF CONDUCT	Date: 01 September 2024
	Document Classification: Internal and External	Version: 1.0

Invoices will ONLY be accepted by the Bank if supported by a reconciled supplier statement, goods delivery note, copy of contract and purchase order. Taxable vendors should ensure that invoices submitted are tax compliant. The Bank reserves the right not to process any invoices that is deemed not appropriately supported.

5.19 Know your Vendor Compliance

We recognize that our supply chain partners share many risks and opportunities as we do. Vendor Due diligence (VDD) is an essential part of a robust risk compliance program and vendor onboarding, that protects the Bank from further risk exposure.

Zanaco therefore requires that all vendors before engagement into any dealings/ business with the Bank must submit their Know your Vendor (KYV) information that confirms the company is legitimate/licensed and is conforming with the law and applicable regulations. This review and Sanction screening shall also be conducted periodically as and when the Bank chooses.

The KYV checklist is attached in the Appendix. Information that will be found to be false or a misrepresentation shall immediately lead to supplier blacklisting. Only vendors that will be compliant will be onboarded onto the Banks panel list of vendors.

At the beginning of each year, vendors will be requested to submit their latest Tax clearance certifications and any new documents that they may have acquired. Vendors are also encouraged to submit documentation as and when acquired in order to ensure their records are up to date.

5.20 Supplier Registration Process


Zanaco identifies its vendors through advertisement of the vendor registration exercise in the national papers every two years. Registration of new suppliers will be opened to the public as per timelines set forth in the advert. Vendors can access the supplier registration advert in the newspaper and on the Zanaco website. Upon completion of the required information, completed documents are to be returned to Zanaco at the time of vendor registration closing and opening. Zanaco will review, evaluate and conduct internal screening on all submissions. All prospective suppliers shall be contacted as necessary.

Vendors can also be added to the panel list of vendors upon being successful to a tender process through open Bidding tender methods.

5.21 Sanctions

The Bank, in addition to any contractual or legal remedies, shall be at liberty to invoke actions against a supplier as a result of the supplier’s breach of the code of conduct. These actions will depend on the nature and gravity of the breach and they shall include but will not be restricted to the following:

- The Bank may issue formal warnings to the supplier in breach of the code of conduct and expect compliance by the vendor failure to which more severe actions will be imposed.
- The Bank may invoke the immediate termination of contracts and or Purchase orders running with the bank at the point of breach of the code.

 <b>zanaco</b>	SUPPLIER CODE OF CONDUCT	Date: 01 September 2024
	Document Classification: Internal and External	Version: 1.0

## 5.22 Suspension of bidder or supplier

The bank may, on its own motion or on the recommendation of an investigative agency, suspend a bidder or supplier from participating in procurement matters where the bidder or supplier has—

- offered, given, or agreed to give, directly or indirectly an inducement or anything of value to an officer to influence the decision or proceeding of a procurement in the bank;
- provided false information in a bid or any other document submitted to the Bank in connection with a procurement process or contract;
- connived to interfere with the participation of other bidders;
- refused to sign a contract or to furnish a performance security/advance Payment Guarantees in accordance with the terms of the solicitation document and bid, if required to do so;
- assigned a contract to a third party;
- failure to meet the internal screening procedures of the bank
- failed to comply with a bid securing declaration; or
- non-performance or under performance of contractual obligations except that the non-performance or under performance is not due to any *force majeure*.

The Bank shall where it deems fit, upon receipt of a recommendation to suspend or permanently bar a bidder or supplier, immediately—

- notify the bidder or supplier, in writing, giving full details of the recommendation to suspend or bar and invite the bidder or supplier to submit information or evidence in the bidder's or supplier's defense; and
- institute an investigation.


## 5.23 Permanent bar of bidder or supplier

The Bank may, on its own motion or on recommendation of a law enforcement agency, permanently prohibit a bidder or supplier from participating in procurements on the following grounds:

- committing an offence relating to procurement under this Policy or any other law;
- giving false information about the bidder's or supplier's qualifications;
- failure to meet the internal screening procedures of the bank
- misconduct relating to the submission, evaluation and awarding of bids, including corrupt, fraudulent, collusive or coercive practices, price fixing, a pattern of under- pricing of bids and breach of data protection laws & regulations, and confidentiality;
- conviction of a criminal offence relating to obtaining or attempting to obtain a contract or subcontract;
- conviction of a crime related to business or professional activities; or
- any other grounds as prescribed.

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	SUPPLIER CODE OF CONDUCT	Date: 01 September 2024
	Document Classification: Internal and External	Version: 1.0

The Bank shall where it deems fit communicate, in writing, to the bidder or supplier, its decision to suspend the bidder or supplier stating–


- a. the name and contact details of the bidder or supplier;
- b. the details of the procurement requirement to which the suspension relates, including any reference number;
- c. that the bidder or supplier is excluded from participating in all public procurement for a specified period;
- d. the grounds for the suspension;
- e. that the suspension applies to any "successor in interest," which shall include any entity which employs, or is associated with, any partner, director, or named officer of a suspended entity; and
- f. that the suspension does not relieve the bidder or supplier of responsibility for obligations under any existing contracts entered into before the suspension.

Note: The Bank will have the sole discretion to determine whether notification containing the above information must be sent to the affected bidder/s depending on the sensitivity of the case being dealt with.

**6.0 WORKING WITH OUR SUPPLIERS ON MEETING THE SUPPLIER CODE**


The Bank expects its suppliers to be transparent about their social, environmental and economic sustainability practices and actively engage in our policies and processes. ZANACO monitors its suppliers and asks about their business practices through questionnaires to help identify and assess potential ethical and social risks. The Bank further reserves the right to verify compliance and to conduct supplier audits as part of our on-going compliance monitoring at any point during the contractual relationship. In case of non-compliance the Bank will work with our suppliers to address the findings through remedial actions.

The Bank will actively engage with its suppliers at a very early stage in our procurement activities to ensure the Code is put into practice and is continuously tracked. This is done through ZANACO's **Supplier Registration Process** which takes place prior to supply commencing for our core materials and services.

	SUPPLIER CODE OF CONDUCT	Date: 01 September 2024
	Document Classification: Internal and External	Version: 1.0

7.0 CONTACT US

Zanaco Head Office  
Chainda Place  
Supply Chain Management Department  
4<sup>th</sup> Floor  
Lusaka,  
Zambia.  
Email: [procurement@zanaco.co.zm](mailto:procurement@zanaco.co.zm)/[Mutinta.chibuye@zanaco.co.zm](mailto:Mutinta.chibuye@zanaco.co.zm)  
Phone Number:  
Vendor Visiting Days: Friday 9hrs to 13hrs on appointment basis however, queries can be submitted on email.

	SUPPLIER CODE OF CONDUCT	Date: 01 September 2024
	Document Classification: Internal and External	Version: 1.0

**Acknowledgement and Acceptance**

This is to certify that I/We have fully read and understood the Zanaco Supplier Code of Conduct. Having fully read and understood the supplier obligations under the code, I/We hereby commit My/Our Company to fully comply with the principles of this code of conduct

Supplier Name: .....

Name of Authorized Signatory: .....


Signature: .....

Date: .....

Note: This acknowledgment and acceptance shall be part of the vendor registration documents and may be requested to be submitted by a supplier at any point in time

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 <b>zanaco</b>	SUPPLIER CODE OF CONDUCT	Date: 01 September 2024
	Document Classification: Internal and External	Version: 1.0



### Zambia National Commercial Bank Plc (ZANACO) Know Your Vendor Questionnaire


*Zanaco has a robust risk compliance culture and vendor due diligence (VDD) is part of the risk program that protects the Banks environment. All Suppliers of Goods, works and /or Services currently engaging in business dealings with Zanaco are required to complete this Know your Vendor questionnaire fully and submit together with the full company profile. Failure to furnish the information requested may result in rejection of the application and/or removal from current supplier list. The list may be amended from time to time*

KNOW YOUR VENDOR CHECKLIST	
Part 1	
Section 1: General Information	
1	Name of Company /Business (Legal):
2	Location of Business Premises  Town: Country: Physical Address: Street/Road: Name of building: Floor: Room No.
3	Postal Address  Address: Postal Code: P.O Box Number: Town:

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 <b>zanaco</b>	SUPPLIER CODE OF CONDUCT	Date: 01 September 2024
	Document Classification: Internal and External	Version: 1.0


	Country Branches (If Any): 1.....  2.....  3.....  .	
4	Mailing address (If different)	
5	Telephone Mobile:  Landline	
6	Website:	
7	Email	
8	Primary contact for purpose of this registration/ due diligence:	Contact Person: Contacts Title: Contacts Phone: Contacts Email:
9	Provide the names and contact details of your company lawyers/ legal representatives	
10	Nature of Business (Tick where appropriate) and attach dealership/appointment letter	1. Manufacturer 2. Trader 3. Authorized Agent 4. Retailer 5. Trader 6. Consulting Firm 7. Other 8. Other, (Please Specify) .....  (Attach dealership appointment letter)

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	SUPPLIER CODE OF CONDUCT	Date: 01 September 2024
	Document Classification: Internal and External	Version: 1.0

11	For IT services, show proof of accreditation as either support centers or solution providers for companies such as Microsoft, HP, Dell, Lenovo, Cisco etc.	
12	Year of establishment:	
13	Number of full-time staffs	
Section 2: Registration Details		
14	<p>Attach the following documents</p> <ul style="list-style-type: none"><li>•Certificate of Registration/Incorporation No,</li><li>•VAT Registration Number</li><li>•TPIN Certificate (Applicable for Local Vendors)</li><li>•Certified copy of Tax Registration Certificate/ Valid Tax Clearance Certificate</li><li>•Trade License Number</li><li>•Certified copy of PACRA Form 3-part C Printout Showing Names of Company Directors (Applicable for Local Vendors)</li><li>•Shareholder certificate for Foreign companies</li><li>•Directors Names submitted with full residential address, National Registration Cards.</li><li>•Certified copy of Bank Letter from the vendor's bank Confirming Banking Details</li><li>•Proof of registration with NCC registration for construction company's or any other regulatory bodies.</li></ul>	

	SUPPLIER CODE OF CONDUCT	Date: 01 September 2024
	Document Classification: Internal and External	Version: 1.0

	<ul style="list-style-type: none"><li>•Proof of franchise (where Applicable)</li><li>•(Must attach copies of all the above relevant documents)</li><li>•Certified copy of Zambia Development Agency Investment License where applicable</li><li>•Latest Annual PACRA Returns</li><li>•Affiliation to applicable regulatory/professional bodies and dealership certificates and licenses (including any practicing certificates by the individuals who would be carrying out the particular service)–where applicable</li><li>•Fully Signed NDA by authorized personnel</li><li>•Quality assurance certificates issued to company</li><li>•Company Profile</li></ul>																									
15	Provide information about the company's Directors, Partners and owners (attach additional information if required):	<table><tr><th>Name</th><th>Identity Number</th><th>Position (e.g. Owner, Director)</th><th>Ownership Percentage (if any)</th><th>Nationality</th><th>Physical address and country of residence</th></tr><tr><td>1</td><td></td><td></td><td></td><td></td><td></td></tr><tr><td>2</td><td></td><td></td><td></td><td></td><td></td></tr><tr><td>3</td><td></td><td></td><td></td><td></td><td></td></tr></table>	Name	Identity Number	Position (e.g. Owner, Director)	Ownership Percentage (if any)	Nationality	Physical address and country of residence	1						2						3					
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16	Provide Information if Ownership resides with a legal entity	<table><tr><th>Company Name  (company Authority i.e. shareholding, Board membership etc.)</th><th>Ownership Percentage</th><th>Decision Making authority (Y/N)</th><th>Ownership Percentage (if any)</th><th>Country of Origin</th></tr><tr><td>1.</td><td></td><td></td><td></td><td></td></tr><tr><td>2.</td><td></td><td></td><td></td><td></td></tr></table>	Company Name  (company Authority i.e. shareholding, Board membership etc.)	Ownership Percentage	Decision Making authority (Y/N)	Ownership Percentage (if any)	Country of Origin	1.					2.													
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		3.															
17	Relationship with ZANACO	<table><thead><tr><th>Description</th><th>Comment</th></tr></thead><tbody><tr><td>Product/services which you provide to ZANACO (currently or previously)</td><td></td></tr><tr><td>Value of your sales to ZANACO for the past 3 years and by product/services</td><td></td></tr><tr><td>Percentage of your annual turnover ascribable to ZANACO</td><td></td></tr><tr><td>Your current ZANACO contact person</td><td></td></tr></tbody></table>						Description	Comment	Product/services which you provide to ZANACO (currently or previously)		Value of your sales to ZANACO for the past 3 years and by product/services		Percentage of your annual turnover ascribable to ZANACO		Your current ZANACO contact person	
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Section 3: Financial information																	
18	Please provide a copy of the company's most recent Annual/ Audited Financial report/certified copies of the Bank statement for last six months.  Note: (Companies registered six months or less should provide all available bank statements)																
19	Annual Turnover in (ZMW)																
20	Bank Name:																
21	Account Name:																
22	Account Number:																
23	Branch Address:																
24	Swift Code:																

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25	Types of Account:		
26	Payment Terms: Zanaco standard payment terms for supply, service and works contracts is 100% payment within 30 days after delivery of goods and upon receipt of contractor's invoice and shipping documents. Prepayment is in general only acceptable against a prepayment guarantee covering the full amount of the prepayment.	Agreed:  Disagreed:  Comment:	
27	For Ease of payment, confirm if you would like to open a business account with Zanaco.		
28	Zanaco Supplier Code of conduct: by Submitting this registration, we agree to the Zanaco Supplier Code of conduct	Agreed:  Disagreed:  Comment:	
Section 4: Technical Capability and Information on Goods/ services offered			
29	List of international quality assurance certification held by your company (a copy of each certificate shall be endorsed):	1. 2. 3.	
30	List of Local and national quality assurance certification held by your company (a copy of each certificate shall be enclosed) e.g. ISO 9000 or Equivalent	1. 2. 3. 4.	
31	List below up to five (5) of your core goods/services offered:	Description, Brand/Manufacturer, Model	National/International Quality Standard to which item conforms

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32	Do you have a Business Continuity Plan (BCP) Tick where appropriate	YES  NO																													
Section 5: Experience																															
32	Firm years of experience																														
33	Names of companies where your firm has provided services to and contact details of persons who may be contacted for more information.	<table><thead><tr><th></th><th>Organizati on</th><th>Conta ct person</th><th>Positio n</th><th>Telepho ne</th><th>Last 12 months (Tick)</th><th>Last 24 months (Tick)</th></tr></thead><tbody><tr><td>1</td><td></td><td></td><td></td><td></td><td></td><td></td></tr><tr><td>2</td><td></td><td></td><td></td><td></td><td></td><td></td></tr><tr><td>3</td><td></td><td></td><td></td><td></td><td></td><td></td></tr></tbody></table>			Organizati on	Conta ct person	Positio n	Telepho ne	Last 12 months (Tick)	Last 24 months (Tick)	1							2							3						
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34	Three Reference letters from satisfied clients where the firm successfully provided similar services. The reference letter should be on company Letter head																														
Part 2: Sole Proprietor																															
35	General Information	Name in full .....  Age .....  Nationality .....																													

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36	Partnership	<p>Give details of partners as follows:</p> <table><thead><tr><th>Name in full</th><th>Nationality</th><th>Citizenship Details</th><th>Shares</th></tr></thead><tbody><tr><td>1 .....</td><td>.....</td><td>.....</td><td>----</td></tr><tr><td colspan="4">-----</td></tr><tr><td>2 .....</td><td>.....</td><td>.....</td><td>----</td></tr><tr><td colspan="4">-----</td></tr><tr><td>3 .....</td><td>.....</td><td>.....</td><td>----</td></tr><tr><td colspan="4">-----</td></tr><tr><td>4 .....</td><td>.....</td><td>.....</td><td>----</td></tr><tr><td colspan="4">-----</td></tr><tr><td>5 .....</td><td>.....</td><td>.....</td><td>----</td></tr><tr><td colspan="4">-----</td></tr><tr><td>6 .....</td><td>.....</td><td>.....</td><td>----</td></tr><tr><td colspan="4">-----</td></tr></tbody></table>	Name in full	Nationality	Citizenship Details	Shares	1 .....	.....	.....	----	-----				2 .....	.....	.....	----	-----				3 .....	.....	.....	----	-----				4 .....	.....	.....	----	-----				5 .....	.....	.....	----	-----				6 .....	.....	.....	----	-----			
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37	Nature of Company (tick where applicable)	<p>a). Private or public</p> <p>b) Public Company</p> <p>c) Partnership</p> <p>d) Sole Proprietorship</p> <p>(state whichever is applicable) .....</p> <p>. Give details of all directors as follows:</p> <table><thead><tr><th>Name in full</th><th>Nationality</th><th>Shares</th><th>Physical</th></tr><tr><td colspan="4">Address</td></tr></thead><tbody><tr><td>1. ....</td><td>.....</td><td>.....</td><td>-----</td></tr><tr><td colspan="4">-----</td></tr><tr><td>2. ....</td><td>.....</td><td>.....</td><td>-----</td></tr><tr><td colspan="4">-----</td></tr><tr><td>3. ....</td><td>.....</td><td>.....</td><td>-----</td></tr><tr><td colspan="4">-----</td></tr></tbody></table>	Name in full	Nationality	Shares	Physical	Address				1. ....	.....	.....	-----	-----				2. ....	.....	.....	-----	-----				3. ....	.....	.....	-----	-----																							
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<b>CERTIFICATION</b>		
<p>I/We have completed this form (s) accurately at the time of reply and it is agreed that all responses can be substantiated by documentary evidence, if requested to do so. Any inaccuracy in the information filled herein will be used as grounds for removal from or termination of the qualification process.</p> <p>I/We confirm that I/We are not insolvent, in receivership, bankrupt or being wound up, our business activities have not been suspended and we are not the subjects of legal proceedings for any of the foregoing.</p> <p>I/We confirm that I/We have fulfilled our obligations to pay taxes and social security contributions.</p> <p>Signature:</p> <p>For and behalf of:</p> <p>Name:</p> <p>Designation:</p> <p>Date:</p>		
<p>NOTE: Completing this form does not automatically mean suppliers will be added to our Approved Supplier Base. Zanaco will review and evaluate submissions and contact prospective suppliers as necessary.</p>		

- Notes:**
- 1. Information that will be found to be false or a misrepresentation shall immediately lead to supplier blacklisting.
  - 2. All supporting documentation is to be attached as an annexure to this questionnaire. Zanaco does not accept responsibility for the loss of original documentation. All supporting documentation e.g. Trading licenses etc. are to be certified copies of the original
  - 3. Zanaco may request additional information from the Company.
  - 4. Zanaco reserves the right to verify or request documentary evidence to verify all statements made on this questionnaire.

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5. MANDATORY Attachments to be submitted with the Registration Questionnaire:

- Certificate of Incorporation
- Memorandum / Articles of Association
- Trading License
- VAT Certificate / Tax Clearance Certificate
- Company Profile
- Agency Distributor Agreements
- PACRA Form C or shareholder's certificate for foreign vendors
- Directors' Names and their physical address (if different from PACRA Forms)
- Copies of IDs for Directors
- All other certificates as may be applicable like NCC, EIZ etc.
- NDA

6. Zanaco reserves the right to inspect the premises of the Vendor prior to registration to determine the vendor's ability to supply Goods and/or services as may be required by the Bank.

7. The vendor acknowledges that registration with Zanaco does not automatically mean offer of business. The vendors will compete with others within the categories.

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