

INVEST IN ZAMBIA

INVEST IN THE HEART OF AFRICA

ARE YOU SEARCHING FOR A DYNAMIC MARKET TO INVEST IN?

LOOK NO FURTHER.....

If you are looking for a safe and robust investment, there are plenty of good reasons why Zambia should be your preferred investment destination.

Apart from its radiant beauty and friendly people, Zambia has abundant lucrative investment opportunities in all sectors of the economy. Since independence, Zambia has been steadfast in strengthening its political, economic, and social frameworks, which subsequently contributed to establishing Zambia as a preferred investment destination in Africa.

With a stable political foundation characterized by governance through democratically elected representatives of the people, the Country has become a beacon on the Continent for peace, stability, and rule of law. Strong political will and Governments' endeavor to facilitate the realization of the dreams of its citizens through appropriate policies has remained the cornerstone of private sector development.

We are cognisant of the need to sustain macro-economic stability if we are to achieve sustainable economic and social development for our people. Through the development of a robust monetary regulatory framework, the banking system has become as sophisticated as any world class system in the world, offering numerous packages and financial instruments tailor-made to the needs of specific investors.

Sitting at the heart of Africa, Zambia offers access to vast markets within and beyond its borders through various

bilateral and multilateral agreements as well as its membership to regional economic blocs such as the Tripartite Free Trade Area, (TFTA) Southern Africa Development Community (SADC), the Common Market for East and Southern Africa (COMESA), and the African Continental Free Trade Area (AfCFTA).

The national development agenda is premised on meeting the needs of the current generation without compromising the ability of future generations to meet their needs. In that regard, Zambia takes her commitments towards the sustainable management of natural resources very seriously, as shown in national documents such as the National Environmental Policy, National Biodiversity Strategy, and National Policy on Climate Change.

In the recent past, doing business in Zambia was made easier through various reforms aimed at streamlining regulation and business registration procedures. Consequently, Zambia's ease of doing business ranking has been steadily improving compared to most of its peers in Africa.

Look no further. We are open for business.

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AT A GLANCE

Zambia is a vibrant middle-income country at the heart of Africa, rich in history and natural resources. It is one of the friendliest places in the world for adventure living or working from.. Its rich cultural and religious diversity has made it a home for people of various ethnic backgrounds and lifestyles. The availability of a tranquil environment as well as quality social, education, and health services has made Zambia a preferred home away from home.

Location: South-Central Africa with 8 neighboring countries.

Capital City: Lusaka, a growing cosmopolitan city and seat of COMESA.

Climate: sub-tropical climate with 3 seasons' i.e. rainy, winter, and summer.

Population: fast growing population with 18.82million people.

Government: A republic with multi-party democracy and parliamentary system of representation.

Languages: English (official), with native languages such as Nyanja, Bemba, and 71 others.

Religion: Christianity is the largest religion. Others include Islam, Hinduism, Sikhism, Judaism, and Baha'i Faith.

Time Zone: Greenwich Mean Time (GMT) +2 hours.

Currency: Zambian Kwacha (ZMW)



A COUNTRY OVERFLOWING WITH OPPORTUNITIES FOR BUSINESS

Beyond its rich natural heritage and scenic beauty, Zambia offers lucrative and safe investment opportunities through a unique blend of market access, abundant and affordable factors of production, competitive investment incentives, and ease of doing business, to mention a few.

Private sector reforms aimed at streamlining business registration and regulation made doing business in Zambia easier, evidenced by Zambia's notable improvement in the World Bank's Ease of Doing Business Rankings since 2015. Coupled with other initiatives that Government is implementing, these reforms have created a dynamic business regulatory framework that is responsive to the needs and expectations of investors.

Bordered by 8 neighboring countries and membership in the 16-member SADC, and 19-member COMESA regional trading blocs with populations of 346.2 and 492.5 million respectively, Zambia offers preferential access to vast international markets within and beyond the continent. In addition, the latter has been enhanced by bilateral and multilateral agreements such as the Tripartite Free Trade Area (TFTA), the African Growth and Opportunity Act (AGOA), and the Everything But Arms (EBA) Initiative which have enhanced duty and quota-free market access to America and Europe respectively.

Other notable factors include:

- No Controls on prices, interest rates, and foreign exchange rates;
- free repatriation of debt repayments;
- 100% repatriation of net profits;
- Guarantees and security to investors;
- Availability of quality world class banking, financial, legal, and insurance services;
- Provision of a wide range of investment incentives;
- Expansive road, rail, and air transport infrastructure connecting the country to ports all over the world;
- Double Taxation Agreements with 23 countries; and
- No restrictions on entry and exit from any commercial sector of the economy

ECONOMIC GROWTH AND STABILITY, A CATALYST FOR INVESTMENT AND DEVELOPMENT

Zambia has a well-developed market economy. Its strong economic performance over the years is testimony to the nation's open, outward-oriented development strategy. Like most global economies, Zambia's was not

immune from the negative effects of the COVID-19 global pandemic and other external shocks such as volatile commodity prices due to the US-China Trade War continued to exert pressure on economic performance hence, pushing the economy into recession with a growth of negative 2.9%. Despite this backdrop, Zambia's economic growth rate as well as its standard of living as measured by the per capita GDP, grew well above the Sub-Saharan Average which was growing around negative *(3.3%).

1st IN AFRICA FOR **EASE OF GETTING CREDIT**

Zambia is ranked 1st in Africa and 3rd in the world out of 190 countries in the World Bank's Ease of Doing Business Ranking.

7th IN AFRICA FOR **EASE OF DOING BUSINESS.**

Zambia is ranked 7th in Africa and 85th in the world out of 190 countries in the World Bank's Ease of Doing Business Ranking.

4th IN AFRICA AND 44TH IN THE WORLD FOR **PEACE AND SECURITY.**

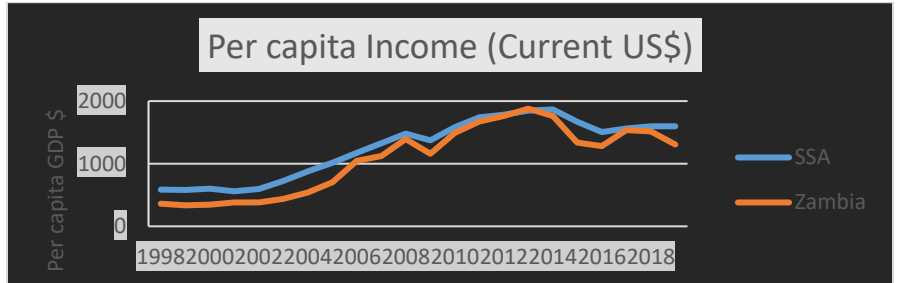
Zambia is ranked 44th out of 163 countries in the Safety and Security Global Peace Index.

Notwithstanding volatile global markets, the economy registered stable macroeconomic indicators such as inflation, currency exchange rate, and interest rates. Price stability also contributed to enhanced competitiveness of exports. The Central Bank has worked to maintain inflation in single digits with the exception of 2016 when the country faced energy and agriculture shocks due to drought.

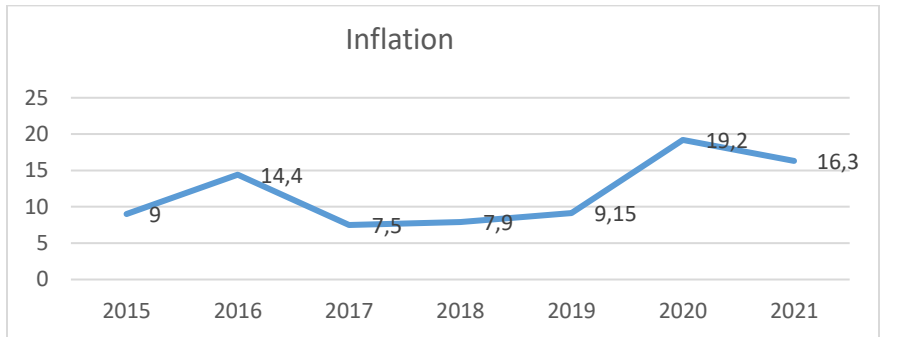
The Country has continued to enjoy increasing investment that has continued to be above the Sub-Saharan average. Having said that, Zambia's prospects for continued growth and stability are bright and will be realised through the continued implementation of reforms and policies aimed at private sector development.



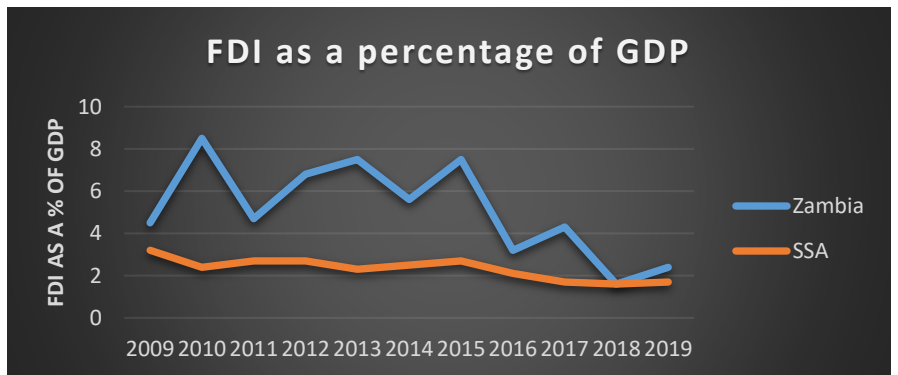
Source: World Bank, 2021



Source: World Bank, 2021



Source: Central Statistics Office, 2021



Source: World Bank, 2021

Economic Performance

Main FDI Investors

Canada USD 4.8 billion	Switzerland USD 2.7 billion	PR China USD 1.84 billion	Australia USD 2.1 billion
United Kingdom USD 1.2 billion	Nigeria USD 0.7 billion	USA USD 0.6 billion	Ireland USD 0.6 billion

Source: Bank of Zambia, 2021

Main FDI Sectors

Manufacturing USD 274.8 million	Deposit taking Corporations USD 159.7 million	Mining and Quarrying USD 129.6 million
Information and Communication USD 59.7 million	Electricity USD 110.2 million	Wholesale and Retail Trade USD 28.2 million

Source: Bank of Zambia, 2021

INVESTMENT OPPORTUNITIES IN PRIORITY SECTORS

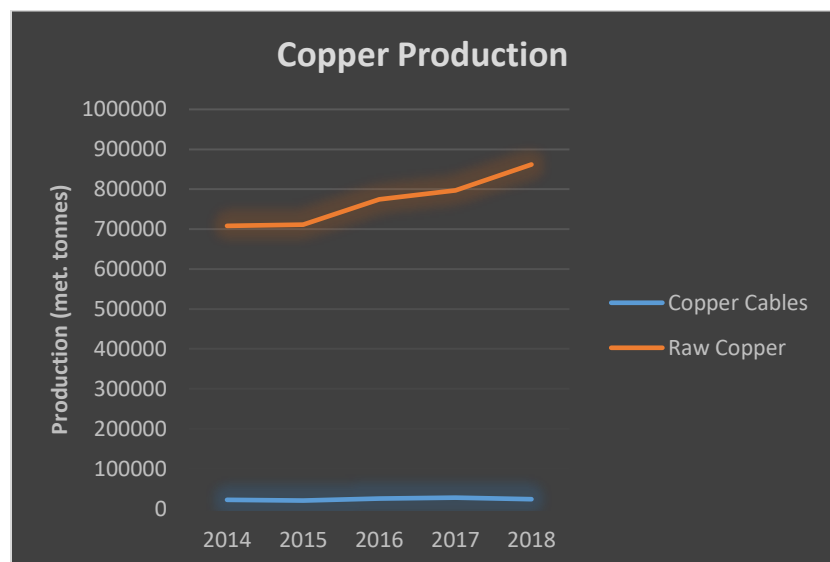
No matter the sector you want to invest in, you are guaranteed of winning when you invest in Zambia.

Mining

Zambia is the world's eighth largest producer of Copper that produced 797 metric tonnes in 2019 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. Zambia's Copper mines are concentrated in the Copperbelt Province, though the past decade has witnessed the establishment of mines in other parts of the Country such as the North-Western Province. Other mineral endowments include Gold, Zinc, Lead, Iron Ore, Manganese, Nickel, Feldspar, sands, Talc, Barite, Apatite, Limestone, Dolomite, Uranium, Coal, and gemstones (e.g. Diamonds, Emeralds, Aquamarine, Topaz, Opal, Agate and Amethysts). Notably, Zambia produces over 20% of the world's Emeralds with unutilized capacity to increase its production. This extensive range of mineral resources, including a variety of industrial minerals and energy resources such as Uranium, Coal and hydrocarbons present excellent investment opportunities especially in the area of extraction and processing of these minerals. Zambia's endowment of mineral resources is substantial, though the full potential of known mineral deposits is yet to be realized. A 2013 World Bank geological analysis suggested that Zambia's Copper deposits were larger than previously estimated, signaling massive exploration potential. This potential has started to be realized through recent explorations for oil and gas. Since the end of privatization of the

mines in 2000, approximately US\$17.50 billion has been invested in the sector by about 278 enterprises. Large scale Copper mining accounts for over 90% of these investments. In 2019, mining accounted for 9.9% of GDP, 26.7% of Government revenue, 2.4% of direct employment and 77% of exports. Even with so much investment in the sector, existing mines have only scratched the surface of the mineral wealth that lies underneath.

Government policy is strongly tailored towards the promotion of value addition to minerals such as copper through the introduction of incentives such as a preferential corporate tax rate of 15% for companies that add value to copper cathodes, compared to the standard 35% for other non-incentivized firms.



Source: World Mining Data, 2021

The illustration above indicates that a tremendous opportunity exists for investment in value addition to mining products such as copper. As shown, Zambia's production of raw copper (about 790,000 metric tonnes per annum) far surpasses its production of value added copper wires/cables (about 25,000 metric tonnes per annum).

Agriculture

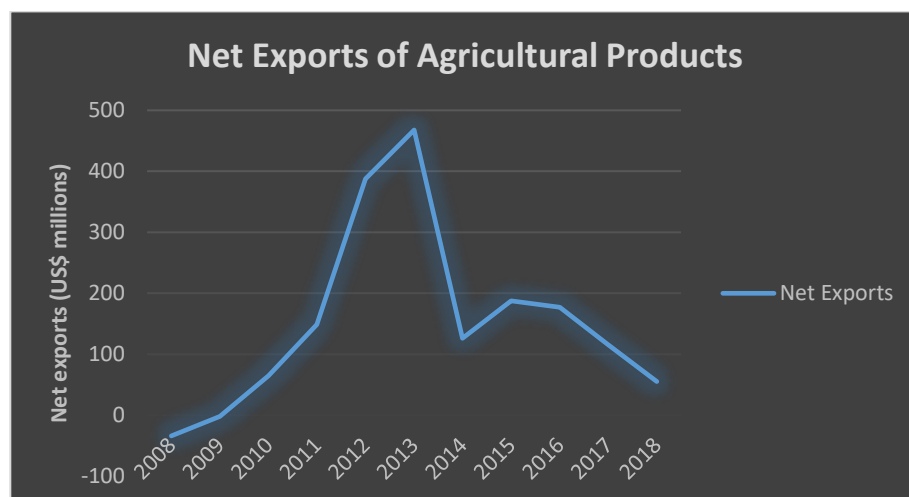
Zambia is endowed with a vast arable land resource base of 42 million hectares of which only 1.5 million hectares is cultivated every year. It has abundant water resources for irrigation accounting for 40% of the water resource in the SADC region. Given its vast resource endowment, Zambia has huge potential to expand its agricultural production. Its climate follows a similar pattern to that of most Southern African countries, experiencing rainy seasons between the months of November and April. The dry season is characterized by low humidity between the months of May and November. The average temperature in the summer is 30°C and gets as low as 5°C in the winter.

Despite the availability of vast arable land, transport infrastructure, availability of water, cheap labour, as shown by 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. In that regard, the Government has established farming blocks to facilitate investment in Agriculture.

Zambia's traditional crops include Maize, Cassava, Wheat, Sorghum, Rice, Sunflower, Groundnuts, Soya Beans, Mixed Beans, Irish Potatoes, Sweet

Potatoes, and Tobacco. Recent efforts have yielded the creation of a lucrative Cashewnut sub sector in the Western part of the Country. Agriculture remains a major contributor to Zambia's economy, contributing about 13% to the country's GDP. The current drive by Government is to enhance value addition by promoting Agro-processing through programmes such as the Zambia Agri-business and Trade Project (ZATP).

Agro-processing opportunities in Zambia are in Peanut butter production, Cashew nut processing, Animal or Stock feed production, Cassava processing, Grain Milling, Edible Oil Production, Fruit Canning, Juice Extraction, Meat, dairy and leather production, Fish Canning, Textiles, Bio-diesel production, and Honey processing, to mention a few.



Source: UNCTADSTATS, 2021

The above graph indicates that for the past 10 years, Zambia has maintained its status as a net exporter of agricultural products. As shown by the decline in exports in 2013, the drought that occurred in that year reveals an opportunity for investment in the production of modern agricultural technologies such as irrigation systems as well as research and development in drought-resistant crop breeds.

Since the Agriculture sector was identified as a priority sector of development, incentives are offered to investors in this sector such as a preferential corporate tax rate of 10% compared to the 35% levied to un-incentivized sectors.

Manufacturing

The manufacturing sector accounts for nearly 8% of the country's GDP and has been consistently growing due to increasing investments in the sector. Engineering, Textiles, Wood & Wood Products, Building Materials, Processed Foods, Chemicals, Leather and Leather Products, Electric Vehicles, Chemicals, Pharmaceuticals, Rubber, Plastic, paper, Tobacco, and Handicrafts are sub-sectors that offer the most opportunities for investment. Currently, the main manufacturing activities in Zambia are the: 1) Food and beverages ; 2) Textile and Leather Industries; 3) Wood and Wood Products; 4) Paper and Paper Products 5) Chemicals, Rubber and Plastic Products 6) Non-metallic mineral products; 7) basic metal products; and 8) Fabricated metal products.

The top destinations for Zambian exports in 2016 are China (US\$ 2.14 Bn), India (US\$719 M), South Africa (US\$486 M), United Arab Emirates (US\$ 392 M), and Belgium-Luxemburg (US\$ 297 m). Other significant markets outside Africa include Netherlands and Switzerland as well as Europe and North America through the EBA Initiative and AGOA respectively. Investment in this sector attracts both fiscal and non-fiscal incentives. Incentives designed to aid manufacturing enterprises in non-traditional sectors are being provided through initiatives such as the development of Multi-Facility Economic Zones and industrial parks.

These zones are provided with modern infrastructure in order to attract and facilitate the establishment of world-class enterprises in the country.

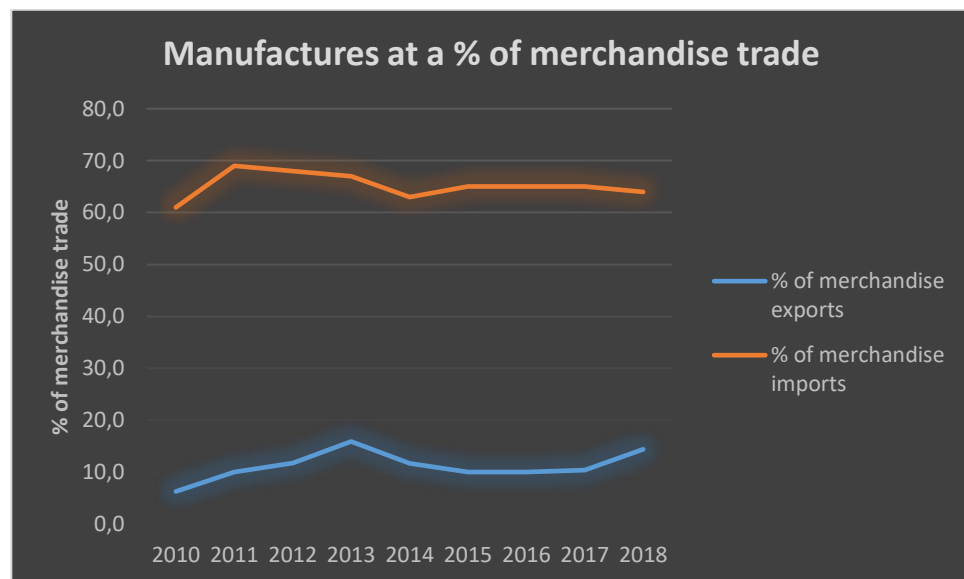
The MFEZs blend the best features of the free trade zones (FTZs), export processing zones (EPZs) and the industrial parks/zones concept and create the administrative infrastructure, rules and regulations etc that are a benchmark among the best dynamic economies. The blending of physical infrastructure with an efficient and effective administrative

infrastructure has created the ideal investment environment for attracting major world class investors.

Investment in an MFEZ is incentivized by fiscal incentives such as duty free importation of capital equipment and accelerated depreciation on capital in addition to non-fiscal incentives such as facilitation of permits, licenses, and access to utilities.

The MFEZ incentives are non-discriminatory and apply fairly to all eligible investors be it from Zambia or abroad.

The Government has to date declared six (6) areas as MFEZs and /or Industrial Parks namely: Chambishi, Lusaka East, Lusaka South, Lumwana; and Ndola (Sub Saharan gemstones exchange) and Roma as Industrial Parks.



Source: World Bank, 2021

The graph above shows that Zambia has traditionally been an importer of finished manufactured commodities and an exporter of primary commodities.

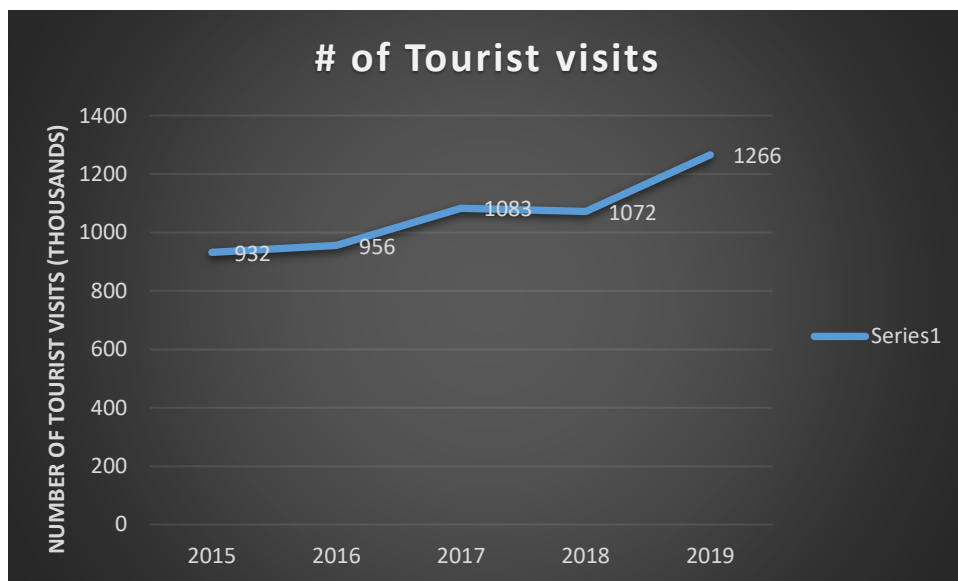
This points to a deficit of manufactured products within the Country, thereby highlighting opportunities for investment in sub-sectors such as:

- Agro-processing;
- Pharmaceutical products;
- Assembly of machinery and equipment;
- Cement;
- Packaging materials;
- Fertilizers;
- Textiles; and
- Tobacco products, to mention a few.

Tourism

The tourism industry has grown over the past years, with the establishment of hotels in the major tourist centres such as Livingstone and Lusaka. There is vast potential in the Tourism sector in Zambia due to its natural beauty (including the Victoria Falls, which is one of the most renowned beautiful transcendental Seven Natural Wonders of the World) and its wealth of wildlife that have not yet been fully exploited. Other waterfalls include Kalambo, Ngonye, Chishimba, Chipempe, and Ntumbachushi, to mention a few.

Zambia has 20 national parks and 34 game management areas with a total of 23 million hectares of land set aside for wildlife conservation. Also, the Country has numerous museums that house priceless historical artifacts such as Lusaka National Museum, Moto-Moto Museum, and Livingstone Museum. Zambia also boasts of various traditional ceremonies that take place at different times of the year where its rich cultural heritage is displayed. Lastly, the beautiful scenery and abundant wildlife around the country have promoted the growth of the movie tourism sub-sector where concessions are provided to movie production companies for shooting movies or documentaries on locations in the Country. In order to support the Tourism sector, Government has continued the construction of supporting infrastructure such as roads, railways, and bridges as well as facilitating the expansion of the service industry. Since this is a priority sector, investment attracts both fiscal and non-fiscal incentives.



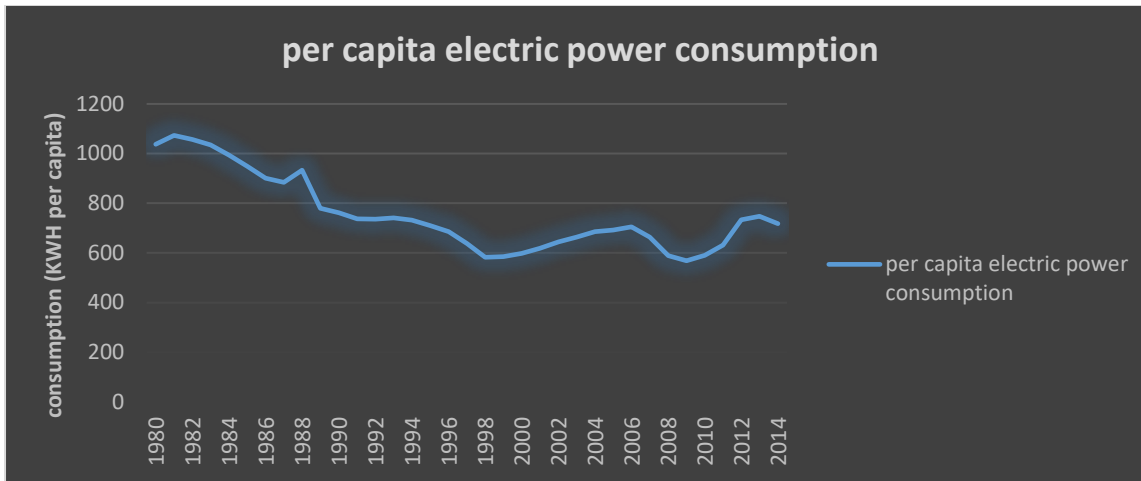
Source: World Tourism Organization, 2021

The illustration above shows that Zambia has been gradually strengthening its status as a preferred tourist destination in Africa. With an increase in tourist visits from about 900 in 2013 to over 1,000 in 2017, it is clear that the world is starting to discover the wonders that Zambia has to offer. Therefore, the bulk of investment opportunities in the sector are in services offered to tourists such as accommodation, restaurants, entertainment facilities, sports facilities, and safaris/game watching, to mention a few.

Energy

Of the installed 2,898 MW electricity generation capacity of Zambia, hydro power is the most important energy source with 2,398 MW (83%), followed by diesel and Coal. Zambia has about 6,000 MW unexploited hydro power potential due to abundant water resources, providing an opportunity for investment in hydro power generation. The demand for electricity has been growing at an average rate of 4% per annum, mainly due to economic activity in the Country, especially in the Agriculture, Manufacturing, and Mining sectors, respectively. The Country's growing population has also led to an increase in the demand for other sources of energy such as petroleum and solar energy for transportation and domestic use especially in rural areas, respectively. The state-owned ZESCO Ltd is the only entity that generates and transmit power, while companies such as the Copperbelt Energy Corporation (CEC) procure power from ZESCO for sell to the mines. The energy sector is regulated by the Energy Regulation Board (ERB).

Government is working to close the power deficit especially in rural areas by facilitating the availability of affordable energy in all parts of the country using programmes such as the Rural Electrification Programme which is spearheaded by the Rural Electrification Authority (REA). In addition to water resources, Zambia has abundant renewable and non-renewable resources including: 1) industrial minerals such as coal; 2) Agricultural land to support bio-fuels; 3) ample forests for bio-mass; 4) abundant wind for wind energy; 5) sunlight for solar power; 6) abundant hot springs for geothermal energy; and 7) availability of Uranium for nuclear power.

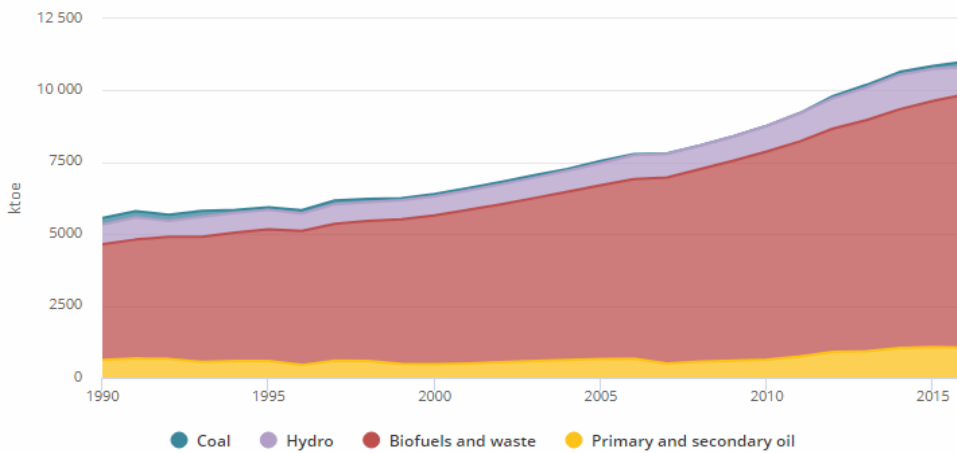


Source: World Bank, 2021

The table above shows that as Zambia’s population has gradually increased, its generation of electric power has not increased proportionately. As a result, the per capita consumption of electricity has been gradually declining from over 1,100 KWh per capita in 1980 to only 715 KWh per capita in 2014. This clearly speaks to an energy deficit that presents opportunities for profitable investments in the sector.

Zambia also presents potential for oil and gas drilling as shown by the massive exploration missions that are currently taking place in Northern and Luapula provinces, respectively. Though Zambia does not currently produce oil, soil samples from the aforementioned provinces that were tested in top laboratories in Europe showed good traces of crude oil. Investment in this sector attracts fiscal and non-fiscal incentives espoused in the ZDA Act.

Total Primary Energy Supply (TPES) by source* Zambia 1990 - 2016



Source: International Energy Agency, 2021

From the graph above, the main sources of Energy have been Hydro, Biofuels, Coal, and other Oils. As explained above, these sources are inadequate to meet Zambia’s energy deficit which is estimated by the International Growth Centre to be about 34% of demanded electricity. Therefore, investment opportunities exist in hydro power generation as well as renewable sources such as solar, wind, geo-thermal, bio-fuels, and nuclear.

ADDITIONAL INFORMATION

Investment Incentives

1. Investment in Priority Sectors, of not less than US\$ 500,000 by a foreign Investor and US\$ 50,000 by a local investor in Multi Facility Economic Zones (MFEZs), Industrial Parks, or in a Rural Enterprise are entitled to the following:
 - Accelerated depreciation on capital equipment and machinery (fixed assets)
 - Zero percent import duty rate on capital equipment and machinery for five years.
2. Investment of not less than US\$250,000 by foreign investor in any sector not provided for as a priority sector or product under the Act are entitled to only non-fiscal incentives as follows:
 - Investment guarantees and protection against expropriation;
 - Facilitation of the acquisition of land, water, electric power, transport, and communication services required for their investments;
 - Facilitation of immigration permits and other secondary licenses/permits
 - Provide 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
- 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

MFEZ Incentives

Investors that set up in a Multi Facility Economic Zone (MFEZ) or Industrial Park are eligible for additional tax incentives:

- Zero percent tax on dividends declared on profits made on exports from first year of commencement of works, for companies in a Multi Facility Economic Zone or Industrial Park, for a period of 10 years
- Zero percent tax on profits made on exports from first year of commencement of works, for companies in a Multi Facility Economic Zone or Industrial Park, for a period of 10 years
- For years 11 to 13 only 50 percent of profits to be taxed and;
- For years 14 and 15, only 75 percent of profits to be taxed

Attractive Tax Environment

- 10% corporate tax rate to firms in the Agriculture sector and Agro-processing
- 15% corporate tax for firms adding value to Copper cathodes and those manufacturing fertilizers
- 30% corporate tax to non-incentivized sectors
- Import duty of 25% for finished products, 15% for intermediate goods, and 0-5% for raw materials.
- 4% on business turnover below K 800,000/year
- 16% VAT
- 20% Withholding Tax Rate on dividends, interest, and branch profit remittances
- Graduated Pay As You Earn rates from 0-37.5%
- 10 and 15% export duty on leather hides and precious stones, respectively.
- 5% import duty on Copper and Cobalt Cathodes
- 15% export duty on precious metals and stones
- Pay As You Earn Threshold at ZMW 4,000

Banking and Finance

Zambia is served by a number of domestic and international banks which are playing a positive role in Zambia's economic development.

The commercial banks operating in Zambia have a well distributed network of branches with automated teller machines (ATMs) across the country.

All major credit cards are accepted in urban areas. 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).

There are no restrictions on importation of foreign currency into Zambia but all cash and travelers' cheques should be declared on Customs Form T2 available from customs officers at the port of entry. The following is a summary of Zambia's financial sector:

- 18 registered commercial banks with over 382 branches countrywide
- Non-bank financial institutions include
- 3 building societies, 1 credit reference bureau,
- 1 development finance institution,
- 8 leasing and finance companies,
- 1 savings and credit institution, 34 microfinance institutions, and
- 74 bureau de change
- Lusaka Stock Exchange with 25 listed companies and a market capitalization of about US \$ 6 billion
- Yield of up to 26% and 20% on Governments bonds and treasury bills , respectively
- Lending rates averaging 26.7% in 2019

Licenses/Permits

The Patents and Companies Registration Agency (PACRA) is the first port of call for local and foreign investors that issues companies with certificates of incorporation. Thereafter, ZDA issues certificates of registration and provides investment, export, and enterprise development incentives and guarantees. All companies in Zambia are expected to possess Tax Payers Identification Number (TPIN) Certificates, which are issued by the Zambia Revenue Authority (ZRA) upon registration. Other sector specific licenses and permits include:

- Immigration and work permits for foreign investors that are issued by Immigration Department.
- Investments in a Game Management area require a permit from the Zambia Wildlife Authority.
- Enterprises in the Tourism sector require a license from the Zambia Tourist Board. The Ministry of Tourism through the Hotels Board issues Hotel Licenses.
- Mining permits and licenses are issued by the Ministry of Mines and Mineral Development. These include large scale mining, small scale mining, prospecting licenses, prospecting permit, retention licenses, gemstone licenses, gemstone sales certificates, artisan's mining rights and the reconnaissance permits.
- Banking and other financial sector licenses/permits issued by the Bank of Zambia
- Aviation and road licenses issued by the Department of Civil Aviation and the Road Transport and Safety Agency (RTSA), respectively.
- Licenses issued by the Energy Regulation Board (ERB) for investments in the Energy sector.
- Medicines and Food & Drug safety licenses issued by the Zambia Medicines Regulatory Authority (ZMRA) and the Food and Drugs Board respectively.
- Radio and Telecommunications licenses issued by the Zambia Information Communication Technology Authority (ZICTA).
- Environmental licenses issued by the Zambia Environmental Management Agency (ZEMA).
- Wholesale, Manufacturers, and Agents licenses issued by the local councils.

Leisure and Entertainment

Zambia is popularly regarded as one of the most beautiful, friendly, and multi-cultured countries on the African continent. Apart from the majestic Victoria Falls, Zambia has more natural water resources than any other southern African country, including a myriad of other waterfalls spread across the country, not to mention the famous Zambezi River. Other tourist marvels include its vast lakes, rich rivers, museums, and game parks, to mention a few.

Other popular facilities include sports clubs, shopping malls, and camp sites.

For the young at heart, cosmopolitan cities such as Lusaka, Kitwe, Ndola, and Livingstone, to mention a few offer an unforgettable night life experience through world class hotels, cinemas, theatres, casinos and nightclubs which host dancing, live music and floorshows, particularly during weekends.

Appendix 1 – Steps when Starting a Business



1. Patents and Companies Registration Agency

- ❖ Certificate of Incorporation



3. Zambia Development Agency

- ❖ Investment Certificate

2. Zambia Revenue Authority

- ❖ Tax Payers Identification Number (TPIN) Certificate

4. Utilities and Secondary Licenses such as:



ZESCO Ltd

- ❖ Electricity



Zambia Environmental Management Agency

- ❖ Environmental licenses



Immigration Department

- ❖ Immigration/work Permits



Zambia Information and Communications Technology Agency

- ❖ Telecoms Licenses



Local authorities

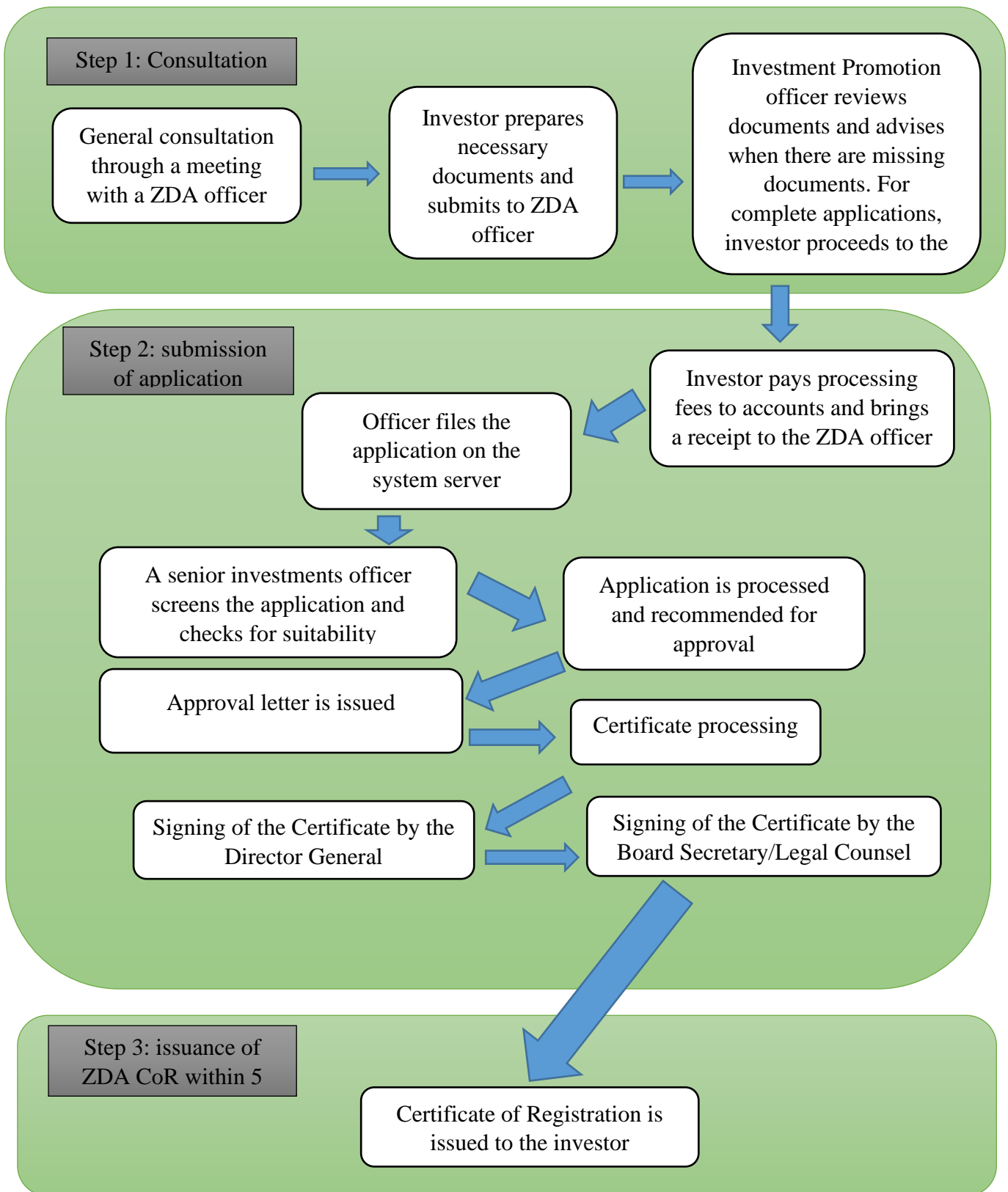
- ❖ Business permits/Land



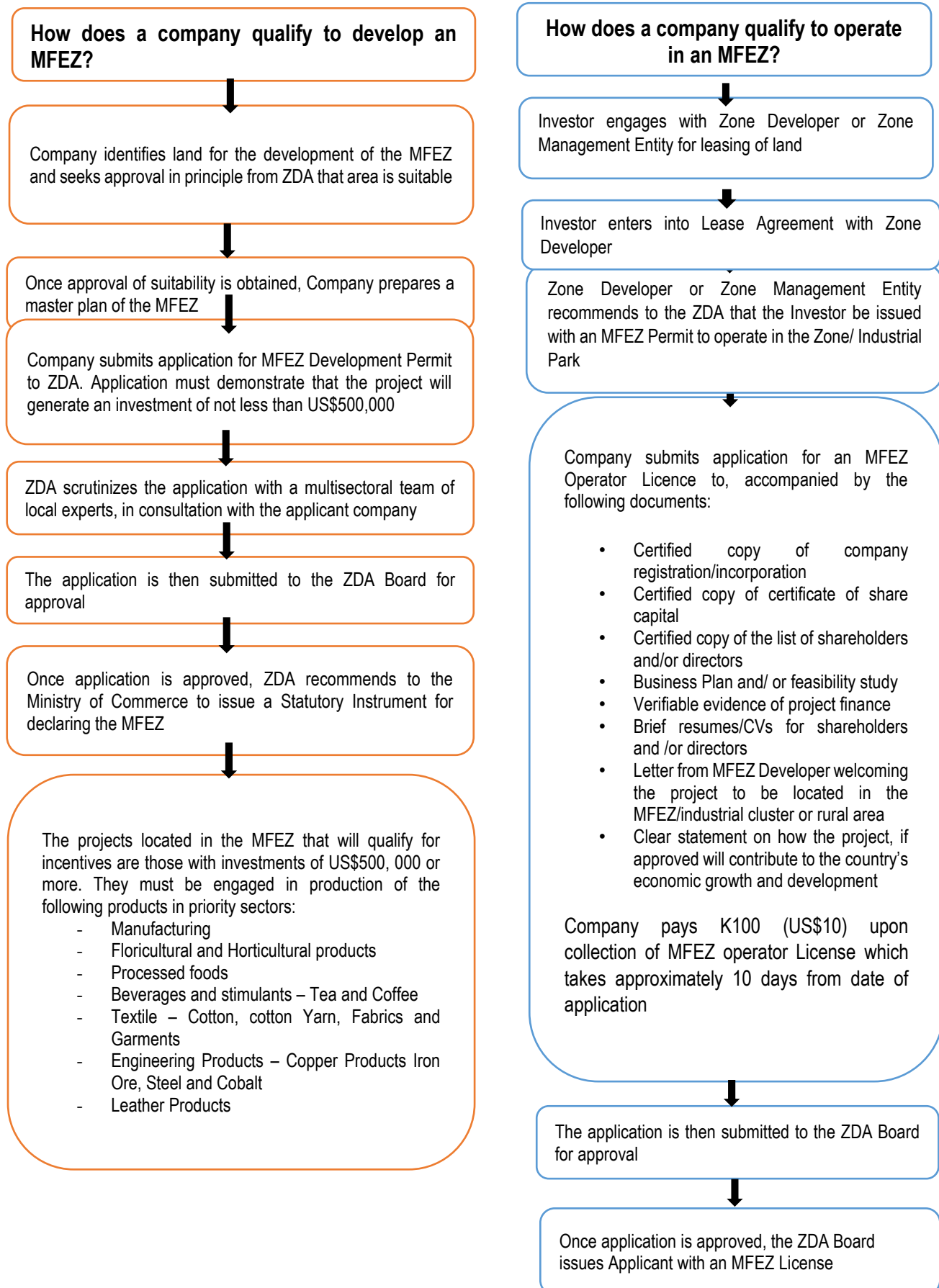
National Pensions Scheme Authority

- ❖ Social security

Appendix 2: Application for a ZDA Certificate



Appendix 3: Procedure for MFEZ License, Industrial Cluster or Rural Area Permit



Appendix 4 – Useful Contacts

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
- 2. Zambia Environmental Management Agency**
P.O. Box 35131, Lusaka
Tel: +260 211 254130/1
Fax: +260-211-254164
Email: zema@zema.org.zm
Website: 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
- 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
Website: 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
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 Website: 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,
www.zambiatourism.com

- 9. Zambia Revenue Authority**
P.O. Box 35710, Lusaka
Tel: +260 211 223754/ 229214-8
Email: advice@zra.org.zm
Website: 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
Website: 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
- 2. Zambia Association of Manufacturers**
P.O. Box 31992, Lusaka
Tel: +260 211 229364/ 222709
Fax: +260 211 229371
E-mail: 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
- 5. Zambia Federation of Employers**
P.O. Box 31941, Lusaka
Phone: +260 211 295541/82,
Fax: +260 211 295582
Email: 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