



SERVICE CHARTER

2025-2029

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FOREWORD

Emerge Livelihoods' sole existence is rooted in the provision of impactful solutions that enable communities to thrive through the creation of endless possibilities which are inclusive, innovative and sustainable. As the organisation continues to grow through development of a diversified service offering and expansion in reach to have its presence across Malawi and beyond, we undoubtedly understand that our success in achieving our desired vision and impact is not only through the programmes we develop but also, most importantly, the quality they are delivered to the people and the communities we serve.

This Service Charter reflects our dedication to our core values which include resilience, visionary, innovative, inclusive, passionate and collaborative as key principles that govern our operation as an organisation. What is outlined in this document is a dedication to our stakeholders and the community of the standards that should be expected from Emerge Livelihoods but also a clear and practical mechanism that drives continuous improvement of our delivery of services.

Emerge Livelihoods guarantees professional conduct followed by meaningful outcomes as you officially engage with staff from the organization anytime and anywhere. To all our clients, stakeholders and members of the public, we find value in your opinions which we believe guides our organization's evolution in providing higher-quality services. I strongly believe that the implementation of this charter will help improve the delivery of Emerge Livelihoods' service and improve the community's experience with the organization as all parties will have a clear understanding of their rights and responsibilities enhancing the cordial relationship between the organization, the clients and stakeholders.

I endorse this Service Charter and encourage you all to play your part in ensuring that Emerge Livelihoods continues to create endless possibilities for everyone to thrive.



JULIUS NG'OMA
BOARD CHAIRPERSON

PREFACE

At Emerge Livelihoods, we understand that real change and impact begin with crafting and delivering services that address specific needs within our community. Our vision goes beyond the provision of solutions; it is about creating enduring impact through excellence, transparency and trust with our community. As a social enterprise that works towards achieving sustainable livelihoods, we understand that the individuals and communities we serve are the very center of all we do.

This service charter reflects our commitment to you, our customers, partners, and communities and through this charter, Emerge Livelihoods communicates its set standards when engaging with us and reconfirms our pledge to delivering accessible, inclusive, customer-centered services that help deliver impact. From enabling entrepreneurs, backing small businesses through facilitating innovation, we continue to be committed to our fundamental values of integrity, respect and collaboration.

We remain dedicated to a customer-centric service delivery model that is driven and defined by openness and passion, innovation, inclusiveness and continuous engagement. Through ethical practices, accountable delivery of services and active collaboration, we aim to influence meaningful change. We will listen closely, adapt and innovate to make sure our services are responsive, relevant and effective in addressing the needs of the people we serve.

Going forward, this service charter will be a living pledge of excellence. We gladly invite you to join us in creating impact and helping Emerge Livelihoods realize its dream of creating endless possibilities for everyone to thrive by holding us accountable and collaborating with us in creating a future where economic opportunities are accessible to all.

TOGETHER, WE WILL EMERGE AND THRIVE!



WANGIWE JOANA KAMBUZI
MANAGING DIRECTOR

ABBREVIATIONS AND ACRONYMS

UN	United Nations
SGDs	Sustainable Development Goals
EL	Emerge Livelihoods
MSME	Micro, Small and Medium Enterprises
CSC	Service Charter
MPSR	Malawi Public Service Regulations
ESO	Entrepreneurship Support Organizations
WCAG	Web Content Accessibility Guidelines
ISO	International Organization for Standardization
QMS	Quality Management Systems

INTRODUCTION



WHO WE ARE

Emerge Livelihoods , formerly known as Mzuzu Entrepreneur Hub, is a non-profit organisation championing a thriving ecosystem contributing towards amplifying self-reliance of individuals and communities across Malawi and beyond. Our core mission is to foster socio-economic growth for communities through transformative solutions leveraging technology, promoting inclusivity and collaboration.

Emerge Livelihoods adopts transformative graduation approaches equipping individuals and communities with equitable opportunities towards transitioning them out of poverty.

At the helm of our core interventions, Emerge Livelihoods incorporates an ecosystem led approach partnering with governments, development organisations and local organisations delivering programs in transformative education, sustainable entrepreneurship, livelihoods development, inclusive digital transformation, environment and natural resources management, and gender equality and social inclusion.

PURPOSE OF THIS CHARTER



INTRODUCTION

The Service Charter declares our commitment to delivering premium quality services with the highest level of transparency in our operations as we maintain accountability as we engage with clients and stakeholders.

The Charter will also outline the quality and standard of service delivery or what beneficiaries should expect to receive from Emerge Livelihoods and the kind of responsibilities we expect from them. For continuous improvement on our services and delivery, the Charter will provide a framework for monitoring and evaluating our performance to continuously improve as it will outline clear benchmarks against which our performance can be measured.

COMMITMENT TO SERVICE EXCELLENCE

Through this charter, Emerge Livelihoods - EL reaffirms its commitment to:

- 1) Offer responsive and impactful services that are transformative and focused on developing sustainable livelihoods that are easily accessible.

- 2) Maintain fairness, professionalism and high integrity when offering our services to you.

- 3) Encouraging collaboration, innovation, and continuous improvement.

- 4) Promptly addressing all feedback and/or concerns that are submitted to us about our services or conduct.

VISION & MISSION



OUR VISION

A thriving ecosystem that amplifies self-reliance of individuals and communities across Malawi and beyond.

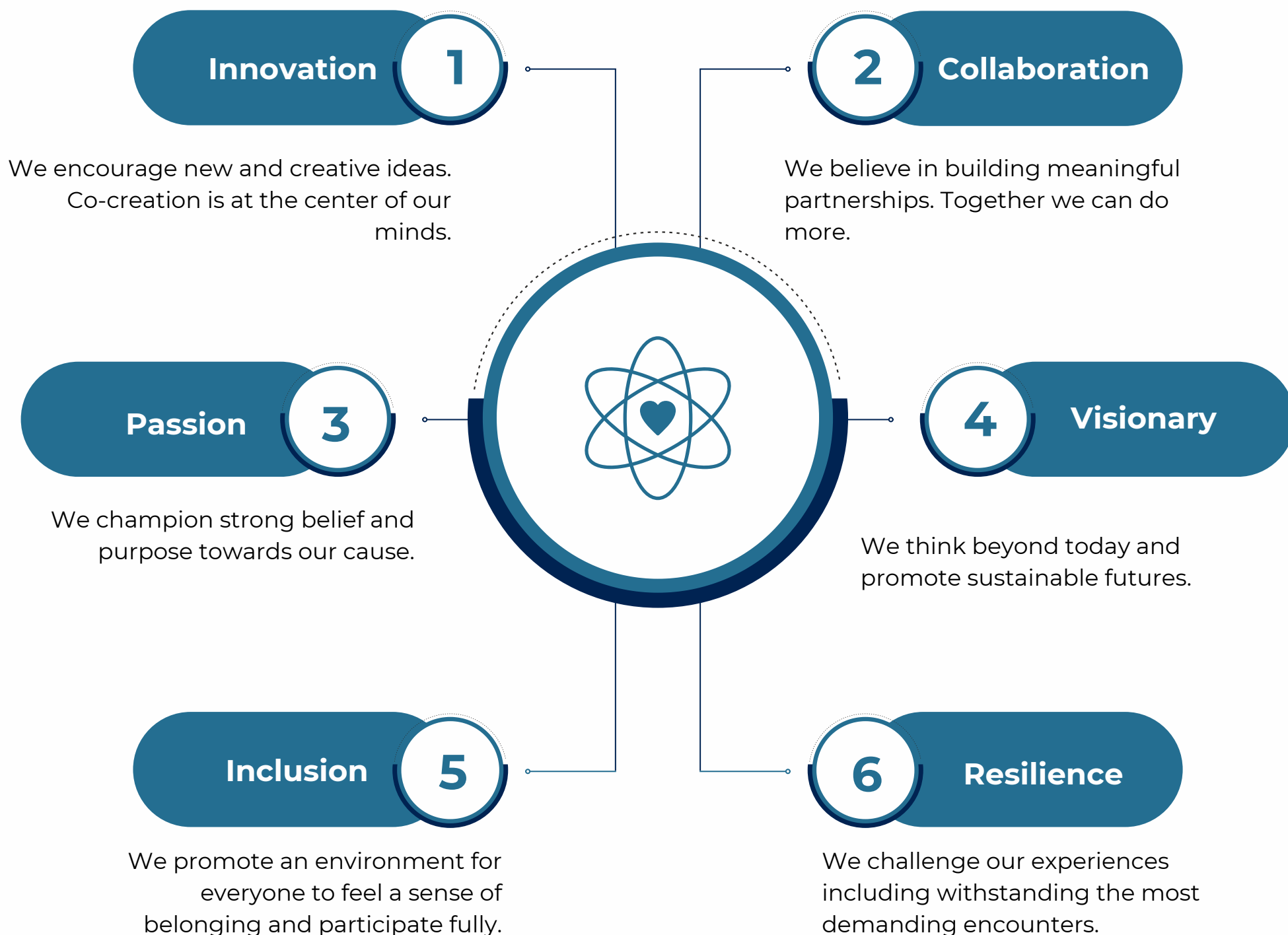
OUR MISSION

Foster socio-economic growth for communities through transformative solutions leveraging technology and innovation, promoting inclusivity and collaboration.



CORE VALUES

The staff members of Emerge Livelihoods will conduct their duties in accordance with the Malawi Public Service Code of Conduct outlined in the Malawi Public Service Regulations (MPSR) and specifically focus on the following core values:



SCOPE OF SERVICE

Emerge Livelihoods provides a range of services aimed at promoting sustainable livelihoods and economic empowerment for individuals and communities in Malawi. Our services are designed to support young men and women, entrepreneurs, Medium, Small and Medium Enterprise and community groups through tailored interventions that enhance skills, financial inclusion, and market access.

KEY SERVICES OFFERED



LEADERSHIP DEVELOPMENT, EDUCATION AND TRAINING

EL provides practical skills and attitudes by leveraging technology to meet national, regional and global job market needs and matching gender inclusive talent with professional development opportunities.



TECHNOLOGY AND INNOVATION HUBS

Physical spaces that bring together innovators and creators to bring impact ideas to life.



BUSINESS DEVELOPMENT SUPPORT

We provide gender centric capacity support, tools and resources for emerging Micro, Small and Medium Enterprises- MSMEs to develop and launch new products and services, increase their revenue, explore new markets and ensure sustainability.



PRODUCTIVITY ENHANCEMENT

Support ideas to early-stage enterprises, local institutions, build solutions that contribute to socio-economic and environmental impact through technical assistance.

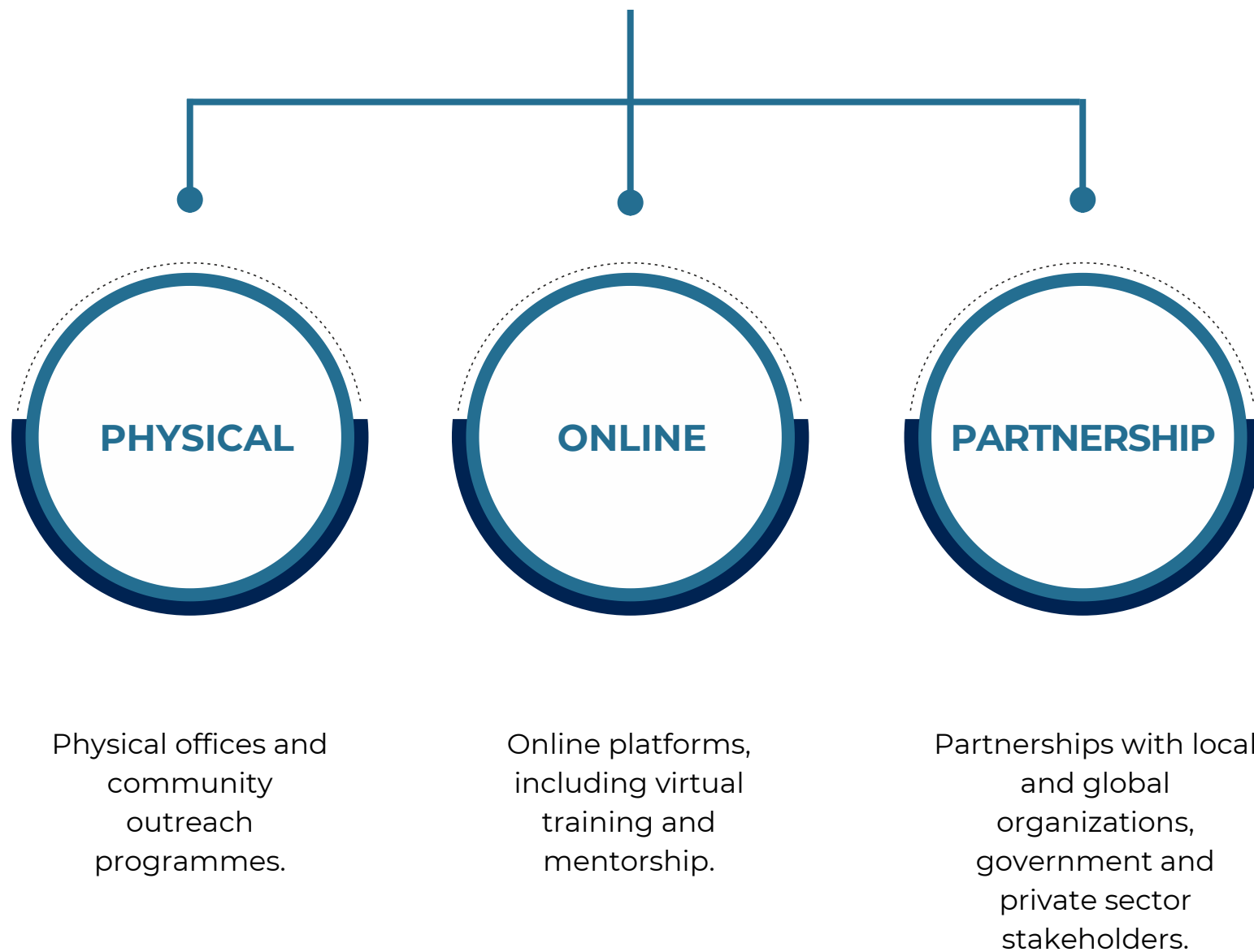


ACCESS TO FINANCE AND FINANCIAL INCLUSION

We provide linkages to microfinance and investment opportunities for high-growth potential MSMEs and offer advisory services on financial management and funding readiness to secure grants and loans.

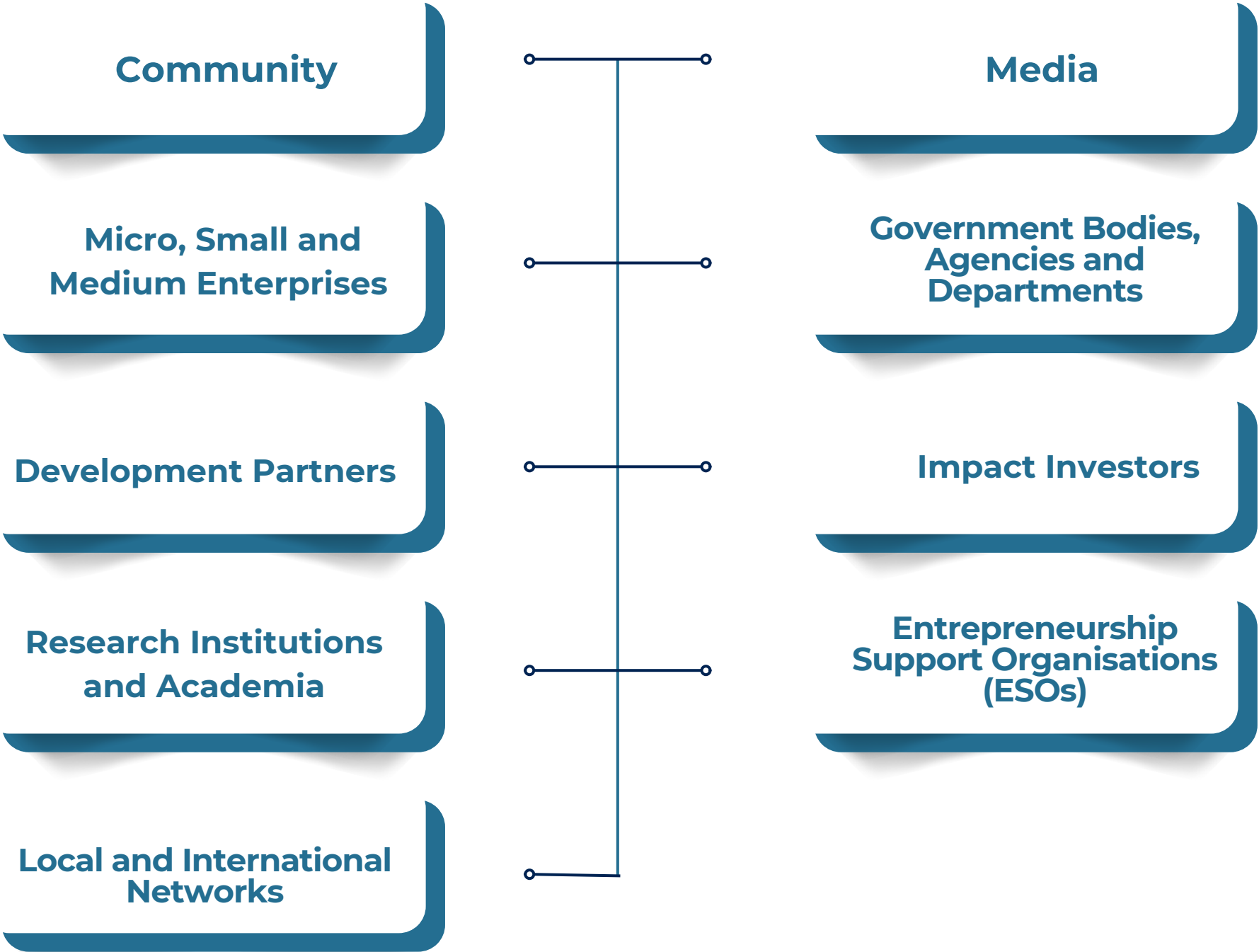
SERVICE DELIVERY CHANNELS

To ensure accessibility and efficiency, Emerge Livelihoods delivers its services through the following:



CLIENTS AND STAKEHOLDERS

Our clients and stakeholders include anyone or any company or organization that we provide our services to or who has an interest in what we do.



We remain committed to expanding and improving our services to meet the evolving needs of our beneficiaries and partners.

SERVICE ACCESSIBILITY AND INCLUSION

As an organisation that believes in inclusion. We are committed to providing services to all clients and ensuring that no one is left behind because of technical, language, physical and distance barriers. It is in our interest to deliver high quality services that impact on our community and benefit all regardless of their location, background or abilities. Our standards will ensure that we create an environment that creates possibilities for all to thrive.

1)

ACCESSIBILITY FOR PEOPLE WITH DISABILITIES



PHYSICAL ACCESSIBILITY

Our offices, hubs and centers will have a provision for wheelchair accessibility for clients and stakeholders. The set up will be aligned for easy access to staff and services for those with physical disabilities.



COMMUNICATION BARRIERS

To ensure that all have access to our services, we shall provide alternative communication methods such as sign language interpretation and large print materials to enhance our communication with those with visual and hearing impairments.



ONLINE ACCESSIBILITY

To ensure that all have access to our services, we shall provide alternative communication methods such as sign language interpretation and large print materials to enhance our communication with those with visual and hearing impairments.

SERVICE ACCESSIBILITY AND INCLUSION

2) MULTILINGUAL SUPPORT



LANGUAGE

When engaging with our customers, we will use language that allows them to express themselves better and for us to effectively communicate with them.



TRANSLATION AND INTERPRETATION

All materials shared with our clients and participants will be interpreted in a language that is easier for them to understand depending on their background and literacy levels.



CLEAR AND SIMPLE COMMUNICATION

The organisation will embrace simple and plain language throughout our interaction with our clients and documentation.

SERVICE ACCESSIBILITY AND INCLUSION

For customers and participants that are not able to access our services or offices physically, we shall leverage technology to provide digital accessibility

3)

REMOTE AND DIGITAL ACCESS



ONLINE SUPPORT

We shall maintain correspondence and provide support to our clients through emails, live chats and AI chatbots.



APPS AND WEB SERVICES

Our customers and participants will be able to access our services through apps and websites.



VIRTUAL ASSISTANCE

We will offer some of our services through virtual platforms like Zoom, Google Meet and Teams for real-time interactions for those that are not able to access the services physically.

CUSTOMER ENGAGEMENT AND CO-CREATION

Emerge Livelihoods strongly believes the clients we serve are at the center of what we are, what we stand for and the services we offer. To ensure that our clients and stakeholders have a say in the programmes we offer and help shape the way we deliver our services, we are committed to a participatory approach that fosters meaningful engagement with the community. This elaborate participatory approach acts as a mechanism for acquiring valuable feedback that informs us of continuous improvement in our products, services and our customers' experience with the organization.

1) OUR COMMUNITY ENGAGEMENT COMMITMENT

We understand the importance of engaging our community as a tool that helps us offer better services we are committed to:

HEARING FROM OUR CUSTOMERS

We are poised to provide multiple channels for clients and participants to communicate with the organization on their needs, expectations, suggestions and concerns.

ACTING ON FEEDBACK

All the feedback received from our clients will go through a thorough analysis and be integrated into our services for improvement.

BUILDING A COLLABORATIVE RELATIONSHIP

We will continue to create a platform where our clients, participants and stakeholders are able to effectively contribute to the growth, development and success of our programmes and initiatives

2) CUSTOMER INVOLVEMENT IN SERVICE INNOVATION & CO-CREATION

We highly value the insights that we get from our community as they help us innovate and refine our service offering. We will continuously invite the community to:

PARTICIPATE IN PRODUCT & SERVICE DESIGN

This will be achieved through beta-testing programmes, hosting innovation challenges and establishment of idea submission platforms.

JOIN CUSTOMER ADVISORY COMMITTEES

We will leverage on the diverse skills and knowledge within our community to shape the organization's policies and strategies on service delivery.

PILOT NEW SERVICES

We will continue to test new innovative ideas, products and programmes before full-scale implementation.

3) CUSTOMER ENGAGEMENT EVENTS & INITIATIVES

We will arrange interactive activities that will help us engage more with our community.



SERVICE STANDARDS AND COMMITMENTS

The service standards outlined below provide a benchmark with which our performance can be effectively measured and applied to all areas of the organization. Emerge Livelihoods will observe and commit to the following service standards:

WE WILL BE SURE TO DELIVER OUR SERVICES WITH:



Quality and professionalism



Respect and inclusiveness.



Customer-centered approach



Confidentiality and data protection



Continuous improvement and innovation

AND WE WILL BE



Timely



Transparent and accountable



Effective in our communication



Fair and provide equal access to products and services.



Responsive to feedback and complaints

SERVICE STANDARDS AND COMMITMENTS

CUSTOMER RIGHTS

As we continue to serve you as a valued customer, you reserve the right to:

ACCESS OUR SERVICES

You will have the right to receive fair access to our offered programmes, available products and services without any discrimination from us.

HIGH QUALITY OFFERING

As you engage with Emerge Livelihoods, you should expect to receive high quality services which will be offered timely and in a professional manner, which is in line with our commitment to excellence.

INFORMATION AND TRANSPARENCY

Receive timely, accurate and clear information regarding our offerings, pricing and terms.

PRIVACY AND CONFIDENTIALITY

Have all the personal information shared and dealing with Emerge Livelihoods handled securely and with privacy and a prominent level of confidentiality in accordance with data protection laws.

FEEDBACK

Provide feedback on how you are served and expect all complaints handled promptly and fairly.

SERVICE STANDARDS AND COMMITMENT

CUSTOMER RESPONSIBILITY

We kindly ask you to help us serve you better by providing the best possible service with exacting standards that meet your expectations and to your satisfaction by:



- 1) Furnishing us with proper (constructive) feedback and suggestions that can help us improve our delivery of services.
- 2) Providing us with relevant, timely and accurate information.
- 3) Let us know if you have special needs so that we can serve you better.
- 4) Helping us establish a reasonable time for assisting you
- 5) Treating our employees that you are engaging with respect.
- 6) Uphold transparency and accountability when dealing or transacting with Emerge Livelihoods.
- 7) Reporting any incidences of malpractice or corruption.

HELP US SERVE YOU BETTER

SERVICE STANDARDS AND COMMITMENT

STAFF RESPONSIBILITY

The staff at Emerge Livelihoods are our foundation and lead the organisation's mission to empower marginalised groups and communities by helping them thrive. The organisation delivers professional services with integrity and respect which consistently maintain high-quality standards.

All staff members at Emerge Livelihoods demonstrate commitment to the organisational values through dedicated support that guarantees fair service to every client whilst upholding the highest form of professionalism. This segment outlines how our team fulfills its responsibilities by delivering meaningful and customer-oriented service.

OUR STAFF MEMBERS ARE COMMITTED TO:

Provision of excellent, high quality and timely services in a professional manner.

Be very transparent and provide clear and timely communication about the organisation's processes and services.

Act with the utmost integrity, honesty and responsibility in all interactions.

Treat all clients with respect and fairness by demonstrating dignity and courtesy without any discrimination.

Treat the information shared by clients with confidentiality and privacy as stipulated in the data protection laws.

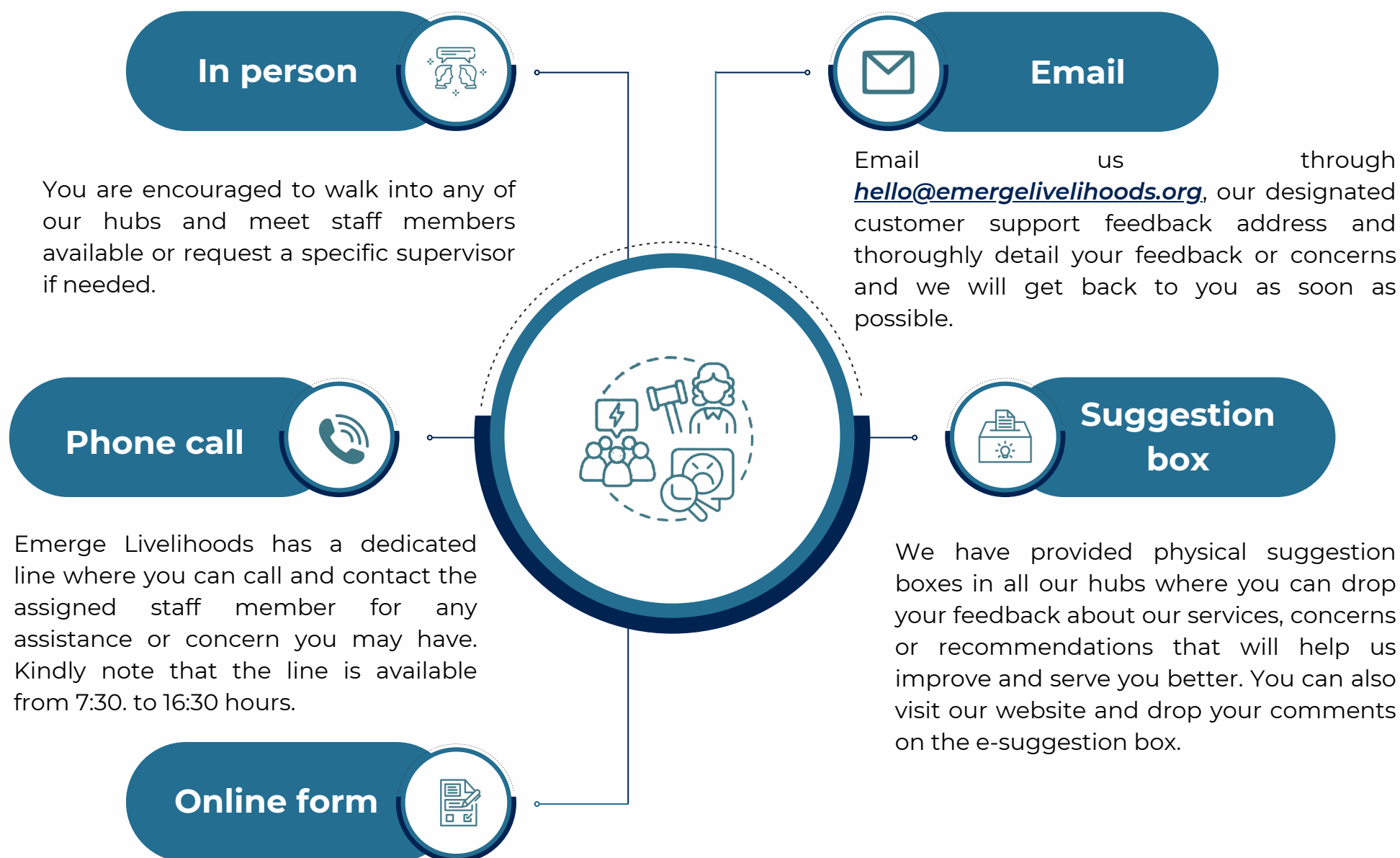
Continuously seeking improvement by learning and embracing innovation

COMPLAINTS AND FEEDBACK MECHANISM

As for Emerge Livelihoods, the collection of customer feedback stands as a vital organisational tool that helps us improve our services and method of delivery to clients. The organisation maintains complete transparency and fairness when addressing all concerns through provision of reasonable and timely solutions.

The organisation provides a clear space for customers to report on their experiences in form of suggestions, compliments and complaints which all help us in improving our service delivery.

CHANNELS FOR FEEDBACK AND COMPLAINTS



You can also fill in a short form on our website and social media platforms detailing your feedback which will be recorded and reviewed. The assigned team will contact you for further information if necessary to clarify more on your feedback so that your concern is addressed accordingly.

SERVICE STANDARDS AND COMMITMENTS

COMPLAINT RESOLUTION PROCESS

In handling complaints from clients and stakeholders, EL has a 5-steps resolution process to ensure that the feedback is fully addressed and

STEP 1

RECEIPT AND ACKNOWLEDGEMENT

Once you submit your feedback, concern or complaint, Emerge Livelihoods will acknowledge receipt of the written feedback within 48 hours.

STEP 3

RESPONSE AND RESOLUTION

We are committed to having all concerns and complaints resolved as soon as possible. Emerge Livelihoods is committed to having a resolution communicated to you within 10 Working days.

STEP 5

FINAL DECISION AND FOLLOW-UP

Emerge Livelihoods will send formal communication on the resolution made and provide a further review with measures put in place to avoid reoccurrence of the issue.

ASSESSMENT AND INVESTIGATION

All complaints that have been submitted will be thoroughly assessed and investigated by the complaints committee to determine the best course of action. Where there is need for clarity and emphasis for the committee to fully understand your complaint, you will be contacted to provide additional information.

STEP 2

ESCALATION

If the resolution is not to your satisfaction, you are encouraged to seek an audience with senior management for further review.

STEP 4

OPERATING HOURS

Our offices will be open and operational Mondays to Fridays from 07:30 a.m. to 12:00 p.m. and from 1:00 p.m. to 4:30 p.m. We remain closed during weekends and on public holidays as declared by the Republic of Malawi. However, you can contact us through our hotlines.



WHEN CONTACTING US BY TELEPHONE, EXPECT THAT WE WILL:

- 1) Answer the call within the first 20 seconds of ringing.
- 2) Be very polite and courteous.
- 3) Let us know if you have special needs so that we can serve you better.
- 4) Get back to you within 48 hrs. if any enquiries have been made.
- 5) IF the information being requested is not available, we will arrange for a specific time to get back to you once we have everything required available.

WHEN YOU VISIT OUR OFFICES, WE WILL

First greet you with a smiley face.

Give you a warm welcome.

Treat all matters or enquiries with the utmost confidentiality unless we are compelled by a government agency of the laws of Malawi through a court of law not to do so.

We will deal with your enquiry as quickly as possible and with courtesy.

Ensure your safety at all times.

Serve you efficiently, diligently and with professionalism.



WHEN YOU REACH OUT TO EMERGE LIVELIHOODS THROUGH WRITTEN (PHYSICAL OR ELECTRONIC) CORRESPONDENCE, EXPECT US TO

- 1) Acknowledge receipt of communication within 24 hrs. (For Emails).
- 2) Acknowledge receipt of communication within seven working days (For Letters).

WHEN HANDLING ANY FORM OF PAYMENT, WE WILL:

- 1) Process payment in less than 15 days of submission of invoice for goods and services provided to Emerge Livelihoods.
- 2) Acknowledge receipt of payment through email or issue a company branded official receipt.

CONTACT INFORMATION

Emerge Livelihoods embraces an open communication approach with all our clients, partners and stakeholders within and beyond Malawi. You are highly encouraged to contact us for any enquiry, support required, feedback, or any queries about any service that we offer. Please contact us through the following official contact details and our team will always be available to assist you.



PHYSICAL OFFICE ADDRESS

OFF M'MBELWA STREET
KWAVALA BUILDING, 1ST
FLOOR.



TELEPHONE

+265 888 860 810
+265 888 711 363



FACEBOOK

[@emergelivelihoods](#)



TWITTER / X

[@ELivelihoods](#)



LINKEDIN

[@emergelivelihoods](#)



POSTAL ADDRESS

EMERGE LIVELIHOODS,
P.O BOX 20094
MZUZU.



EMAIL

hello@emergelivelihoods.org



WEBSITE

<http://www.emergelivelihoods.org/>



INSTAGRAM

[@emergelivelihoods/](#)

REVIEW AND CONTINUOUS IMPROVEMENT

Emerge livelihoods is committed to the continued offering of value-driven and client-responsive services that align with the overall vision of the Organisation. In light of a change in circumstances that may affect or influence change in service offering, Emerge Livelihoods in consultation with its clients, stakeholders and partners will carry out amendments to the charter to maintain its exacting standards of operation and service delivery to its clients.

PERIOD OF CHARTER REVIEW

This CSC will be reviewed every 12 months to remain updated with the changing and current needs and demands of our client's changing context, any policy reforms that may have occurred and change in industry landscape standards.

CONSULTATION OF STAKEHOLDERS

The process of reviewing the charter will adopt a participatory approach where clients of our services, partners and stakeholders will be actively engaged through surveys, consultation meetings and roundtable discussions to collect valuable feedback that will inform the incorporation of necessary changes to improve the service charter.

STANDARDS COMPLIANCE

The review and improvement of the service charter will comply with:

Available national service delivery guidelines

All our development partners' performance standards

International standards as benchmarks for our operations e.g., ISO 9001:2015 on QMS.

BECOMING A LEARNING ORGANIZATION

Emerge Livelihoods is committed to being an organization that values the input, feedback and contribution of others to improving its delivery of services to its clients. Continuous internal reflection through regular staff engagement, openness to external feedback from those we work with, cultivating and maturing a culture of innovation and excellence will be the standing pillars to guide in transforming EL into a learning organization

THANK YOU



@emergelivelihoods



www.emergelivelihoods.org

