



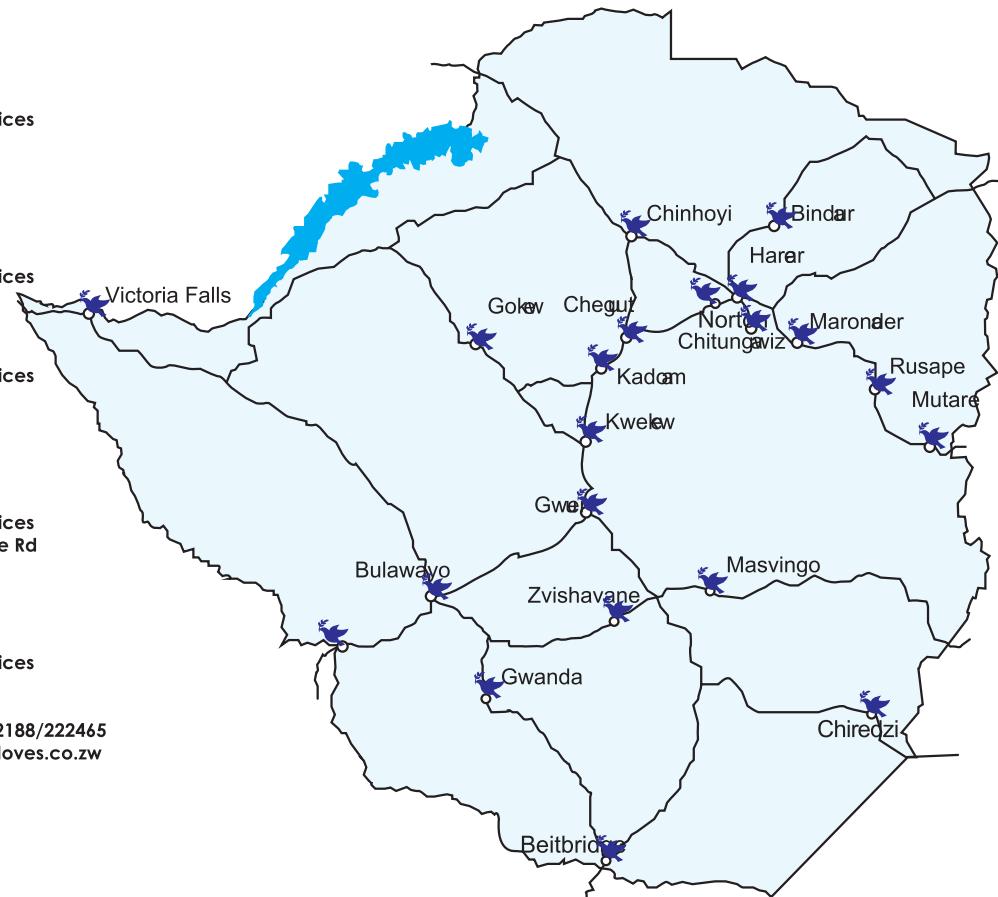
Company Profile

DOVES

ESTABLISHED 1902

Over a century of caring

WE ARE WHEREVER YOU ARE



Harare:
Doves Funeral Services
159 Harare Street
Tel: 04-774013/772570
Toll Free: 0800-4111

Bindura:
Doves Funeral Services
856 Chaminuka Road
Chipadze
Bindura
Tel: 071-7636/7638

BeitBridge:
Doves Funeral Services
Stand No. 1244
Medium Density
Beitbridge
Toll Free: 0800 4111

Bulawayo:
Doves Funeral Services
Cnr 6th Ave/J. Tongogara St
Bulawayo
Tel: 09-65553 / 72372 / 69914
/77682
Email:dovesbyo@doves.co.zw

**Chitungwiza:
Doves Funeral Services
CHITUNGWIZA
Tel: 070-2110/22399**

Gwanda:
Doves Funeral Services
No. 1 King Street
GWANDA
Tel: 084-23242-3 / 3241

Chin Hoyi:
Doves Funeral Services
3478 Hull Road
Industrial Site
CHINHOYI
Tel: 067-23761/3

Gokwe:
Doves Funeral Services
GOKWE

Chegutu:
Doves Funeral Services
53 Abercon Street
CHEGUTU
Tel: 053-3201

Kadoma:
Doves Funeral Services
33 Mashayamombe Rd
KADOMA
Tel: 068-22235

Gweru:
Doves Funeral Services
10 Main Street
GWERU
Tel: 054-221273/222188
Email: dovesgwe@dove...

Kwekwe:
Doves Funeral Services
Cnr 1st Av/5th St
KWEKWE
Tel: 055-21756/8

Mubaira:
Doves Funeral Services
Mubaira Growth Point
MUBAIRA
Tel: 065-499

**Rusape:
Doves Funeral Services
4 Kennedy Court Nyanga D
RUSAPE
Tel: 025-2990**

Zvishavane:
Doves Funeral Services
Chimedza Complex
Zvishavane
Tel: 051-3193

**Victoria Falls:
Doves Funeral Services
455 Vic Falls Township
Victoria Falls
Tel: 013-42321/41635**

Masvingo:
Doves Funeral Services
Hughs St Ext. South
MASVINGO
Tel: 039-265048/29

Mutare:
Doves Funeral Services
56 5th Street
MUTARE
Tel: 020-63794/68738/68740/61673
Email:dovessmre@doves.co.zw

**Sanyati:
Doves Funeral Services
Wozhele Business Centre
SANYATI
Tel: 0687-23461**

**Marondera:
Doves Funeral Services
1306 Gona Cr; Dombotombo
MARONDERA
Tel: 079-21308/21309**

Norton:
Doves Funeral Services
253 Galloway Rd
NORTON
Tel: 062-3581

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SBU: DFS	9
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INTRODUCTION

ESTABLISHED in 1902 by David John Morgan, a wheelwright and blacksmith, Doves Morgan Funeral Services, was the first professional funeral services establishment in Zimbabwe (then Rhodesia). 110 years later, Doves Holdings now comprises four strategic business units (SBUs) specialising in the provision of dignified funeral services and funeral assurance products nationwide and globally. Doves Holdings also boast of the country's two major giants in coffins and caskets manufacturing, in both solid wood and steel.

Apart from being the preferred funeral service provider for State Funerals, Doves has arisen to be the unparalleled leader in the funeral services industry in Zimbabwe and the Sub-Saharan Region. Over the years, the Doves group has extended its services throughout the country and has on several occasions, been called upon to render their services off-shore into the neighbouring countries. Experience in the industry has helped us come up with comprehensive, competitive tailor-made products to suit the varied nature of our clientele.

End of 2012, Doves was taken over by a consortium of businessmen led by Farai Matsika and Phibeon Busangabanye and together they lead the best team in the business and they aim for more centuries of caring

VISION, MISSION AND VALUES

OUR VISION

To be the unparalleled leader in the Funeral Services Industry in Zimbabwe and the Sub-Saharan Region.

OUR MISSION

To provide swift, professional and high quality services in a manner that is dignified, supportive and comforting through service excellence and sensitivity to the needs of our Stakeholders

OUR CORE VALUES

We are Swift and Efficient at all times

We are Polite at all times

We have Respect for all religions at all times

In our book, the Customer is King / Queen at all times

We maintain Cleanliness at all times

We give Equal opportunities for all at all times

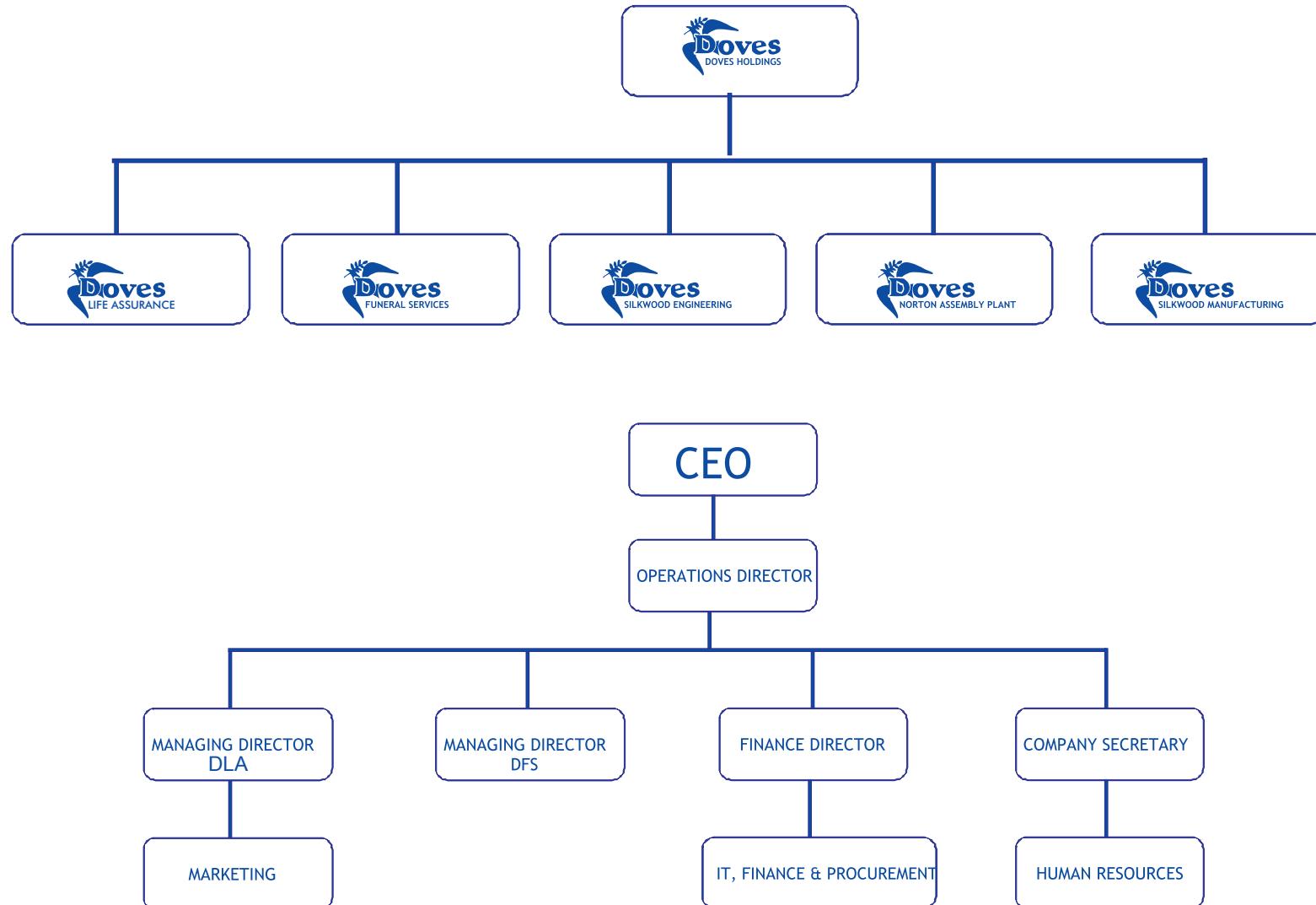
We believe strongly in Gender equality at all times

We have Integrity at all times

We have Love for our environment at all times

We Give back to our community at all times

OUR STRUCTURE



CORPORATE GOVERNANCE COMPLIANCE

LAWYERS
HONEY & BLACKENBURG

AUDITORS
AMG GLOBAL

BANKERS
STANBIC BANK
BARCLAYS BANK
ZB BANK
CBZ

ACTUARY
BEACON ACTUARIAL SERVICES

STRATEGIC BUSINESS UNITS

STRATEGIC BUSINESS UNIT	NUMBER OF EMPLOYEES
Executives	20
Doves Life Assurance	54
Doves Funeral Services	191
Silkwood Manufacturing	33
Norton assembly Plant	13
Silkwood Engineering	19
TOTAL NUMBER OF EMPLOYEES	330

Doves Life Assurance (Pvt) Ltd

Doves Life Assurance (Pvt) Ltd (DLA) is the pioneer in the Funeral Assurance Industry. D.L.A has a well balanced and sound underwriting capacity. Our Asset base and investment portfolio is not matched in Zimbabwe, yet we continue to improve. This in our view is critical in order to ensure we meet future claims and safeguard our clients.

Doves Life Assurance rides on synergies and backward linkages with its sister companies, enabling it come up with competitive products. Our experienced and qualified employees continue to play critical roles in ensuring that D.L.A meets and exceeds customer expectations. We have funeral policy products for civil servants, armed forces, companies, motorists, churches, burial societies and individuals.

DOVES LIFE ASSURANCE PRODUCTS



DOVES LIFE ASSURANCE PRODUCTS



For the ones you love

The **DOVE** LIFESTYLE PACKAGE

A funeral policy with holiday benefits
A holiday for 2 for two nights after the first 12 months
and every 3 years thereafter.
*Terms and conditions apply

It's a first in Zimbabwe!



WE ARE WHEREVER YOU ARE!
Harare, Bindura, Belbridge, Bulawayo, Chegutu,
Chinhoyi, Chitungwiza, Gokwe, Gwanda,
Gweru, Kadoma, Kwekwe,
Masvingo, Marondera, Mubaira, Mutare,
Norton, Rusape, Sanyati, Victoria Falls
Zvishavane.

DOVES LIFE ASSURANCE
Felden House
159 Harare Street, Harare
Tel: (04) 772714/6, 780474, 750989;
Tollfree: 0800 4111
Email: doves@doves.co.zw
www.doves.co.zw



round us. We, as humans, live, learn and form part of our environment. We are affected by it, but we also affect it, and changing

THE CIVIL SERVANTS PLAN

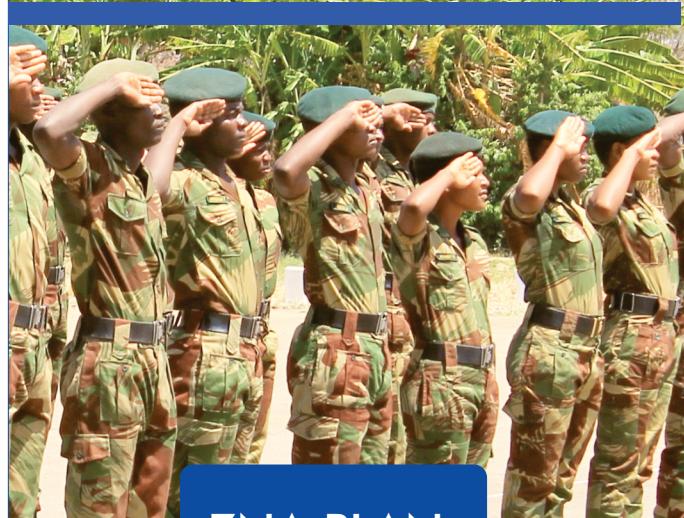
AN EXTRA BENEFIT FOR YOU AND YOUR IMMEDIATE FAMILY...

CASH PAYOUT

WE ARE WHEREVER YOU ARE!
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DOVES LIFE ASSURANCE PRODUCTS



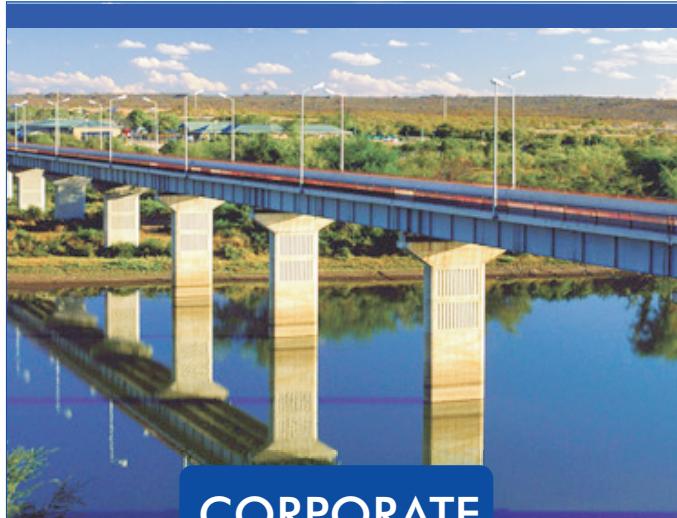
ZNA PLAN

Provides funeral cover to all member of the army



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CORPORATE PLANS

Provides funeral cover to all corporate entities, churches
Universities, Burial societies and SMES



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DELUXE PLANS

Provides funeral cover to Individual Policyholders



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Zvishavane.

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DOVES LIFE ASSURANCE PRODUCTS

Doves Funeral Services (Pvt) Ltd

Doves Funeral Services (Pvt) Ltd was established in 1902. It was the first professional funeral service establishment in Zimbabwe, providing professional funeral homes. Over the years, it has emerged to become the dominant Funeral Services Company in the country . With a network of 23 branches dotted around the country, Doves Funeral Services is undoubtedly one of the largest funeral undertaking companies in Africa.

Leveraging from the infrastructure and support from its sister companies, Doves Funeral Services offers comprehensive funeral service packages to Doves Funeral Assurance Policy Holders and cash-paying corporate and individual clients. Symbolic to our African way of life are the dynamic and diverse multi-cultural traditions in the art of handling, caring for, and laying our dearly departed to their eternal resting places, Doves Funeral Services prides itself in its highly skilled human resource base with extensive hands-on experience in their respective portfolios to cater for its various clients. At Doves Funeral Services we take greater care as we strive to exceed customer expectations as embodied in our Core Values and Mission Statement. Doves Funeral Services Headquarters is situated at Olwen Crocker House, 157 Harare Street, Harare.

Doves Funeral Services

Removal of the deceased from place of death to nearest Doves mortuary

Removals are done at the shortest possible time with a highly efficient removal crew. We have the equipment needed for removals be it from a hospital ward or mortuary, nursing home or place of residence

Body preparation

Wash, dress, embalming

Use of mortuary

Doves Funeral Services boasts of the largest and smartest mortuary facility in the country which is manned by well trained morticians.

Nationwide transportation of the deceased

Doves boasts of a wide fleet of vehicles ranging from ambulances for removals, state of the art hearses for the deceased, mini buses and- luxury coaches to ferry mourners.

Modern Burial Equipment Includes mourners' tents, grave site tents, mats, coffin and casket lowering devices which are operated by a highly qualified machine crew.

Traditional/ chalet chapels and kitchens with fitted contemporary fire places & traditional pots at our Chitungwiza, Kwekwe and Victoria Falls branches. This service is free and comes as a complementary service to all our clients wishing to make use of the Chapels for church services and body viewing, and The kitchens may come in handy for lodgers and flat dwellers who would wish to utilize them for meal preparations during their bereavement

OUR BRANCHES



HARARE



BULAWAYO



GWERU



KWEKWE



CHITUNGWIZA



MASVINGO



MARONDERA



MUTARE



MUBAIRA

OUR BRANCHES



GWANDA



CHINHOYI



VIC FALLS



BINDURA



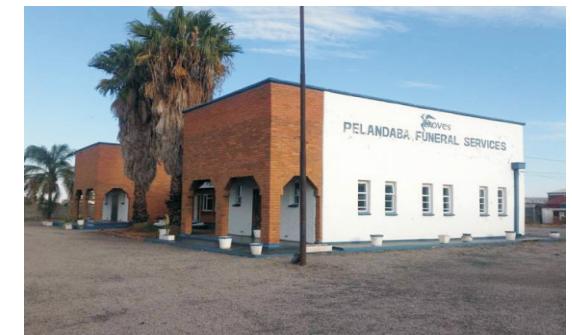
KADOMA



CHEGUTU



NORTON



PELAMBABA

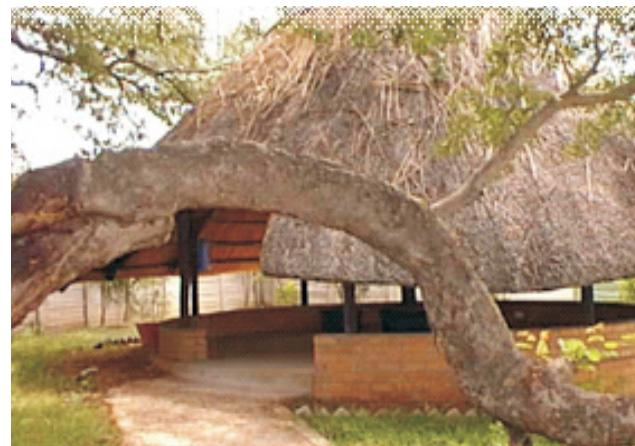


HAMBAKAHLE

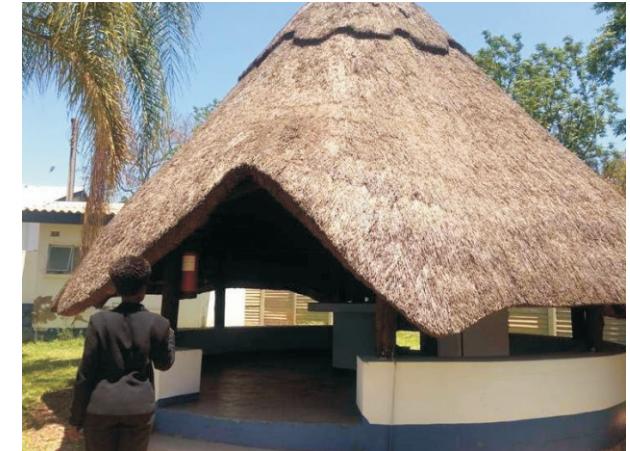
TRADITIONAL CHAPELS & KITCHENS



VIC FALLS CHAPEL



KITCHEN



KWEKWE KITCHEN



CHITUNGWIZA



CHAPEL

BUSES, HEARSES & COURTESY VEHICLES



DOVES SHOWROOM



VALUE ADD SERVICE- TOMBSTONES



COFFIN & CASKET MANUFACTURING

Silkwood Manufacturing

Strategically positioned in Zimbabwe's timber rich Eastern Highlands Province, Silkwood Manufacturing is one of the largest manufacturers of quality wooden coffins and caskets in the region. This company was incorporated in 1993 and taken over by Doves Holdings in 2001. Since its formation, the company has concentrated on manufacturing a wide range of coffins and caskets made from both hardwood and softwood for all age groups. Silkwood Manufacturing is situated at 4 Tameside Close, Nyakamete Industrial Site, Mutare.

Silkwood Engineering

Situated at 20 Blackrock Road, Westondale, Bulawayo, Silkwood Engineering is Doves' steel manufacturing division which supplies an innovative variable product range of classical Superdome, Ambassador, and Majestic steel caskets.

Silkwood Engineering is also renowned for being the pioneer of the manufacture of gear-driven lowering devices in Zimbabwe. The company has a compliment of highly skilled production staff whom apart from the manufacture of steel caskets, also produce coffin show-room stands, cemetery tents, mortuary and removal stretchers and hearse platform rollers. Silkwood Engineering is situated at 20 Blackrock Road Westondale, Bulawayo.

Norton Assembling Plant

A strategic plant that is situated a few kilometers out of Harare. The Norton Assembling Plant assembles our imported caskets and also serves as a distribution center for our North region branches.

SILKWOOD MANUFACTURING



SILKWOOD ENGINEERING



NORTON ASSEMBLING PLANT



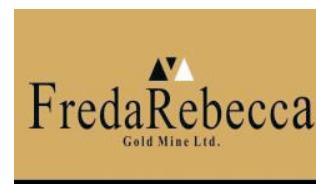
WHY CHOOSE DOVES

- Doves has enjoyed a favourable advantage over other players in the Life Assurance and Services sector because of the infrastructure it owns as well as a wide branch network.
- Doves has always been the preferred service provider for State funerals because of the good service that we offer.
- Our policies are also designed in such a way that they cater for people from all walks of life including the extended family, an aspect which makes up African values.
- The premiums are very much competitive compared to other players
- Doves boasts of qualified and professional personnel.
- Organizational goodwill dating back to 1902
- Large branch network distribution
- Guaranteed state of the art coffins & caskets supply throughout the country
- Dependable information and technology systems
- Solid financial base
- Expeditious Claims processing (15 minutes).
- Experience in the industry
- Provision of conventional and traditional chapels.

SOME OF OUR CORPORATE CLIENTS



ZIMBABWE REPUBLIC POLICE



UNIVERSITY OF ZIMBABWE



ZUPCO



BULAWAYO CITY COUNCIL

- ZNA
- GDC
- HARARE POLYTECHNIC
- MIMOSA MINE MAINTANANCE
- NSSA
- LOBELS
- MUTARE BOTTLING COMPANY
- UNICEM
- LUPANE UNIVERSITY
- ZRP
- MIDLANDS STATE UNIVERSITY
- UNIVERSITY OF ZIMBABWE

CORPORATE SOCIAL RESPONSIBILITY



Team Doves participated in the Zimbabwe Republic Police Festive Season Traffic Awareness Campaign.



Doves was the major sponsor of the SARPCCO GAMES held in Malawi and Team Zimbabwe emerged as the overall winner of the Tournament.



CORPORATE SOCIAL RESPONSIBILITY



CHINHOYI HOSPITAL DONATION: Doves donated some blankets and food stuffs to the hospital



Team Doves donated Plasma TVs to the ZNA' Parachute Regiment Camp Hospital.



SHIRI YAKANGWARA / INYONI EHLAKANIPHILEYO



Proudly Zimbabwean