



45 Samora Machel Av. 14th Floor Century Towers Harare Zimbabwe
Tel: +263 242 780 010 | Fax: +263 242 250 696 | Email: admin@zera.co.zw
Bulawayo: Std # K11-K12 Giraffe Road (ZITF) Gate 4 Tel: +263 292 260 269
Mutare: 6th Floor Fidelity Life Centre | Tel: +263 020 61334; +263 020 62043

License No: RET25/1228

RETAILING LICENSE (FUEL)

I HEREBY CERTIFY THAT
SOGO RETAIL (PVT) LTD

TRADING AS
SOGO HATCLIFFE

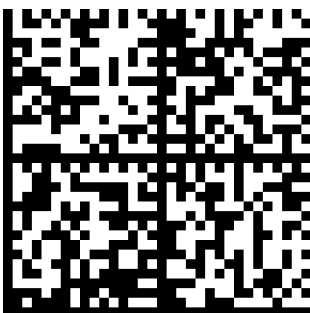
HAS BEEN LICENCED TO RETAIL FUEL IN TERMS OF THE PETROLEUM
ACT [CHAPTER 13:22] SUBJECT TO CONDITIONS OVERLEAF.

Physical Address:
16734 HATCLIFFE HARARE Zimbabwe

Issued at Harare on this 13th day of March 2025

Expiry Date : 31/12/2025

Chief Executive Officer: _____



For sustainable energy



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CONDITIONS FOR A RETAIL LICENSE

General conditions:

1. Clear management structures and brief profile of management should be provided.
2. A licensee must be Zimbabwean registered and should provide CR14 and CR2 forms.
3. A licensee should provide verifiable details of physical addresses, telephone numbers, faxes and any other contact details.
4. This licence is site-specific, that is, it permits the retail of fuel only at the physical address stated on the face of this licence.
5. All licensees shall have suitable facilities as approved by the Zimbabwe Energy Regulatory Authority in terms of applicable petroleum industry standards including ZWS 970 and ZWS 913 Part 2 for fuel service stations.
6. All petroleum installations should abide by the requirements of the Environment Management Agency and other statutes applicable to the petroleum fuels trade.
7. License fees shall be payable annually and subject to periodic review as deemed appropriate by ZERA.
8. The Authority may at all reasonable times enter the premises of a licensee for the purpose of inspections.
9. A Licensee shall submit returns in terms of Section 43 of the Petroleum Act in the manner prescribed by the Authority.
10. All records required to be kept in terms of this license shall be retained for a period of at least 5 years;
11. A licensee shall submit to the Authority an annual statement of accounts;
12. This license will be issued subject to these general conditions and any other special conditions for each application deemed appropriate by ZERA.
13. If the licensee is convicted by a court of law for contravening any term herein the Authority may publish such conviction in the media and the licensee, by the terms hereof, hereby waives its right, if any, to sue the Authority for any liability arising therefrom.
14. These conditions are subject to review and amendment by ZERA in the light of operational experience.
15. The license shall be subject to cancellation in terms of Section 40 of the Petroleum Act [Chapter 13:22]
16. The Licensee shall indemnify ZERA against any claims which may be made against ZERA by any third party as a result of or in relation to the activities of the Licensee pursuant to the operation of this license

Special conditions:

1. The Licensee shall only purchase fuel from a procurement licensee (wholesale) or a production licensee licensed under the Petroleum Act (Chapter 13:22) of 2006 and the Energy Regulatory Authority Act (Chapter 13:23) of 2011;
2. The Licensee shall keep records of all sources of the fuel being sold;
3. The Licensee shall ensure that fuel dispensing equipment is calibrated according to the standards as set out under Trade Measures Act (Chapter 14:23).
4. The Licensee shall on a monthly basis submit to the Ministry and ZERA a price build-up showing the amount by which the pre-cost of fuel has increased during the month to which the return relates;
5. The Licensee shall clearly display on site the type and prices of all the fuels being sold;
6. The Licensee shall display fire fighting equipment on site;
7. The Licensee shall be expected to ensure that personnel manning the site are appropriately skilled;
8. The Licensee shall sell products whose quality meets the relevant standards in Statutory Instrument 23 of 2013 and Statutory Instrument 147A of 2013.
9. The licensee shall sell all petroleum products at prices not exceeding those prescribed under Statutory Instrument 10 of 2019 - Petroleum (Petroleum Products Pricing) Regulations, 2019.
10. No operator shall load fuel from an underground storage tank at a fuel retail site into a fuel road tanker
11. No retailing licensee shall dispense petroleum products exceeding a total of 1000 litres into a demountable tanker or container per vehicle unless valid documentation is provided to the licensee justifying the use of the petroleum product in excess of 1000 litres.
12. No retailing licensee shall sell petroleum products in a currency other than the currency prescribed by the Reserve Bank of Zimbabwe (Legal Tender) Regulations, 2019 published in Statutory Instrument 142 of 2019 as amended from time to time unless they have been authorized by the relevant Authority in terms of the Customs and Excise (Tariff) (Amendment) Notice, 2019 (No. 10).
13. All retailing licensees shall ensure that they establish and put in place facilities that enable customers to settle payments for purchased petroleum products including but not limited to cash payments, electronic payments and mobile payments provided that the licensee shall not dictate a preference of payment over another.



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14. If a licensee violates any of the conditions of this license, or is convicted by a court of law for contravening the Petroleum Act or the Petroleum Regulations, the Authority may publish such penalty or conviction in the media and on the Authority's website.

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