

ABRIDGED CURRICULUM VITAE
 SUSAN MUCHANETA MUTANGADURA ArbP (SAA) FCI Arb (UK) FIoDZ
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Susan Mutangadura is a qualified and certified International Commercial Arbitrator (ArbP – Swiss Arbitration Academy), Fellow of the Chartered Institute of Arbitrators UK (FCI Arb) and Fellow of the Institute of Directors Zimbabwe (FIoDZ). Qualified and registered as Legal Practitioner, Conveyancer and Notary Public of the High Court of Zimbabwe in 1992, Susan is a member of the Law Society of Zimbabwe. She has been on the panel of arbitrators of the Commercial Arbitration Centre in Harare since 2013. She was appointed to the panel of arbitrators of the Arbitration Foundation of Southern Africa (AFSA) International Division in 2023. She is a member of the SADC Committee of the AFSA Board. In March 2025, she completed the 2024/2025 ICC Advanced Arbitration Academy for Africa programme, a highly selective and the most advanced-level training on arbitration the ICC offers.

Susan is passionate about the development and use of international commercial arbitration as a strategic and risk management tool in the resolution of commercial disputes. A Chevening scholar, her LLM thesis analysed the principle of party autonomy in international commercial arbitration. She received the Bangor University Faculty of Law awards for the ‘Best LLM Student’ and the ‘Best LLM Dissertation’. She is a keen trainer and a member of the AFSA/SADC Division management committee that is working for the development of arbitration institutions in the SADC region.

Susan is a Fellow of the Institute of Directors Zimbabwe, corporate governance practitioner, experienced lawyer and former partner in a leading law firm. Her MBA thesis focused on Corporate Governance. She served as Country Manager/Managing Director for Aon Zimbabwe Ltd - part of Aon plc, and as Group Managing Director for SFG Insurance Holdings. She has over 25 years senior management as well as board experience having served as the inaugural Company Secretary and Legal Advisor for the Zimbabwe Revenue Authority.

Susan served as Chairman of the Institute of Directors Zimbabwe Council, Culture Fund of Zimbabwe Board of Trustees and of the Board of Directors of Net One Cellular Private Limited, Zimbabwe’s second largest mobile network operator. She currently serves on the Board of Directors of First Mutual Properties Limited. She volunteers as the Vice Chairman of the Harare Institute of Technology School of Business and Management Sciences Advisory Board.

Susan has over 25 years professional experience with extensive industry and board exposure – having served on the boards of entities listed on the Zimbabwe Stock Exchange, state owned enterprises, multinational organisations, not-for-profit organisations and in the financial services sector. She combines practical experience and academic studies in law, international commercial arbitration, international business practice and corporate governance with a wealth of corporate experience and background as a legal practitioner. Susan has since 2013 focused on her arbitration career practicing as an independent commercial arbitrator.

ACADEMIC QUALIFICATIONS

- 2018 - 2019 CAS in Arbitration – a post-graduate degree of the University of Lucerne and the University of Neuchâtel in cooperation with the Swiss Arbitration Academy
- 2017 - 2018 Master of Laws (LLM) in International Commercial and Business Law (Distinction), Bangor University, Wales
- 2004 - 2005 Master of Business Administration (MBA) (with Merit), University of Surrey, United Kingdom
- 1988 - 1991 Bachelor of Laws Honours (LLB Hons), University of Zimbabwe

PROFESSIONAL QUALIFICATIONS

- ICC Advanced Arbitration Academy certification
- Arbitration Practitioner, Swiss Arbitration Academy, Switzerland
- Fellow of the Chartered Institute of Arbitrators, FCI Arb UK
- Success Motivation International (SMI) – The Dynamics of Successful Leadership
- Success Motivation International (SMI) – The Art of Creative Selling

PROFESSIONAL CAREER

Current – 2013 to date

Independent International Arbitrator, The Arbitration Chambers, Harare, Zimbabwe.

Susan has been appointed to the Arbitration Foundation of Southern Africa (AFSA) International Division panel of arbitrators. She has extensive commercial arbitration experience having started domestic arbitration in 2013 and proceeded to obtain international arbitration training in both civil law and common law jurisdictions. Susan practises as a full time arbitrator.

- Member of the AFSA International Division Panel of Arbitrators
- Member of the Commercial Arbitration Centre in Harare, Zimbabwe panel
- Member of the Africa Institute of Mediation and Arbitration (AIMA) panel
- Member of the AFSA/SADC Division Panel of Arbitrators
- Member of the SADC Committee of the AFSA Board
- Trainer and facilitator AFSA/SADC Division Arbitration Series
- Trainer and facilitator for the Institute of Directors, Zimbabwe

Trainer

Susan is a certified trainer with the following institutions:

- Institute of Directors Zimbabwe - Corporate Governance
- Institute of Directors Zimbabwe - Alternative Dispute Resolution
- Centre for International Private Enterprise (CIPE) - Anti-Corruption Compliance
- International Federation of Freight Forwarders Association (FIATA)

Lecturer

Susan has served as a part-time lecturer with the University of Zimbabwe Faculty of Law for the LLM **Advanced Commercial Arbitration and Negotiation Law** Module (2021)

Past Executive Appointments

- 2008 - 2013 Managing Director/ Country Manager – Aon Zimbabwe (Private) Limited
- 2006 - 2008 Group Managing Director – SFG Holdings (Private) Limited
- 2004 - 2004 Legal and Corporate Affairs Director – Shaft Holdings (Private) Limited
- 2001 - 2003 Head Legal Division/Company Secretary – Zimbabwe Revenue Authority
- 1996 - 2001 Partner – Danziger & Partners Legal Practitioners
- 1992 - 1996 Professional Assistant - Danziger & Partners Legal Practitioners

BOARD APPOINTMENTS

Current

First Mutual Properties Limited (Zimbabwe Stock Exchange listed) - 01/08/24 to date

Harare Institute of Technology – 26/02/2023 to date

- Vice Chairman of the School of Business and Management Sciences Industrial Advisory Board

Past Appointments

Aon Zimbabwe (Private) Limited - March 2008 to February 2013

- Managing Director & Country Manager
- Chairman of the Aon Pension Fund

Culture Fund of Zimbabwe Trust – 26 June 2012 to 28 June 2017

- Chairman of the Board of Trustees
- Vice Chairman of the Board of Trustees
- Member of the Marketing and Fundraising Committee
- Member of the Human Resources and Finance Committee

FBC Bank Limited – November 2006 to 2 June 2014

- Chairman of the Risk and Compliance Committee
- Member of the Loans Review Committee
- Member of the Asset-Liability (ALCO) Committee

Gweru Legal Practitioner's Association - 2000 to 2001

- Chairman

Institute of Directors Zimbabwe – 2009 to 2016

- Chairman of the Council
- Vice Chairman of the Council - 2013
- Chairman of the Corporate Governance Committee - 2011
- Member of the Marketing and Membership Committee

Insurance Institute of Zimbabwe – 2006 to March 2008

- 1st Vice President (2007)
- Chairman of the Public Relations and Marketing Committee

Insurance Council of Zimbabwe – 2006 to 2008

- Chairman of the National Bureau of Zimbabwe
- Vice Chairman of the Public Relations Committee
- Member of the Compliance and Complaints Committee

KHAYAH Cement Limited – 2022 to 2024

- Chairman of the Nominations and Remuneration Committee
- Member of the Audit and Risk Committee

Lafarge Cement Zimbabwe Limited – 2011 to 2022

- Chairman of the Nominations and Remuneration Committee
- Member of the Audit and Risk Committee

Legal Resources Foundation - 27/09/2019 to January 2026

- Chairman of the Nominations and Governance Committee
- Member of the Finance, Risk and Audit Committee

Mashonaland Holdings Ltd (Zimbabwe Stock Exchange Listed) 1 Nov 2019 to 8 June 2023

- Chairman of the Governance, Risk and Compliance Committee
- Member of the Audit Committee

Medicines Control Authority of Zimbabwe – September 2023 to February 2026

- Member of the Legal Committee
- Member of the Hearing Committee

Midlands Aids Support Organisation (MASO) – 2000 to 2001

- Board member

NetOne Cellular (Private) Limited – Jan 2019 to Dec 2022

- Chairman of the Board of Directors – 26 October 2021 to 19 December 2022
- Acting Chairman of the Board of Directors – 6 February 2020 to 25 October 2021
- Vice Chairman of the Board of Directors – 23 Jan 2019 to 5 February 2020
- Chairman of the Risk, Governance & Compliance Committee
- Member of the Human Resources Committee
- Member of the Finance Committee
- Chairman of the Audit Committee

United Kingdom Alumni Association - 2007

- Chairman – 2007

Zimbabwe Football Association Appeals Committee – 2024 to 2025

- Chairman

Zimbabwe Insurance Brokers Association – 2008 to 2013

- Member and Treasurer - Management Committee

Zimbabwe Health Access Trust – 2007 to September 2009

- Founding Trustee
- Vice Chairman

OTHER APPOINTMENTS

- 2023 to date – ACGN Director Certification Committee member - a collaboration between the Africa Corporate Governance Network and the University of Essex (UK) for the development of a continental (African) framework for director certification
- 2023 to date - Chairman of the Adjudication Panel for the Institute of Directors Zimbabwe (IoDZ) Director of the Year Awards
- 2020 to 2022 - Member of the Adjudication Panel for the Institute of Directors Zimbabwe (IoDZ) Director of the Year Awards

TRAINING QUALIFICATIONS

- Certified International Trainer for the International Federation of Freight Forwarders Association (FIATA) (by examination and received the best student award for the programme)
- Certified Trainer in Corporate Governance through the Institute of Directors Zimbabwe
- Certified trainer for the Centre for International Private Enterprise (CIPE) (an affiliate of the U.S.A Chamber of Commerce)

MEMBERSHIP OF PROFESSIONAL BODIES

- Registered as a Legal Practitioner, Notary Public and Conveyancer with the Law Society of Zimbabwe
- Fellow of the Institute of Directors Zimbabwe
- Fellow of the Chartered Institute of Arbitrators - FCI Arb, United Kingdom
- Member of TheBoardroom Africa (TBR Africa) - the largest regional network of female executives in Africa.

ACADEMIC & PROFESSIONAL ACHIEVEMENTS

- Awarded a British Chevening Scholarship in recognition of academic excellence and leadership potential for MBA studies at the University of Surrey, UK
- Bangor University, Wales - Faculty of Law awards for the 'Best LLM Student' and the 'Best LLM Dissertation'
- Received the award for being the best student on the train the trainer programme for the International Federation of Freight Forwarders Association (FIATA)
- Received the award for best 'A' Level English Student – Thornhill High School, Gweru
- Midlands Schools Hockey Captain
- Captain hockey and tennis teams - Thornhill High School, Gweru
- Awarded full Colours for hockey – Thornhill High School, Gweru
- Lundi Park Primary School, Gweru - Awarded the Victrix Ludorum for excellence in sport
- Lundi Park Primary School, Gweru - Netball and Hockey team captain

REFEREES

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Chairman - Commercial Arbitration Centre

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