

An Update from RZIM

Sarah Davis, CEO

Last month, the RZIM Board of Directors released the full report of the investigation into Ravi Zacharias's sexual abuse and their accompanying open letter. We continue to grieve deeply for the victims who have been treated in ways that are completely antithetical to the gospel. We also painfully and increasingly recognize organizational failures that have occurred and the repentance that needs to take place in both heart and action. This is the first of periodic updates that we plan to release in order to share with you the steps we are taking as we seek to walk a path of repentance, restitution, learning, and serving.

As the Board stated in its previous letter, one of our key priorities at this time is to undergo a thorough and fully independent assessment from the management/compliance consulting firm Guidepost Solutions. We want to understand all areas of unhealth in our organization so that we can take that learning and do everything we can to prevent any kind of abuse in the future. Guidepost will be evaluating our structures, culture, policies, processes, finances, and practices, including the handling of any former abuse allegations.

This process with Guidepost has now begun and we expect it to last for several months. In order to respect the process, we do not plan to comment on any recommendations being made until the process has been completed.

As the Guidepost process continues, there are a number of developments that we would like to communicate in recognition of the need for concrete steps and corrective measures at this time:

- Our top priority right now is the process of care, justice, and restitution for all who have been victimized by Ravi's abuse. Rachael Denhollander has been retained to serve as a confidential liaison with survivors and to help guide this process. Survivors or their legal counsel, advocate, or representative may reach out to her confidentially at rjd.requests@gmail.com.
- We invite anyone to provide reporting information or file complaints to Guidepost through any of these options:
 1. You may go to RZIM.org and click on www.lighthouse-services.com/RZIM to report information online.
 2. Call 855-222-0621 for English language calls from the U.S. and Canada.
 3. Call 800-216-1288 for Spanish language calls from U.S. and Canada.
 4. Call 01-800-681-5340 for Spanish language calls from Mexico.
 5. Call 855-725-0002 for French language calls from Canada.
 6. Send an email to reports@lighthouse-services.com and specify RZIM in the subject line.
 7. Fax to 215-689-3885 and specify it is regarding RZIM.

We encourage any survivors of abuse or harassment who wish to provide information about their experiences to contact Guidepost in any of the ways laid out above. Your

identity will remain confidential with Guidepost, or you may remain anonymous at your discretion. We also encourage any current or former employees, or other witnesses, who may have relevant information to share regarding RZIM's culture, processes, or practices to reach out to Guidepost.

- We are in the process of taking down Ravi's content from our website and social media platforms, including publications, videos, and other forms of content, and we intend to change the name of the organization. Effective immediately, we are also discontinuing the use of "The Zacharias Institute" brand.
- Out of respect for anyone who resigned from RZIM for reasons of conscience during the Miller & Martin investigation, we will be offering to them the same severance that we are currently offering to those who take voluntary redundancy.

We expect to be able to update on some additional decisions and next steps in the near future. For now, we anticipate that significant lessons will be learned in all areas of the ministry and are grateful for all who have helped us to begin this process. We are praying for the courage to pursue repentance and to have learners' hearts, and we are trusting in God's guidance in the days ahead.