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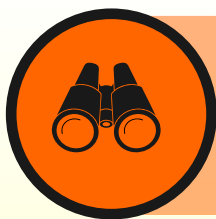
ANNUAL REPORT



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Our Vision



A credible compulsory standards regulator.

Our Mission



To ensure public health and safety and environmental protection.

Strategic Objectives



- Objective 1:** Improve Compliance to Compulsory Standards
- Objective 2:** Enhance Stakeholder Collaborations
- Objective 3:** Improve Management of Financial Resources
- Objective 4:** Improve Operational Processes
- Objective 5:** Enhance Human Resource



Core Values

CREDIBILITY

We shall always endeavour to execute our duties with the highest levels of honesty and quality to the satisfaction of our clients and stakeholders.

PROFESSIONALISM

We are competent, independent, impartial, and ethical in the execution of our duties.

INTEGRITY

We uphold high morals and put our obligations to the Nation above personal interests in the execution of our mandate.

TEAMWORK

We collaborate to achieve a common goal in the most efficient and effective manner.

HARD WORK

We diligently apply our efforts to accomplish our tasks to the satisfaction of our clients and stakeholders.

INNOVATION

We are competent, independent, impartial, and ethical in the execution of our duties.

CONFIDENTIALITY

We are trustworthy and do not reveal privileged information to unauthorised persons.

ACCOUNTABILITY

We are answerable and responsible for our actions, omissions, and decisions.

MANDATE

The Zambia Compulsory Standards Agency (ZCSA) is a statutory body under the Ministry of Commerce, Trade and Industry established by the Compulsory Standards Act No. 3 of 2017 for the administration and maintenance of compulsory standards for the purpose of public safety and health, consumer, and environmental protection.

Our Functions

Under Section 5 of the Compulsory Standards Act No. 3 of 2017, the specific functions of ZCSA are to:

- Administer, maintain, and ensure compliance with compulsory standards;
- Give pre-market approval of high-risk commodities falling within the scope of compulsory standards;
- Conduct market surveillance for products falling within the scope of compulsory standards to monitor post market compliance of commodities with compulsory standards;
- Educate the public on compulsory standards and provide public information for the protection of the consumers on products and services which do not comply with the Act;
- Cooperate with Ministries and other State institutions and international organisations in enforcing compulsory standards; and
- Do all such things related to, or incidental to the functions of the Agency under the Act

GOVERNANCE STRUCTURE

The Zambia Compulsory Standards Agency (ZCSA) shall be governed by the Board of the Agency comprising seven (7) members.

Section 6 of the Compulsory Standards Act provides that the Board shall consist of the following part-time members appointed by the Minister:

- A representative of the Ministry responsible for industry;
- A representative of the Attorney General; and
- Five persons with experience and knowledge in matters relevant to the Act.

The Agency has five Departments consisting of two (2) technical departments namely:

- Import Quality Monitoring (IQM);
- Domestic Quality Monitoring (DQM);

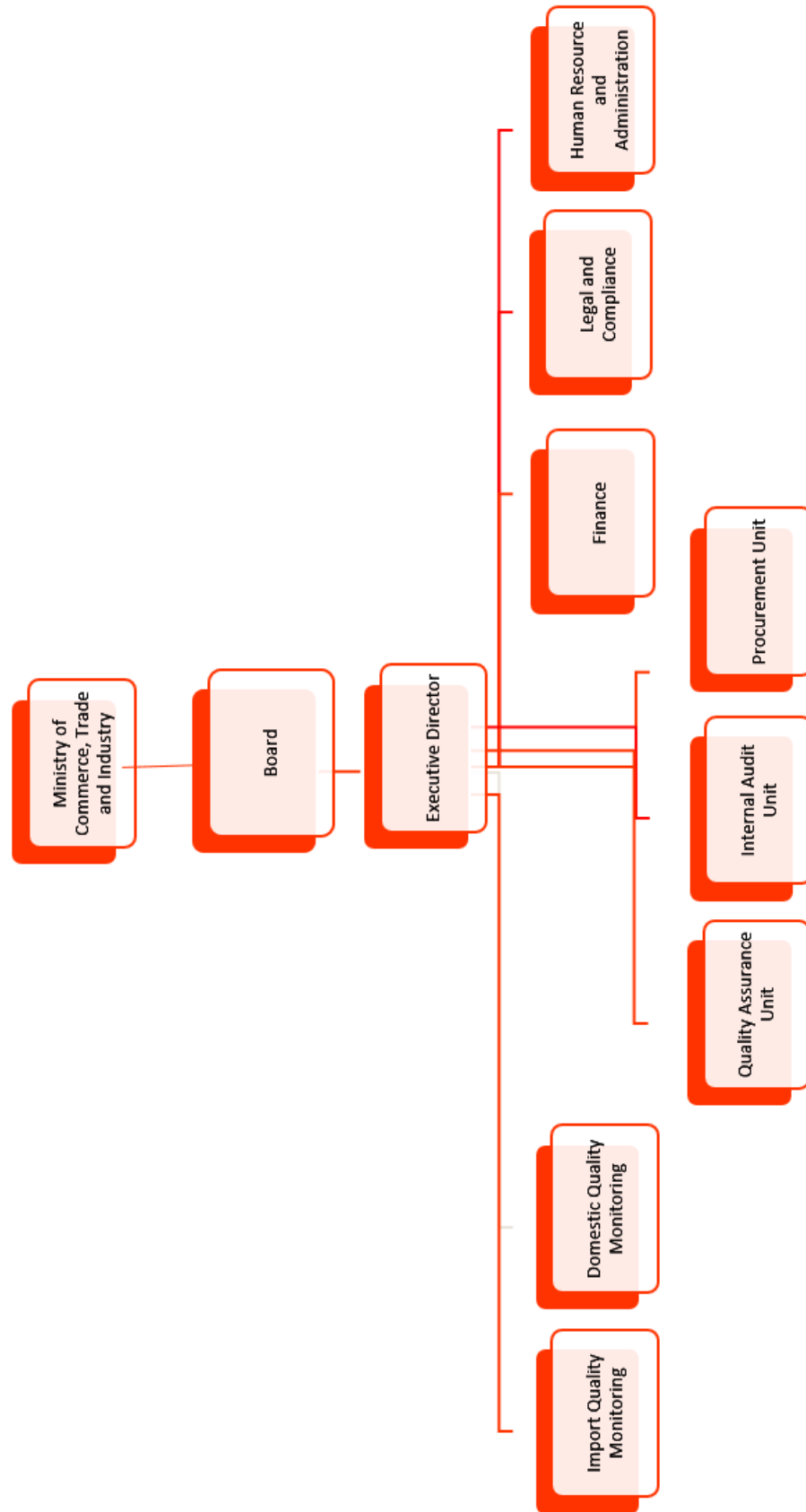
and three (3) support departments namely:

- Human Resource and Administration
- Finance;
- Legal and Compliance;

The units under the Executive Director's office include:

- Internal Audit;
- Procurement;
- Quality Assurance

CORPORATE STRUCTURE



Executive Management



Ms. Peggy Kaunda
Executive Director



Gerald Chizinga
Manager - IQM



Mufumu N Mwape
Legal Counsel



Francis Mwelwa
Manager - DQM



Brian Mulangisha
Manager - Finance



Chisola Mfula
Manager - Internal Audit



Boniface Zulu
*Acting Manager
Human Resource
and Administration*

The Year At A Glance



Minister of Commerce, Trade and Industry Chipoka Mulenga (right) shares a light moment with ZCSA Executive Director Ms. Peggy Kaunda (second left). Looking on is ZCSA Executive Secretary Memory Chipanuka (far left) and Acting Director of Domestic Trade at the Ministry of Commerce, Trade and Industry Margaret Chikuta.



A group of participants in the Lubito Corridor training needs assessment workshop.



ZCSA Domestic Quality Monitoring (DQM) Senior Inspector Elias Kansembe explaining the Agency's mandate during the Buy Zambia conference.



ZCSA Inspector Mweshi Sosandi (standing) explaining a procedure to our intern.



DQM Manager Francis Mwelwa (far left) with DQM Senior Inspector Theresa Kaputula (far right) after a radio sensitisation programme at Beats FM in Solwezi.



A Water treatment plant in Lusaka



An imported used motor vehicle being inspected by a ZCSA contractor at Nakonde border post.



ZCSA DQM Inspector Bright Chitumfwa inspecting cooking oil during a market surveillance in Eastern Province.



Market surveillance in Southern Province



ZCSA Acting Human Resource Manager Bornifance Zulu (left), Import Quality Monitoring Inspector Mutumba Mufire and Finance Manager Brian Malangisha (right) after receiving their Covid-19 vaccine.



ZCSA Quality Assurance officer and Gender focal point person Saili Kancheya presenting a ZCSA branded cap to a pupil at Mukamambo Girls Secondary School.



ZCSA Records Officer Nzali Sinkamba presenting sanitary towels to a pupil at Mukamambo Girls Secondary School during commemoration of International Women's Day.



ZCSA IQM Inspector Mwansa Malasha inspecting an electrical appliance during a market surveillance.



ZCSA DQM Inspector Mitolo Mitumba inspecting a milling plant.



Road Tank Vehicle Inspection



Market surveillance in Southern Province



DQM Inspector Mitolo Mitumba explaining water treatment procedures to employees of a water treatment plant.



Standards, Regulators and Allied Workers Union of Zambia Interim President Byron Mtonga (left) presenting the agreed conditions of service to Executive Director Ms. Peggy Kaunda (right). Looking on is Finance Manager Brian Malangisha (second left), Interim Secretary General Kabika Simasiku (middle) and Acting Human Resource Manager Borniface Zulu (second right).

Permanent Secretary's Report



“ The Ministry will continue to provide policy and strategic direction and support to the ZCSA management... ”

The Zambia Compulsory Standards Agency (ZCSA) has been implementing its mandate of ensuring public health and safety, environmental and consumer protection during a year of considerable challenge for the country in the midst of the Covid-19 pandemic that has devastating effects on operations of most public institutions and organisations, the private sector institutions and the business community at large.

The year under review continued to call for resilience and innovation from Government, the public service, private sector and local business communities in the realization of various objectives and mandates.

I am very pleased to report that ZCSA management, responded quickly and effectively to the situation, innovating new solutions in order to ensure the undisrupted provision of services to the Agency's clients throughout the year. The result of these actions is that ZCSA is able to report impressively on the attainment of its targets for the year 2021.

During the period under review, the Agency, refined the selectivity codes on the Zambia Electronic Single Window (ZESW) to effectively monitor products under its mandate leading to increased inspections for imported products. Implementation of the Zambian compulsory standard ZS 808 for potable spirits also commenced in the year under review in an effort to safeguard the health of consumers. Inspections for locally produced goods continued, with some new businesses beginning production despite the difficult economic situation.

The Agency continued to pursue excellence in its service delivery by seeking accreditation of its inspection services to the international standard ISO/IEC 17020, thereby instilling confidence in its services. The Agency also concluded the development of profiles of its services in readiness for launching on the Government Service Bus project under the Smart Zambia Institute, thereby promoting the use of electronic platforms in the delivery of its services for increased efficiency.

The Ministry of Commerce, Trade and Industry will continue to provide policy and strategic direction and support to ZCSA with leveraging the excellent performance of the institution in the context of the current economic, political and social climate.

On behalf of the Ministry of Commerce, Trade and Industry, I wish to sincerely express my gratitude and appreciation to our stakeholders for unwavering support. I look forward to enhanced and continued engagements with all our stakeholders so as to effectively promote public health and safety, environmental and consumer protection by ensuring fair trade through the development and administration of necessary compulsory standards. Lastly, I wish to recognise the commitment and the hard work displayed by the Management and staff of the ZCSA throughout the year.



Chawe Mpande Chuulu
PERMANENT SECRETARY

Executive Director's Report



“The Agency re-engineered its business operations in the wake of the Covid-19 pandemic, which has changed almost everything about the business environment...”

The vision of the Zambia Compulsory Standards Agency is to be a **credible compulsory standards regulator** and to achieve this the institution has continued to strive for excellence, trust, quality and confidence in the services it provides. The Agency has continued to implement its core mandate of ensuring public health and safety, consumer and environmental protection.

The Agency re-engineered its business operations in the wake of the Covid-19 pandemic, which has changed almost everything about the business environment, especially the manufacturing and service industries, although it changed nothing about the importance of our work – to our clients, the public and the region at large. Despite the challenges of Covid-19, we continued to build on our purpose and mission of ZCSA.

During the year under review several achievements were scored despite the challenges outlined above, and others that will be highlighted a little later in the review:

ACHIEVEMENTS

In 2021, the Agency made the following notable achievements:

Import Quality Monitoring

The Agency continued administration of compulsory standards for imported products under its mandate in order to protect consumers and the environment. Compliance rate of imported goods to applicable compulsory standards stood at approximately 85%.

The Agency continued refining the selectivity codes on the Zambia Electronic Single Window (ZESW) to effectively monitor products under its mandate. This intervention led to a significant increase in inspections of imported goods subject to compulsory standards.

During the year under review, the Agency successfully moved its Livingstone office to the Kazungula One Stop Border Post (OSBP), following the official launch of the OSBP by the Presidents of Botswana and Zambia in May 2021. This led to increased inspections of products subject to compulsory standards at this station.

The Agency implemented new contracts for inspection service providers under the pre-shipment roadworthiness inspection scheme for imported used motor vehicles beginning 1st January 2021. The three service providers are Auto Terminal Japan Limited (ATJ), EAA Company Limited and Quality Inspection Services Japan (QISJ).

Domestic Quality Monitoring

The Covid-19 pandemic continued to pose a challenge to a number of manufacturing companies regulated by the Agency, with some of the manufacturing companies recording a decline in production. This led to a reduction in inspections of manufacturing premises. However, the Agency conducted eighty nine (89) inspections compared to fifty three (53) in 2020 for new companies that began production of goods under the Agency's mandate despite challenges of Covid-19 pandemic. The new companies included manufacturers of Maize Meal, Bottled Drinking Water, Peanut Butter, Paints and Fruit Flavoured drinks, among other products.

Implementation of compulsory standard on potable spirits

The Agency started implementing the Zambian compulsory standard ZS 808 for potable spirits. This followed the declaration of the standard as compulsory through Statutory Instrument No. 18 of 2020 by the Minister of Commerce Trade and Industry. Awareness on the implementation of this standard is ongoing so as to increase compliance levels for enhanced safety of consumers.

Non-tax Revenue

The Agency collects service fees as non-tax revenue in the execution of its mandate. The revised target for the year under review was **ZMW 220,123,931.00**. Despite the challenging economic landscape nationally and globally, the Agency managed to collect **ZMW 251,100,651.00**, giving a positive variance of about 14%.

The use of the Single Payment Point (SPP) on the ZESW significantly increased the Agency's efficiency in ensuring that service fees for imported products are settled promptly by clients.

Accreditation of Inspection Services

The Agency continued to pursue excellence in its service delivery and to this end, it made significant strides towards the attainment of accreditation of its inspection services to the international standard ISO/IEC 17020. In the year under review, the following was achieved:

- A pre-assessment of the Agency's management system was conducted by the Southern African Development Community Accreditation Services, (SADCAS).
- An initial assessment was also conducted to determine the compliance of the Agency's quality management system to the requirements of ISO/IEC 17020 for two of the standards under its mandate. the decision to award accreditation is being awaited.

Health and Wellness

The Agency continued to encourage staff to engage in various health and wellness activities that are meant to enhance not only their mental and physical health but also boost their immunity. Due to the outbreak of the Covid-19 pandemic, group activities were reduced, but continued under the health guidelines issued by health experts in the country.

2022 Focus Areas/ Future Plans

Launch of Services on the Government Service Bus (GSB)

The government through the Smart Zambia Institute has embarked on development of digital platforms to enhance the delivery of public services in the country. During the period under review, the Agency continued engaging the developers of the Government Service Bus (GSB) to facilitate the inclusion of its services on this digital platform. Once uploaded on the GSB, the services for the Agency will be accessible to its clients remotely, enabling them to not only make online applications for inspections but also make payments for the various services they may require. The launch of ZCSA services on the Government Service Bus will be preceded by training of stakeholders, including clients.

Partnerships/ Collaborations

Regulators around the world discuss international best practice in regulatory processes and systems so as to eliminate technical barriers to trade, and improve the flow of trade within and among nations. In this regard, the ZCSA intends to sign Memoranda of Understanding with standards regulators in the region and beyond for collaboration and information sharing on the protection of consumers and trade facilitation through administration of compulsory standards.

Compulsory Standards

The Agency will continue to pursue the outstanding declaration of 52 new compulsory standards that have already been submitted to the Ministry of Justice. Declaration of these standards will widen the scope of the Agency to cover other products, thereby enhancing public safety through its regulatory intervention.

Infrastructure Development

In a bid to enhance service delivery, the Agency will continue to lobby for funds for the construction of modern and purpose-built facilities in places where it conducts its operations.

CHALLENGES/ POSSIBLE SOLUTIONS

Entry restrictions at borders and non-inspection of local factories during the Covid-19 Pandemic

The Agency's activities were adversely affected by measures implemented in neighbouring countries to prevent the spread of the corona virus, thereby affecting the flow of goods in some border entry points. Prevention measures implemented locally affected inspection of processes and products in local factories. These challenges were mitigated by increasing inland inspections and market surveillance activities for both locally manufactured and imported products.

Inadequate Funding

The Appropriation in Aid received by the Agency was inadequate in facilitating the full execution of its mandate. Being an Agency established and operationalised in January 2018, the Agency needed increased funding that would adequately meet its various resource needs to help improve its performance. The supplementary funds awarded by the Ministry of Finance during the year under review did, however, provide significant relief to the Agency's operations. The following are some of the areas that continue to require increased financial resources:

Inadequate staff and capacity building

The Agency did not have adequate staff and was not able to attend to the desired staff capacity building needs of the existing staff during the period under review.

Most of the capacity building and training programmes for staff that were undertaken were donor sponsored. Despite these contributing positively towards the staff needs, there was still a need to undertake other programmes that would address specific needs identified by the Agency.

Inadequate Infrastructure

The Agency continues to lack adequate and appropriate infrastructure in its operational areas required to implement its mandate effectively and optimally. Provision of adequate financial resources to the Agency will help to acquire and develop the much needed infrastructure and ultimately strengthen the Agency for better service delivery and contribution to the realization of the country's aspirations as outlined in its national development plans.

In conclusion, I wish to thank the Ministry of Commerce, Trade and Industry for its oversight support and for providing policy and strategic direction. Further, I wish to extend gratitude to our cooperating partners for their technical and financial support. Lastly, but equally importantly, I wish to thank ZCSA management and staff for their passionate support and dedication to duty, ensuring public health and safety are maintained. The achievements realized in the year 2021 would not have been possible without this staff support.

May the blessings of our good and gracious Lord be upon you all.

Peggy Kaunda (Ms.)

EXECUTIVE DIRECTOR

IMPORT QUALITY MONITORING



“...The activities of the department contribute to the achievement of strategic objective...”

Introduction

The Import Quality Monitoring department is responsible for enforcing compliance with compulsory standards for imported products in order to ensure foreign manufactured products comply with Zambia's public safety, health and environmental protection requirements.

The department monitors the safety of imported products, subject to compulsory standards. This is done by conducting inspections at border entry points and inland stations where the Agency has physical presence. These inspections are supplemented by market surveillance activities aimed at ensuring continued compliance of products subject to compulsory standards, for consumer and environmental protection.

During the period under review, the department had physical presence at Chanida, Chirundu, Katima Mulilo, Kazungula, Livingstone, Mwami, Nakonde, Ndola and Victoria Falls stations.

The activities of the department contribute to the achievement of strategic objective number one (1) of the 2019-2021 ZCSA Strategic plan on improving compliance to compulsory standards.

Import Inspections

Monitoring of the safety of imported products subject to compulsory standards continued during the year under review. A total of **51,519** (107% attainment rate) import consignments were cleared in 2021 compared to **48,225** consignments in 2020 giving an increase of about 7%. The increase is attributed to increased imports of fuel, household and similar electrical appliances.

Chirundu and Nakonde offices recorded the highest number of consignments. Figures 1 and 2 show consolidated imports for general goods by entry point and product type, respectively for the 2021 and 2020.

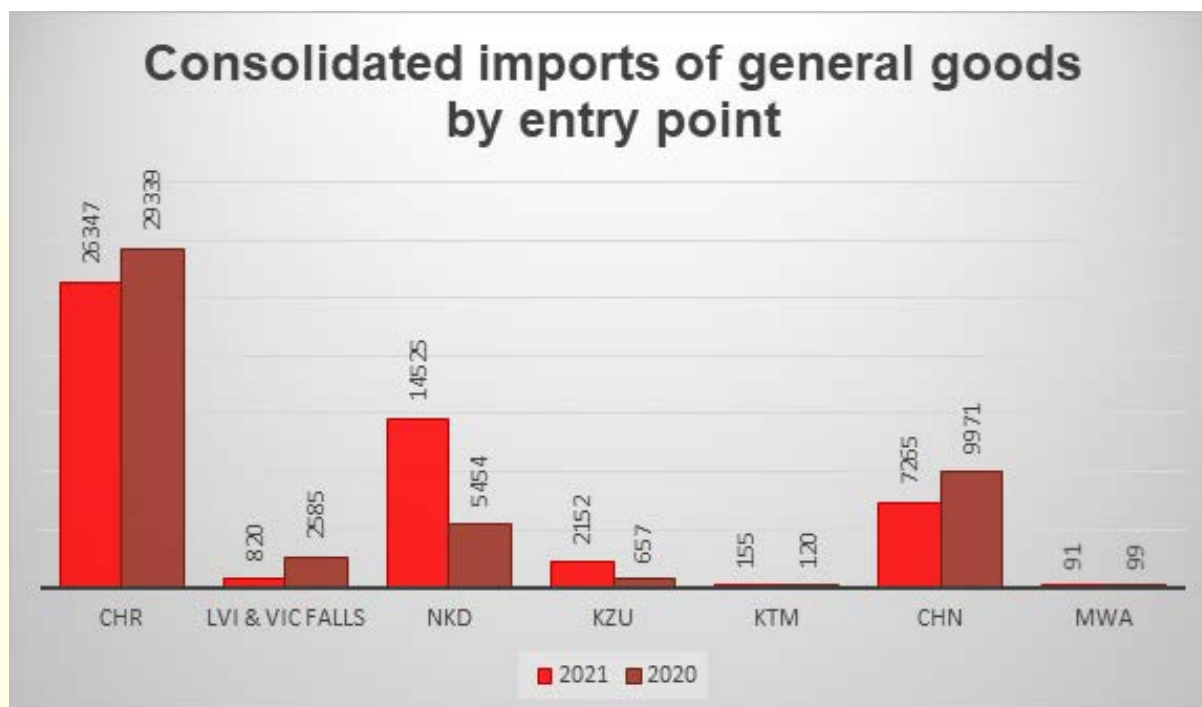


Figure 1: Consolidated Imports – General Goods by entry point

Key: CHR- Chirundu LVI- Livingstone VIC- Victoria Falls NKD- Nakonde KZU- Kazungula KTM- Katima Mulilo CHN- Chanida MWA-Mwami



Figure 2: Consignments by product type

Roadworthiness Inspections

For the promotion of public safety, the Agency implements the **Zambian Standard ZS 560 – Code of practice for inspection and testing of used motor vehicles for road worthiness**. This compulsory standard is implemented through a pre-shipment inspection scheme for roadworthiness inspection (RWI) of all used motor vehicles destined for use within Zambia conducted by ZCSA appointed agents.

The pre-shipment inspection of used motor vehicles by ZCSA contractors continued during the period under review. The Agency had three (03) contractors during the said period, namely Auto-Terminal Japan Limited, EAA Company Limited and Quality Inspection Services Japan (QISJ) Company Limited.

A total of **25,794** (161% attainment) used motor vehicles were cleared in 2021 compared to **16,005** in 2020 giving a rise of about 61%. Figures 3 and 4 show the RWI information for the years 2021 and 2020.

Figure 5 shows the number of inspections carried out by contractors at various locations for the year 2021 and 2020. A total of **14,688** used motor vehicles were inspected by ZCSA contractors in 2021 compared to **7,540** in 2020, giving an increase of about 95%. The increase was due to relatively stable exchange rates and reduced lockdowns in export countries, which adversely affected this activity in 2020.

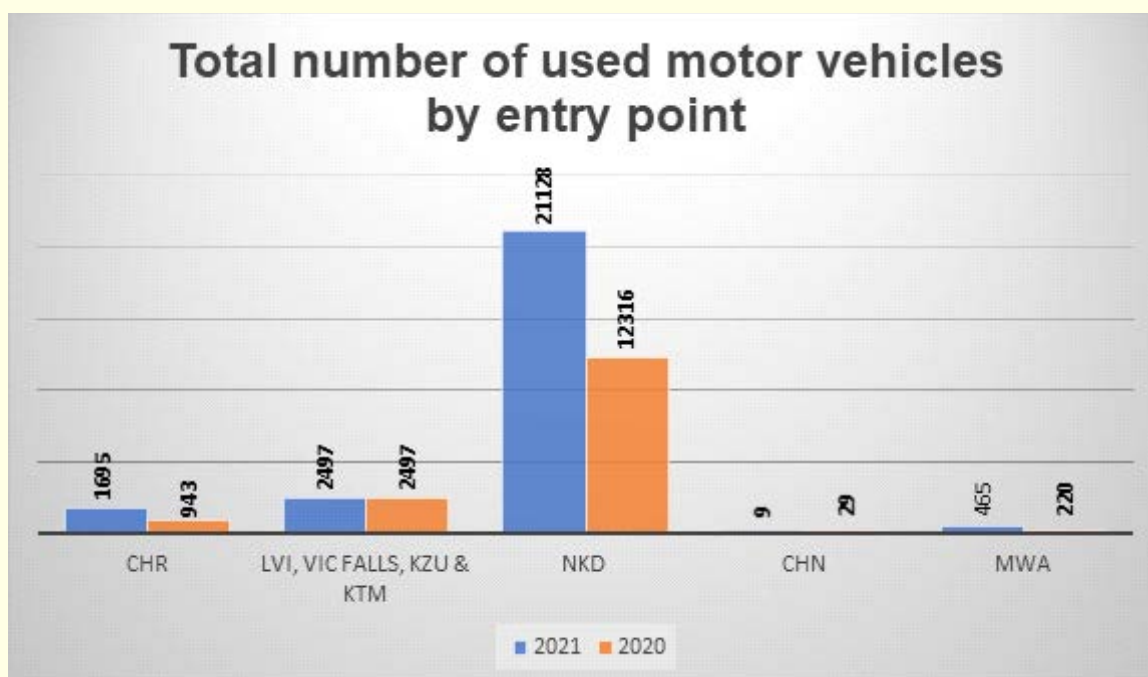


Figure 3: Total number of Motor Vehicles by Port of Entry

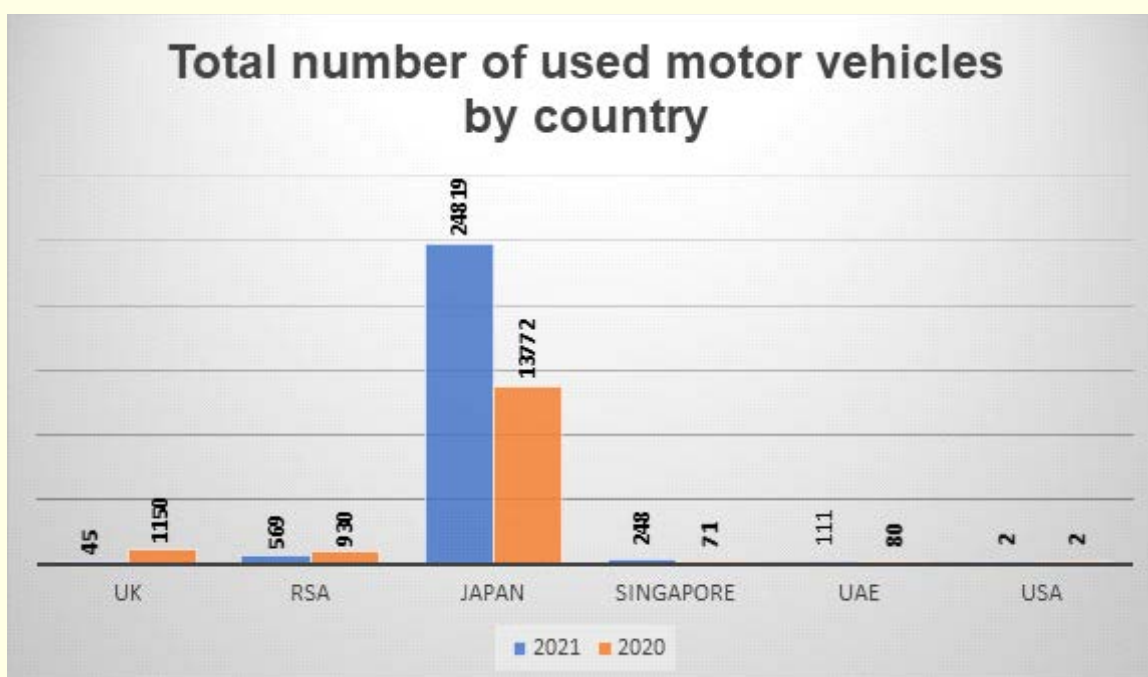


Figure 4: Total number of Motor Vehicles by Country

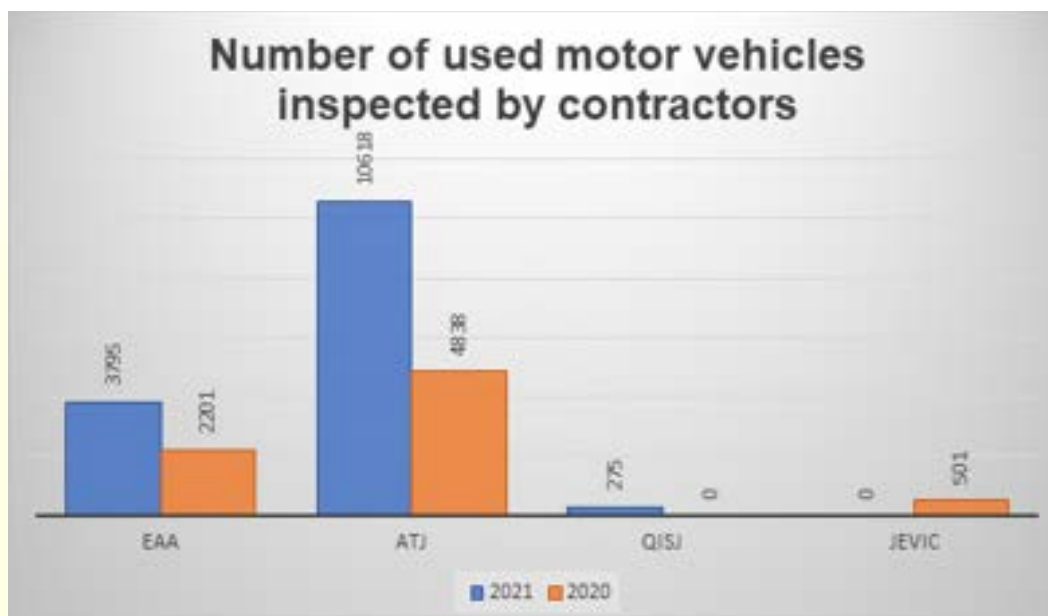


Figure 5: Number of used Motor Vehicles inspected by contractors

Foreign Road Tank Vehicles Inspections

The Zambian Standard **ZS 371 Road Tank Vehicles for Petroleum-Based Flammable Liquids - Specification** is aimed at ensuring that all petroleum products being conveyed in the Republic of Zambia are conveyed in a manner that is in conformity with this compulsory standard. This measure was put in place in the interest of protecting public safety, health and the environment. As such, all road tank vehicles, both foreign and local, moving on Zambian roads are required to be fully compliant with the compulsory standard. This requirement is mandatory for petroleum road tank vehicles traversing through Zambia, regardless of the final destination of the petroleum products.

The inspection of foreign road tank vehicles for compliance with the above compulsory standard continued during the period under review. Figure 6 below shows the number of foreign road tank vehicles inspected at border entry point offices in the years 2021 and 2021. The number of foreign tank vehicles inspected in the year under review was **848** (71% attainment rate) compared to **800** in 2020. Compliance of the foreign tankers to the standard stood at about 99%. The reduced inspections are attributed to precautionary measures taken to prevent the spread of COVID-19 in 2020 and 2021.



Figure 6: Foreign Road Tank Vehicles Inspected

DOMESTIC QUALITY MONITORING



“...Activities of the department include those under the domestic quality monitoring for locally manufactured products...”

Introduction

This section covers activities undertaken by the department in 2021. Activities of the department include monitoring of locally manufactured products and inland compliance monitoring activities for all products. The total number of factory inspections carried out in 2021 was 956 compared to 727 in 2020. The total number of market surveillance inspections carried out in 2021 was 491 compared to 434 in 2020.

Establishment Inspections

Inspections of local products in the year under review are broken down by product type per province in table 1 and by purpose in table 2. Tables 3 and 4 show inspections by Market Surveillance Type and Road Tank Vehicles respectively. Figures 7, 8 and 9 are graphs that depict the information contained in tables 1 and 2

Samples

A total of 1958 samples were submitted to the laboratory for analysis and 1412 test reports received during this period as shown in table 5 below.

Table 1: Inspections by Product Category

Product \ Province	Eastern	Lusaka	Southern	Western	Central	Copperbelt	Luapula	Muchinga	Northern	North Western	Year 2021	Year 2020
Food	12	154	32	23	70	80	18	6	19	37	451	357
Beverages	11	179	15	0	6	110	9	0	4	13	347	252
Animal Feed	2	37	2	0	8	2	0	0	3	0	54	33
Fertilizers	0	1	0	0	0	1	0	0	0	0	2	1
Engineering Products	0	9	4	0	0	11	2	6	0	4	36	34
Chemicals & Chemical Products	0	44	0	0	0	8	0	0	0	0	52	41
Cement & Cement Products	0	3	0	0	0	6	0	0	0	0	9	4
Construction Materials	0	1	0	0	0	1	0	0	0	0	2	0
Cables	0	0	0	0	1	2	0	0	0	0	3	5
Packaging Materials & Textiles	0	0	0	0	0	0	0	0	0	0	0	0
Batteries	0	0	0	0	0	0	0	0	0	0	0	0
Minerals & Mineral Products	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0	0	0	0	0
Totals	25	428	53	23	85	221	29	12	26	54	956	727

Table 2: Factory Inspections by Activity Type

Inspection Activity	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter	Year 2021 Total	Year 2020 Total
Initial	14	34	18	23	89	53
Renewal	98	49	33	209	389	134
Surveillance	62	181	172	63	478	540
Total	174	264	223	295	956	727

Table 3: Inspections by Market Surveillance Activity

Inspection Activity	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter	Year 2021 Total	Year 2020 Total
Follow Up	42	64	12	12	130	95
Investigative	26	26	9	38	99	122
Spot Check	82	63	24	38	207	179
Open Market Surveillance	8	22	18	12	60	39
Total	158	175	63	100	496	434

Table 4: Local Road Tank Vehicle Inspections

SN	REPORTED ITEMS	Quarter				Region		2021	2020
		1 st	2 nd	3 rd	4 th	Total South	Total North		
1	Total Number of Inspection Requests	570	189	148	622	655	874	1529	1321
2	Total Number of Inspections	570	189	148	622	655	874	1529	1321
3	Total Number of Certificates Issued	First Inspection	570	189	148	622	655	874	1529
		Re-inspection	0	0	0	0	0	0	0
4	Total Number of Failed Tankers	0	0	0	0	0	0	0	0
5	Total No. of Complaints / Appeals against inspection received	0	0	0	0	0	0	0	0

Summary of Establishment Inspections

The total number of inspections carried out in 2021 was 1452. A total of 956 factory inspections were carried out against a target of 1016 scheduled factory inspections giving an attainment of 94%. These were as categorized in the pie chart below.

Inspections by Product

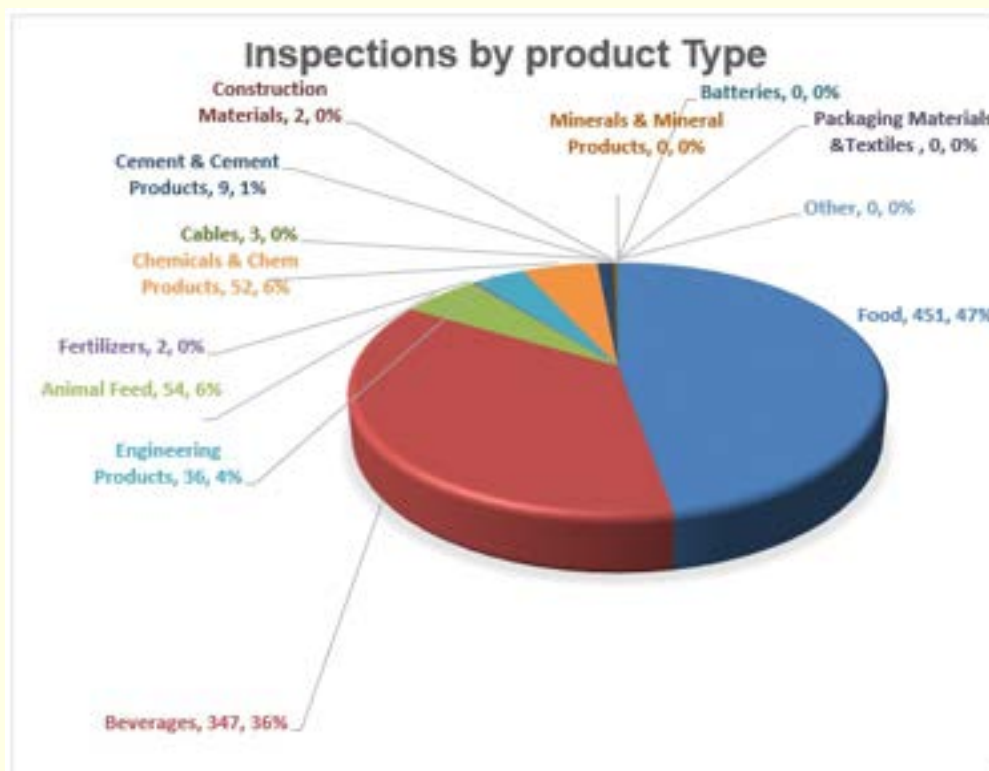


Figure 7: Local Inspections by Product Type

Inspections by Purpose

Most of the inspections done were factory surveillance inspections to ensure continued compliance of products being produced and supplied by the manufacturers. These were 478 in total which represented 33% of the total inspections done in 2021.

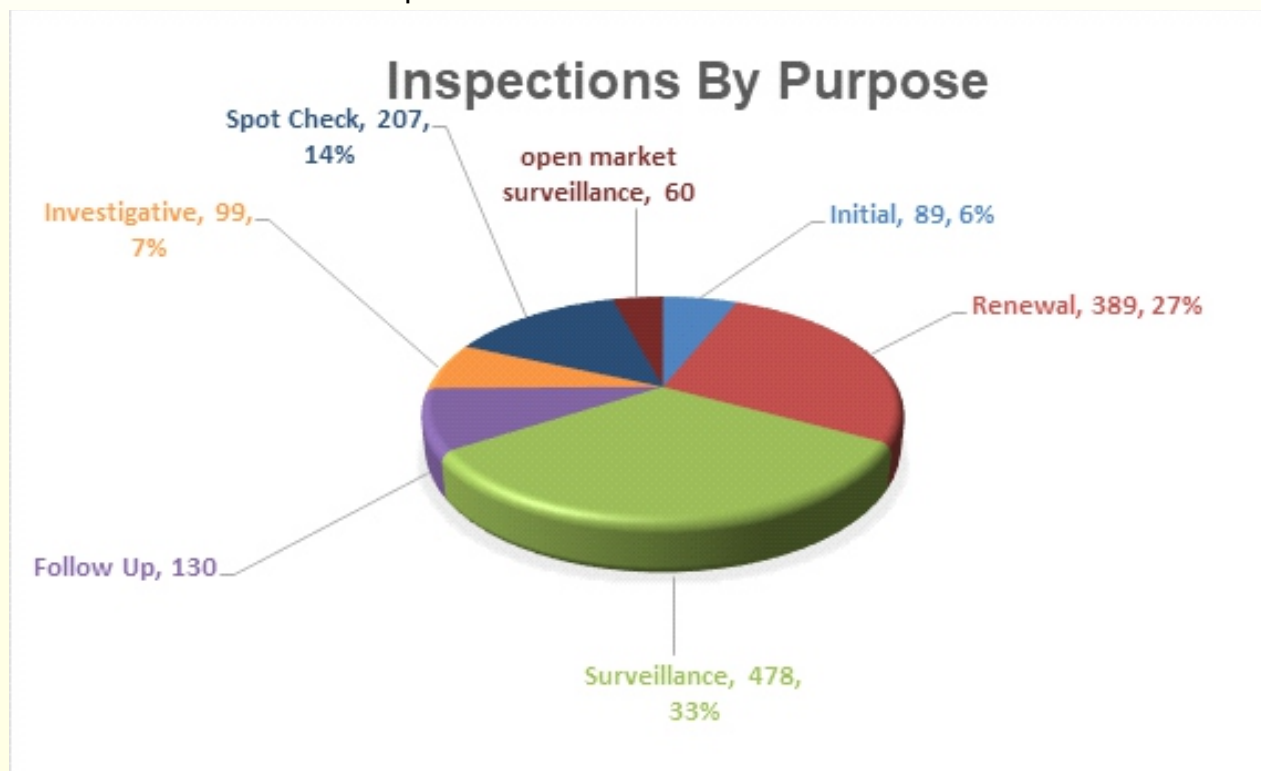


Figure 8: Local Inspections by Purpose – Year 2021

Inspections by Location

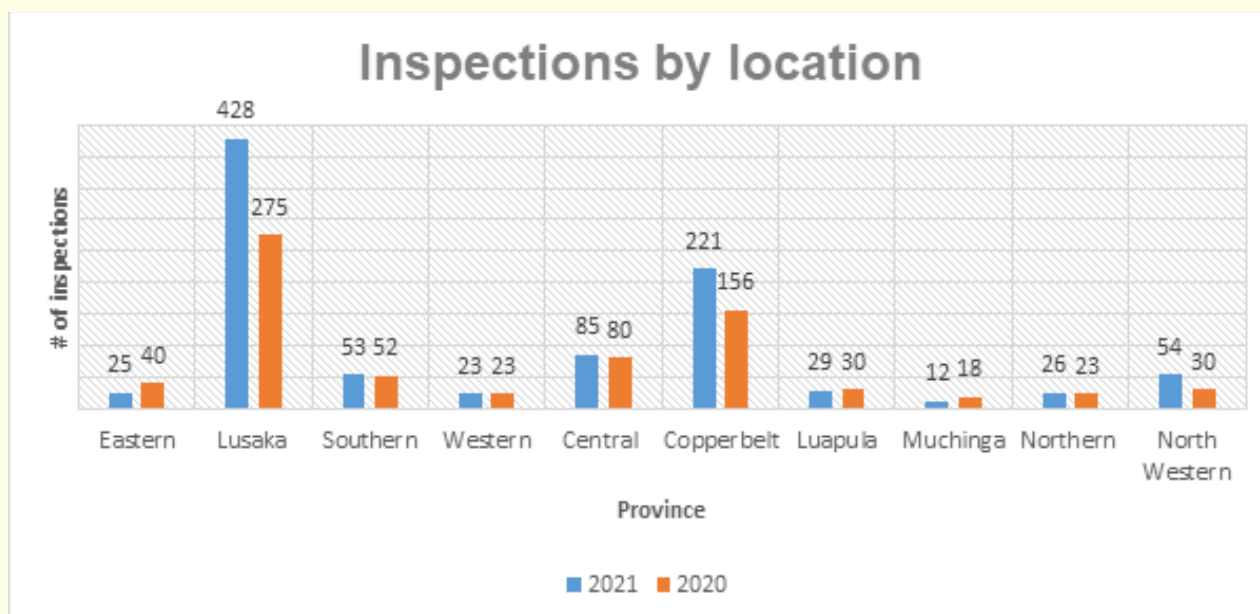


Figure 9: Local Inspections by Province

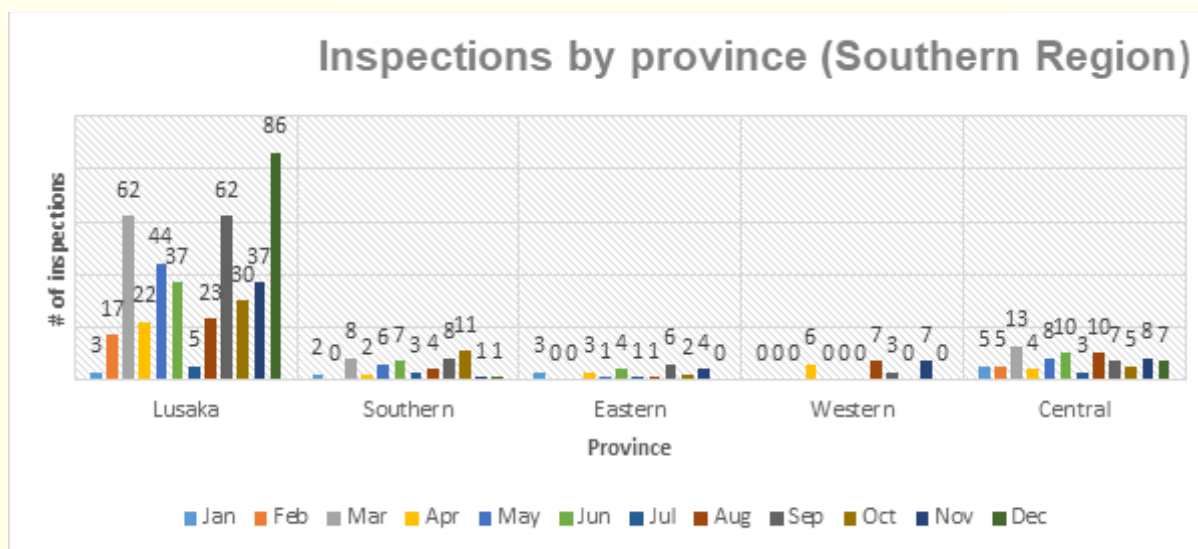


Figure 10: Local Inspections by Province

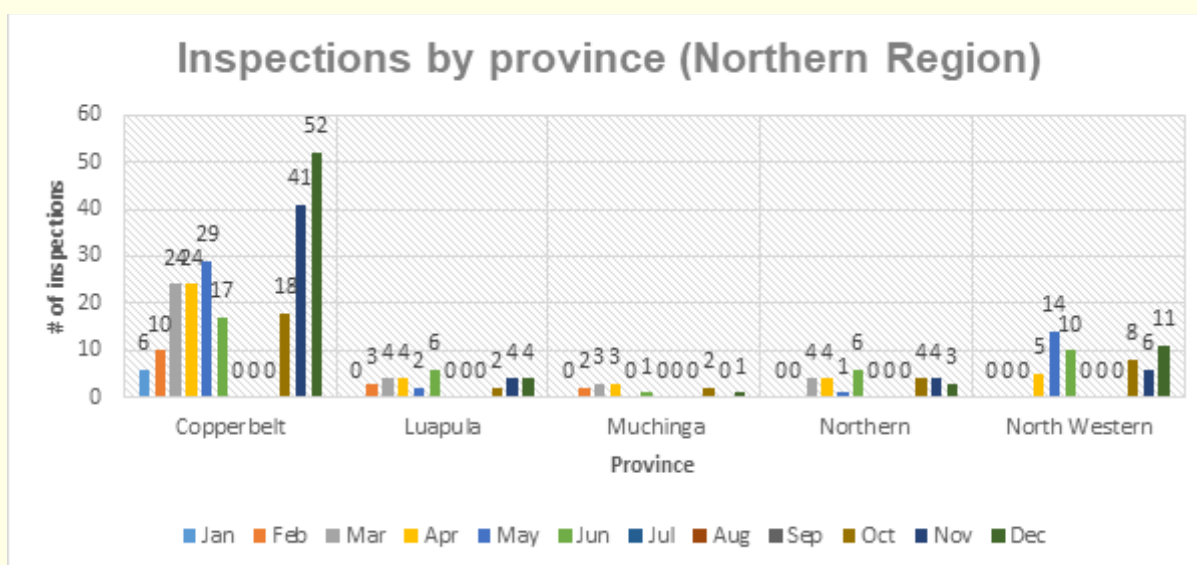


Figure 11: Local Inspections by Province

Samples And Test Reports

Table 5 below shows **xxx** during the period under review.

Table 5: Samples and Test Reports-2021

Product	Samples Received	Samples Submitted	Results received	Pending Results	Non-compliant Products	Complying Products
Food	972	972	651	450	120	531
Beverages	659	659	498	261	112	386
Animal Feed	146	146	112	48	16	96
Fertilizers	4	4	3	0	0	3
Engineering Products	33	33	20	9	1	19
Chemicals & Chemical Products	129	129	116	13	6	110
Cement & Cement Products	7	7	6	0	0	6
Construction Materials	0	0	0	0	0	0
Cables	8	8	6	6	4	2
Packaging Materials & Textiles	0	0	0	0	0	0
Batteries	0	0	0	0	0	0
Minerals & Mineral Products	0	0	0	0	0	0
Other	0	0	0	0	0	0
Totals	1958	1958	1412	787	259	1153

1958 samples were submitted to the laboratory for analysis and **1412** test reports received during this period under review.

HUMAN RESOURCE AND ADMINISTRATION



“...the Human Resource Department plays a pivotal role in ensuring the highest cadre of employees are on board for attainment of corporate goals.”

The sustainability of any organisation is dependent on its human capital. In this regard, the Human Resource Department plays a pivotal role in ensuring the highest cadre of employees are on board for attainment of corporate goals. The department is also responsible for employee training and development, manpower planning, Industrial Relations and employee welfare management. The department also oversees administrative functions such as Transport Management, Information and Communications Technology (ICT) and Public Relations.

Staffing

During the period under review the Agency had a staff complement of 120, of which 80 (68%) were male and 36 (32%) were female, against the establishment of 153. This staff establishment comprised 17 on Fixed-Term Employment Contracts and 103 employees on Permanent and Pensionable Service.

Table 6: Staff Establishment

No.	DEPARTMENT	NUMBER OF STAFF
1.	Executive Director's Office	6
2.	Corporate Services	28
3.	Finance	16
4.	Import Quality Monitoring	36
5.	Domestic Quality Monitoring	25
6.	Legal and Compliance	8
7.	Internal Audit	1
	TOTAL	120

Staff Movements

In 2021, the Agency planned to recruit 18 members of staff across departments but only managed to recruit a total of four (4) employees. The none attainment of the target was as a result of the suspension of staff transfers and recruitment imposed by the Government. The recruitments are shown in table 7 below.



Photo: Members of staff at ZCSA Kazungula Border during a training needs Assessment

Table 7: *Recruitments per department*

Department	Planned	Actual
Finance	4	3
Corporate Services	2	0
Import Quality Monitoring	8	0
Domestic Quality Monitoring	2	0
Internal Audit	1	0
Procurement unit	1	1
Total	18	4

In the period under review, five (5) employees separated from the Agency.

Continuous Development and Capacity Building

Enhancing human resource is one of the strategic objectives of the Agency. This specifically entails improvement of employee capacity through continuous training and development. In the year under review, the Human Resource department undertook a comprehensive Training Needs Assessment (TNA) for all cadre of employees, to determine training and competence gaps and identify training needs. The activity's main goal was to produce a Training and Development Plan in order to enhance proficiency of members of staff in conducting their duties.

Covid-19 and Operations

With the surge of the global pandemic of the Covid-19 pandemic, employees continued to work on rotational basis in order to decongest the premises as guided by health experts. To avoid disrupting operations, the Agency provided its members of staff with protective equipment to safeguard them from contracting the Corona virus disease. Clients and members of the public visiting the Agency were also encouraged to follow health protocols provided by the Ministry of Health.

INFRASTRUCTURE DEVELOPMENT

Staff Housing Project

In order to improve employee morale, the Agency secured funds for construction staff housing units during the period under review. This is in an effort to ensure members of staff have decent accommodation. The proposed sites for construction of housing units are Kazungula and Mwami borders.

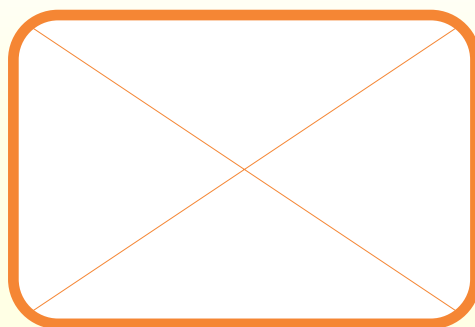
Construction of Head Office

The Agency continued to engage stakeholders for financial support for construction of its Head Office block. It is hoped that once funds are secured, construction will commence.

Strategic Plan

The department facilitated the review of the ZCSA 2019-2021 Strategic plan with Consultants from the Management Development Division at Cabinet Office as part of the process for the development of the 2022-2026 Strategic plan.

COMMUNICATIONS AND PUBLIC RELATIONS



“...the Agency has a duty to educate the public and stakeholders on compulsory standards, therefore awareness activities form an integral part of this section's work.”

The Communications Section under the Human Resource department is responsible for communications, public relations and corporate branding activities. Under the Compulsory Standards Act No. 3 of 2017, the Agency has a duty to educate the public and stakeholders on compulsory standards, therefore awareness activities form an integral part of this section's work.

Television Documentaries

Management during the period under review approved a set of four TV documentaries, and these were aired on ZNBC Television. The documentaries covered the mandate of the Agency as stipulated under the Act.

ZCSA Website Enhancement

The website was redesigned and went live with additional features such as a link to the Government Service Bus for the provision of online services and payments for clients.

Update of ZCSA Online Feedback Platforms

The Communications Section continued to update the Facebook page and the website with information meant to engage stakeholders and the general public.

ZCSA Bulletin

The ZCSA newsletter was issued and circulated to clients and stakeholders on various activities undertaken.

Public Relations Activities

Other communications related activities during the period under review include:

- Launch of the Lobito Corridor Trade Facilitation project in Kitwe and Solwezi.
- Market surveillance inspections in the Southern region.
- Public awareness activities through radio programmes in Kitwe and Solwezi.
- Released 10 press statements on different issues concerning consumer protection activities
- Provision of responses and possible resolution to over 40 enquiries and complaints from members of the public.
- Public awareness against gender-based violence and HIV through sports activities.
- Donation of assorted hygiene products to Mukamambo Girls Secondary School in Chongwe as part of Corporate Social Responsibility and commemoration of International Women's day.

LEGAL AND COMPLIANCE



“ This function of the department goes beyond merely ensuring adherence to compulsory standards and extends to research and review into existing regulations for purposes of making the compulsory standards more responsive to industry needs. ”

The Legal and Compliance Department of the Agency plays a significant role in the implementation of the Agency's mandate. One of its roles is to monitor post market compliance to compulsory standards. This function of the department goes beyond merely ensuring adherence to compulsory standards and extends to research and review into existing regulations for purposes of making the compulsory standards more responsive to industry needs. A compulsory standard that is broad enough in scope to encompass the challenges of the country's growing industry and competitive enough to reflect current innovations and advances in science, is an important tool to guarantee the health and safety of the consumer and preservation of the environment.

Regulation in the Covid-19 era

Zambia like most countries has had to deal with the effects of the Covid-19 pandemic in 2021. The Covid-19 pandemic presented an unprecedented global health crisis that threatened not only health but also the means of production. Organizations were forced to make adjustments and find innovative ways to continue to conduct business. In the same way the Agency too began to adopt more flexible ways to conduct business.

The Agency aimed at delivering regulation in a manner that served the public within the parameters of the 'new normal'. This was done through the adoption of unconventional ways of information gathering such as monitoring social media, surveys and questionnaires and one on one educational engagements with stakeholders.

The information gathered in this manner forms part of the Agency's database. It is such information that is utilized in the review of the 61 compulsory standards currently in use and the motivation for new compulsory standards in novel areas of business. A list of compulsory standards can be found on the last page of the report.

AfCFTA Preparedness

Zambia submitted Instruments of its ratification of the African Continental Free Trade Area Agreement in 2021. Once operational, the AfCFTA will enable free movement of goods and services. The AfCFTA once fully operational, will be the largest trading bloc, bringing together fifty-five (55) African countries with a combined population of more than one billion people and a combined gross domestic product of more than US\$3.4 trillion.

The AfCFTA will, therefore, create opportunities for scaling up production for producers, not only in Zambia but in the whole of Africa and provide a huge market for products, ultimately contributing to job and wealth creation.

Notwithstanding the huge market access opportunities that the AfCFTA will bring, there is no doubt that implementation of the AfCFTA will also create challenges. One of the expected challenges will be the stiff competition for market access which can be affected by the mandatory regulations set by governments to meet their legitimate objectives regarding health, safety, and the environment.

It is necessary that Zambia prepares adequately to position local industry to take advantage of emerging opportunities, while minimizing the negative impact.

One of the ways in which the Agency has chosen to adapt to the changing trade landscape is to widen the scope of its operations.

The Agency's mandate is limited to sixty (61) products subject to compulsory standards. This scope is limited compared to the number and variety of products consumers will be exposed to on the market once the AfCFTA enters into force. The Legal and Compliance department of the Agency has drafted and submitted 52 Zambian Standards for declaration into compulsory standards.

In addition to the proposed new list of compulsory standards the Legal and Compliance department has also drafted a fee schedule to be applied to the Small and Medium Enterprises seeking to access the services of the Agency.

ZCSA recognizes the challenges of meeting the regulatory cost for inspections and testing which may prove in most cases too high for small businesses. In the Agency's efforts to protect the growth of this local sector of industry, the Agency has created a subsidized and prorated fee schedule to mitigate these costs.

The Agency is confident that the regulatory interventions implemented and scheduled for implementation are responsive, current and in line with international best practice

INTERNAL AUDIT UNIT



“...Internal Audit Unit is an independent unit within the Agency's corporate governance structure, which provides objective assessment, assurance, advice and insight regarding corporate performance, governance, risk management and internal control.”

The Internal Audit Unit is an independent unit within the Agency's corporate governance structure, which provides objective assessment, assurance, advice and insight regarding corporate performance, governance, risk management and internal control.

The functions of the Agency's Internal Audit Unit are drawn from Part II, Section 17 of the Public Finance Management Act of 2018.

The Agency's Unit reports directly to the Executive Director and there is independent oversight of its work by the Ministry of Commerce, Trade, and Industry.

Activities in 2021

During the year under review the Unit had to adhere to the Covid-19 guidelines stipulated by the Government. This caused the unit personnel to work remotely or on rotational basis. Travel out of town was restricted. As a result, the Audit Unit focus was mainly on assurance and advisory work

The Covid-19 pandemic in 2021, necessitated the Unit to arrange its work to be in line with the cross-Government response and requirement for the Agency adherence to pandemic guidelines.

Enterprise Risk Management

The ZCSA continued with its Enterprise Risk Management (ERM) journey to aid the management of risks to achieve its objectives.

The concept of ERM is still relatively new at the Agency and in addition to providing objective assurance on the effectiveness of risk management, the unit has continued to champion the establishment of risk management on an enterprise wide level.

Its role included, among others, coordination of ERM activities, facilitating identification and evaluation of risks, coaching of management in responding to risks and consolidated reporting activities.

Focus for 2022

Internal Audit will base its 2022 plans on the results of the identification of the most important risks for the coming calendar year.

Consideration will have to be made on the pandemic impacts such as disruption in workforce and remote working. The Agency may be affected by supply chain strains and consequences of the global response to Covid-19.

In 2022, the Internal Audit unit will collaborate with its partners to leverage resources, create synergies with other internal oversight functions. This will ensure that the activities of the Internal Audit unit are configured to enable the Agency to fulfil its duty to be accountable and transparent to the public while achieving the objective of carrying out business in an efficient, economical, and ethical manner.

FINANCE DEPARTMENT



“...the department is tasked with the responsibilities of, preparation of the annual budgets, collection of non-tax revenue and implementing internal controls meant to safeguard public funds...”

The Finance department is responsible for mobilising and managing the Agency's financial resources in order to ensure, their prudent utilization and facilitate smooth operations in line with the Compulsory Standards Act No. 3 of 2017.

In order to achieve the above objective, the department is tasked with the responsibilities of, preparation of the annual budgets, collection of non-tax revenue and implementing internal controls meant to safeguard public funds in accordance with the Public Finance Management Act of 2018.

During the year under review, the department coordinated the collection of actual non- tax revenue of **ZMW 251,100,651.30** against a budget of **ZMW 220,123,931.51** representing 14% above the revised target.

The department also superintended over the utilization of **ZMW 68,376,339** that the Agency received from Ministry of Finance under Appropriation in Aid (AIA) for its operations comprising **ZMW 38,376,339** contained in the 2021 National Budget and **ZMW 30,000,000** supplementary budget granted to the Agency by the Ministry of Finance in the year under review.

Figures 11 and 12 below show a summary of the funding received under AIA and the non-tax revenue collected by the Agency during the period under review.

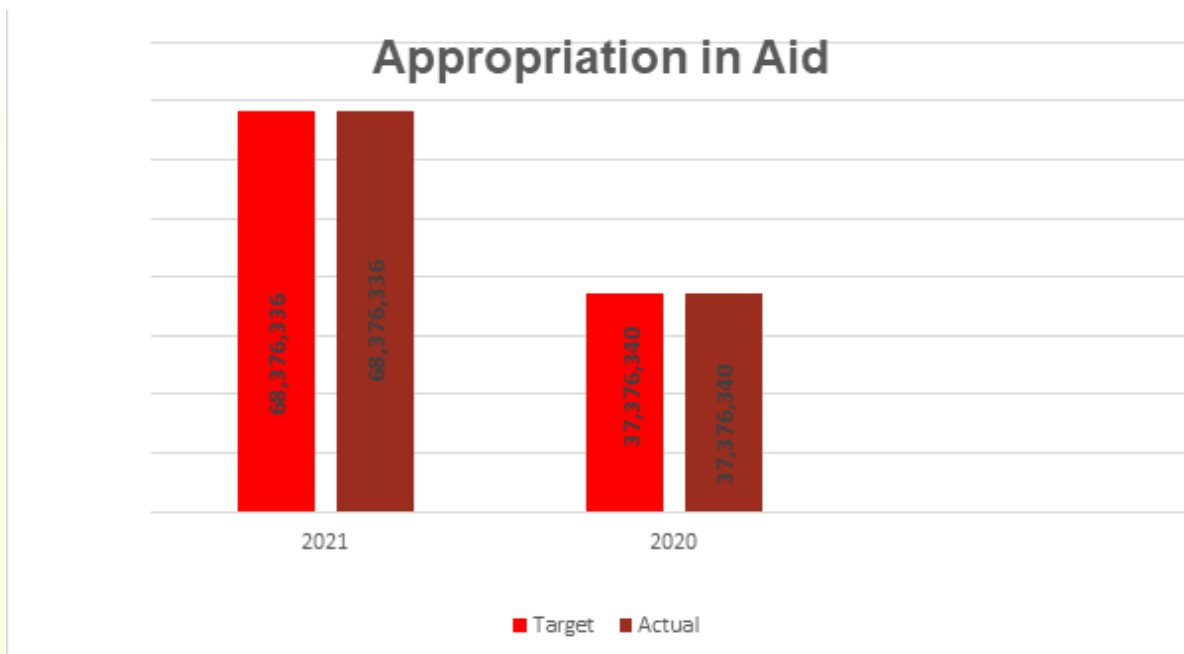


Figure 11: Appropriation In Aid

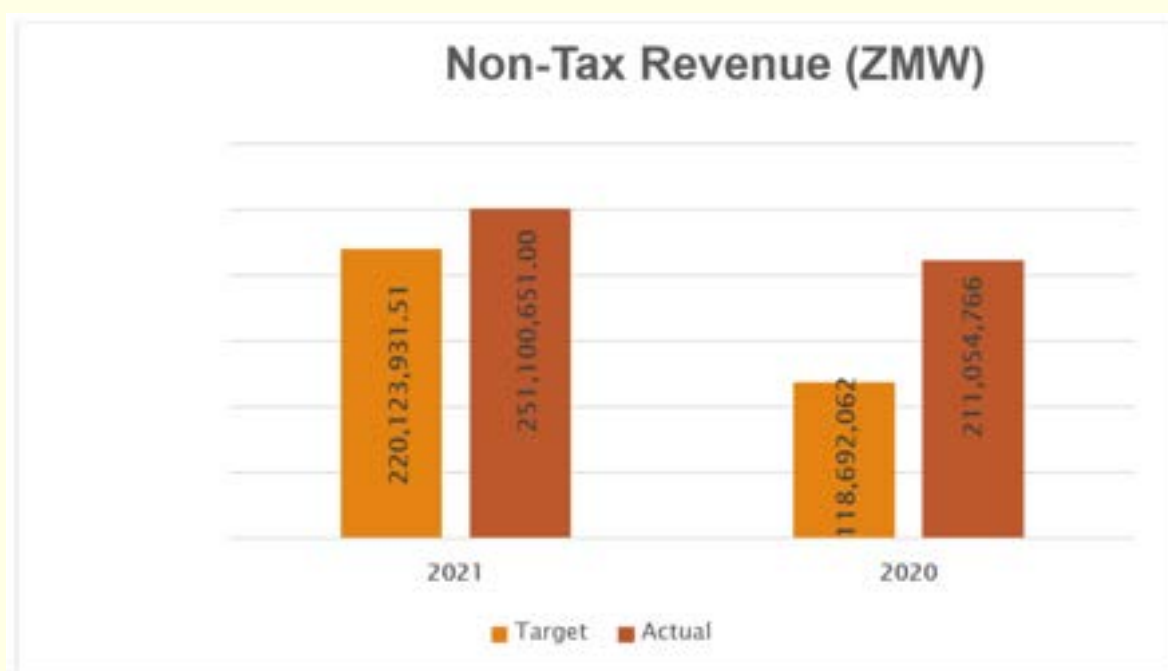


Figure 12: Non-Tax Revenue

Government Service Bus

During the period under review, the Agency working in collaboration with Ministry of Finance and Smart Zambia Institute managed to include seven (7) of its services on the ZamPortal under the Government Service Bus (GSB) and Payment Gateway Project.

The seven (7) services which were included on the ZamPortal are as follows:

- i). Application for Annual Import Quality Certificate
- ii). Application for Pre-Import Clearance
- iii). Clearance of Used Motor Vehicles
- iv). Foreign Road Tank Vehicle Inspection
- v). Issuance of Batch Certificate of Conformance
- vi). Local Road Tank Vehicle Inspections
- vii). Permit to Supply

The implementation of the above services on the Government Service Bus (GSB) will enable the Agency's clients have easy access to these services and make payments using various payment options available on the ZamPortal which will in turn increase the ability of the Agency to collect non-tax revenue on behalf of the Government of the Republic of Zambia.

The full details of the financial performance of the Agency are contained in the next part of the annual report showing audited financial statements for the year 2021.

Financial Statements