



ZBS IMPARTIALITY AND CONFIDENTIALITY POLICY STATEMENT

Zanzibar Bureau of Standards (ZBS) is the legal entity responsible for standardization and conformity assessment activities.

ZBS Inspection, Testing and Certification activities are in line with ISO/IEC 17020, 17025 and 17065 respectively where impartiality, confidentiality and independence shall be effectively observed throughout all activities and interactions with our customers as integral part of maximizing customer service and is not influenced by any other interests.

ZBS Board of Directors, Management and its Staffs, Public bodies, Private bodies, Auditors/Assessors, Auditors in trainee, Observers, Subcontractors, Clients, Contractors and consumers shall fully understand and recognize the importance of impartiality and confidentiality and there shall be no pressure of any kind (political, financial, administrative, or other) over Inspection, Testing and Certification activities and the personnel regarding the execution of their obligations.

ZBS shall identify and assess all risks in its relationships which may result in a conflict of interest or pose a threat to impartiality and confidentiality. Conflict of interest and objectivity is addressed further through binding agreements to ensure that all activities undertaken throughout the Inspection, Testing and Certification activities are conducted in an independent and impartial manner. ZBS will conduct ongoing base risk assessment on impartiality and conflict of interest.

ZBS Inspection, Laboratory and Certification will ensure prevention of actions leading to violation of impartiality and confidentiality through clear and



transparent reporting of processes, roles and responsibilities. In addition ZBS communicates the importance of impartiality and confidentiality through regular awareness and communication to the stakeholders.

ZBS has also ensure access control for protection of information deemed confidential, especially information associated with customer's details, customer's assets, and customer's inspection and test results. In addition, employee and third party suppliers with access to lab and its data are required to agree with impartiality and confidentiality agreement before provision of authorization.

The present declaration is made public on the Bureau website and sent to all ZBS offices areas.

A large, stylized handwritten signature in blue ink, written over a circular blue stamp. The signature is fluid and extends horizontally across the stamp. The stamp is for the ZBS Zanzibar Bureau of Standards, with the text 'ZBS ZANZIBAR BUREAU OF STANDARDS' and 'Email: info@zbs.go.tz' visible. The signature is written over a dotted line.

YUSUPH MAJID NASSOR

DIRECTOR GENERAL