



UGANDA NATIONAL **BUREAU** OF **STANDARDS**



Annual Report
2018/19



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LIST OF ACRONYMS

API	-	Application Programme Interface
ARSO	-	African Organization for Regional Standardization
CIMS	-	Certification Information Management System
EAC	-	East African Community
EAGC	-	East African Grain Council
HRIMS	-	Human Resource Information Management System
IEC	-	International Electrotechnical Commission
ISO	-	International Organization of Standardization
LIMS	-	Laboratory Information Management System
MEMD	-	Ministry of Energy and Mineral Development
MSME(s)	-	Micro Small and Medium Enterprise(s)
MTIC	-	Ministry of Trade, Industry and Cooperatives
NDP	-	National Development Plan
NITA-U	-	National Information Technology Authority - Uganda
NSC	-	National Standards Council
NTR	-	Non-Tax Revenue
POS	-	Point of Sale
PVoC	-	Pre-export Verification of Conformity
SANAS	-	South African National Accreditation System
TC	-	Technical Committee
UNBS	-	Uganda National Bureau of Standards
UNRA	-	Uganda National Roads Authority
URA	-	Uganda Revenue Authority

CORE VALUES

Vision:

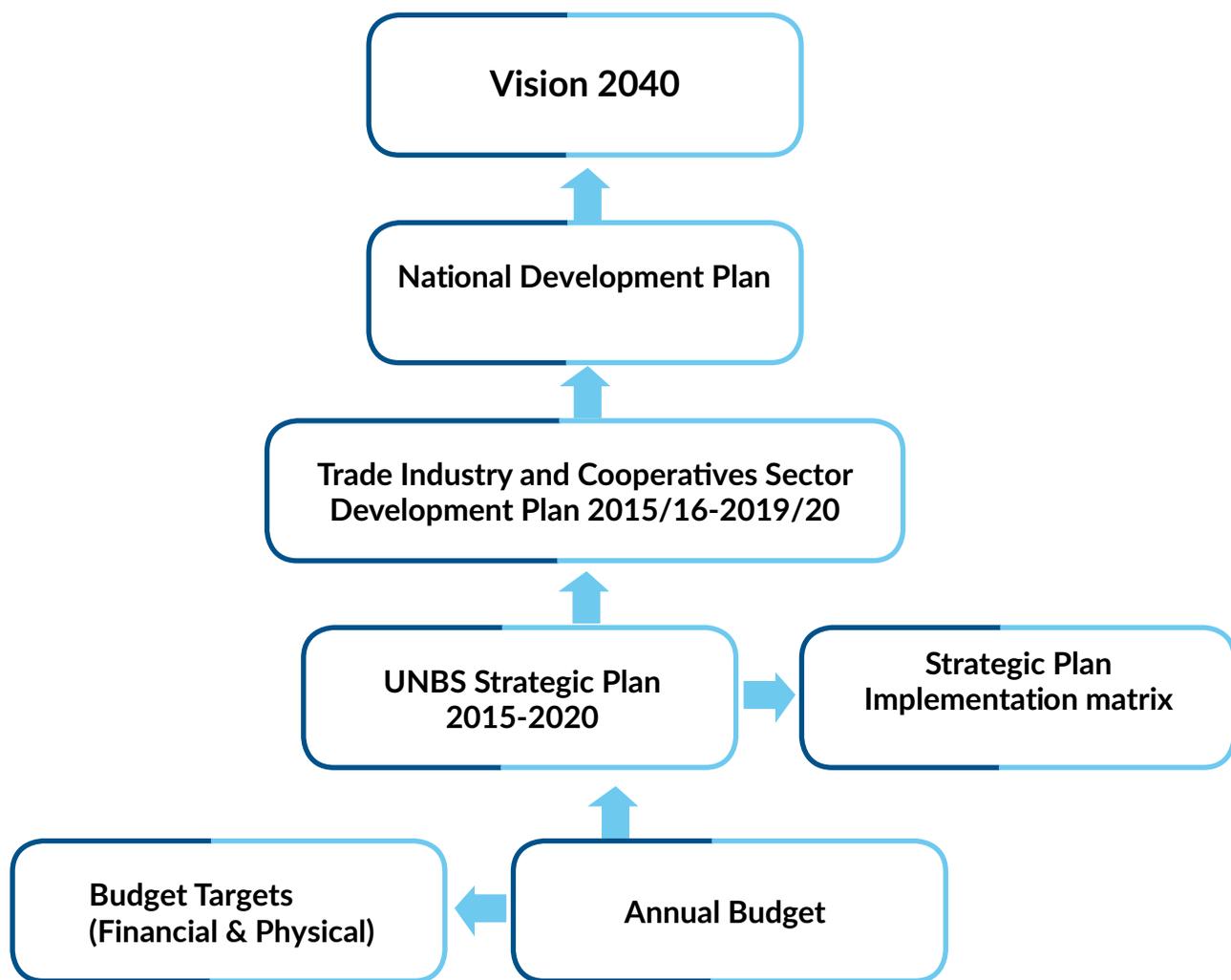
To be a leading Institution of international repute in the provision of standardization services.

Mission:

To provide standards, measurements and conformity assessment services for improved quality of life.

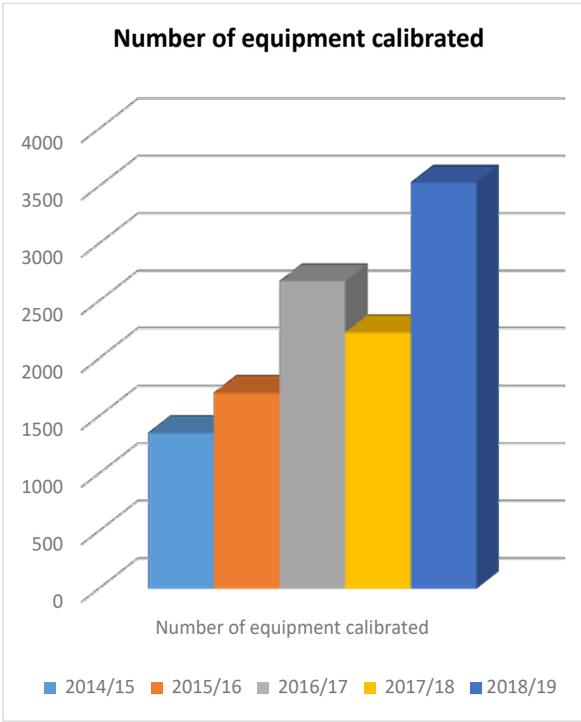
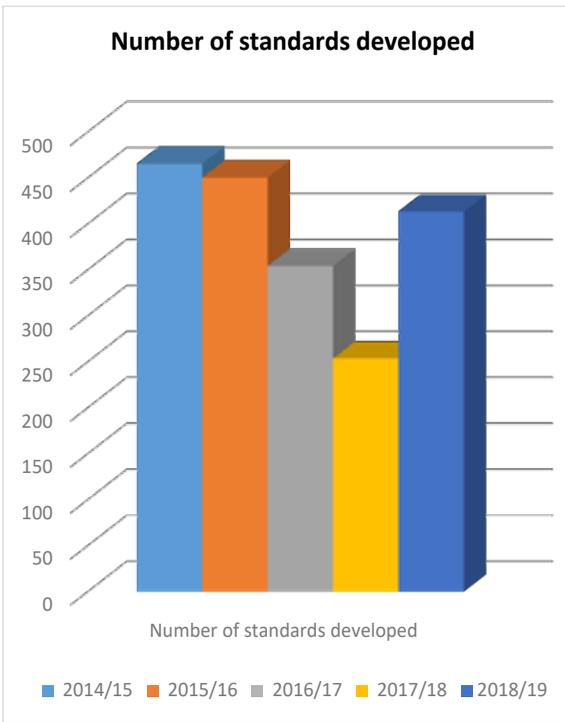
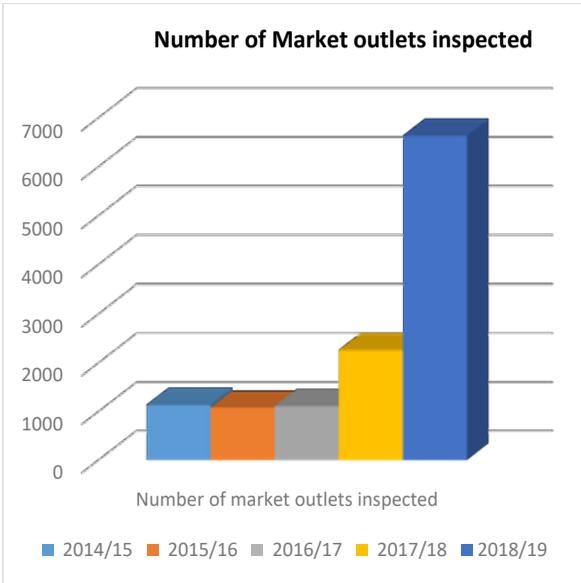
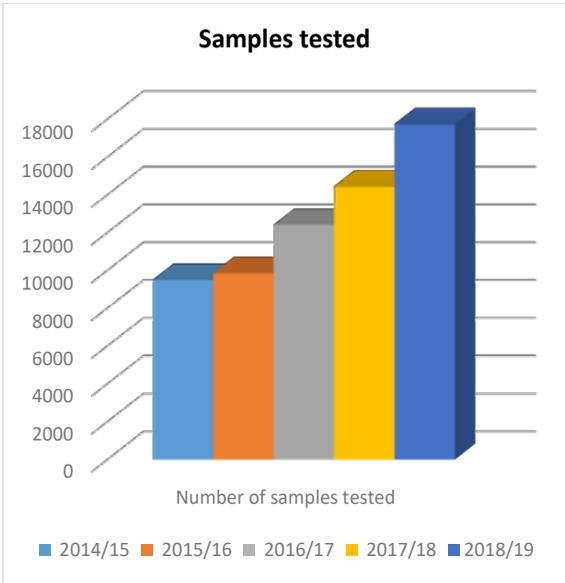
Core Values:

1. Professionalism
2. Customer focus
3. Integrity
4. Teamwork
5. Innovation



UNBS has a 5-year strategic plan which is reviewed annually during the annual budget consultative meeting. The 5 year strategic plan is aligned to the Trade Industry and Cooperatives strategic plan and NDP II.

Figure 1 — Strategic Planning Process



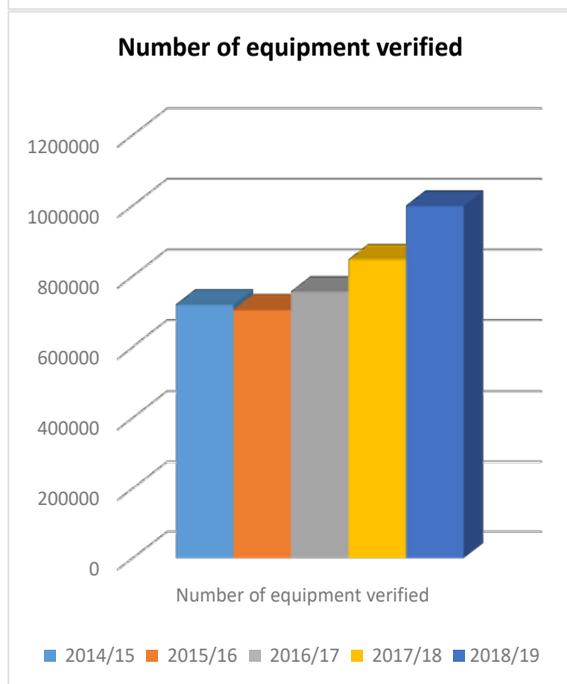
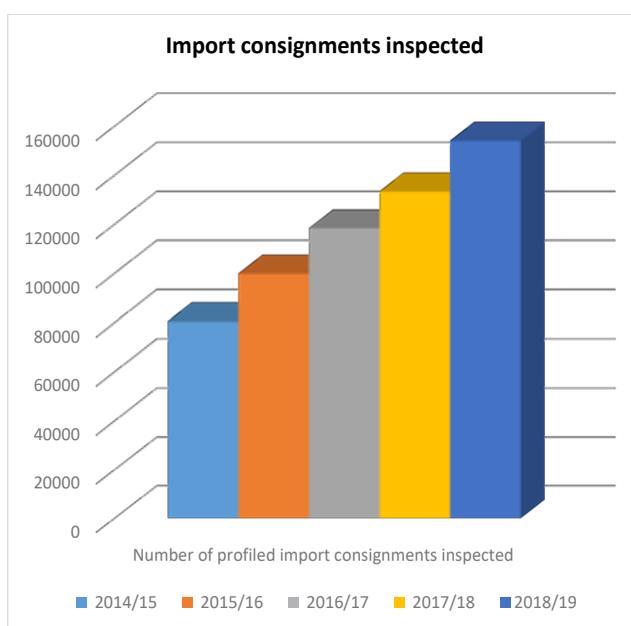
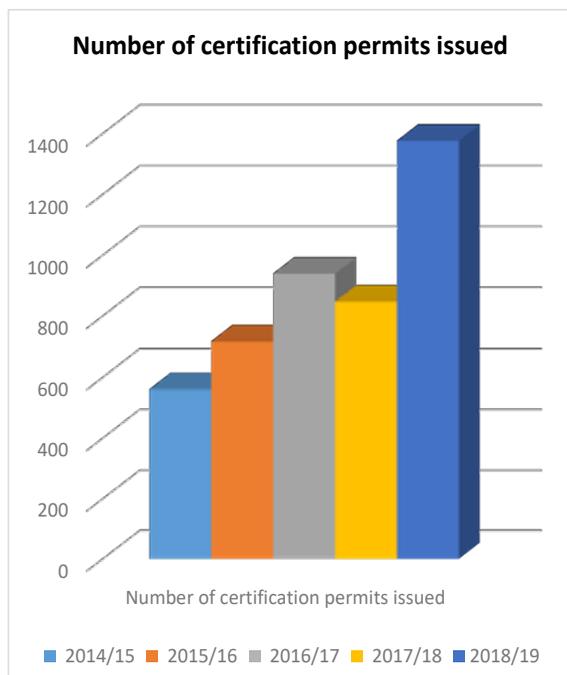


Figure 2 — Graphical representation of UNBS achievements

UNBS Key Events



Sensitisation conference for standards and utilities court



Directors facilitating in a Planning meeting for FY 2018_19



UNBS Staff carrying out testing of samples in the UNBS Laboratories



Imports inspection activities



UNBS staff participating in an exhibition (my taxes work exhibition) organised by URA at Kololo independence ground



UNBS staff participating in Planning meeting



ED facilitating at a UNBS planning meeting



Equipment in the UNBS Laboratories



Imports inspection activities



UNBS Standards Officers and Key Stakeholders attending a Technical Committee meeting



Accreditation Breakfast



Mr Lambert Olidio



Eng. Dr. Ben Manyindo



Al-Hajji Lule Umar Mawiya



**Mr Kachope-Kato Benedict
Abooki**



**Dr. James Kaboggoza
Ssemwanga**



Prof Dr. Eng. Jackson Mwakali



Mr Suudi Kizito



Mrs Mary Sepuya



Mr Afidra Ronald



Mrs. Eng Masitula Munyami Male Chairperson

Figure 4 — Pictorial of National Standards Council



Minister of Trade, Industries and Cooperatives unveils the New UNBS Systems Certification logo



The Executive Director UNBS briefing the public about UNBS' achievements for the FY 2018/19 at the Uganda Media Centre



Eng. Dr. Ben Manyindo
Executive Director



John Paul Musimami.
*Deputy Executive Director
Compliance*



David Livingstone Ebiru
*Deputy Executive
Director, Management &
Financial Services*



Patricia Ejalu
*Deputy Executive Director
standards*



Charles Nkwanga
Manager ICT Department



Daniel Arorwa
*Manager Market
Surveillance Department*



Andrew Othieno
*Manager Imports
Inspection Department*

Figure 5 — Pictorial of UNBS Management Team



Deus Mubangizi.
*Manager Testing
Department*



Davis Ampwera
*Finance & Administration
Manager*



Dr. Mark Kayongo
Principal Accountant



Richard Ebong
*Ag Manager Legal
Metrology Department*



Martin Imalingat.
*Manager Certification
Department*



Hellen Wenene
Legal council



David Eboku
*Manager Standards
Department*



Susan Akantunga
*Human Resource
Manager*



**Timothy Sekandi
Mugesera**
*Internal Audit
Manager*



Yasin Lemeriga
*Manager National
Metrology Laboratory
Department*

LETTER OF TRANSMITTAL

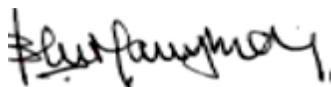
**Hon Minister
Ministry of Trade, Industry and Cooperatives
Farmers House
Kampala, Uganda**

Honorable Minister

Pursuant to section 40 of the Uganda National Bureau of Standards Act, Cap 327, I hereby submit to you the Annual Report for Uganda National Bureau of Standards for the Financial Year 2018/19. This report contains draft Accounts for the same period.

On behalf of the National Standards Council and Management, I wish to acknowledge and express our sincere gratitude for the support offered by the Government and Development Partners through the Ministry of Trade, Industry and Cooperatives for the effective operations of UNBS.

Yours faithfully



**Dr Ben Manyindo
EXECUTIVE DIRECTOR
UGANDA NATIONAL BUREAU OF STANDARDS**

STATEMENT FROM THE EXECUTIVE DIRECTOR



UNBS celebrates 30 years of standardization service in 2019, having been operationalized in February 1989. The journey has had its highs and lows but we celebrate those men and women that have seen the Bureau grow to its current state of excellence in its service delivery. This is more gratifying when the Bureau is recognized while participating in regional and international standardization work including the hosting of high profile technical meetings in Uganda. Some of our staff have offered their expertise at the EAC Secretariat, ISO central secretariat, WHO/FAO Codex Secretariat, ARSO among others.

The guidance from the National Standards Council together with that from the Office of the Hon. Minister of Trade, Industry & Cooperatives have enabled UNBS to grow both in service delivery and in its assets of which we are very much grateful. Our development partners continue to partner and support the activities and programs of the Bureau, and without them, our growth would have been much lower.

I would like to also appreciate the staff of UNBS who have tirelessly worked hard to achieve the set targets and in some cases exceeded their targets in the last financial year 2018/19. I would in the same spirit encourage those who did not achieve their targets to review and address the challenges within their means and come up with better and innovative approaches and processes to achieve better results in future.

The year under review has seen increased demand for UNBS services while the staffing position has marginally improved, UNBS is yet to provide services to desired levels of expectations by its stakeholders. Use of ICT to bring in efficiency and faster service delivery, training and retooling the staff, expanding the laboratory infrastructure and decentralizing the UNBS services remain the key areas of focus for UNBS.

The approved budget for FY2018/19 was UGX 47.8 billion comprising of Government UGX 21.2 billion and NTR/AIA UGX 26.59 billion. The total releases from the Treasury during the year amounted to UGX 45.35 billion (94.81%) of which GOU component was UGX 18.768 billion (41.38%) and AIA/NTR UGX 26.590 billion (58.62%). At the close of the year UNBS staff capacity had slightly increased from 291 to 327 (12% increment).

The following achievements among others were registered:

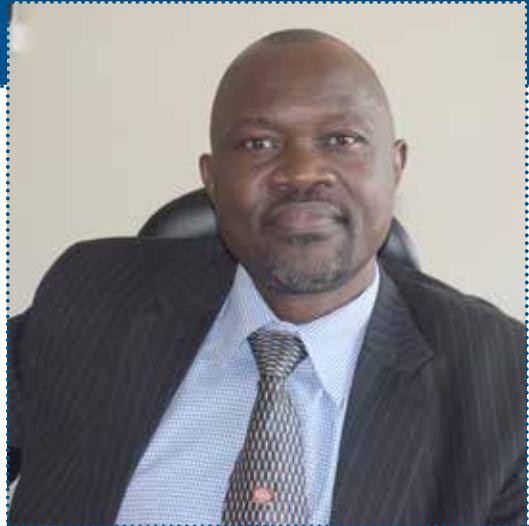
- a) In an effort to bring services closer to the people, UNBS decentralized its Market Surveillance and Certification services to regional offices of Northern (Gulu), Western (Mbarara) and Eastern (Mbale).
- b) UNBS was recognized for its outstanding Web Portal in the Interactive Category where Government Ministries, Departments and Agencies (MDAs) were showcasing their ICT innovations and how they help in promoting effective service delivery to the various stakeholders they serve.
- c) The 8th National Standards Council (governing board) was appointed for a period of three years and began its work in February 2019.
- d) Increased partnerships and collaboration with Ministry of Energy and Mineral Development (MEMD) for support to develop standards in the Oil and Gas sector; Eastern Africa Grain Council (EAGC) in the grains sector and National Information Technology Authority (NITA-U) in IT sector. In addition, our participation in harmonization of standards at EAC, ARSO and in international standards were supported by partners including Trademark East Africa (TMEA), ISO and ARSO.
- e) On 11th February, 2019, UNBS received accreditation from the South African National Accreditation System (SANAS) to provide International Organization for Standardization (ISO) Management Systems Certification. The SANAS accreditation means that UNBS is now internationally recognized to provide certification services to organizations for Food Safety Management Systems (ISO 22000) and Quality Management Systems (ISO 9001) in a competent, consistent and impartial manner.
- f) The Chemistry laboratory was assessed for its potential to be a Centre of Excellency in Africa for testing heavy metals in foods.
- g) A consumer awareness campaign on the Distinctive Mark was finalized and translated in five local languages.

Despite the many achievements registered, the Bureau continues to engage with government to have its financial resources increased in order to provide the desired results in accordance with expectations of the public. The staffing levels are still low, laboratory infrastructure still lacking while the operational budget is still inadequate. UNBS is hopeful that these challenges will be addressed for the benefit of the business community and the consumer in general. The staff is fully committed to raise to the challenges so far encountered and promise to post better results in the coming year.

As the country embraces compliance to quality standards, I would like to thank our stakeholders for the feedback they provide in order to improve our services. We pledge continued engagement so as to ensure all Uganda's products and services are quantity verified and quality certified.

STATEMENT FROM DEPUTY EXECUTIVE DIRECTOR MANAGEMENT AND FINANCIAL SERVICES

The Financial Year ended 30th June, 2019 was generally a fruitful year for the Bureau having achieved both its physical and financial goals. The Bureau achieved the majority of its targeted outputs at 100% and beyond, while its Non Tax Revenue (NTR) collections grew by approximately 60% during the year.



The Bureau continued with its efforts to embrace e-governance through automation of all its core services. This effort was recognized by the National Information Technology Authority (NITA-U) during e-Government Excellence Awards 2019, where UNBS was recognized for its outstanding Web Portal in the Interactive Category where Government Ministries, Departments and Agencies (MDAs) were showcasing their ICT innovations and how they help in promoting effective service delivery to the various stakeholders they serve.

On the Infrastructure side, great progress was made towards the construction of the new UNBS laboratories at its Headquarters in Bweyogerere which are expected to be completed during FY2019/20. Other Offices for the decentralization of UNBS services were also acquired in Mbale, Lira, Gulu and Mbarara.

The Bureau entered the fourth (4th) year of implementing its Strategic Plan 2015-2020 and a review of its implementation will be undertaken during FY2019/20 to inform the next areas of focus in line with NDP3 2021-2025.

The manpower gaps at the Bureau improved during the year with recruitment of additional staff during the year. Following further commitment of additional funding by Government in the budget for FY2019/20, the Bureau commenced the recruitment process for additional staff who are expected to be deployed to various functions during Quarter 1 of FY2019/20.

The focus for the coming FY2019/20 will be the development of UNBS Strategic Plan 2021-2025 and aligning the 5 year Strategic Objectives to the Sector Strategic Plan and NDP3. The Bureau will also continue with resource mobilization to ensure future sustainability of its operations.

STATEMENT FROM THE DEPUTY EXECUTIVE DIRECTOR STANDARDS

The Standards Directorate facilitated the implementation of the Distinctive Mark Regulation which started in July 2018. This regulation requires all products that are covered by compulsory standards to bear the Distinctive Mark (Q-Mark) before accessing the market. The Directorate carried out a number of activities to set the ball rolling which included:

- Stakeholder engagement with key associations namely: UMA; USSIA; TUNADO and UWEAL to encourage the registration of members that were not on the scheme as well as prompt others to renew their certifications in a timely manner;
- Sensitization and training of numerous MSMEs on the implementation of Good Manufacturing Practices (GMP); Good Hygienic Practices (GHP) and the process of obtaining certification (registration and application); and
- Review of procedures to accommodate the needs of our customers without compromising the quality of service provided.



The implementation process resulted in a number of customer requests which put a strain on the available resources. The Directorate was however up to the challenge and increased the output performance, in comparison to that of FY 2017/18, within the respective Departments: Testing (27%); National Metrology Laboratory (34%); Certification (59%) & Standards (67%). All Departments exceeded their set targets with the exception of Certification.

The Directorate was able to exceed the set revenue targets during the FY by 75%, a great improvement from the previous year's performance where we failed to meet the target by 6%. The major constraints included inadequate staff and resources such as vehicles, testing equipment and calibration standards, which are required to provide the necessary services in all regions in Uganda.

However during the financial year the Department of Certification was able to deploy staff in the three main regional offices: Mbarara, Gulu and Mbale. This resulted in faster outreach within these regions to a certain extent. The Directorate was also able to improve service delivery using ICT with the full implementation of CIMS and LIMS. This allowed the entire processes to be online, including the issuance of permits and test reports respectively.

The Standards Directorate looks forward to improving the service delivery in the coming financial year focusing again on how to serve our customers faster and better, how to ease the cost and time taken to obtain results and how to get the message across the country on the importance and value of standards in everyday lives.

STATEMENT FROM DEPUTY EXECUTIVE DIRECTOR COMPLIANCE



The Compliance Directorate enforces compliance to compulsory standards and the Weights and Measures Act Cap 103. During the Financial Year 2018/19, the Directorate exceeded its set targets in the technical departments of Import Inspection, Market Surveillance and Legal Metrology. The NTR realized by the Directorate was 25.7 billion thus contributing 79% of the total NTR of 32.6 billion that was realized by UNBS in the financial year 2018/19.

Import Inspection exceeded the 2017/18 inspection performance by 15.5% and achieved 91% of its annual target. 447 shipments of general goods worth 29 billion were denied shipment to Uganda through the PVoC system because they were substandard. Twenty nine motor vehicles worth 650 million were barred shipment to Uganda because of non-conformance to compulsory standards. Non-complying products worth 992 million underwent destruction. Twenty additional entry points were opened up.

Market Surveillance was able to achieve 192% in excess in comparison to 2017/18 output whereas it achieved 133% in excess of its annual target. The inspection activities were conducted in the following areas: bonded warehouses, supermarkets, shops and other distribution outlets, manufacturing premises, hardware shops and distribution vehicles. Inspections supported the enforcement of the implementation of

the distinctive mark regulation. Seized goods worth 66.5 billion were substandard and some were recycled whereas others underwent destruction and the offenders were prosecuted.

The Legal Metrology Department exceeded its target by 18% in comparison to the financial year 2017/18. Electricity meters alone increased by 511.5% and thirteen new models were approved. A number of illegal pump technicians were arrested, prosecuted and convicted. The department also assumed the verification of weighbridges in January 2019 and out of 79 weighbridges verified by June 2019, only 31.6% passed the test. The verification rig was upgraded so as to increase on its capacity and safety mechanisms.

The Compliance Directorate is

- a) set to implement a distinctive mark for imported and local products with compulsory standards,
- b) set to issue certificates of conformity and roadworthiness as customs documents,
- c) to resume usage of the upgraded calibration/verification rig,
- d) set to implement creation of a standalone Patter Approval Unit,
- e) to increase market surveillance and imports inspections, and
- f) to initiate preliminary discussions with National Water and Sewerage Corporation with regard to verification of water meters.



UNBS staff participating in an exhibition (my taxes work exhibition) organised by URA at Kololo independence ground)

CORPORATE GOVERNANCE

Legal mandate

Uganda National Bureau of Standards (UNBS) is a Government body established under Cap. 327 of the laws of Uganda. UNBS also implements the Weights and Measures Act, (Cap 103). The mandate of UNBS is to provide standardization and metrology services to industry and consumer protection.

UNBS Structure

National Standards Council (NSC)

The NSC is the governing body and comprises of 10 members who are appointed by the Minister responsible for trade. The NSC is responsible for the overall policymaking, declaration of national standards and overseeing the strategic direction of the Bureau. The NSC works closely with Management in developing policies and operational strategies. The NSC business is undertaken through committees namely; Finance and Planning, Staff and Administration, Standards and Technical, and Audit, which play an important role in supporting governance approaches.

Management and Staff

The day-to-day operations of the Bureau are supervised by the Executive Director and assisted by the three Deputy Executive Directors responsible for three directorates namely: Standards, Compliance and Management and Financial Services. The strategies and policies established by the Council are implemented by the staff, currently at 337 staff as compared to 292 in the previous year. The male to female ratio was 3:1 (252 males 85 females) as at close of financial year.

The relationship between the Executive Director and the different directorates and departments is reflected in Figure 6.

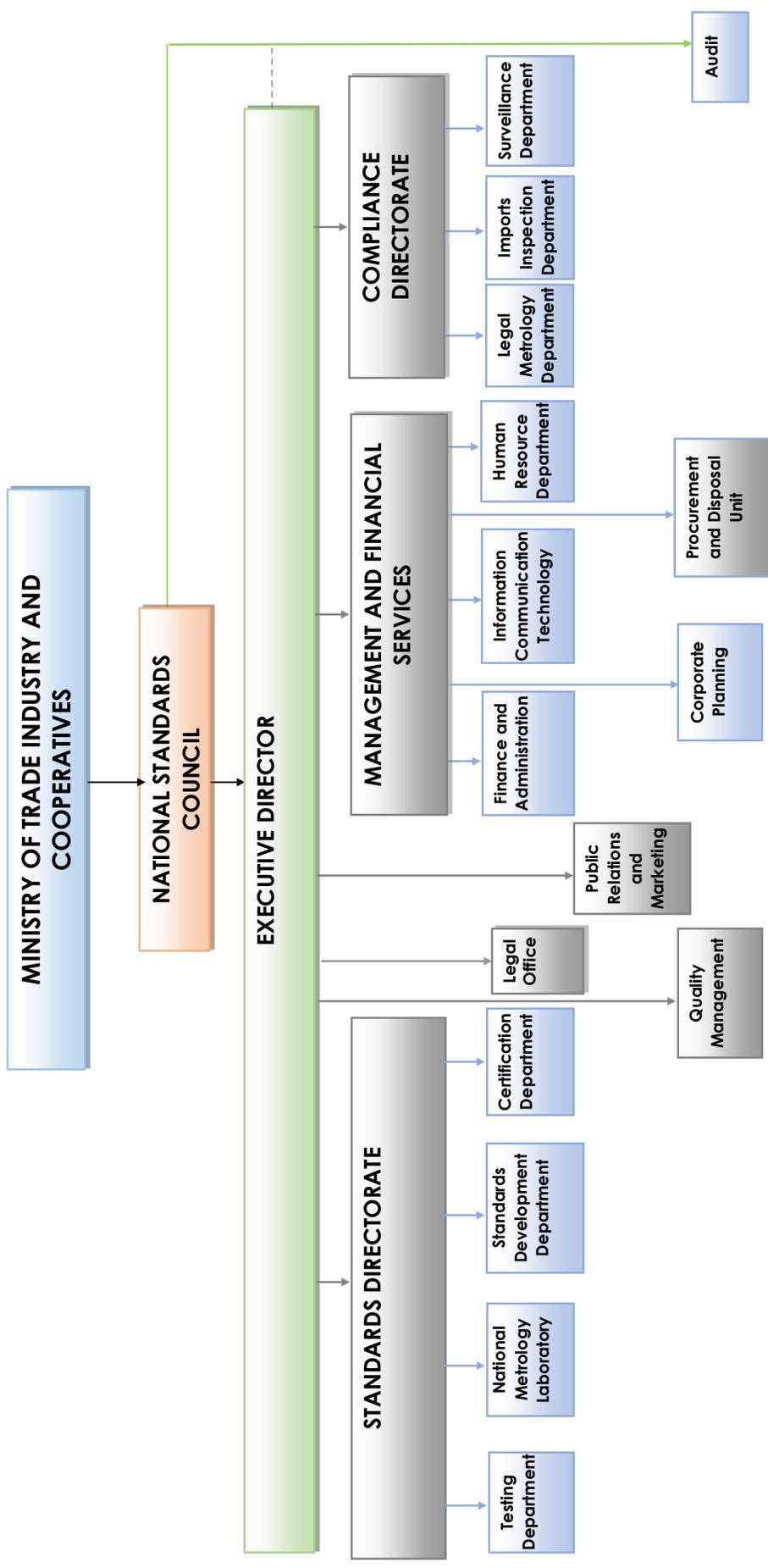


Figure 6 — UNBS Organogram

Implementation of UNBS Strategic Plan 2015/16-2019/20

UNBS implements the Strategic Plan that is aligned to the Sector Development Plan (MTIC) and the National Development Plan. Currently the Strategic Plan being implemented runs from FY 2015/16-FY 2019/20 aligned to NDP 11. The implementation of the plan is based on six strategic objectives, which include:

1. Strengthen the development, management, promotion and harmonization of standards and measurement systems to support production, marketing and consumption of quality goods and services.
2. Strengthen the implementation and enforcement of compulsory standards and technical regulations for enhanced protection of consumers and the environment and promotion of fair trade.
3. Increase the visibility and enhance the corporate image of UNBS to meet the current and emerging demands of the economy.
4. Strengthen human resource and improve infrastructure capacity for improved service delivery.
5. Develop and maintain partnerships and collaborative arrangement at both national and international levels that support effective implementation of UNBS mandate.
6. Develop innovative funding mechanisms and effectively manage financial resources to ensure sustainability of UNBS.

During the year under review, UNBS registered achievements on each of the strategic objectives as undermentioned.

1.0 Implementation of Strategic Objective 1

“Strengthen the development, management, promotion and harmonization of standards and measurement systems to support production, marketing and consumption of quality goods and services”. This objective was designed to address issues of standards development and implementation during the execution of the UNBS mandate.

The role of the Standards Directorate is to formulate national standards as well as promote their implementation to ensure safety of goods and services and fair trade, with environmental sustainability in mind. Specific services offered include the development of standards for both products and services; testing of products against the standards developed to ensure conformity to set requirements; calibration of the measuring equipment used in trade and the manufacture of the products covered by standards and certification of the products and services to provide assurance to the consumers. There are four Departments that carry out the above-mentioned activities, which include Standards, Certification, Testing and the National Metrology Laboratory.

Table 1 — Summary of performance FY 2015/16- 2018/19

Key Performance Indicator	2014/15	2015/16	2016/17	2017/18	2018/19
Number of standards developed	466	451	355	254	414
Number of samples tested	9,526	9,883	12,439	14,472	17,770
Number of certification permits issued	562	718	941	849	1,378
Number of equipment calibrated	1,359	1,709	2,677	2,233	3,538

1.1 Implementation of a Quality Management System (QMS)

UNBS as a standards body is under obligation as per her strategic plan to implement ISO 9001:2015. In line with the above, there is a deliberate policy by Management to have all UNBS activities carried out, based on a well-documented management system in line with best international standards and practices. The Quality Management Division structured a roadmap to establish, implement and maintain management systems for the various functions and operations of UNBS. The undermentioned is the current status;

- i) The UNBS Apex Policy manual has been reviewed.
- ii) Procedures under standards development were approved and are under use.
- iii) Policies and procedures under testing were reviewed and aligned to ISO/IEC 17025:2017.
- iv) Chemistry and Microbiology laboratories are accredited under SANAS facility number T0200. Their policies and procedures were reviewed and aligned to the new standards, ISO/IEC 17025:2017.
- v) Policies and procedures for Engineering Material and Electrical laboratories are being reviewed to align them to ISO/IEC 17025:2017. Gap analysis was also done to determine its readiness for accreditation.

- vi) System Certification is accredited against laid down criteria in ISO/IEC 17021-1 and ISO/IEC 17021-3:2017. The scope covers offering certification to organizations complying with Quality Management Systems (ISO 9001:2015) and Food Safety Management System (ISO 22000:2005) requirements.
- vii) Product certification is being implemented based on ISO/IEC 17065.
- viii) The National Metrology Laboratory implements management system based on ISO/IEC 17025.
- ix) Legal Metrology, Market Surveillance and Imports Inspection implement activities based on ISO/IEC 17020.
- x) Executive Director's office, Finance and Administration, ICT, Public Relations and Marketing, Audit and Corporate Planning operate under ISO 9001: 2015.

1.2 Standards Development

The Standards Department develops and promotes national standards. The standards developed contribute to government efforts to support trade, drive inclusive and equitable economic growth, advance innovation and protect health, safety and the environment. Some standards such as for textile products support locally manufactured products under the Buy Uganda, Build Uganda (BUBU) Policy.

During the period under review, the Department developed 414 standards against a target of 404. Of these, 212 are in the areas of chemicals and consumer products, 72 under engineering, 96 under food and agriculture and 34 under management and services. 168 are indigenous standards (US), 89 standards are harmonised East African Standards while 236 standards are adopted international standards (ISO – 143, and Codex – 4). 185 standards were declared compulsory and 94 standards were withdrawn due to issuance of new editions of some standards. This brings the total number of standards in stock to 3,622 as of June 2019.

During the year, the Department partnered with Ministry of Energy and Mineral Development (MEMD) for support to develop standards in the Oil and Gas sector; Eastern Africa Grain Council (EAGC) in the grains sector and National Information Technology Authority (NITA-U) in IT sector. In addition, our participation in harmonization of standards at EAC, ARSO and in international standardization was supported by Partners including Trademark East Africa (TMEA), ISO and ARSO.

The following are other key highlights during the period under review:

- a) 650 requests/ideas or proposals for standards were registered;
- b) 180 local Technical Committee (TC) meetings were held;
- c) Participation in 27 EASC TC meetings, 05 ARSO TC meetings and 20 ISO/IEC/ CAC TC meetings;
- d) At the close of the period, there were 121 Final Draft Uganda Standards were prepared ready for approval by the NSC;
- e) Participation in harmonization of 89 East African Standards;

- f) Participation in 289 stakeholder engagement meetings for promotion of standards;
- g) Hosting of two ISO TC meetings (ISO/TC 202, Microbeam analysis in September 2018 and ISO/PC 318, Community scale resource oriented sanitation systems in April 2019);
- h) Hosting of a regional ISO Workshop on Communication and Marketing of standards in November 2018;
- i) Coordination of the successful hosting in Uganda of 6 EASC/TC meetings to harmonize standards; and
- j) Training of the department staff on Standards Information Management System, regional and international standards development procedures and processes, development of National Standardization Strategy and implementation of ISolutions.

In the FY 2019/20, UNBS hopes to complete the development and start implementation of a National Standardization Plan, improve standards development processes through use of online tools such as ISolutions, improve further resources optimization, enhance participation in regional and international standards development activities, strengthen collaboration and partnerships with stakeholders in order to improve outcomes. With the targeted promotion activities for standards, UNBS will seek to increase the sale of standards by 100%.

1.3 Certification

1.3.1 Product certification

UNBS is the custodian of the principal seal of quality in Uganda, the Q-Mark (Distinctive Mark). The Q-Mark provides consumers with assurance that products meet standard requirements, and are safe and fit for purpose. The Q-Mark is awarded for products that have been tested against specific requirements in UNBS or UNBS recognized laboratories, whose production has been audited and found compliant to requirements of quality control and quality assurance.

As part of UNBS' efforts to promote competitiveness of the local products in regional and international markets, support the BUBU Policy, safeguard public health, safety, and the environment from products that do not meet the standards, product certification which hitherto was voluntary since 1995, and beginning with the FY 2018/19 became compulsory or mandatory governed by the new regulation: "Use Distinctive Mark Regulations, 2018". With this new regulation, the S-Mark scheme, which was meant to enable products from MSMEs that meet minimum requirements access the market, was effectively terminated. On 1st January 2019, UNBS started enforcement of these regulations which requires all products covered by mandatory standards to be certified before they are allowed on to the market.

The Q-Mark is a Passport for Ugandan goods trading across the EAC Borders and internationally. Only goods bearing the notified product certification marks from the Partner States (the Q-Mark, in the case of Uganda) can have free access and

movement within the regional market. All other goods not bearing the product certification marks have to undergo destination inspection, sampling and laboratory testing for conformance to standards before being allowed into the market. This can be very costly for businesses and increases the cost of doing business.

Despite the challenges faced by the industry and the Bureau in terms of financing operations, the product certification scheme continues to register a steady growth making a significant positive contribution to the growth of our economy through increased application of standards in industry and the resultant impact to exports within the region. The performance for the year under review shows continued improvement in Certification performance with the number of product certification permits issued increasing by 59% that is from 849 permits in FY 2017/18 to 1,350 permits in FY 2018/19. An additional 501 new products were certified in FY2018/19. Renewals accounted for 52% of the permits issued, while grants accounted for 48%. Details of certified companies and products are available on the UNBS website as updated every month.

1.3.2 Systems certification

The number of companies implementing and seeking certification to management systems based on international management system standards continues to register steady growth driven by market demand and organizations seek to demonstrate their commitment to quality, security, environment and food safety management through having their management systems certified.

During the year under review, 28 system certification permits were issued to organizations, bringing the total number of active permits to 51. Details of Systems certified companies are available on the UNBS website.

A New Systems Certification Mark (illustrated below) was launched on 12th June 2019 by the Hon. Minister of Trade, Industry & Cooperatives and it replaces the multiple systems marks previously in use.



Laboratory Recognition Scheme

The Laboratory Recognition Scheme has continued to attract private and public laboratories in a bid to improve internal systems of companies as well as improve the turnaround time for product certification by allowing acceptance of results from other laboratories. The scheme has continued to support the product testing needs of the manufacturing sector. The list of recognized laboratories is given in Annex 2 and available on the UNBS website.

1.3.3 Accreditation of UNBS Management Systems Services

On 11th February, 2019, UNBS received accreditation from the South African National Accreditation System (SANAS) to provide International Organization for Standardization (ISO) Management Systems Certification. This followed the assessments that were undertaken in October 2018 including the witnessing of UNBS certification activities. The SANAS accreditation means that UNBS is now internationally recognized to provide certification services to organizations for Food Safety Management Systems (ISO 22000) and Quality Management Systems (ISO 9001) in a competent, consistent and impartial manner. With this accreditation, UNBS joined acclaimed multinational service providers of ISO management systems certification that comply with international requirements. The certificates issued by UNBS are now recognized worldwide thereby facilitating international trade.

The accreditation comes a time when a growing number of Ugandan companies are seeking ISO management systems certification to benefit from the nascent oil and gas sector. This accreditation has given Ugandan companies an opportunity to certify their organizational systems at an affordable cost to demonstrate that their services meet international standards and are therefore capable of meeting customer expectations.

SANAS is a signatory to the International Accreditation Forum (IAF) which gives it worldwide recognition as a competent body for carrying out independent evaluation of certification bodies against recognized standards. International accreditation agreements provide a mechanism that allows accredited certificates to be accepted around the world which reduces the risk of products and services being rejected in international markets.

The processes leading to accreditation have led to internal improvements in our certification system which have helped improve the service to our clients especially through value added audits. After this accreditation, UNBS will be regularly re-examined to ensure that it maintains the high standards of technical expertise in ISO certification.

UNBS will strategically expand the scope of its accreditation to cover more sectors and also ensure that it maintains the accreditation for the current scopes.

The celebration of the achievement of accreditation was held at Serena Hotel on 12th June 2019 together with our stakeholders and the function was officiated by the Honourable Minister of Trade, Industry and Cooperatives.

1.3.4 Decentralization of Certification Services

In an effort to bring services closer to the people, UNBS decentralized its Certification services to regional offices. The decentralized certification services started operations in August 2018 in three regions of Northern (Gulu), Western (Mbarara) and Eastern (Mbale). The main purpose for decentralizing certification services is to support the development of the local industry by making it easy and faster for MSMEs to access standardization and certification services in order improve the quality and enhance market access for their goods.

Specifically, UNBS seeks to achieve the following objectives through decentralizing its certification services:

- (i) Increase the number of MSMEs accessing certification and standardization services and having their products certified;
- (ii) Reduce the cost of certification by bringing services closer to the beneficiaries;
- (iii) Increasing awareness on standards and their benefits at the regions; and
- (iv) Enhancing the efficiency and effectiveness of the UNBS standardization services in support of MSMEs.

Positive outcomes of Decentralization

- (i) Reduced certification costs for MSMEs: Audit fees have reduced from 2,000,000/= to 250,000/=; travelling costs to submit samples to the UNBS laboratory in Kampala and obtaining information on certification have been eliminated. These two costs represent a significant reduction to the overall cost of getting certified. The impact of this reduction is already evidence in the increased numbers of MSMEs seeking and obtaining certification services.
- (ii) Improved access to certification services: Access to certification services has been for very long a major barrier to upcountry MSMEs seeking for and obtaining certification for their products because of the distance one had to travel sometimes to seek for information in regard to certification. For the majority, this distance has been cut by more than half, while for some, certification services are available just in their backyard. This has given hope and renewed interest in seeking certification.
- (iii) Improved support to MSMEs: There has been increased frequency and improved outreach to MSMEs through onsite technical guidance and this has facilitated compliance to standards. It has been possible, within the little available funds, to undertake on-site mentorship, guidance and pre-assessment visits to MSMEs that had even never interacted/been visited by UNBS to enable them meet requirements and improve on the quality of their products.
- (iv) Improved access to standardization information and guidance services: MSMEs and other stakeholders now get easy access to information regarding standards and certification services.

- (v) Better service delivery: Regional offices now provide timely, fast and adequate customer service/inquiries/ guidance and delivery of available UNBS services; prompt and satisfactory response/follow ups to emerging customer complaints; timely training of MSMEs on standards, certification requirements GMP and GHP for appropriate understanding, guidance and implementation. There has been improved responsiveness to clients interested in attaining product certification services by attending to MSMEs inquiries in a timely manner. Audits for upcountry companies are done on time and this enables the certification process to be completed in time and facilitates exports.
- (vi) Increased awareness of UNBS services: There is increased awareness about UNBS services among the various stakeholders as a result of increased presence of UNBS on the ground. The regional presence of UNBS has supported the implementation of the Distinctive Mark regulation through the sensitization workshops held with the various stakeholders thereby getting buy-in from the District Local government leadership, District Commercial Officers and the local entrepreneurs.
- (vii) Increased visibility of UNBS: There is a general improvement on UNBS's visibility and impact in terms of standards implementation and products certification services and its role in supporting MSMEs improve the quality of their products.
- (viii) Easy submission of samples for testing by MSMEs: Product sampling is being done and samples submitted for testing and this has reduced the time the SMEs would spend to travel to Kampala to submit samples for testing hence reducing the cost of doing business.
- (ix) Improved collaboration with local governments: There is improved information sharing and establishment of a concerted and collaborative working relation with various stakeholders within the region.
- (x) Enhanced implementation of surveillance audits: The opening up of regional offices has been much appreciated by the clients already on the product certification scheme. Product certification permits for these companies are being granted in a timely fashion thereby facilitating export trade. In addition, surveillance audits are now undertaken as planned.
- (xi) Improved quality of products of MSMEs: There is improved conformance to standards and compliance to Distinctive Mark regulations with many MSMEs seeking product certification services.

The undermentioned is a summary of key achievements under product and system certification:

- a) 1,350 Products were certified to enable access to the regional and international markets;
- b) 1,336 factory audits were undertaken for product certification (doubled from 668 audits from FY2017/18);
- c) 2,711 products were sampled and submitted for laboratory analysis;

- d) 28 organizations' management systems were certified to enhance service quality and food safety in order to access international markets;
- e) 82 facility audits were conducted for management systems certification;
- f) 50 Certification Review Committee meetings were held to evaluate company files for grant/renewal of permits to use the Certification Mark(s);
- g) 1,249 MSMEs were registered;
- h) 537 MSMEs were visited for on-site technical assistance and gap analysis;
- i) 929 MSMEs visited UNBS and were provided with technical advisory services;
- j) 33 trainings in standards implementation, certification, Good Manufacturing/ Hygiene Practices (GHP/GMP), management systems were conducted to support industry to enhance product quality and safety to meet market requirements;
- k) 1,394 industry employees benefited from UNBS trainings; and
- l) 74 Stakeholder engagements were held/participated in.

1.4 Testing services

One of the key functions of UNBS is to establish and operate national testing laboratories to assist industry and other stakeholders from the private and public sectors in testing of product samples as part of conformity assessment. Under this mandate which is legally provided for under the UNBS Act, UNBS is required to;

- a) Provide for the testing of locally manufactured or imported commodities with a view to determining whether such commodities conform to standard specification.
- b) Make arrangements or provide facilities for the examinations, testing or analysis of commodities and any material or substance from which or with which and the manner in which they may be manufactured, produced, processed or treated.

The following are the major highlights of the testing function in the period under review:

- a) 17,770 samples were tested against a target of 15,000 samples thereby exceeding the target by 2,770 samples.
- b) Implementation of the revised testing prices to ensure cost recovery for testing inputs was streamlined.
- c) The e-certificates were successfully implemented under Laboratory Information Management System (LIMS).
- d) Analysis of veterinary drug residues was consolidated with support under the International Atomic Energy Agency (IAEA) project.
- e) Training and transition to the ISO/IEC 17025:2017 standard was successfully

- done for the department.
- f) New testing scopes were introduced based on the newly procured/ acquired equipment
 - g) The Microbiology laboratory maintained its international accreditation by SANAS having been accredited since 2001.
 - h) The Chemistry Laboratory maintained its international accreditation by SANAS having been accredited since 2012.
 - i) The Testing department trained a number of students from Universities and technical institutions who were undergoing industrial training.
 - j) The Testing department hosted and provided high level technical training to International Fellows from Seychelles and Sierra Leone thereby consolidating the UNBS technical excellence on the African Continent.
 - k) The Chemistry laboratory was assessed for its potential to be a Centre of Excellence in Africa for testing heavy metals in foods

In addition, several laboratories were recognized by UNBS to test various products. The laboratory management systems of these laboratories were assessed and approved by UNBS. In turn, the recognized laboratories were approved to test samples of products for certification and this helps to reduce the turnaround time in the UNBS testing laboratories. These recognized laboratories are illustrated in Annex 2.

1.5 National Metrology Laboratory (NML)

The UNBS NML handles both scientific and industrial measurements. The role of the laboratory is to maintain the primary measurement standards and ensure that all measurements performed in the country in all spheres and fields of life are comparable, linked and traceable to the International System of units (SI). The NML ensures that these accuracies are transmitted to the end-users throughout the country through calibration of measurement systems and standards used by industry, testing and analytical laboratories and other users of measurements.

The services are offered in the areas of mass, dimensions, temperature, pressure, density and viscosity, volume and flow, electrical laboratories and instrumentation. The main objectives of NML include:

- a) To maintain the primary standards of Uganda.
- b) To provide measurement traceability to institutions that require calibration and measurement services.
- c) To ensure that measurement standards and equipment are traceable to international and/or other national standards through continuous calibration, internal validation and comparisons.
- d) To use cost effective calibration and measurement techniques and procedures.
- e) To obtain and maintain international recognition through accreditation of the laboratories to ISO/IEC 17025.

This in turn helps to support fair trade, interoperability, technological development and transfer. Accurate measurements in process controls of factors like temperature, dimensions and mass have greatly contributed to the quality of Ugandan products and their acceptability in the region and internationally.

Key achievements during the year under review

In the period July 2018 to June 2019, a total of 3,538 equipment were calibrated (up from 2,640 equipment in 2017/2018) from over 856 large, Medium, Small & Micro companies, academic and research institutions, testing and medical laboratories, regulatory bodies and authorities.

The calibrations have enabled:

- a) A number of large, medium, small and micro firms to effectively control manufacturing processes and meet certification requirements, in support of industrial development and export promotion in the sectors of construction, beverages, foods etc.
- b) Weighbridge and container weigher firms to accurately declare weights of shipment containers as required by the International Maritime Organization.
- c) Uganda National Roads Authority (UNRA) control axle load on Ugandan roads to protect the road infrastructure.
- d) Metrology, analysis, medical and testing laboratories meet accreditation and regulatory measurement traceability and accuracy requirements.
- e) Measurement related challenges in internal and custody transfer of products in the milk and oil sector.



Construction of Food safety laboratories in its final stages

Challenges and possible solutions to the implementation of strategic objective 1

SN	Challenge	Recommendation
1	<p>Lack of equipment and standards for calibration of:</p> <ul style="list-style-type: none"> Humidity and moisture meters to support the pharmaceutical, grain, cereal, and confectionery industry. Temperature equipment in the range of 150 – 1200 °C to support accredited laboratories, steel, aluminum and food processing industry to ensure traceability of their measurement equipment Pressure equipment such as pressure transmitters and transducers, magnehelic pressure gauges, negative and absolute vacuum pressure gauges to support accredited laboratories, steel, aluminium, pharmaceutical and food processing industry ensure traceability of their equipment Bulk storage tanks to enable the petroleum and oil industry and government control stock and ensure fair taxation. Force and compression machines, CBR machines to support the cable, steel, cement, construction, fabrics industry and materials testing laboratories meet national and international requirements. Electrical equipment to support the construction companies, power utility providers, information and telecommunications companies to measure processes accurately and have an efficient billing system 1,000 kg Comparator to calibrate the 500 kg. Mass pieces. 	<p>Procurement of standards and equipment to support calibration in the above mentioned areas. (humidity chamber and saturation salt standards, baths and temperatures standards, standard resistors, standard cells, fixed capacitance standards, fixed inductance standards, frequency standards and transfer equipment)</p>
2	<p>Unaccredited laboratories. As a matter of policy, all UNBS labs should be accredited in order to have internationally acceptable test results and to serve as examples to other laboratories.</p>	<p>The Bureau is pursuing accreditation of the Materials and Electrical laboratories by procuring some inputs in the Materials laboratory and finalizing the documentation for Electrical laboratory.</p>
3	<p>Delays in receiving corrective actions from clients after audits to enable timely close out of audits. This has greatly affected turn-around time for delivery of certification.</p>	<p>More training for client organizations to undertake effective corrective actions coupled with effective follow up mechanisms to ensure timely close out of non-conformances raised.</p>
4	<p>MSMEs are failing to pay certification fees mainly because of the increase in testing fees. There are many companies stuck at the 'payment of audit fees' step and several appeals have also been received in regard to high costs.</p>	<p>Government to explore means of providing funding to UNBS and/or MSMEs to facilitate the certification process for such companies.</p>
5	<p>Few auditors with adequate competence to carry out management systems work, has continued to delay initiation and completion of systems certification audits.</p>	<p>Training of more auditors in the respective management system standards and competence evaluation and subsequent registration in order to meet accreditation requirements.</p>
6	<p>Delays in issuing test results. Certification activities are heavily dependent on laboratory test results for assessing the quality and safety of the products before making decisions either to certify or confiscate/destroy/condemn any product.</p>	<p>Timely laboratory test results therefore have significant impact on the performance of the Bureau. Though there is some improvement in the turn-around time, more still needs to be done in order to meet the needs of our stakeholders.</p>

2.0 Implementation of Strategic Objective 2

“Strengthen the implementation and enforcement of compulsory standards and technical regulations for enhanced protection of consumers and the environment and promotion of fair trade”.

The objective was designed for activities that enforce compulsory standards and technical regulations that is done through Imports inspection, Market surveillance and Legal metrology.

Table 2 — Summary performance for the past 5 years

Key Performance Indicator	2014/15	2015/16	2016/17	2017/18	2018/19
Number of consignments inspected	8,0648	99,980	118,467	133,517	154,196
Number of equipment verified	720,764	706,939	757,551	848,456	1,000,787
Number of market outlets inspected	1,153	1,093	1,128	2,278	6,646

2.1 Imports inspection

UNBS undertakes inspection of imported consignments to prevent Uganda from being a dumping ground for substandard imports, protecting consumers/the public and the environment from harmful/substandard products, promote fair trade and to ensure value for money. The following are interventions/activities of the function:

- (i) To increase number of inspected products under compulsory standards through:
 - a) Introducing, implementing and maintaining the Imports mark for imported products (Destination inspection);
 - b) PVoC inspections;
 - c) Leveraging on ICT; and
 - d) Implementation of a risk management system.
- (ii) To increase the number of manned customs Inland Container Depots (ICDs)/bonds from the current 22 to 100 by 2020 through:
 - a) Expansion of coverage to additional border points; and
 - b) Coverage of more ICDs and other import clearance points.
- (iii) To support Government programme partners and leverage on them through:
 - a) Monitoring specific imports for compliance;
 - b) Develop proposals for partnerships and collaborations; and
 - c) Harmonization with EAC imports Inspection Procedures.

In line with the above therefore, during the period under review, the Bureau continued to implement its mandate of enforcement of the Uganda National Bureau of Standards

Inspection and Clearance of Imports Regulations 2018, the goals being to:

- a) Protect the health and safety of the consuming public;
- b) Protection of the environment, and
- c) Promoting and facilitating fair trade.

This was achieved for the year under review by implementing two major intervention strategies. These were:

- (i) implementation of the **Pre-Export Verification of Conformity to Standards program (PVoC)** – for all products for which mandatory standards have been declared; and,
- (ii) a **Destination inspection** scheme – for all other imports not covered by PVoC - such as those from within the East African Community (EAC).

During the year under review, the Bureau was able to undertake 154,196 inspections of products under mandatory standards meeting 91% of the set target for the year compared to the previous financial year where 133,517 product consignments were inspected. This represented an increase of 15%. Of this total number, 39,162 inspections were undertaken under the PVoC program, a decrease of 23,055 compared to the previous year as a result of the suspension of the motor vehicle PVoC program between the months of July 2018 and February 2019 (8 months). There was an increase in general goods cleared under PVoC by 58% from 24,740 inspections in FY 2017/18 to 39,162 in the year under review. This represents an increase in compliance by 58% and the outcome of this was increased protection of consumers and a fair trade environment. As an example, through the PVoC program, 38,715 consignments have been found conforming whilst 447 shipments estimated at a cost of USD 7,856,604 equivalent to UGX 29BN were found non-conforming and denied permission to be shipped into the country, hence protecting the manufacturers from unfair competition from substandard goods (which are usually cheaper) but also protecting potentially 5 million consumers in the case that the products were consumer type products.

In the period under review, 28 non-conforming motor vehicles (representing 0.5% of all inspected vehicles) were identified and prevented from export to Uganda. The effect of this is that the environment has been saved from the effects that would have occurred due to the destruction of such units including those with radiation. Some of these were found to have tampered odometer readings. This translates to 28 units rejected and thus saving importers approximately UGX 650 Million Uganda Shillings of hard-earned money.

The Bureau undertook destruction of 222 tonnes of a variety of substandard goods that included food and food products, chemicals and consumable products, assorted electronics, mattresses and assorted textiles all valued at approximately UGX 992 million. This resulted in the protection of approximately 5 million people from the consumption of substandard goods.

In respect of the coverage of manned entry/border points and customs inland container depots/bonds, during the period under review, the Bureau was able to increase its coverage over 20 additional locations: Mbarara Goodwill bond, Masaka Pio bond, Liberty bond, Livercot bond, Export Trading bond, DAKS couriers bond and W0400

bond in Kampala, four (4) additional Container Freight Stations in Mombasa and nine (9) new motor vehicle bonds in Kampala. The impact of this was to bring approximately 716 additional consignments inspected per month (approximately 8,600 per annum) resulting in additional protection of approximately 900,000 consumers from potentially harmful and substandard products.

The Imports inspection function's current total coverage is 96 border entry points/customs stations and ICDs with 72 being in Uganda (of which 49 are motor vehicle car bonds) and 24 in Mombasa, Kenya.

2.2 Market Surveillance

Ensuring effective compliance with rules and regulations is an important factor in creating a well-functioning society and trust in government. It is a key element in safeguarding health and safety, protecting the environment, securing a stable state revenue and delivering other essential public goals. This is critically important from a social perspective and as a foundation of economic growth. The challenge is to develop and apply enforcement strategies that achieve the best possible outcomes by achieving the highest possible levels of compliance, while keeping the costs and burden as low as possible. Optimal results in terms of compliance can only be achieved by combining broad compliance-promotion efforts with well-targeted controls, and the availability of deterrent sanctions for serious violations.

Comparative research has shown that a high number of inspections do not guarantee greater levels of compliance, and many sanctions do not necessarily safeguard the public. On the other hand, a small number of checks or prosecutions do not mean that compliance is high, as it may just reflect a lack of inspection resources, or lax enforcement. It is acknowledged that properly assessing the effectiveness of enforcement and inspection departments is difficult. Improvements or worsening outcomes (health, safety etc.) cannot directly be attributed to their activities because of the vast number of other, often more important, factors. Nonetheless, it remains crucial to monitor such outcomes in order to judge whether enforcement is having any positive contribution.

Overall, enforcement aims at a combination of:

- i) Improved or maintained outcomes, all other things being equal (that is, taking into account whether major externalities may have affected the level of outcomes); and
- ii) Ensuring that the strong majority of regulated subjects are broadly compliant with all requirements that are critical to ensuring outcomes (such as safety, health, environmental protection, fair trade).

The review of enforcement activities in this report draws on international experience to evaluate the merits of different approaches to address UNBS mandate as follows:

- Number of preventable deaths and injuries due to specific hazards;
- Proportion of inspections planned based on risk analysis;
- Share of resources allocated to consultation and advice;

- Uptake of tools facilitating compliance; and
- Numbers of violations identified (recorded) by inspectors, and the value of penalties imposed by the Utility Court.

Surveillance activities have been directed towards the following broad areas:

- a) Food safety;
- b) Non-food products safety;
- c) Technical and infrastructure/construction safety;
- d) Environmental protection;
- e) Fair trade; and
- f) Transportation safety.

Despite the immense staffing limitations, surveillance activities have been done in the following areas:

- i) **Bonded Warehouses:** Inspectors conduct impromptu visits to some profiled bonded warehouses/ICDs to ensure that destination inspections are carried out in line with inspection procedures. The findings were that whereas the imports inspectors did their best to verify the authenticity of certificates of conformity (COCs), most of the physical examination of goods was being done by customs officers in their absence. Customs officers were examining cargo against T1s that are ideally transit documents therefore circumventing the UNBS portal. Selection of goods for inspection by UNBS occurs only when an imports declaration (IM4) has been processed by customs. When physical examination is done prior to selectivity, the examination account is simply transferred from the T1 to the IM4 without the intervention of a UNBS officer. This creates a significant gap that could lead to substandard goods being released on to the market. Even when customs officers on behalf of UNBS pick samples, there is a likelihood that they are substituted before they get to the UNBS desk. The remedy to this is to have all physical examination done only after an imports declaration has been made and in the presence of a UNBS Inspector.
- ii) **Supermarkets:** to cater for the growing middle class population, there has been a proliferation of supermarkets in every district. Apparently most of the goods whether imported or locally manufactured end up in the supermarket shelves. The purpose of routine supermarket inspections is to deny substandard products the shelf space. It is also intended to ensure compliance to the health and safety of consumers by the manner in which products are handled. Inspections are done to also ensure that expired goods are not sold to unsuspecting consumers.
- iii) **Shops and other distribution outlets:** These include wholesale shops, retail shops, bars, restaurants, kiosks and any other point of sale. These constitute a majority of the outlets that people purchase various products from. Observance of basic health and safety requirements in these outlets is often ignored let alone the packaging and labelling. It is also true that some importers and manufacturers

run the outlets for their products. Therefore, any noncompliance from source certainly gets directly to the outlet.

- iv) **Manufacturing premises:** these range from large-scale industries to cottage industries. Whereas the level of compliance in the large-scale industries is relatively better, it is not the same case in most of the MSMEs. Efforts are geared towards ensuring that compliance is supported and also enforced where necessary throughout all sectors.
- v) **Hardware shops:** These deal in both local and imported products. They uniquely deal in construction materials that have been found to pose a significant challenge in construction industry. The issues range from sale of substandard steel products, tools, equipment as well as underweight cement. This poses a grave risk in construction as buildings could collapse and lead to fatalities. Whereas local manufacturers in this sector are certified, it has been found that some have continued to produce substandard products. After the several warnings to the culprits, stringent measures ought to be evoked to ensure consistent compliance to existing standards.
- vi) **Distribution trucks and vans:** It is usually cheaper and more effective to interdict substandard products while they are still in transit. The focus has been on all such vehicles whether conveying imported products or those locally manufactured. The coming in force of the distinctive mark regulation required that all manufacturers are identified and the certification process initiated.

Table 3 — A summary of market surveillance regional performance

Region	Super markets	Shops and Distribution Outlets	Manufacturing Premises	Hardware Shops	ICDs	Distribution Vans and Trucks
Central	419	698	182	158	130	3,159
Eastern	132	243	17	35	19	436
Northern	66	235	16	29	-	25
Western	61	166	72	56	-	295
Total	678	1,342	287	278	149	3,915
Grand Total	6,640					

Overall performance on physical outputs was 6646 inspections compared to the target of 5,000, which gives a positive variance of 133%.

Approximately 58% of the inspections conducted in the financial year were those of interception of distribution trucks. These inspections were conducted in Q3 & Q4 so as to enforce the implementation of the Distinctive Mark Regulation 2018 where certification was made mandatory for all locally manufactured products covered under compulsory Uganda Standards. From these operations, 179 distribution trucks were impounded, and as a result of these operations, over 400 companies registered for certification and/or renewal of expired permits.

The enforcement of the distinctive mark leads to improved quality and safety of

domestically manufactured goods, opens new markets for the goods and improves consumer confidence.

Table 4 — Compliance levels for the inspected premises

	Supermarkets	Shops and Distribution Outlets	Manufacturing Premises	Hardware Shops	ICDs	Distribution Trucks
Number of Inspections conducted	678	1,342	287	278	149	3,915
Number of seizures issued (Non-compliance)	114	317	25	23	02	179
% Non-compliance	16.8	23.6	8.7	8.2	1.3	4.6

The prevalence of substandard products has mainly been observed in wholesale and retail outlets. The operators of these outlets often claim lack of awareness when found dealing in noncomplying products. However, since surveillance inspections are going to be more regular, this claim shall no longer be sustainable. That notwithstanding, efforts on public awareness will be enhanced.

Supermarkets also continue to deal in substandard products as most importers and local manufacturers use these as sale outlets. Regular inspections as well as stringent measures could reduce on this vice.

The prevalence of substandard construction materials will be best addressed once stringent measures are taken against mostly the local manufacturers.

Table 5 — Market surveillance seizures issued in the financial year

Regions	Super markets	Shops and Distribution Outlets	Hard-wareShops	Distribution Trucks and Vans	Manufacturing Premises
Central	68	162	17	165	23
Eastern	14	34	03	06	01
Northern	08	101	03	01	01
Western	24	20	-	07	-
Total	114	317	23	179	25
Grand Total	658				

The seizure notices issued are subjected to the escalation procedures to determine the appropriate action to be taken.

The goods seized were approximately **66.5 Billion** shillings and this could translate into significant socio-economic losses as follows:

- a) Loss of household income by the consumers in the purchase of products that would not have been fit for purpose.
- b) Loss of revenue through unfair competition by companies that have fulfilled their compliance obligations. Substandard products are from manufacturers or suppliers who did not meet their costs associated with compliance and hence capable of undercutting others in market prices

- c) Loss of employment from companies that would fail to break even because of unfair competition.
- d) Damage to the environment as such products have not been regulated for possible environmental risks.
- e) Loss of lives as a result of consuming unsafe products, collapsed buildings, electrocution.
- f) Medical costs associated with harm posed by substandard products.
- g) Litigation costs against government for not safeguarding the public.
- h) Negative social effects associated with consumption of unregulated alcoholic beverages.
- i) Loss of consumer confidence on locally manufactured goods hence stifling the industrialization agenda.
- j) Loss of confidence in government institutions to the taxpayer.

2.3 Legal services

Legal services at UNBS ensure that all activities are performed within the Laws of Uganda without causing adverse legal consequences to the Bureau.

The undermentioned activities were undertaken during the year under review;

National Standards Council meetings

Six (6) NSC and Eleven (11) Committee meetings were held.

Contracts reviewed and signed

In the period under review, 46 contracts were reviewed and signed as illustrated below:

Contracts reviewed and signed	Number
Services	19
Supplies	24
Works	3
Total	46

Case management

SN	Type	Number
1	Civil cases managed	15
2	Criminal cases still under prosecution	14
	Conclusively prosecuted cases	15
	Total criminal cases prosecuted	29
3	Sanctioned cases	24
4	Cases under inquiry	102
5	Closed files	56

2.4 Legal Metrology

Compliance with weights and measure law

UNBS implemented the Weights and Measures Law (Cap 103) of the Laws of Uganda. The main objective is to ensure that the equipment used for trade is verified for correct measurements and accuracy at regular intervals as required by the Law and therefore protects society from the consequences of wrong measurements.

During the period under review Legal metrology registered the following under listed achievements in its enforcement operations.

Table 6 — Number of equipment verified

Indicator Description	Number of equipment verified				
	FY 2014/15	FY 2015/16	FY 2016/17	FY 2017/18	FY 2018/19
Weighing equipment	130,501	129,757	132,013	146,862	155,576
Weights	571,349	556,166	603,456	672,554	676,048
Road tankers	624	1,348	1,702	3,052	2,151
Bulk Meters	260	305	264	292	266
Static tanks	330	357	463	416	823
Fuel dispensers	13,526	14,480	14,731	15,238	15,743
Pressure gauges	350	337	337	323	467
Consumer goods	3,824	4,189	4,585	4,940	5,510
Electricity meters	-	-	-	23,624	144,471
Weighbridges	-	-	-	-	79
Total	720,764	706,939	757,551	867,301	1,001,134

2.4.1 Utilities Divisions (Electricity Meters)

A total of 144,471 energy meters have been verified during the FY 2018/19. The division registered the under listed achievements.

- (i) Identified fraudulent labelling on meters which could mislead during installation.
- (ii) Identified fraudulent software function of prepaid metering where the meter would reduce credit for any direction of flow of electricity. This would double billing for customers with alternative sources of energy installed directly such as plug-and-play generators.
- (iii) Over-registering meters have also been ceased which could be cheating either the customer or the utility company.
- (iv) Handled a number of complaints from the consumers about their energy consumption and billings.
- (v) Recommend corrective actions to meter manufacturers in line with Electricity meter regulations and saving importers the trouble of reprogramming or destruction.

- (vi) Initiated verification of in-service energy meters for both single and three phase meters. 70% of the Time of Use (TOU) meters tested had a wrong clock settings making the customers billings inaccurate.

2.4.2 Prepackage Control

- (i) A total of 5,510 prepackage products samples were verified in the country during the period.
- (ii) An increment of 276% in the samples analyzed in 2018/2019 compared to those in 2017/2018. This has been as a result of new MSMEs coming on board to acquire certification to use UNBS Distinctive mark.
- (iii) The verification of labels for imported products has also led to the increase in number of samples verified in 2018/19.
- (iv) Sensitization: The division has held consultative meetings with the stakeholders on standard quantities for prepackaged products and awareness meetings on prepackage requirements with the millers under the Lubaga Millers Association.
- (v) On average 15 MSMEs visit the prepackage control division per month to seek guidance on labeling requirements as per “The Weights and Measures, Sale and Labeling of Goods Rule, of 2007 and this has resulted into an increase in compliance of product labeling for local manufacturers.
- (vi) On average 35 packers have been visited each month and provided guidance and technical support on prepackage requirements as per statutory Instrument No. 36, 2007 and this has resulted into an increase in compliance in both labeling and quantity requirements.

2.4.3 Type/Pattern Approvals

Approved 13 new models of electricity meters

2.4.4 Volume and Flow

The division covers compliance monitoring of liquid fuel dispensers; pressure gauges; bulk meters; static tanks; road tankers and railway wagons. It has two sections namely Dispenser Section and Bulk Measures Section.

2.4.5 Fuel dispenser

- (i) In the FY2018/19, the section has inspected and verified a total of 15,743 liquid fuel pump dispensers and 467 pressure gauges covering the entire country.
- (ii) The number of complaints about short measures and cheating have

greatly reduced to about 2 complaints per month registered in this period as compared to the previous times of averagely 7 complaints per month

- (iii) Improved surveillance and the routine verification of the equipment has saved the public from being cheated either intentionally by pump attendants and station managers/dealers or unintentionally, due to faulty equipment. The fuel dealers have also been saved from losses caused by over-delivery of equipment, leakages on various units and lines often noticed during verification exercises.
- (iv) There has been increased sensitization of the public concerning the role of UNBS on fuel dispensers that is, ensuring of fair trade; thus improving on customers' vigilance but also confidence in goods procured and services offered at fuel stations.
- (v) During this period, there were a number of arrests of fake fuel pump technicians, with one court conviction; with the aim of increasing compliance. This in turn has led to a surge in the number of applications for training and eventual licensing of such technicians. This has also seen decrease in number of broken UNBS seals with intention to cheat.

2.4.6 Bulk Measures Section

- (i) In the FY2018/19, the section has inspected and verified a total of 266 Bulk meters, 823 Static tanks deep sticks and 2,151 road tankers.
- (ii) Increased collaboration and cooperation with other MDAs (URA) on the SCT project leading to increased transparency on information regarding importing road tankers. The section also works closely with MEMD on the Fuel Marking Program to ensure correct measurement.
- (iii) In the Aviation, the section provided third party confidence on aviation meters through regulation from march 2017. All functional meters aircraft loading meters at Entebbe were verified.
- (iv) In Downstream Custody transfers; the section provided assurance of accuracy in Downstream Custody transfers measuring equipment and Verified all functional depot meters across the country.

2.4.7 Weighbridge Specialized Unit

Until 2018, weighbridges had been under NML. LMD actively began the verification of the weighbridges in January 2019 (during third quarter of the financial year under review). A total of 79 weighbridges have by the end of the financial year been verified. Out of 79 instruments verified, 25 representing only 31.6% passed on initial verification, the rest failed. The reasons for failing are summarized hereunder.

- (i) Did not have external display or display onto which a client would rely on to know the weight of his or her goods.

- (ii) The operator not having a clear view of the whole platform.
- (iii) Use of unauthorized measurements units.
- (iv) Lack of sealing provisions on some instruments.
- (v) Displaying information in another language other than the official language (English).
- (vi) On testing, results found to be falling far from Maximum Permissible Errors. Some weighbridges especially those used by sugarcane buyers at sugar factories were found to be cheating outgrowers by a margin of over 1000 kg.

Legal Metrology intervention in this area has not been in vain as those that had initially failed, passed on re-verification.

2.4.8 Other Service Delivery;

- (i) Instant production of verification certificates after verification - A truck verification IMS for handling verification of road tanks was developed which has eliminated manual computations.
- (ii) Development Database for Road tankers: Tankers enumeration started in November 2017. All delivery trucks were in the database by November 2018.
- (iii) Arbitration between petroleum depots and transporters: Reduced conflict in measurements between petroleum depots and transporters. Truck drivers used to loose wages due to unfair measurements at the fuel depots. The Bulk Measures section has addressed most of the complaints, the 'Instant Response' strategy. It has been possible because the road tankers measurements are verified and therefore reliable.

2.4.9 Impact of weights and measures prosecutions on trade.

UNBS conducted inspections of prepackages for maize flour and sugar in Western Uganda. A number of trading premises, maize mills and trucks were visited.

Results:

- (i) The weight of maize flour prepackaged in well labelled bags was found to be accurate.
- (ii) The weight of maize flour prepackaged in bags with insufficient information on labels or was found to be underweight; some bags as low as 38 kg, instead of the purported 50 kg.
- (iii) The weight of sugar prepackages was found to be accurate.
- (iv) The weighing tests were witnessed by members of the public which raised considerable consumer confidence; many traders and consumers confessed they had not known of underweight pre-packages until they were sensitized;
- (v) Some traders were dealing in underweight maize flour prepackages knowingly,

in order to cheat unsuspecting consumers.

- (vi) One trader at Kazo was prosecuted in court, convicted and paid heavy fines to Government of Uganda;
- (vii) There was a court order to re-fill over 100 underweight bags to the nominal weights which was done. Consequently, consumers from Kazo town alone, were saved from a loss of up to 1200 kg of maize flour.

Challenges and possible solutions to the implementation of strategic objective 2.

SN	Challenge	Recommendation
i	Difficulty in getting Police during operations/ inspections;	This could be resolved once UNBS gets its own enforcement standby unit
ii	Inadequate field inspection tools and equipment	In order to ensure health and safety of consumers, instant test may be required hence the need for efficient mobile testing kits
iii	Information gathering requires reward for the informers;	Fast-tracking the whistleblower policy should alleviate this.



Sensitisation conference for standards and utilities court

3.0 Implementation of Strategic Objective 3:

“Increase the visibility and enhance the corporate image of UNBS to meet the current and emerging demands of the economy”. The lead player in implementation of the objective is Public Relations and Marketing. However, the activities for visibility and corporate image are done in collaboration with all functional areas.

In an effort to bring services closer to clients, UNBS decentralized its Market surveillance and Certification services to regional offices that include; Mbarara, Gulu and Mbale. This is an addition to the Legal metrology services that were already in Lira, Katwe, Jinja, Mbarara, Gulu and Mbale.

UNBS opened up 8 new clearance stations within Uganda and 24 motor vehicle bonds in Mombasa for imports inspection.

3.1 Public Relations and Marketing

The following are the highlights for Public Relations and Marketing:

- (i) Strategy documents for PR Communication policy were approved by the Council with recommendation to merge it with the Crisis Communication Policy.
- (ii) Consumer Awareness Campaign on Distinctive Mark. A consumer awareness campaign on Distinctive Mark was finalized and translated in five local languages. The adverts were translated in five local languages and ran on Radio West in Western Region, Etop Radio in Eastern Region, Rupiny in Northern Region, Akaboozi Kkubiri and Beat FM in Central Region, as well as Capital FM and Radio One for national.
- (iii) Consumer Awareness Campaign on Electricity meters: Coordinated the production of a consumer awareness campaign on Energy meter verification which is currently airing on KFM in English and on Dembe FM. Developed campaign messages and communication collaterals for implementation of UNBS Distinctive Mark. The Distinctive Mark Campaign message was translated in 6 local languages and it is due to air on radio stations that command the largest listenership in Gulu, Lira, Soroti, Mbarara, and Kampala.
- (iv) Consumer Awareness Campaign on PVoC. A consumer awareness campaign on PVoC was developed and translated in five languages of Luganda, Ateso, Acholi, Lugbara, Runyakitara. The campaign aired on Radio One in English and Simba in Luganda.
- (v) Visibility and Corporate Image: Drafted 18 press releases and held media briefings that resulted in publication of 269 media stories in print, radio and

online against a target of 264 media stories. Participated in 37 radio and 18 Television talk shows. The majority of the talk shows were free government air time and they focused on implementation of UNBS Distinctive Mark.

- (vi) Translation of marketing messages into local languages. Posters for legal metrology were translated into 7 local languages including Acholi, Ateso, Luganda, Lumasaba, Lusoga, and Runyakitara. Adverts for Distinctive Mark were translated into 5 local languages in Acholi, Langi, Luganda, Ateso, and Runyankole.
- (vii) Branding: Designed logo for UNBS@30, which will be applied on all communication collaterals for 2019. Completed the design and production of Diaries and Calendars. Completed branding for offices in Jinja, Busia, and Mutukula. Completed signposts for Head Office, Nakawa, Mbarara, Gulu, and Mbale.
- (viii) Infographics: Produced infographics for PVoC, Distinctive Mark, e-Services, procedures for sale of standards, and illustration of various Standards, etc.
- (ix) Corporate Video: Coordinated the production of corporate video.
- (x) Success stories: Coordinated the production of short videos on UNBS success stories. The videos were uploaded on YouTube channel and shared widely on digital media. The videos are used at UNBS promotional events.
- (xi) Media Relations: Carried out media training in Gulu facilitated by an external facilitator from African Centre for Media Excellence.
- (xii) Stakeholder Engagement: Organized and participated in 17 stakeholder engagement meetings and events. The events informed the customer feedback reports.
- (xiii) Digital Media: Facebook posts reached 253,112 users against a target of 240,000 while Twitter reached 197,138 users against a target of 240,000.
- (xiv) Customer Service: Received a total of 1,905 complaints and inquiries. Out of the complaints/inquiries received, 936 complaints were handled within the set timelines as per the customer service charter, 950 were handled outside the set timelines while 19 remain unresolved.
- (xv) Market Research: The customer Satisfaction Survey was carried out and the report shared with management for consideration.
- (xvi) Events: Organized the launch of UNBS@30 activities that involved blood donation from UNBS staff and the Bweyogerere Community where 87 units of blood were collected.

4.0 Implementation of Strategic Objective 4:

“Strengthen human resource and improve infrastructure capacity for improved service delivery”. This objective targets human resource and the respective working environment.”

4.1 Risk Management

Enterprise Risk Management (ERM) has become a common practice in organizations that are committed to managing uncertainty and its effect on organizational objectives. UNBS is committed to compliance with best practices as regards corporate governance principles of accountability, fairness, transparency and respect for rights of all stakeholders among others. In order to be a Standards Body of International Repute, UNBS needs to not only be committed but actually deliver value to its stakeholders. Value is a function of risk and return; every decision either made increases, preserves, or erodes value.

Given the current dynamic business environment, the Bureau adopted the Risk Management System best practices and strategies that will enable it to be on top of its threats and uncertainties, tap in to opportunities in order to optimally realize its mandate and objectives. At UNBS, risk management is taken as an essential tool in ensuring that UNBS objectives are not jeopardized by unseen events. Risk management plays a key part in shaping how resources are used by administrations in order to effectively achieve their set goals. An effective framework of risk management therefore ensures maximization of value for the interested parties (stakeholders), and part of this framework are a set of risk management policies and procedures which provide guidelines on how risk is managed in UNBS.

The Risk policy and procedures manual was set up by management and the NSC and have been reviewed in the year under review for continued relevance and alignment to ISO 31000:2018 and to include the focus put in other standards (ISO 17025, ISO 17020, ISO 17021 and ISO 9001) of Impartiality, competence, confidentiality and conflict of interest. Those changes, and many others from the external environment, for instance new legislations, changes in technology, etc, came in with a new cocktail of risks, which necessitated a new approach and guidelines, so as to address those risks effectively and efficiently.

During the year under review, Management and the NSC also came up with a Risk Appetite Framework (RAF), which defined the nature and the levels of risks that UNBS considers acceptable in pursuance of business objectives, thus providing boundaries for decision making at the U\$NBS. It included a risk appetite statement, risk limits, and an outline of the roles and responsibilities of those overseeing the implementation and monitoring of the RAF.

UNBS's risks categories were also reviewed to include project risks and Information security and data integrity in addition to the ones that existed of strategic, financial, regulatory /compliance, operational/Internal Processes risks and reputational Risks. The Risk management process involves a structured approach to establishment of context, identifying, assessing, prioritizing and mitigating risks and it is an integral part of multi-year strategic and annual operational planning. The Risk Management function coordinates all risk management activities at the Bureau and reports to Management and the NSC on a quarterly basis on the amount of risk exposure. The internal audit function then evaluates the effectiveness of risk management in the Bureau by conducting risk based audits and contribute to the improvement of risk management processes.

All operational risks with medium rating (AMBER) and high rating (RED) have been escalated to the Directorate Risk Management committees to evaluate the risk exposure of the Directorate and prioritise resources. Key risks from the categories of strategic, financial, regulatory, Reputational, information security and data integrity and project risks are then reported to senior management and the NSC through its Audit and Risk Committee for determination of amount of risk exposure of the Bureau, resourcing and decision making.

4.2 Human Resource management

The Human Resource Department is mandated to offer a supportive role with the main objective of attracting, developing and retaining competent and motivated human resources to enable UNBS achieve its objectives. This is done through development and implementation of Human resource management policies and procedures, human resource planning, recruitment and selection, learning and development, performance management, employee relations, human resource information management, and exit management.

In the workplace, it is often assumed that employees who are more satisfied with the physical environment are more likely to produce better work outcomes. During the year under review, the construction of food safety laboratories and the rig were at 92% and 91.5% completion respectively. Completion of the two will give the best working environment.

The Human Resource Department undertook a number of activities during the year in accordance with its mandate as highlighted below.

Staffing Overview during FY2018/19

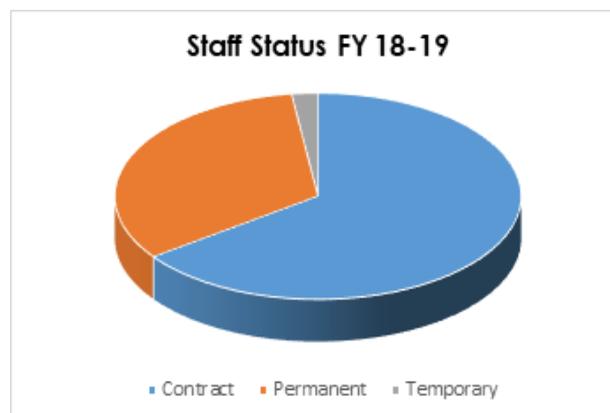
The Bureau closed FY2018/19 with **337** staff. This is an increase of **15%** from FY2017/18 which closed with 292 staff.

The staff distribution across various functions was as follows;

Table 7 —Staff Distribution

S/N	Department	Total No. Of Staff
1	Audit	5
2	Certification	23
3	Corporate planning	3
4	Executive Director's Office	9
5	Finance & Administration	60
6	Human Resource Development	10
7	Information Communication Technology	10
8	Imports Inspection	59
9	Legal Unit	2
10	Legal Metrology	41
11	NML	13
12	Public Relations	10
13	Procurement and Disposal	3
15	Standards	23
16	Surveillance	16
17	Testing	43
18	Graduate Interns	7
TOTAL		337

Figure 7 — Distribution between Permanent, Contract and Temporary Staff



Out of the **337** staff, **219** staff were on Contract (**65%**), **111** staff were on permanent placements (**33%**) and while **7** were on temporary/ short term contracts (**2%**).

Table 8 — Staffing trend for the past five years

Functional area	2014/2015	2015/2016	2016/2017	2017/2018	2018/2019
Staffing at year end	231	235	297	292	337
Recruitment done	15	17	50	13	45
Staff separation/turnover	14	9	12	12	9
Staff promotions	29	33	44	1	2
Staff trainings	30	20	36	35	102
Disciplinary cases	3	3	4	3	13

- a) Staffing numbers have been steadily growing since 2014/15.
- b) Disciplinary incidencies have also increased during FY2018/19 due to intensified fight against corruption.
- c) The turnover rate is fairly low in the current FY2018/19 compared to the previous years due to improved terms of service (salary enhancement & internal growth opportunities)
- d) More staff are now getting opportunities for training compared to the past due to pool training as opposed to individual trainings. There has also been increased allocation for training in the budget.

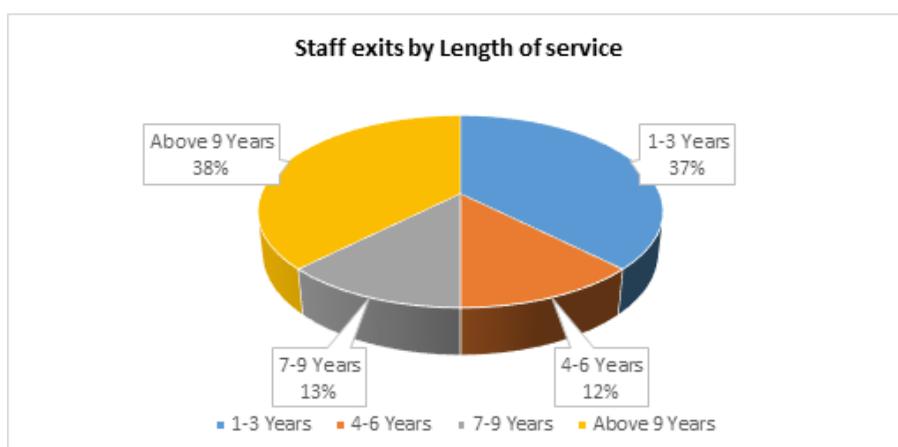
Recruitments during FY 2018/19

Forty five (45) new staff were recruited during the year and deployed to various functions in the Bureau; Recruitments included; Certification Officer, Analyst (4) , Inspectors (9) , Surveillance Officers (2) , Materials Engineer (1), Legal Metrologist (7) , ICT Officer (1), Risk Officer (1), Administration Officers (3) , Drivers (5), Graduate Interns (7), Senior Accountants (2), Standards Officer (1)

The following recruitments were also finalized and staff expected to report during FY2019/20;

Estates Management Officer, ICT Software Development Officer, Laboratory Technician, Legal Officer, Office Assistant, Principal Administration Officer, Principal Analyst-Electrical, Principal auditor, Principal Human Resource Officer - Learning and Development, Principal ICT Officer – Information Security, Principal Inspector – International and Regional, Principal Legal Metrologist – Pre-package Control, Principal Legal Metrologist - Volume and Flow, Principal Legal Metrologist- Weights and Measures, Principal Materials Engineer, Public Relations Officer, Security Officer, Senior Analysts – Microbiology, Senior Auditor – Technical, Senior Certification Officer – Training Senior Estates Management Officer, Senior ICT Officer – System Analyst, Senior Inspectors - National Inspection, Senior Internal Auditor – Technical, Legal Metrologist – Volume and Flow, Senior Marketing Officer, Senior Metrologist –Electricity and Magnetism, Senior Procurement Officer, Senior Quality Management Officer, Senior Surveillance Officer, Senior Technical Auditor - Information Technology, Senior technical auditor- data and information systems and Standards Officers (80)

Figure 8 — Staff Exits by length of service



The Bureau lost 3 staff during the year (2 Female and 1 Male) who were all in the Technical functions. The two female staff died of natural causes while the male staff was assaulted to death by unknown people at his residence.

Training of Staff

During the year under review over 120 staff were trained in different disciplines listed in Annex 1.

Performance management

- i) The Bureau's Performance Appraisal Tool is now fully automated under the Human Resource Information Management System (HRIMS).
- ii) Staff Performance is assessed bi-annually that is, 1st Cycle (July - December) and 2nd Cycle (January - June).
- iii) The Appraisal Tool was also modified to incorporate soft skills and adherence to UNBS Core Values to be part of assessment.
- iv) Sensitization and training staff on the use of the tool is continuous given coming on board of new staff.

Occupational Health & Safety

- (i) UNBS is committed to provision of a safe working environment for its staff by providing protective gear and equipment and any other protective measures like first aid kits as well as ensuring the working premises are safe for all staff. The fire extinguishers are serviced regularly to ensure they are in good working condition.
- (ii) The HRD concluded the registration process for its premises that is, UNBS Standards

House, Kampala, Wakiso, Jinja, Mbale and Mbarara Regional offices as workplaces as per the OSH Act 2006 and certificates of registration were received from Ministry of Gender signed by Commissioner, Occupational Safety and Health.

- (iii) OHS Committee reviewed the OHS risk register and came up with Risk appetite framework.
- (iv) HRD initiated procurement of PPEs for all Departments which procured and circulated.
- (v) UNBS partnerd with AAR and organized a Health Week Camp to enable staff to know their status and the following activities handled; Doctor's Consultations, HIV/AIDS Counselling and Testing, Blood pressure testing, BMI check, Hepatitis B screening and vaccination. Vaccination were given at a subsidized cost of UGX 20,000 per dose and Blood sugar testing and Blood group testing at a subsidized cost of UGX 5,000.

Disciplinary cases

During the period under review 7 disciplinary cases were fully managed where three staff were dismissed and 4 staff were given warning letters. Seven (7) more disciplinary cases from Imports Inspection Department were handled by the Disciplinary Committee and Management will take appropriate action once concluded.

4.3 Information and Communication Technology (ICT)

To turn the Bureau into a standards body of international repute, automation of all processes is one of the strategic activities. During the year under review, automation of processes remained an activity in progress as hereunder:

No.	Application	Purpose	Remarks
1	HRIMS	<p>This is largely an internally used system but provides the following to the public:</p> <ul style="list-style-type: none"> • Online job/internship applications • Used internally to appraise staff performance and leave management 	<p>Various updates on the system have been made & system can be accessed via:</p> <p>https://hrm.unbs.go.ug/graduate-intern/apply/</p> <p>https://hrm.unbs.go.ug/intern/graduate/apply/</p> <p>https://hrm.unbs.go.ug/jobs/apply/</p>
2	Trucks Verification IMS	<ul style="list-style-type: none"> • This system integrates with URA to verify payments. • Verifications and get e-certificates. 	<p>Currently an internally used system.</p> <p>Various updates on the system continuously being made.</p>

3	Standards Information Management System	<p>Used by the public to provide comments on draft standards and to know which standards are under development at UNBS.</p> <p>A user interface is to be developed where the public can login & provide comments on draft standards</p>	<p>Various updates on the system have been made & system can be accessed via:</p> <p>https://unbs.go.ug/alerts.php?src=dsp</p>
4	E-MINZANI IMS	<ul style="list-style-type: none"> • Weighing Instruments Information Management System. • Stores information related to all weighing instruments in the country. • System connected to URA's E-TAX system and can verify and confirm customer payments. 	<ul style="list-style-type: none"> • 31 Mobile Android Handheld POS devices with a broad range of payment options were procured • E-Minzani IMS Installed, configured and tested on the 31 handheld POS devices procured • System to be commissioned soon • Verification of the instruments in the country • The system has a mobile application version on POS Devices.
5	Certification Information Management system (CIMS)	<ul style="list-style-type: none"> • Used by the public to apply for product certification. • Integrates with URA to verify payments • Issues permits automatically after all processes are completed and approved through the system. 	<p>Can be accessed via:</p> <p>https://cims.unbs.go.ug/</p>
6	Laboratory Information Management system (LIMS)	<ul style="list-style-type: none"> • Used internally to capture and process product sample details. • Performs quality controls on the test results • -Integrates with URA to verify payments 	<ul style="list-style-type: none"> • Various continuous updates on the system are being made • System generates real time reports • Clients can now monitor progress of analysis of their samples online. • Shortened the average turn-around time from 1 months to 1-2 weeks. • Issues test report for the samples tested automatically to the respective client email address.
7	UNBS Mobile APP	<p>Used by the public to access UNBS services using their mobile devices.</p>	<ul style="list-style-type: none"> • Various continuous updates on the Mobile App are being made. • App available free of charge in the APP stores

8	E-Portal	<ul style="list-style-type: none"> Online platform for inspection and clearance of imported goods following the minimum mandatory standards. - Integrated with the URA Electronic Single Window for real-time tagging and E-Tax Verifications. Used by Importers to apply for goods Release Under Seal. 	<ul style="list-style-type: none"> Various continuous updates are being made to effect faster clearances including the Motor Vehicle Auto-Clearances. The system can be accessed via: https://eportal.unbs.go.ug
9	UNBS WebStore	Used to access and purchase Uganda Standards online	<ul style="list-style-type: none"> Various updates are being made to improve the system. The system can be accessed via: https://webstore.unbs.go.ug
10	UNBS Online Support	<ul style="list-style-type: none"> Used to handle clients complaints and inquiries -Auto responses and email notifications. 	<ul style="list-style-type: none"> Various continuous updates are being made to the system. The tool can be accessed via: https://support.unbs.go.ug
11	Equipment Register	Captures details of all UNBS ICT assets	<ul style="list-style-type: none"> The ICT equipment asset register is continuously updated Generates reports



Calibration Rig redevelopment

5.0 Implementation of Strategic Objective 5:

Develop and maintain partnerships and collaborative arrangement at both National and International levels that support effective implementation of UNBS mandate.

The Bureau recognizes the importance of partnerships and collaborations in the current era and the objective was designed to create a deliberate effort in partnerships and collaborations.

5.1 Partnerships and Collaborations

A number of Memoranda of Understanding (MoU) or collaborative arrangements were concluded during the financial year. These were with the following entities:

- a) Draft MoU with the Democratic Republic of Congo (DRC) for information exchange, mutual recognition and joint training.
- b) Collaborative arrangement with National Drug Authority as a prerequisite to a draft MoU on the clearance of dual regulated products by both UNBS and NDA.
- c) Uganda Revenue Authority strengthening of the current MoU and collaboration through the National electronic Single Window (NeSW).
- d) Rural Electrification Agency for support towards strengthening the quality assurance framework for solar home systems and pico solar products.
- e) Ministry of Health on quality assurance of Long Lasting Insecticide treated Nets (LLINs).
- f) Reviewed and signed and MoU between UNBS and National Lotteries and Gaming Board at UNBS for cooperation in the areas of development, promotion and enforcement of standards in the gaming industry.
- g) Reviewed and signed and MoU Service Level Agreement between UNBS and National Information and Technology Authority Uganda (NITA-U) for provision of internet connectivity services.
- h) Reviewed and signed and MoU Service Level Agreement between UNBS and Ministry of Energy and Mineral Development (MEMD) for Fuel marking and Monitoring for the financial year effective 1st July 2018.
- i) Reviewed and signed and MoU between UNBS and M/s Makerere University College of Engineering, Design Art and Technology (MAKCEDAT) for the development of joint programs aimed at creating knowledge and skills in several Education & training programs.
- j) Drafted and signed and MoU with M/s STANDARD CALIBRATION SERVICES LIMITED for cooperation in the area of hire and letting of a Calibration Rig from December 2018 to 31st March 2019.
- k) Drafted and signed and MoU with M/s MPONYE ENTERPRISES (U) LIMITED for cooperation in the area of hire and letting of a Calibration Rig from December 2018 to 31st March 2019.
- l) Drafted and signed an MOU for calibration rig between UNBS & Mponye Enterprises (U) Ltd on 23/04/2019
- m) Drafted and signed an MOU for calibration rig between UNBS & Standard Calibration Services Ltd 23/04/2019.

6.0 Implementation of Strategic objective 6:

Develop innovative funding mechanisms and effectively manage financial resources to ensure sustainability. Financial resources remain scarce and a deliberate effort for sustainability is a requirement.

6.1 Risk Management Practice and Internal Control

At UNBS, Internal audit is a full time activity providing independent, objective assurance and consulting services throughout the Bureau. The department is charged with a responsibility of evaluating and recommending value adding improvements on effectiveness of the risk management, control and governance processes within the Bureau. By undertaking a range of independent reviews, the department supports the NSC, Management and staff to fulfill their roles efficiently and effectively in their efforts towards achievement of UNBS Strategic objectives.

In FY 2018-19, internal audit prioritized assessment of financial management practices, with a view of addressing the fiscal risk. The treasury operations and revenue management reviews greatly improved accountability and financial propriety of funds availed to run the Bureau operations. From time to time, the financial and operating information as measured and reported by accounting methods was being evaluated for reliability and credibility.

The department conducted technical operational reviews of the market surveillance and imports inspection activities to assess its efficiencies and effectiveness towards achievement of UNBS objectives. Notable process improvements under market surveillance included a comprehensive review of the market surveillance procedures and full implementation of the new surveillance model. The review of operations in imports inspection department aimed at assessing the extent of implementation of the new imports inspection and clearance regulations 2018.

The department also conducted a comprehensive internal audit monitoring and follow-up exercise of the status of implementation of both internal and external audit recommendations. The exercise covered all internal and external audit recommendations for the financial year 2017-18. A number of the audit recommendations were implemented and the issues are closed.

The NSC Audit & Risk committee in pursuance of its oversight role relating to financial practices, internal controls, and corporate governance issues, compliance with laws, ethics and audit matters, held quarterly meetings to assess and guide on internal audit observations and recommendations. The Committee approved and monitored implementation of the annual internal audit activity plan; considered and tracked implementation of both external (Office of the Auditor General - OAG) and internal audit recommendations. The Committee's professional guidance has significantly reinforced the department's effectiveness, efficiencies and effort to provide value adding services and contribution to improved UNBS business processes.

UNBS is committed to compliance with best practices as regards corporate governance principles of accountability, fairness, transparency and respect for rights of all stakeholders among others. Given the current dynamic business environment,

the Bureau adopted the Risk Management System best practices and strategies that will enable it to be on top of its threats and uncertainties, tap in to opportunities in order to optimally realize its mandate and objectives. At UNBS, Risk management is taken as an essential tool in ensuring that UNBS objectives are not jeopardized by unseen events.

6.2 Funding

The Bureau receives funding from Government of Uganda (GOU) and through Non Tax Revenue (NTR)/ Appropriation in Aid (AIA).

The approved budget for FY2018/19 was UGX 47,841,409,000 comprising of Government UGX 21,251,409,000 and NTR/AIA UGX 26,590,000,000.

The total releases from the Treasury during the year amounted to UGX 45.358 Billion (94.81%) of which GOU component was UGX18.768 Billion (41.38%) and AIA/NTR UGX 26.590 (58.62%).

Table 9 — Release and Expenditure (UGX bns)

		Approved Budget	Released by End Q 4	Spent by End Q4	% Budget Released	% Budget Spent	% Releases Spent
Recurrent	Wage	6.356	6.356	6.356	100.00%	100.00%	100.00%
	Non Wage	5.316	4.389	4.388	82.60%	82.60%	100.00%
Development	GoU	9.58	8.023	8.023	83.70%	83.70%	100.00%
GoU Total		21.251	18.767	18.767	88.30%	88.30%	100.00%
<i>A.I.A Total</i>		26.59	26.59	26.386	100.00%	99.20%	99.20%
Grand Total		47.841	45.357	45.153	94.80%	94.40%	99.50%
Total Vote Budget		47.841	45.357	45.153	94.80%	94.40%	99.50%

6.3 Unaudited Financial Statements for the year ended 30th June, 2019

Table 10 — Statement of Financial position

Statement of Financial Position as at 30 th June 2019		
ASSETS		
Non-Current Assets	2019	2018
	UGX	UGX
Property, Plant & Equipment	46,637,954,734	31,352,249,330
Current Assets		
Accounts Receivables	17,681,970	17,681,970

Activity Advances	53,022,625	461,312,909
Cash at Bank	5,806,438,737	5,232,853,677
<i>Total Current Assets</i>	8,877,235,332	5,711,848,556
Total Assets	52,515,190,066	37,064,097,886
EQUITY & RESERVES		
Capital & Reserves		
Capital	2,903,770,727	2,903,770,727
Cumulative Surplus/Deficit	48,613,561,492	33,859,106,178
Capitalized Grants	4,511,048	5,155,483
	51,521,843,267	36,768,032,388
Current Liabilities		
Accounts Payables	993,346,799	296,065,498
	993,346,799	296,065,498
Total Equity & Liabilities	52,515,190,066	37,064,097,886

Table 11 — Statement of Financial performance

Statement of Financial Performance and Other Comprehensive Income for the Year ended 30 th June 2019		
Item	2019	2018
INCOME		
Government Funding	18,767,316,629	20,085,405,594
Non Tax Revenue	40,515,366,557	25,402,556,505
Project Income	3,447,306,255	84,017,818
Total Revenue	62,729,989,441	45,571,979,917
LESS EXPENDITURE:		
Employee Costs	22,393,841,584	14,360,279,795
Medical Expenses	840,665,697	650,009,509
Offices Expenses/Welfare	2,017,317,052	1,176,797,731
Travel Inland/Abroad	3,937,848,410	2,863,242,862
Staff Training/Workshops	1,090,863,303	1,222,134,408
Laboratory Chemicals/Consumables	687,597,945	825,063,164
Laboratory/ Lab Equipment Repairs	782,614,250	345,946,953
Utilities	341,055,112	530,849,528
Allowances	1,471,129,169	1,380,213,583
Printing & Stationery	984,637,385	1,097,410,071
Operation & Maintenance of Vehicles	1,336,891,315	1,264,795,502

Cleaning and Sanitation	224,437,370	181,546,188
Guards, Security Expenses	211,881,909	175,776,112
Contribution to Intern'l & Local Org.	443,168,574	327,628,633
Advertising/Publicity & Newspapers	448,799,038	239,653,066
Recruitment Expenses	24,338,018	16,195,000
Bank Charges	19,820,073	26,998,766
Rent for Offices and Laboratories	393,147,908	307,397,455
NSC Expenses	63,276,981	128,139,447
Projects Expense	186,222,011	-
Telephone/Postages Expenses	975,273,428	1,249,476,756
Consultancy Expenses	145,009,246	338,168,204
Standards Development	372,837,665	219,143,747
Consolidated A/C	6,336,323,396	1,792,376,916
Depreciation of Grants	-	-
Depreciation of Assets	2,247,918,220	1,711,033,996
Total Expenditure	47,976,915,059	32,430,277,392
Surplus/Deficit for the Year	14,753,074,382	13,141,702,525

Table 12 — Statement of Cash Flows

Statement of Cash flows as at 30th June 2019		
	Year 2019	Year 2018
Cash Flow from Operating Activities		
Surplus/Loss for the Year	14,753,074,382	13,141,702,525
Depreciation for the year	2,247,918,220	1,711,033,996
<i>Operating Surplus before change in working capital</i>	17,000,992,602	14,852,736,521
Changes in Working Capital		
Changes in Accounts Payables	(1,340,397,355)	(347,050,556)
Prepayments	(25,172,905)	(78,195,483)
Changes in Accounts Receivables	-	-
	15,635,422,342	14,427,490,482
Cash Flow from Investment Activities		
Purchase of Fixed Assets	-15,061,837,282	(10,297,240,625)
Fixed Assets Depreciation	-	-
	(15,061,837,282)	(10,297,240,625)
Net Cash Flow	573,585,060	4,130,249,857
Changes in Cash & Cash Equivalent		

Cash & Cash equivalent at the beginning of the year	5,232,853,677	1,102,603,820
Cash & Cash equivalent at the end of the year	5,806,438,737	5,232,853,677

Table 13 — Statement of Changes in Equity

Statement of Changes in Equity for the year ended 30th June 2019				
	Capital	Accumulated	Capitalized	Total Equity
Changes in Equity 2016/2017		surplus/deficit	Grants	
Bal at 01/07/17	2,903,770,727	33,859,106,178	5,891,980	36,768,768,885
Comprehensive Income for the year	-	-	-	-
Prior year adjustment	-	-	-	-
Depreciation on Grants	-	736,497	(736,497)	-
Balance at 30/06/2017	2,903,770,727	33,859,842,675	5,155,483	36,768,768,885
Changes in Equity 2017/2018				
Bal at 01/07/18	2,903,770,727	33,859,842,675	5,155,483	36,768,768,885
Comprehensive Income for the year	-	14,753,074,382	-	14,753,074,382
Prior year adjustment	-	-	-	-
Depreciation on Grants	-	644,435	(644,435)	-
Balance at 30/06/2019	2,903,770,727	48,613,561,492	4,511,048	51,521,843,267



Annex 1: Training event/programme

1. Understanding, implementation and auditing of Halal standards and Halal Food Auditor Training.
2. Standards, Auditing and Certification processes.
3. Understanding and Implementation of ISO/IEC 17025:2017 – General requirements for the competence of testing and calibration laboratories.
4. Implementation Training in ISO14001:2015 Environmental Management Systems (EMS).
5. Implementation of ISO/IEC 17025:2017.
6. Good Manufacturing/ Hygienic Practices (GMP/GHP).
7. Attachment to Kenya Bureau of Standards Certification Body (KEBS-CB) - for evaluation and registration as Lead Auditor for Food Safety Management Systems (ISO22000:2005) – Ambient Stable Products.
8. Attachment to Kenya Bureau of Standards Certification Body (KEBS-CB) - for evaluation and registration as Lead Auditor for Food Safety Management Systems (ISO22000:2005) – Ambient Stable Products & perishable animal products.
9. Refresher training in Audit Planning, Execution and Reporting.
10. Training in Standardization and Conformity Assessment.
11. Risk Management Training.
12. Capacity Building on the African Sustainability Standard on Tilapia - Eco Mark Africa Label.
13. Quality Management Training for Quality Champions – Part 1.
14. Quality Management Training for Quality Champions – Part 2.
15. Induction training in standards, certification and auditing.
16. Attachment to Kenya Bureau of Standards Certification Body (KEBS-CB) - for competence development, evaluation and registration as Lead Auditor for Quality Management Systems (ISO9001:2015) – EA Code 3 – Food products and beverages.
17. Attachment to Kenya Bureau of Standards Certification Body (KEBS-CB) - for competence development, evaluation and registration as Lead Auditor for Quality Management Systems (ISO9001:2015) – EA Code 36 – Public Administration.
18. ISO/IEC17021-1:2015 & Management Systems Certification Processes.
19. Upgrade of Risk Management Professionals from ISO 31000:2009 to ISO 31000:2018.
20. Orientation and Induction.
21. IAEA Training.
22. Weigh bridge training.

23. Standards Information Management Systems.
24. Document Review Workshop.
25. Training in tools and techniques for Auditors.
26. Regional Workshop on Codex Alimentarius.
27. Pre and Post - Market Surveillance procedures.
28. Information Management Training.
29. Attachment to KEBS on applications of ISO solutions in Standards Development.
30. Procurement Procedures in regard to BUBU.
31. Environmental Management Systems.
32. Dimensional Training/ Attachment.
33. ITIL Certification Training.
34. Pastel Training.
35. Training in surveillance department own quality policies and procedures.
36. Motor Vehicle Inspection.
37. E- services Training.
38. Training on Regional and International Standards Development Processes and Procedure.
39. Internal Audit.
40. SQMT Training.
41. IPP Training on Strategic Procurement.
42. Training on effective risk management, balanced scorecard and managerial leadership skills.
43. Balanced scorecard for management.
44. Advanced Excel Training.
45. Training Workshop for Quality Coordinators.
46. QMS documentation training for procurement, administration, security, public relations and corporate planning.
47. Quality coordinator's document review workshop report.
48. Training on legal metrology department (Regional offices) staff on quality policies and procedures.
49. Training of testing and NML staff in ISO/IEC 17025:2017 in preparation for the transition onto this current standard.
50. Training on ISO/IEC 17020:2012.
51. Regional and International Standards development procedures and processes.
52. Development of National Standardization Strategy.

53. Regional workshop on Bamboo standards development Ethiopia.
54. ISO 14001:2015 Environmental Management Systems – requirements with guidance for use.
55. Standards Information Management System (SIMS) and ISOLutions.
56. Orientation training in department for new inspectors.
57. 1st Science Model training workshop.
58. Capacity building workshop for women cross border.
59. ISO/IEC 17025:2017.
60. Food Safety Laboratory workshop.
61. ISO 9001:2015.
62. ISO 19011:2018 – Internal Auditor.
63. Anti-Microbial Resistance Associated with Food Safety.
64. Attachment on training on Temperature and dimensions at KEBS, mass course and Measurement Uncertainty, ISO 17025:2017.
65. Mass course training, Measurement Uncertainty, weighbridge verification, custody transfer fiscal metering, ISO 17025:2017.
66. Mass course training, Measurement Uncertainty, weighbridge verification, ISO 17025:2017.
67. Interregional Training Course on Competence of Food Safety Testing Laboratories according to ISO/IEC 17025:2017.
68. Testing of Micro Nutrients in Fortified Foods.
69. Inter-regional Training Course on Certified Reference and Proficiency Testing Material for Food Safety Control Laboratories.
70. Application of Statistical Principles to Food Safety Laboratories and National Monitoring Plans.
71. Method validation and uncertainty.
72. Analytical techniques different for mycotoxins analysis.
73. Interregional Training Course on Antimicrobial Resistance Associated with Food Safety (AMR).
74. Metrology Control and Uncertainty Quantification for Oil and Gas custody transfer (Fiscal Metering).
75. Training in repair of Electronic Weighing Equipment.
76. Training in Verification of Electronic Weighing Equipment.

Annex 2: Register of Recognized Laboratories under the Laboratory Recognition Scheme as at 05th June

US ISO/IEC 17025 LABORATORY RECOGNITION SCHEME (LRS)						
SNo.	CERTIFICATE NO.	HOLDING COMPANY	NATURE OF PROCESSES IN COMPANY	MANAGEMENT SYSTEM	RELEVANT STANDARD	VALIDITY PERIOD
1	UNBS/LRS/0001	SMAT Technical Services Ltd Plot 805 Mawanda Road Kampala	Testing of Civil Engineering Materials.	Laboratory Management System	US ISO/IEC 17025:2005	2017/11/16-2020/11/15
2	UNBS/LRS/0002	Chemiphar Uganda Ltd Plot 224-226 Kansanga Kyeyune, Kigundu Zone Road	Chemistry and Microbiology Analysis.	Laboratory Management System	US ISO/IEC 17025:2005	2017/11/16-2020/11/15
3	UNBS/LRS/0006	St. Michael Food Laboratory and Consultancy Ltd Plot 58B, Prince Charles Drive, Kololo	Microbiological Analysis.	Laboratory Management System	US ISO/IEC 17025:2005	2018/01/12-2020/11/30
4	UNBS/LRS/0007	Britannia Allied Industries Ltd Laboratories Plot M247B, Ntinda Industrial Area, Kampala	Chemistry and Microbiology Analysis of Biscuits, Fruit nectars and juices, Non Carbonated Soft drinks, Tomato products, Water.	Laboratory Management System	US ISO/IEC 17025:2005	2017/04/06-2020/04/05
5	UNBS/LRS/0008	Brookside Ltd Laboratories. Plot 49-53/55, 5th Street Industrial Area.	Chemistry and Microbiology Analysis of Milk and Milk products.	Laboratory Management System	US ISO/IEC 17025:2005	2018/04/05-2020/04/05
6	UNBS/LRS/0010	Steel and Tube Industries Ltd-Namanve Industrial Park	Chemical and Mechanical Testing of metal and metal products.	Laboratory Management System	US ISO/IEC 17025:2005	2017/05/11-2020/05/10
7	UNBS/LRS/0011	Madhvani Group Ltd-Steel Division Laboratory, Plot M2, Walukuba Masese, Jinja	Chemical and Mechanical Testing of metal and metal products.	Laboratory Management System	US ISO/IEC 17025:2005	2017/05/18-2020/05/17

8	UNBS/LRS/0012	Comatlab (U) Ltd, Plot 102 Lutaaya Drive, Bukoto	Civil Engineering Testing Laboratory Services.	Laboratory Management System	US ISO/IEC 17025:2005	2017/10/31-2020/11/01
9	UNBS/LRS/0013	Electrical Controls & Switch Gear Ltd, Plot 332/336, Sembeguya Rd, Kirokole Zone Kawempe Division, Kampala	Electrical Testing Laboratory Services- Trans-formers.	Laboratory Management System	US ISO/IEC 17025:2005	2018/06/05-2020/11/30
10	UNBS/LRS/0014	Uganda Coffee Development Authority (UCDA)- UMA Show Grounds Lugogo	Physiochemical sampling and testing of coffee beans.	Laboratory Management System	US ISO/IEC 17025:2005	2018/06/22-2020/11/30
11	UNBS/LRS/0015	Geotechnical Engineering & Technology Laboratory (GETLAB) Limited, Plot 111, Katalima Rd, Naguru Kampala	Testing of Concrete materials, asphalt and bituminous materials, soils, rock and water.	Laboratory Management System	US ISO/IEC 17025:2005	2018/07/27-2020/11/30
12	UNBS/LRS/0016	GFS Engineering Services Laboratory, Plot 223, Kyaliwajjala, Opp. St. Francis CoU Namugongo	Civil Engineering testing of Concrete materials, asphalt and bituminous materials, soils & rock.	Laboratory Management System	US ISO/IEC 17025:2005	2018/10/29 - 2020/11/28
13	UNBS/LRS/0017	Centre for research in Energy and Energy Conservation (CREEC) College of Engineering, Design, Art & Technology, Makerere University.	Solar testing of batteries, solar PV modules, bulbs, lanterns and cook stove testing	Laboratory Management System	US ISO/IEC 17025:2005	2019/05/06-2020/05/31
14	UNBS/LRS/0018	Uganda Industrial Research Institute (UIRI) Plot 42A Mukabya Rd, Nakawa Industrial Area.	Chemistry and Microbiology analysis in foods & feed, water, beverages and Cosmetics.	Laboratory Management System	US ISO/IEC 17025:2005	2019/05/13-2020/05/31

Annex 3: Entry points manned by UNBS

BONDS MANNED BY UNBS				
Location	Customs bonded warehouse (General goods)	Customs bonded warehouse (Motor vehicle)	Border posts	Mobile Team (General goods)
Eastern	1.Trust Uganda limited		1.Busia	
	2.Tan investment company limited		2.Jinja	
	3.Kampala modernity stationers print		3.Malaba station	
			4.Mbale	
Central	4.Pio limited	1.Rehman motors limited (W0229)	5.Mutukula	1.Inward Africa forwarders limited
	5.Kenfreight Uganda limited	2.Syan world car centre limited (W0406)	6.Entebbe cargo	2.Fol logistics Uganda limited
	6.Spedag interfreight Uganda limited Nakawa	3.Tiga investments (U) limited (W0057)	7.Entebbe capt	3.Multiple industries limited
	7.Spedag interfreight Uganda limited Luzira	4.Spear motors ltd (W0052)		4.DHL global forwarding (Uganda)limited
	8.Bollore Africa Logistics	5.Shumuk investments limited (W0230)		
	9.Damco ICD	6.Star auto paradise limited (W0318)		
	10.Maina freight icd limited	7.Car & general (U) ltd (W0009)		
	11.Doj and joj enterprises limited	8.Kingsway enterprises limited (W0028)		
	12.Livercot impex limited	9.Jambo auto mart limited (W0238)		
	13. Multiple icd. Limited	10.Jan Kampala-smc limited (W0393)		
	14.Liberty (icd) limited	11.Japan autoworld limited (W0232)		
	15.Daks couriers limited	12.Kampala modernity limited (W0022)		
	16.Export trading company (U) limited	13.Mobikey,trucks and bus limited		
	17.East African Container Terminal Ltd (W0400)	14.Oceanic terminal (U) limited (W0331)		
		15.The cooper motor corporation Uganda (W0065)		
		16.The cooper motor corporation Uganda (W0398)		
		17.The motor centre East Africa limited		
		18.Haks investment limited (W0005)		
		19.Ramzan motors (W0045)		
		20.Cosmos (U) limited (W0066)		
		21.Cadam enterprises limited (W0333)		
		22.Delights automat company limited (W0381)		
		23.Future aim company limited (W0094)		
	26.Pacific parts limited (W0043)			
	27.Mantrac (U) limited (W0015)			
	28.Future holdings company limited			
	29.Victorious car bond (W0223)			
	30.Chatha investments (U) limited (W0323)			
	31.Toyota Uganda limited (W0027)			

	32.Hansom eastern investment company (W0394)		
	33.Yoshino Trading Ltd (W0354)		
	34.Nagoya (W0040)		
	35. Auto City (W0228)		
	36.Joyti Automart (W0375)		
	37. Auto Link Limited (W0231)		
	38. Muko Investments (W0035)		
	39. Maybach Motors (W0247)		
	0. General Machinery/Victoria Motors (W0071)		
	41. Tata U Ltd (W0056)		
	42. Nish Motors (W0330)		
	43. Ashyland Motors (W0074)		
	44. Metu Zhong Tong (W0245)		
	45. Motor Center EA (W0356)		
	46. Walusimbi's Garage (W0092)		
	47. Sharjah Global Investments (W0368)		
	48. IFI Auto Paradise (W0404)		
	49.Lakhani auto centre ltd (W0326)		
	50.Coin (U) ltd (W0011)		
	51.Coin (U) ltd (W0088)		
	52.Yuasa investments limited (W0097)		
	53.Aisha group (U) limited (W0222)		
	54.Dependable (W0034)		
	55.Kings Auto Centre (W0075)		
	56.Kampala modernity limited (W0346)		

Western	18.Mbarara Goodwill Bond		
MOMBASA CONTAINER FREIGHT STATIONS (CFSs) AND ALLOCATED CLEARANCE OFFICES			
CFSs UNDER UNBS OFFICE AT UNI-FREIGHT		CFSs UNDER UNBS OFFICE AT CONSOL BASE 2	
CFS NAME	CODE	CFS NAME	CODE
1.UNIFREIGHT	UNI	13.CONSOL BASE 2	CB2
2.INTERPEL	1LL	14.MOMBASA CONTAINER TERMINAL	MCT
3.MITCHEL COTTS	MCF	15.REGIONAL LOGISTICS CENTRE	RLC
4.KENKOT	KEN	16.AWANAD	AWD
5.BOSS FREIGHT	BFT	17.AFRICALINE TERMINALS	ALT
6.MITCHEL COTTS	MIT	18.PORTSIDE	POR
7.KEMBA (Motor Vehicles)	KEMBA	19.COMPACT	CCF
8.KEMSA (Motor Vehicles)	KEMSA	20.MOMBASA ISLAND CONTAINER TERMINAL	MICT
9.MITCHEL COTTS 2	MT2	21.AUTOVOX	AUT
10.MULTIPLE	MCD	22.FOCUS	FOC
11.GREAT LAKES	GLP	23.REGIONAL LOGISTICS	RGL
12.SIGNON	SIG	24.CONSOL BASE 1	FFK(CB1)



UNBS Accreditation Breakfast



UNBS Accreditation Breakfast



Planning Meeting at UIRI for FY 2019/20



Sensitization Conference for Standards and Utilities Court



UNBS Market Surveillance operations



UNBS Officer training MSMEs owners at Standard House Bweyogerere



UNBS Staff participating in Corporate Games at Namboole Stadium



Aerial view of the UNBS Food Safety Laboratories under construction



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