

ZCSA TO ENFORCE SI ON POTABLE ALCOHOLIC BEVERAGES



Reliable Inspections

Earned Credibility
We are ZCSA



A Credible Compulsory Standards Regulator

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Welcome

...WE PLEDGE TO FOCUS ON RISK BASED INSPECTIONS

Welcome to this edition of the Zambia Compulsory Standards Agency (ZCSA) Newsletter. The year 2021 started like no other, with the continued challenges of the Coronavirus pandemic still affecting different sectors of the economy and society in general. As a human race, however, we continue to adapt and evolve through these very uncertain times.

It is therefore heartening to note that despite the hugely challenging environment, not least in the economic sector, where lockdowns, travel restrictions and other health guidelines continued to be implemented, we managed to execute our business strategy, allowing us to ensure the safety of products placed on the Zambian market, at a time when this was needed most.

The Coronavirus pandemic has had an effect on nearly every aspect of our lives, but we endeavoured as much as possible to deliver the same level of service to our clients to ensure safe products are placed on the Zambian market, while observing the 5 golden rules of safety regarding COVID-19. We are particularly proud of all of our staff who showed tremendous dedication and adaptability in striving to deliver under difficult circumstances – a big thank you goes out to them.

We are confident that we will continue to see positive gains especially in the area of compliance to compulsory standards. We are optimistic that new

standards which have been declared such as the one on potable spirits will see a renewed compliance by importers, manufacturers and traders of these alcoholic beverages in ensuring the safety of consumers as they place their products on the market.

The challenges brought about by the COVID-19 pandemic has driven the Agency to continue realigning its inspection strategy by focusing on risk based inspections. This ensures that inspections are targeted at high risk products, thereby, protecting consumers and the environment from harmful products.

I hope you will enjoy reading this newsletter and please do not hesitate to contact us for feedback or any queries.

Stay safe and God Bless!

Peggy Kaunda

A big thank you; goes out to all our staff who showed tremendous dedication and adaptability in thriving to deliver under difficult circumstances



Report to ZCSA

...any suspected
corrupt acts and
ethically
questionable
products
you find on the
market

Call
+260 211 224 900
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Dear Reader,

The Zambia Compulsory Standards Agency endures to exist as a credible and strategic partner in the facilitation of commerce, trade and travel. In the last three years of existence, the Agency has unquestionably remained professional in the execution of its fundamental mandate with unmatched authority in trade facilitation within the SADC region and beyond. Guided by its vision of being a credible compulsory standards regulator, extra care has been taken by ZCSA management to ensure that the work plans are in line with parameters of the vision, mission and strategy.

The Agency has showcased its corporate values by co-existing with other Government departments and playing its cardinal role of ensuring public health and safety, consumer and environmental protection. The growth trajectory regarding inspections, quality assurance and compliance with compulsory standards, have provided a positive; if not unique experience to manufacturers, traders, importers and indeed customers; who continue to access ZCSA services at varying points of delivery.

As Michael John Bobak said, "All progress take place outside the comfort zone." Thus, management and staff of ZCSA have continued to challenge the status quo and have developed operational interventions that brand the Agency as a credible compulsory standards regulator in the country. The Agency has strived to propel the corporate agenda to greater heights by embracing an open door policy and constructive stakeholder engagements. This makes inspections and quality assurance processes reflect high level acceptable standards meant to satisfy the needs of the end user.

As a viable public service organization, ZCSA further pledges never to relent in conducting technical inspections to ensure the safety and quality of products on the market. The Agency will strive to solicit tangible solutions to distinguished challenges which may jeopardise the value and credibility of its core mandate of safeguarding the lives of Zambians from substandard, ethically questionable and unsafe products.

Henry David Thoreau once said, "Success usually comes to those who are too busy to be looking for it." Inspired by this adage, the Agency will endeavour to remain consultative as it continues to contribute towards national development through commerce, trade and travel. The Agency remains optimistic that all the stakeholders under the Ministry of Commerce, Trade and Industry, will continue to collaborate with ZCSA in its pursuit to accomplish the set corporate strategic benchmarks.

With profound gratitude, we encourage you to read this Bulletin and subsequent editions to learn more about the operations of the Agency.

Ronald M. Tembo
Head of Communications
Zambia Compulsory Standards Agency

ZCSA to enforce SI on potable alcoholic beverages



For a long time, the production and sale of spirits in Zambia has not been regulated. As such, the consumption of spirits has attracted serious health concerns as it not regulated by existing legislation. There are glaring reports of the infamous spirits popularly known as 'tujilijili' or 'junta' and other brands which are being locally produced in backyard factories and sold at all street corners and marketplaces without regulation from Government.

The Zambia Daily Mail Newspaper

(2019) reports that in a country where recreational facilities are few and unemployment is high, it simply means that alcohol could be a social relief by alot of people, especially secondary school, college and university drop-outs. In many accounts, alcohol is seriously being abused in our country. The potable spirits, especially the 200ml 'tujilijili' are the ones being abused and seriously causing alcohol mental illness such as alcohol withdrawal hallucinations syndrome. It therefore calls for the regulation of

the production and sale of potable spirits. The regulation should ensure that only potable spirits which meet safety parameters and are of good quality are sold on the market.

Under this backdrop, one of the major successes which ZCSA scored, was the declaration of Statutory Instrument No. 18 of 2020 which is a set of regulations for the manufacture, sale and distribution of potable spirit. The Zambian Standard ZS 808 for potable spirits was declared compulsory

It therefore becomes mandatory for all manufactures, importers and traders to obtain authority to supply any type of potable spirits on the market

following the signing of Statutory Instrument No. 18 of 2020 on 19th February 2020 by the Minister of Commerce, Trade and Industry.

The rationale of the Compulsory Standard is to address the alcohol content and packaging requirements in potable spirits. The Statutory Instrument is intended to regulate the risks and dangers of excessive alcohol content in potable spirits.

The Agency through its operations has discovered that many alcoholic beverages on the Zambian market are packaged in portable containers of between 200 millilitres and 375 millilitres and contain harmful percentages of alcohol or alcohol in its purest form.

Consumption of high amounts of alcohol has a range of harmful effects on the body including, damage to organs such as the liver, damage to the central nervous system and the propensity to create dependency on the product. In most cases such small packages of alcoholic beverages are sold cheaply and therefore more accessible to the youths.

In addition, the Agency has noted that there is a tendency for manufacturers to use industrial grade alcohol thinly disguised with flavourings in most of the smaller packaged potable spirit beverages on the market. This type of pure alcohol is very damaging to the body.

To protect the consumer from potential harm, the compulsory standard for potable spirits has been adopted to make it a packaging requirement to prevent excessive amounts of alcohol containing beverages to be packaged and sold on the market. The compulsory standard also

specifies a minimum criterion for the type of alcohol to be used in potable spirit beverages.

The Agency has also carried out a comparative research on how ZCSA counterparts in other countries are dealing with this challenge. It is noted that similar regulation is being used as a common method of addressing this problem internationally and has been successfully implemented in southern African countries such as Namibia, South Africa, and Botswana, and Sweden in Europe.

Following the signing of the Statutory Instrument No. 18 of 2020, it therefore becomes mandatory for all manufactures, importers and traders to obtain authority to supply any type of potable spirits on the market. In this regard, the Agency set 1st August 2021 for manufacturers, importers and traders to ensure that full compliance to the requirements of the compulsory standard ZS 808 are met.

Copies of Statutory Instrument No. 18 of 2020 may be obtained from Government printers while information regarding permit conditions, the application process and award of licenses can be obtained from ZCSA Offices in Lusaka, all Provincial Centres and at border Entry Points.

Manufacturers, traders and importers should note that supplying potable spirits without obtaining authority from the Agency is illegal and may lead to prosecution. As a regulator, ZCSA is positive that through a detailed monitoring scheme, it will be able to use this compulsory standard to enhance the safety of consumers. The Agency will continue to work with other relevant authorities in ensuring that potable spirits are safe for the consumers.

The Statutory Instrument is intended to regulate the risks and dangers of excessive alcohol content in potable spirits



It is illegal to sell used textile products containing undergarments

ZCSA warns of stern action against illegal importers and traders of used textile products. The Agency will continue to aggressively fight to curtail the flow of the contraband into the country

The Zambia Compulsory Standards Agency has received a number of reports purporting that the sale of used underwear and nightwear is becoming popular in most trading places in Zambia despite prohibition. The Agency has reiterated that the sale of used textile products that are worn in close contact with the skin is prohibited due to safety concerns.

Government has indeed outlawed the sale of second hand undergarments because of health and safety concerns. From the outset, it should be underscored that the Zambian Compulsory Standard ZS 559 Inspection and Acceptance Criteria for Used Textile Products (Salaula) prohibits the importation and sale of used textile products containing undergarments and nightwear such as pyjamas, night dresses, night gowns, ladies and gents briefs, brassieres, camisoles and vests.

The standard was declared compulsory by Statutory Instrument No. 120 of 2006 to protect the safety of consumers because used textile products that are worn in very close contact with the skin may cause ailments such as skin rash. Mandatory fumigation of the used garments is undertaken prior to packaging and shipping, but this is only precautionary and may not guarantee the safety of users of these garments.



ZCSA is cognizant of concerns that there are still pockets of traders engaged in the illicit activity and making the sale of used underwear flourish in different trading outlets. The Agency, hereby, informs the public that it has made headways in devising interventions aimed at curbing importation and trade of used underwear.

The Zambia Compulsory Standards Agency wishes to remind importers and traders to desist from selling products that may negatively affect consumers. As a regulator, ZCSA will continue to ensure that all the products subject to compulsory standards do not pose a threat to the health and safety of consumers.

ZCSA appeals to members of the public to always consider buying

safer alternatives that are equally affordable and avoid posing a risk to their health and safety. ZCSA will intensify sensitization activities on the dangers of buying used textile products that are worn in close contact with the skin. Despite purported claims that imported used textile products are less expensive, come with attractive colours and better fabrics, members of the public should at all times shun buying used undergarments as it is a risk to their health.

Further, the Agency reiterates that issues of safety for both locally manufactured and imported products are at the heart of the mandate of ZCSA. Therefore, the sale of used nightwear and undergarments is illegal and if discovered on the market, ZCSA will have no option but to take punitive measures against traders and importers of the product including confiscating the contraband.

As a compulsory standards regulator, ZCSA warns of stern action against illegal importers and traders of used undergarments and that it will continue to aggressively fight to curtail the flow of the contraband into the country.

ZCSA receives international recognition



The Agency was awarded for the role it played in facilitating trade and travel especially during the COVID-19 Pandemic

forward to continued support and sustained collaboration with stakeholders in areas of trade and travel.

For the Agency, the International Customs Day Award Certificate of Merit and Shield isn't just about a pat on the back or a quick ego boost. The Award will not only help enhance ZCSA's reputation but also employees will take pride in their work and instill confidence in customers about the quality and professionalism of the organization. The sky is not the limit for the Agency.

Corporate awards and recognition provide a vehicle for promoting the organization through marketing and public relations initiatives. In our modern global village, an award increases the credibility and reputation of an organisation. It further provides a credible third party endorsement, opens doors to new business prospects, boosts staff morale and ultimately motivates them to put in their best to enhance productivity.

The Zambia Revenue Authority (ZRA) joined the rest of the world in commemorating the International Customs Day (ICD) on 26th January 2021 under the theme "Customs bolstering recovery, renewal and resilience for a sustainable supply chain."

The ICD is commemorated annually on 26th January in recognition of the efforts of Customs officials, public and private sector individuals, and/or agencies that play a pivotal role in facilitating trade and travel, in simplifying, standardizing and harmonizing border procedures and in securing borders.

Under this backdrop, ZRA awarded the Zambia Compulsory Standards Agency with an International Customs Day Certificate of Merit in recognition of the role the Agency played in facilitating trade and travel amid challenges associated with the COVID-19 pandemic.

In a letter signed by ZRA Commissioner Customs Service, Sydney Chibbabbuka, the Authority was pleased to present ZCSA with the World Customs Organisation-International Customs Day Certificate of Merit and Shield in recognition of the Agency's participation in international trade matters especially during the COVID-19 pandemic.

Mr Chibbabbuka thanked the Zambia Compulsory Standards Agency for its efforts and looked forward to continued support from the organization. As a credible compulsory standards regulator, the Agency was honoured for the recognition and looked



Compliance for locally manufactured products remarkable

Standards, quality assurance and compliance provide organisations with a basis for mutual understanding. The aforementioned aspects are tools used to facilitate communication, measurement, commerce and manufacturing. Standards are everywhere and play an important role in the economy, by facilitating business interaction.

It is therefore evident that ZCSA will permit a product to be consumed by the public only if it meets safety parameters, is of high quality and does not harm the environment. Having internal mandatory quality assurance processes, helps ZCSA strive to maintain public health and safety, consumer and environmental protection during its inspection activities.

During recent market surveillances and spot checks, preliminary findings indicate that the levels of product compliance among manufacturers, traders and importers is highly impressive. This is particularly true for most manufacturers of locally produced goods and importers of petroleum products.

Speaking in an exclusive interview, Domestic Quality Monitoring (DQM) Inspections Manager, Francis Mwelwa, commended the stakeholders for upholding high quality compliance standards in the trade and sale of domestically manufactured products.

“In our inspections, we have noticed increased compliance from 84% recorded to the current 90% with all the products we sample on the market countrywide. These compliance levels are also noted with a good number of locally manufactured products subject to compulsory standards. As regards road tank vehicles, I am happy to state that we have a 99% compliance to the Zambian standard. That is why for fuel tankers, it is very rare to hear that such vehicles have been involved in an inferno. This is because our inspectors always ensure that fuel tankers meet the prescribed technical requirements before they transport petroleum products,” Mr Mwelwa explained.

He said that periodic inspections and quality assurance processes being implemented by ZCSA had helped companies maintain high standards especially those involved in the manufacturing of products locally. He added that internal quality controls in his department ensured that the final product reflected these high standards and satisfied the needs of the end user.

The Inspections Manager reiterated that quality assurance is not only important to what the Agency did but also helped the organization uniquely reposition itself among various industry players and achieve its vision of being a credible compulsory standards regulator, while enhancing productivity and output.



Francis Mwelwa
DQM Inspections Manager

Cooperatives tipped on hygiene standards



ZCSA Inspector, Henry Chiyaba engages an Operator in North Western province

The Government of the Republic of Zambia launched the Presidential Milling Plant Initiative to address all the sustainability elements of job creation, social upliftment, food security, revenue creation, environmental protection and use of alternative energy sources.

With over 1650 Solar Milling Plants installed countrywide, the initiative is being coordinated by the Zambia Cooperatives Federation (ZCF) and is a launch pad for rural industrialization and economic growth. From the installed Plants, the vast majority of Zambian citizens in the rural areas are benefiting from this particular initiative through grinding maize and other cereals at a cheaper price.

In line with the Zambian Standard (ZS) 189, the Agency is currently engaging cooperatives countrywide and inspecting Solar Milling Plants to ascertain pragmatic ways of collaboration to achieve highest service quality standards. The inspections were meant to assess the level of operations, quantities involved and challenges faced so as to determine whether the Solar Milling Plants could be included on the Agency's data base for quarterly monitoring and their ability to meet

the financial obligations required by ZCSA.

The ultimate aim is to ensure that the cooperatives adhered to hygiene standards even as they served the people in the rural areas. For example, ZCSA was on board to emphasise the issues of protective clothing for the operators and the need to ensure that the inside as well as outside surroundings of the Milling Plants were clean at all times.

The aforementioned Plants are servicing the people in the rural areas by way of grinding their maize grain and other cereals which is covered under the compulsory standards. It is therefore the duty of ZCSA to educate personnel managing the Plants so that they are abreast with minimum safety and quality standards. Even as they serve the public, the cooperatives must ensure that the health and safety of Zambians is upheld at the Plants.

For those cooperatives with plans to commercialise the Plants, ZCSA was at hand to provide guidance on the appropriate requirements needed to sale the produced mealie-meal on the Zambian market with strict adherence to safety and quality standards. This is because the Presidential Milling Plant



initiative is a legacy project for the Zambian Government which should be preserved and demonstrated to be value adding.

The Agency through the Domestic Quality Monitoring department is expected to inspect Solar Milling Plants dotted in various parts of the country and recommend to the Ministry of Commerce, Trade and Industry on how best they can be monitored to ensure adherence to safety and quality standards. The Presidential initiative is a vivid show of commitment by the Government of the Republic of Zambia to promote sustainable development in the country.

ZCSA endeavours to protect consumers



In line with its mandate to educate the industry and consumers about its regulatory activities, the Zambia Compulsory Standards Agency ensures this is done by educating businesses on requirements of various Compulsory Standards and the process of getting regulated products approved to be sold on the Zambian Market.

The ZCSA protects the consumer by enforcing compulsory standards that set minimum standards for vehicles, tyres, electrical products and components, building and construction materials, cleaning and sanitation chemicals and - Personal protective equipment.

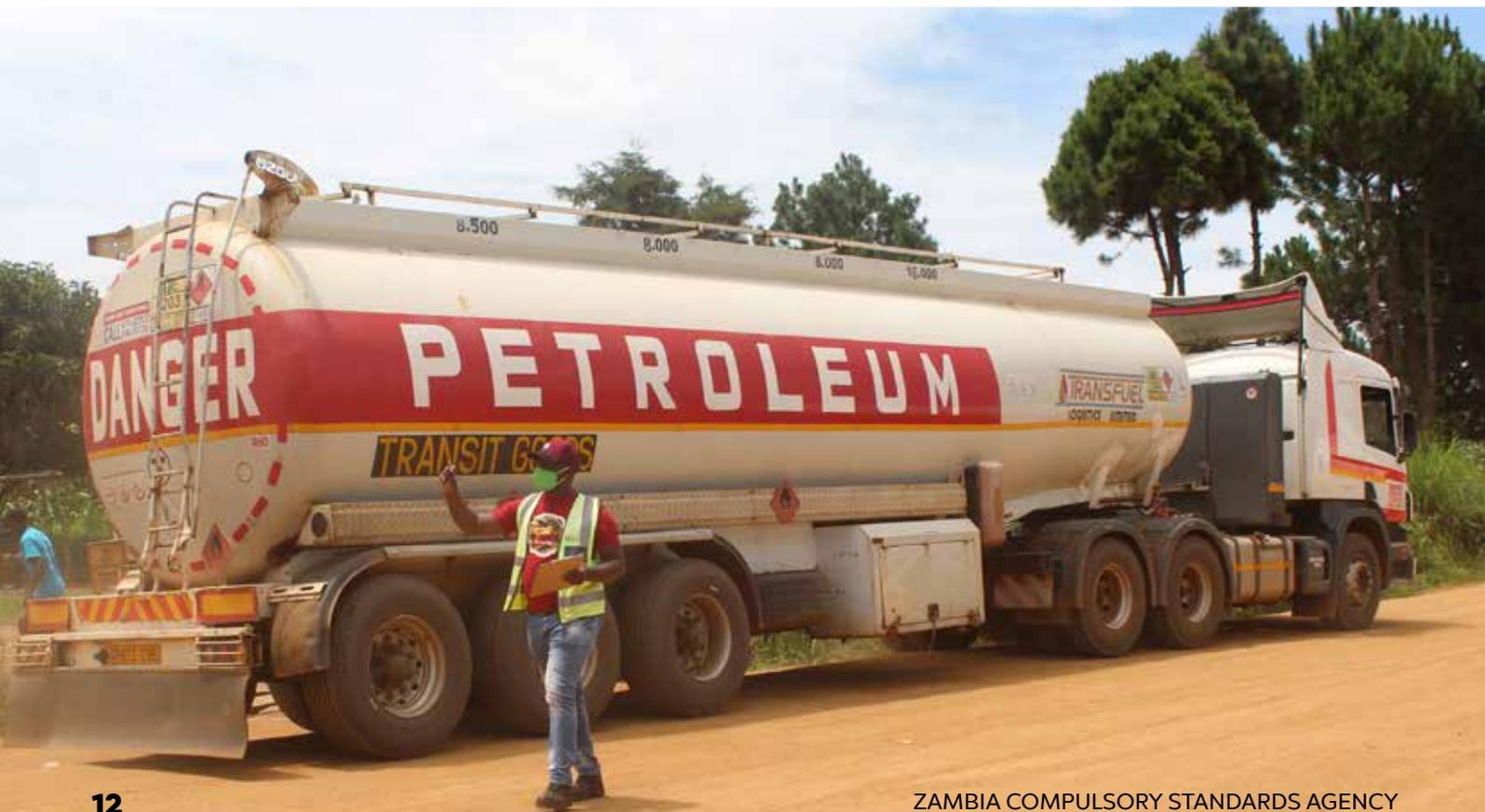
Inspecting, sampling and testing products, auditing of manufacturing

and other processes, and examination of documentary evidence are used to assess compliance with compulsory standards and regulations.

Every effort is made to assist manufacturers, importers, businesses and commerce in general, to meet these standards, which are, wherever possible, aligned to corresponding international requirements. This assists local industry to become globally competitive and facilitates international trade by removing unnecessary barriers.

The Agency has the mandate to apply penalties where products do not meet these minimum standards. These range from stopping the sale of non-conforming products, to seizure, destruction and prosecution of offenders.

To ensure the safety of products on the Zambian market, ZCSA has a mandate to investigate complaints concerning regulated products brought to its attention by consumers or industry players. The Agency also ensures that information regarding any regulated product is provided to the public and stakeholders



Kudos to ZCSA for operational efficiency

The Zambia Compulsory Standards Agency office in Chirundu district has been commended for exhibiting unprecedented operational efficiency as it serves stakeholders and the public at the border entry point.

Speaking in an interview, Circle Transtra International Border Manager in Chirundu, Mr Alick Mwanza said his organization had been working well with Agency. “We have been working very well with ZCSA here in Chirundu. Overtime, we have developed a cordial working relationship with the Agency. As a logistics and forwarding company here, so far we do not have any problems working with ZCSA,” he explained.

Mr Mwanza said ZCSA had been using the Zambia Revenue Authority (ZRA) ASYCUDA World System in its clearance processes. He added that the system had enhanced efficiency and reduced the cost of doing business by improving import and export processing times.

“We all know that at the Chirundu border, ZCSA is the only Government Agency at the moment that is sitting on the ZRA ASYCUDA World. The Agency has efficient interventions in terms of clearing entries on the system. The customs system has improved the processing times of entries for clients,” he said.

Mr Mwanza disclosed that Circle Transtra International through ZRA have been given privileges and

platforms within the ASYCUDA systems to pre-clear shipment to avoid inconveniences on the part of the client even before the consignment arrived at the border.

“ZCSA has given us a provision where we can do what we call the ‘Annual Certificates’ and ‘Pre-Import Clearance’ such that the client is there to engage ZCSA and make payments for the shipment before the goods arrive in the country to avoid delays once the shipment arrive at the border,” he explained.

Mr Mwanza said that the Agency had an open door policy and it was there at all times to help meet the needs and wants of the customers. He added that even when the client had not yet paid Pre-Import Clearance or Annual Certificate with ZCSA, and they just show up at the border, the Agency had been helpful.

“ZCSA always puts the interests of the customer first. We are always free to engage them if we have challenges of clients not paying pre-import clearance fees. You just provide the invoice and bill of entry for that particular shipment and within hours, you will be given a quotation and then forward to the client who can later arrange to make the payment,” he said.

Mr Mwanza revealed that ASYCUDA had made the clearance process faster at the borders because all the procedures had been streamlined to

achieve efficiency and reduce the cost of doing business.

“It just takes minutes before the shipment is cleared from the system. The onus really is on the client. It is important for the client to comply with ZCSA requirements. If a client adheres to prescribed requirements, you will discover that they are not inconvenienced,” he explained

From the feedback, it is evident that ZCSA has overtime developed a cordial working relationship with stakeholders especially at border entry points. As an Agency, we are very grateful to Circle Transtra International for their positive feedback. As a compulsory standard regulator, ZCSA will always strive for service quality standards in all its programmes and activities.

“ZCSA always puts the interests of the customer first. We are always free to engage them if we have challenges of clients not paying pre-import clearance fees”

Alick Mwanza



▶ The Republican President, Dr. Edgar Chagwa Lungu (Left) arrives for the official commissioning of the Kazungula Bridge Project



▲ A long shot of the entrance of the Kazungula Bridge from the Zambian side



▲ Some members of ZCSA Management Team pose for a photo with learners after donating hand sanitisers at Mukamambo Secondary School in Chongwe district

▶ Internal Audit Manager, Chisola Mfula pays her last respects to Dr. Kenneth Kaunda by signing the Book of Condolences



▲ Zambia Development Agency and ZCSA Management Team during a Consultative Meeting in Lusaka



▲ Permanent Secretary in the Ministry of Commerce, Trade and Industry, Mushuma Mulenga and other stakeholders during a Familiarisation Tour at Marcopolo Tiles Factory in Lusaka

PHOTO FOCUS

▼ A client accessing a service at ZCSA Port Office in Livingstone



▲ Andrew Thabo (Right) pose for a Photo with ZCSA Executive Director during the 2021 Labour Day Awards



▲ A Market Surveillance Exercise in Kafue district



▲ ZNBC Media team covering the proceedings during the commissioning of the Kazungula One Stop Border Post



▲ The DQM Team during inspection activities of Solar Milling Plants in Mwinilunga district



▲ A ZCSA member of staff getting a jab against COVID-19

ZCSA Extends Footprint



The new outlook of the Kazungula Bridge



The official commissioning of the Kazungula Bridge Project

On 10th May 2021, the Kazungula Bridge Project was officially commissioned by the Presidents of Botswana and Zambia, Mr Mokgweetsi Masisi and Dr. Edgar Chagwa Lungu who applauded the Work Bank for its work on this trans-formative project.

The opening of the Kazungula Bridge, linking Botswana and Zambia over the Zambezi River, means travelers no longer need to rely on the pontoon to cross at this location. The bridge is a combined transport

configuration, including two car lanes in each direction, a single rail track, and pedestrian walkways on both sides.

The project seeks to facilitate trade activities and the global competitiveness of Zambia and Botswana, improve the regional connectivity of the North-South corridor and contribute to improved regional integration of the Southern African Development Community (SADC).

In all accounts, the bridge and One-Stop Border Posts will support trade and transport along the North-South Corridor, and indeed the Trans-African Highway on the Cape to Cairo route. The bridge also provides impetus to the recently launched African Continental Free Trade Area.

The Agency was exceedingly proud to be associated with the official commissioning of the Kazungula Bridge and One Stop Border Post project. The Agency remains a key stakeholder in the overall project implementation as it is key in facilitating trade. It has an office at the One Stop Border Post and will provide services such as timber inspections, foreign road tank vehicle inspections, mandatory products licensing and issuance of batch certificates.

The African Development Bank Group supported the project through an African Development Fund loan of \$76.5 million to the Government of Zambia and Botswana. In addition to funding from the two Governments, the overall project was co-financed by the Japanese International Cooperation Agency and the European Union-Africa Infrastructure Trust Fund.



Some ZCSA Management Team members during the commissioning of the Kazungula Bridge Project



The first ever physical clients accessing a service at the ZCSA Kazungula Border Office

A Dancing Troupe from Botswana entertaining the delegates during the event



Smart Zambia Institute to digitalise ZCSA Services



The Smart Zambia Institute will soon integrate Zambia Compulsory Standards Agency services and the Electronic Payment System on the Government Service Bus (GSB) to enhance operational efficiency and meet the expectations of its customers.

The Implementation of the GSB and Payment Gateway by the Government of the Republic of Zambia through the Smart Zambia Institute and Ministry

of Finance and National Planning is part of Government's transformation agenda and a realization of the Information and Communications Technology (ICT) as set out in the 7th National Development Plan.

Being a digital platform, the GSB and Payment Gateway System will help the Agency reduce the cost of doing business through the provision of effective and efficient services to the general public. By so doing, realizing Government's vision of modernizing all services provided by the Ministry of Commerce, Trade and Industry into an open and transparent manner.

The services that will soon be integrated on the GSB and payment platform are clearance of used motor vehicles, foreign road tank vehicle inspection, issuance of batch certificate, local road tank vehicle inspections, mandatory product licensing and permit to supply

products and timber inspections.

The migration onto the digital platform will enable Zambians and other users access the current ZCSA services from any location remotely and reduce queues for people seeking these services. Over and above this, it will ensure that the quality of services being offered are the same for all the stakeholders.

The Government Service Bus and Payment Gateway System is sure solution to some of the immediate payment process challenges as it is secure and instant. The platform will further help clients conclude their payment transactions in their respective location thus contributing to the ease of doing business in Zambia.

ZCSA donates to Chongwe learners

...As they commemorate International Women's Day



The handing over of hand sanitizers to the learners

ZCSA Acting Human Resources Manager, Boniface Zulu delivering hand washing basins to one of the school representatives



ZCSA Records Officer, Nzali Sinkamba distributes sanitary pads to the learners at the school

The Zambia Compulsory Standards Agency joined the rest of the world in commemorating the 2021 International Women's Day which fell on 8th March. Commemorated under the theme, "Women in leadership: Achieving an equal future in a COVID-19 world," this special day recognized the tremendous efforts by women and girls around the world in shaping a more equal future and recovery from the COVID-19 pandemic and highlighted the gaps that remain.

In the wake of COVID-19 pandemic, this year's International Women's Day was unique in that the usual march past was not done but women instead showcased their talents and important roles in their respective work places.

For ZCSA, the women celebrated their day by dedicating their day towards corporate social responsibility. The

Agency decided to commemorate the day with the learners at Mukamambo Secondary School in Chongwe district by donating sanitary pads, hand washing basins and hand sanitizers to the learners and teachers at the institution. The Agency was represented by selected women at ZCSA and supported by a few men drawn from different departments and sections.

In view of the commemoration, it is asserted that when women lead, we see positive results. It has also been proved that some of the most efficient and exemplary responses to the COVID-19 pandemic were led by women. This is why, the 2021 International Women's Day was a rallying cry for Generation Equality, to act for an equal future for all.

Management recognizes high performing staff



Recipients of the 2021 Labour Day Awards pose for a photo with ZCSA Management Team at the Head office in Lusaka

“We come together to celebrate our workers as creators and facilitators of our daily activities that together make it possible for us to achieve our mandate as an Agency. It is therefore only right that we recognize the best efforts of their labour.” These were words of ZCSA Executive Director, Peggy Kaunda in her speech during the 2021 Labour Day Celebration.

Commemorated under the theme, “Securing Decent Work for Sustainable Social-Economic Development”, the 2021 Labour Day reminded every patriotic citizen that sustainable development could not be achieved without decent work.

Indeed, it is through decent work that this country has been transformed and we can only continue to transform our social and economic landscape through this very decent work and a labour force that is dedicated and hardworking.

Under this backdrop, ZCSA decided to award deserving employees for their efforts and value they added to the well-being of the Agency. The recipients of the awards were drawn from different departments and sections within ZCSA.

The categories for the 2021 Labour Day Awards were Most Hardworking Employee, Most Disciplined Employee, Most Dedicated Employee, Most Consistent Employee and Team Player Employee. A thorough screening process was employed by an independent appointed Technical Committee to select respective recipients for the Awards.

Bright Musonda Chintomfwa, Christopher Banda, Mulauli Andrew Thabo, Alick Siame, Masuzyo Mkandawire, Beliny Mateyo and Oswald Mfula were the recipients of the Awards. The awardees were also given Certificates from the Zambia Federation of Employers and a Gift Voucher from ZCSA Management Team as a way of motivating

them to raise the standards of service delivery.

Speaking during the Labour Day Celebration, ZCSA Executive Director, Peggy Kaunda reminded all the members of staff that they needed to celebrate themselves because they all had the passion to drive the institution and the nation forward. She further congratulated all those who were honoured that they had been recognized because of the hard work and extra effort they vested in their duties.

The ZCSA Executive Director has since encouraged all the employees who had not been awarded to be motivated, work beyond the normal call of duty and work with distinction if their efforts were to be recognized.

Management and staff of the Zambia Compulsory Standards Agency has since congratulated all the recipients of the 2021 Labour Day Awards.



Masuzyo Mkandawire and Alick Siame showcase the Certificates from Zambia Federation of Employers

ZCSA participates in boot camp



In today's world of Information and Communications Technology (ICT), online platforms serve as drivers of growth and innovation. The platforms enable businesses and consumers to make the most of the opportunities provided by the digital economy. To remain competitive, the organization has to transform its corporate culture and practices by adopting a digital mindset.

ZCSA Officers from ICT Section, DQM and IQM underwent a Boot Camp in Livingstone. This short, intensive and rigorous training brought together experts from different institutions to develop an online digital platform to be used by the ZCSA Domestic Quality Monitoring and Import Quality Monitoring Inspection Departments.

Boot Camp which was sponsored by the Common Market for Eastern and Southern Africa (COMESA) through the Ministry of Commerce, Trade and Industry commenced on 7th April 2021 and ended on 3rd May 2021. The training attracted a total of 12 participants; representing the Zambia Revenue Authority, Smart Zambia Institute, ZCSA and freelancer developers.

For a long time now, data capture, transmission and storage in the inspection process has been a big challenge at ZCSA. This is because the inspection process is manual. With this capacity building, the developed digital platform will enable the Agency to receive and share data easily and in real time. The platform will also enable ZCSA Management to access and analyze data from all regional and border offices and be in a position to make sound and timely decisions.

Undergoing digital transformation requires that the Agency changes its approach to virtually everything it does. It also requires truly embracing digital transformation and employees challenging the status quo to implement changes frequently. It is hoped that the digital platforms will enhance operational efficiency and public service delivery at ZCSA.

Kaizen to improve standardized activities and processes

One approach to continuous, incremental improvement is called kaizen. It originated in Japan and the word translates to mean change (kai) for the good (zen). Kaizen is based on the philosophical belief that everything can be improved: some organizations look at a process and see that it's running fine; organizations that follow the principle of Kaizen see a process that can be improved.

To fully implement Kaizen concept, employees should be encouraged to participate. This can be done through awareness training sessions for all employees. To further encourage employee involvement, promote specific Kaizen activities, and consider distributing monetary or tangible benefits after solutions from Kaizen activities are implemented. To this effect, the Zambia Compulsory Standards Agency embarked on a project for all employees to participate in. The training of members of staff at ZCSA was conducted by consultants from the Kaizen Institute in Zambia.

Following the awareness training, each department chose a team leader who would spearhead the selected project which would showcase how members of staff are implementing Kaizen in their day to day activities. Focused training of participants is required for understanding what is – and is not – the essence of Kaizen. Team leaders are trained to understand Kaizen in an organizational vision context, which needs to be followed thoroughly in order to achieve desired business objectives. They also must be taught about the necessity of impartial evaluation and strategy for improving participation.

This means that nothing is ever seen as a status quo – there are continuous efforts to improve which result in small, often imperceptible, changes over time. These incremental changes add up to substantial changes over the longer term, without having to go through any radical innovation. It can be a much gentler and employee-friendly way to institute the changes that must occur as a business grows and adapts to its changing environment.

It is envisioned that once the training of employees at ZCSA is completed, members of staff will continue to focus on long-term implication, wide application, orientation with organizational objectives and planning objectives. When applied to the workplace, Kaizen activities can improve every function of a business, customer relations, and inspections and from the Chief Executive Officer to general workers.

Kaizen aims to eliminate waste in all systems of an organization through improving standardised activities and processes. By understanding the basics of Kaizen, practitioners can integrate this method into their overall Six Sigma efforts.





Radio episodes to hit airwaves

Creativity and innovation remain the hallmark of the Communications Section at the Agency. One of the focus areas for ZCSA is to raise public awareness on compulsory standards and related interventions through Radio programmes. This strategy is aimed at not only increasing stakeholder confidence and participation in compulsory standards related activities but also to enhance the corporate image of the Agency.

Previously, the Agency conducted one-off Radio programmes on selected Community Radio Stations.

Arising from that, ZCSA received overwhelming feedback because the live discussion programmes sensitized the stakeholders and general public on different aspects of compulsory standards.

In 2021, the strategy is to run 10 weeks part-series of 30 minutes ZCSA Radio Discussion Programmes at selected Provincial and Community Radio Stations countrywide. The episodes dubbed, "Compulsory Standards and Compliance Forum," will be launched through a live phone-in programme and will be aired on a weekly basis. It

is expected that the programmes will play a significant role in spreading information and raising awareness on compulsory standards, public health and safety, consumer and environmental protection.

All things considered, it is further expected that the series will influence and change public opinion to enable stakeholders appreciate the critical role ZCSA plays in protecting the lives of the Zambian consumer by monitoring the safety and quality of products on the market.

ZCSA Facebook subscribers steadily increase

The Agency officially established the Facebook page to provide a platform for the stakeholders and the general public to access unlimited valuable information on compulsory standards and related operational activities.

The page profile for ZCSA is www.facebook.com/zcsa.org.zm. Over the years, this social media platform has proved to be an effective platform where the Agency constantly interacts and provides feedback to clients on various aspects relating to the operations of ZCSA.

Management approved the operationalization of the page in 2018. Since then, the page has had a steady increase in the number of subscriptions daily. The page is now providing a simple hub of information about the operations of the Agency.

As at 30th June 2021, ZCSA facebook page had more than 2260 subscribers interacting and getting feedback daily from the organization. With the page in place and active daily, the public are now able to communicate with the Agency just like email. Anyone who likes the page is automatically added to the page and can easily communicate with other members in a manner even simpler than email and in which they all pay attention and receive instant feedback.

It is therefore true that most ZCSA clients who use the

internet are on facebook. Going forward, ZCSA has plans to increase its visibility and presence on social media by opening up twitter and Instagram accounts. The Agency is also planning to establish a Youtube account so that documented ZCSA activities on videos could be uploaded for public consumption.

It is our considered view that by the end of the Strategic Plan 2018 to 2021, the number of subscribers would increase to more than 2300. With this digital facility in place, the Agency now has the capacity to drive traffic and subscribers to the ZCSA website (www.zcsa.org.zm) from the facebook page.

Debit Card Security and Fraud Protection

Online banking has recently become a topic of interest among consumers in Zambia. Online banking, simply put, is the carrying out of transactions online or on the internet and having to pay online often times using your visa enabled debit or credit card. Before we dive into the main issue at hand, it is important to note the difference between a debit and credit card.

Understanding the difference between a debit card and credit card allows you to make wise financial decisions. Debit cards and credit cards are accepted at the same places. Debit cards all carry the symbol of one of the major types of credit cards on them, and can be used anywhere where credit cards are accepted. They both offer convenience. The fundamental difference between a debit card and a credit card account is where the cards pull the money. A debit card takes it from your banking account and a credit card charges it to your line of credit.

A credit card is a card that allows you to borrow money in small amounts at local merchants. You use the card to make your basic transactions. The credit card company then charges you interest on your purchases, though there is generally a grace period of approximately thirty days before interest is charged if you do not carry your balance over from month to month. Credit cards have high interest rates and are considered a revolving line of credit that you can use again after you pay it down. Your credit card balance and payment history can affect your credit score. A credit card is a line of credit you can access with your card. Generally, you must sign on these purchases (exceptions may be at the gas pump or for small amounts at a drive through window). You will pay interest on the purchases made if not paid off in thirty days.

On the other hand, a debit card offer the convenience of a credit but work in a different way. Debit cards draw money directly from your checking account when you make the purchase. They do this by placing a hold on the amount of the purchase. Then the merchant sends in the transaction to their bank and it is transferred to the merchants account. It can take a few days for this to happen, and the hold



may drop off before the transaction goes through.

For this reason, it is important to keep a running balance of your checking account to make sure you do not accidentally overdraw your account. It is possible to do that with a debit card. You will have a PIN to use with your debit card at stores or ATMs. However, you can also use your debit card without a PIN at most merchants, you will just sign the receipt like you would with a credit card. A debit card is tied directly to your checking account. It can be used where a credit card can be used. Generally, you will use your PIN to complete the transactions.

In line of online banking and transactions, there are apparent concerns on debit and credit cards concerns. A debit card, especially when visa enabled, can pose a major risk to your financial life. It is important to be aware of the risks debit cards come with. The major risk to be aware of when using debit cards is that one can make internet purchases using a debit card without requiring a PIN or password. All one needs is to be in possession of the card and you can shop all you want depending on what limit you have set with the bank. When making purchases online, you are only required to copy what is on the card and type it in the internet site you are buying from and your payment is done! Feeling scared? Yes you should! You can try to prevent the above from happening in many ways. I have come up with a few good suggestions below on how you could prevent such happenings.

One of the ways is to always have your bank's Hot Line'. This will enable you get in touch with your bank at any time

of the day in case anything happened to your account. Always have a clear line of sight with your card. This means that you should at all times know where your card is and if possible, have it with you always or locked away somewhere safe. Never give someone your card to and make a payment at a point of sale as you will be selling yourself to the unknown. The way is to report your card to your bank first then the police immediately you discover it is stolen. This will enable the bank to disable your card to avoid anyone else using it illegally.

Enable SMS alerts on your card transactions. This will help you detect any unknown or suspicious looking transactions on your account which you can quickly report to your bank. Set a reasonable limit of daily transactions on your account. This will save you in case your card fell into the wrong hands in that the criminals can only transact up to a certain limit in the day, hoping that you could have put in place other measures to be able to detect and report strange transactions.

Look out for suspicious looking gadgets at ATMs which could be used to scan and clone your debit card. You should probably also stick to trusted and possibly guard secured ATM locations as opposed to using any ATM you see on the street. The last most important thing is that you should always keep your debit card concealed and not show it off in public as someone can easily eavesdrop on your card's details. My proposals above are not exhaustive in terms of internet fraud but could surely go a long way in saving you some future internet fraud trouble if followed.

Stay Safe: Beware of Cyber fraud

The ugly face of the COVID-19 pandemic has transformed the business outlook of today's dynamic and globalized world. Evidently so, there has been a glaring radical shift in the manner customers interact and access services from financial institutions to avoid the spread of this lethal virus. A lot of entities have resorted to using online platforms to transact and conduct business in the digital space.

This being the case, unsuspecting people have deliberately taken advantage of the COVID situation to dupe vulnerable souls, trick them and swindle their hard-earned money from bank accounts. Cybercrime has been on an increase in Zambia. There have been glaring reports and complaints of people being swindled online by unsuspecting members of the public who often disguise themselves as credible agents of renowned commercial and financial institutions. The cyber world has been expanding and growing throughout the 21st century, allowing fraudsters to hack victims' personal and financial information in a variety of ways. So, Let us get it right! What is cyber fraud?

Cyber fraud, also called 'computer fraud' is the crime committed via a computer with the intent to corrupt another individual's personal and financial information stored online. It is therefore any dishonest misrepresentation of fact intended to let another to do or refrain from doing something which causes loss. In this context, the fraud will often result in the loss of private information or monetary information. Other forms of fraud may be facilitated using computer systems, including bank fraud, carding, identity theft, extortion, and theft of classified information.

In Zambia today, the most common cyber-crime is identity theft meaning misusing personal information. Identity theft occurs when someone uses your personal identifying information and pretends to be you in order to commit fraud or to gain other financial benefits. Once

thieves access this information, they may use it to commit identity theft or sell it on the dark web. What is clear is that the victims of identity theft mainly have received phone calls from unknown people who have alleged that they work for a known financial institutions. More often than not, these unsuspecting members of the public will request for the bank details and PIN stating that they were conducting a periodic update of their clientele. Once the information is obtained, these criminals begin to withdraw or embezzle money from these bank accounts at will without permission.

In view of the rising cases of identity theft, it is highly suspected that such illegal acts are seemingly lucrative and are on the rampage. It is no doubt that it could be a serious syndicate of sophisticated individuals who are aggressively tricking innocent souls into giving up personal information. We maybe right to speculate that perpetrators of identity theft are making ends meet by tricking people into revealing their personal information and use such data to attain many other financial benefits especially through bank accounts.

It is therefore imperative that bank account holders take due diligence in keeping personal information safe. Individuals should not succumb to phishing scams who are launching attacks

everyday. For a commercial bank or financial institutions, issues of privacy and information are top priority in customer service delivery and meeting stakeholder expectations. For financial entities, aspects of confidentiality are taken very seriously. It is a known fact that financial institutions have put in place robust ICT security mechanisms and infrastructural base to safeguard information for their customers.

The only apparent challenge is that it is the owners of the bank accounts themselves who divulge personal information to unknown people. In the end, it is them as legitimate owners of that information who lose out in monetary terms. With such threatening social and economic revelations in the fibre of our society in Zambia, how do we safeguard and protect ourselves from cyber fraud.

The key to avoiding cyber-crime is to understand what your bank and related bodies would ask of you, and they would never email or call you asking for your bank information. Even if the email or the phone call sounds legitimate and honest, you should call the bank yourself and ask them if this email originated from them or not. The other important aspect to note is that you have to make sure you destroy all traces of your personal and financial information. If a bank has posted you information with your bank details on, ensure that you shred this information, as a fraudster could find this information in a bin and utilise it online to process a payment.

Furthermore, make sure you protect your computer with an anti-virus software to combat any contact made between the fraudster and your computer. If all of your preventive methods fail, you can always contact the relevant bodies which have been established to combat cyber fraud, such as Drug Enforcement Commission and the Zambia Police Service. There is help out there for the victims of cyber fraud. It is now time for individuals to be vigilant in protecting their information to combat cyber fraud. Please do not give out personal information. Stay safe. Beware of fraud.



Puzzle

P	E	N	D	I	N	G	W	E	B	S	I	T	E	T	O	C
M	A	R	K	E	T	P	H	Y	S	I	C	A	L	S	T	O
A	S	E	W	R	E	D	U	F	A	C	E	B	O	O	K	M
N	U	N	A	E	L	U	N	E	T	H	I	C	A	L	I	P
D	B	G	N	S	I	N	S	P	E	C	T	I	O	N	S	L
E	S	A	T	T	N	E	A	C	O	N	T	A	C	T	A	A
C	T	G	S	R	E	T	F	S	O	U	R	C	E	M	F	I
L	A	E	L	I	N	E	E	D	S	T	S	C	O	P	E	N
A	N	L	O	C	A	L	L	Y	S	I	T	E	X	O	T	T
R	D	I	S	T	A	T	U	T	O	R	Y	W	O	R	Y	A
A	A	E	N	E	W	I	T	S	Q	U	A	L	I	T	Y	C
T	R	U	N	D	E	R	Y	M	A	N	D	A	T	E	E	T
I	D	S	U	R	V	E	I	L	L	A	N	C	E	D	T	I
O	P	U	B	L	I	C	I	N	T	E	G	R	I	T	Y	V
N	L	A	W	C	O	N	S	U	M	E	R	P	A	G	E	I
I	N	Q	U	I	R	E	T	H	C	L	I	E	N	T	S	T
M	A	N	N	E	R	C	O	V	E	R	A	B	O	U	T	Y

Read the sentences below and **Spot** the **Underlined Words** from the Puzzle. Remember as you read and work out the Puzzle, you will get important information about the Zambia Compulsory Standards Agency that concerns YOU!

1. For ZCSA, the **scope** of regulations is **restricted** only to products covered **under** the compulsory standards and supporting **statutory** instruments. Currently, the Agency covered 61 **locally** manufactured and imported products.
2. Pursuant to its corporate **mandate**, ZCSA monitors and controls the **quality** and **safety** of products subject to compulsory standards through **inspections** and related activities.
3. The sale of **substandard** and **unsafe** products on the Zambian market is not only against the **law** but also **unethical** as it threatens the health of those who consume them.
4. In response to the COVID-19 pandemic, ZCSA has employed measures for social distancing, adorning of more protective clothing and reducing on **physical contact** to a minimum by using **electronic** platforms and social media as a means of communication.
5. The ZCSA **website** and **facebook page** continue to be reliable **source** on information on various aspects of compulsory standards and operations of the Agency.
6. ZCSA will endeavour to **engage** the Ministry of Justice over the **pending** 52 **new** compulsory standards and its **declaration** will widen the scope of the Agency to **cover** other products that will benefit from the regulation.
7. The Agency conducts periodic **market surveillances** to ensure that the public are protected from unsafe products whose **integrity** maybe compromised by poor transportation, storage and inadequate shelf life, among others
8. Under Domestic Quality Monitoring, factory inspections are conducted on **site** in factories to ensure pre-market **compliance** to compulsory standards and other administrative requirements for purposes on **public** safety, **consumer** and environmental protection.
9. The ZCSA **Complaint** Handling Procedure was designed to provide guidance to both clients and staff on the **manner** the Agency receives and manages complaints. The Agency remains committed to being responsive to the **needs** and **concerns** of clients or potential **clients** and to resolving complaints as quickly as possible.

What happens if you eat tomatoes everyday?

For a long time now, Zambians have used tomatoes in almost all the traditional dishes that have been prepared either at home or corporate functions. Globally, tomatoes have been considered to be one of the most popular fresh-market vegetable behind potatoes, lettuce, and onions. Being a popular fresh vegetable, there is no doubt that tomatoes have powerful health benefits if included in the diet.

According to medicalnewstoday.com, a tomato is a nutrient-dense superfood that offers benefit to a range of bodily systems. Its nutritional content supports healthful skin, weight loss, and heart health. Eating tomatoes daily will ensure that you get an array of nutrients which will help in better functioning of your body. It

therefore goes without saying that tomatoes are a rich source of vitamin C and antioxidants which helps in flushing out the harmful free radicals from the system. Thus, preventing cancer and other deadly diseases.

Tomatoes are an intensely nutritious plant food. The benefits of consuming different types of fruit and vegetable are impressive, and tomatoes are no different. As the proportion of plant foods in the diet increases, the risk of developing heart disease, diabetes, and cancer decreases. Tomatoes are an excellent source of vitamin C and other antioxidants. With these components, tomatoes can help combat the formation of free radicals. Free radicals are known to cause cancer. Tomatoes also contain lycopene. Lycopene is a polyphenol, or plant compound, that has been linked with one type of prostate cancer prevention. It also gives tomatoes their characteristic red color.

It is also understood that increased intake of tomatoes reduces blood pressure and enhance the health of the human heart. The fiber, potassium, vitamin C, and choline content in tomatoes all support heart health. Tomatoes also contain folate. This helps to balance homocysteine levels. Homocysteine is an amino acid that results from protein breakdown. It is said to increase the risk of heart attacks and strokes. The management of homocysteine levels by folate reduces one of the risk factors for heart disease.

Mountains of empirical research have shown that increased intake of tomatoes reduces constipation in the human body. Eating foods that are high in water content and fiber, such as tomatoes, may help hydration and

support normal bowel movements. Tomatoes are often described as a laxative fruit. Fiber adds bulk to stool and is helpful for reducing constipation. However, removing fiber from the diet has also demonstrated a positive impact on constipation.

Tomatoes can help protect the eyes from light damage. Tomatoes are a rich source of lycopene, lutein, and beta-carotene. These are powerful antioxidants that have been shown to protect the eyes against light-induced damage, the development of cataracts, and age-related macular degeneration.

Because it contains collagen, tomatoes helps improve the health of the human skin. Collagen is an essential component of the skin, hair, nails, and connective tissue. The production of collagen in the body is reliant on vitamin C. A deficiency of vitamin C can lead to scurvy. As vitamin C is a powerful antioxidant, a low intake is associated with increased damage from sunlight, pollution, and smoke.

There is no doubt that tomatoes have a powerful nutritional value to the health of a human being. High fruit and fresh vegetable intake such as tomatoes is linked to healthy skin and hair, increased energy, lower weight. Reduced risk of developing heart disease, diabetes, and cancer decreases. Therefore, we should strive to include tomatoes in our diet to live a health and happier life.

ZCSA upbeat for corporate competitions



The old adage goes, “nothing unites human beings more than sports.” Indeed, sports unites us more than it divides people in different settings. This is particularly true even in a working environment. For ZCSA, members of staff have continued to engage in sports activities as part of the fitness and wellness programme of the Agency.

For the ZCSA Futsal team, football has been perceived as the best corporate exercise so far for building psychological safety and interpersonal sensitivity. It has been labelled as a corporate game changer and a great avenue for members of staff to exercise, socialize and foster interpersonal skills. This has ultimately increased trust, communication and enhanced working relationships among members of staff.

More often than not, the team has endeavoured to participate in corporate sports. A series of sports clubs popularly known as ‘Madalas’ hailing from both private and public entities, have lately locked horns through friendly matches with unconquerable ZCSA team. The Futsal team contends that competition breeds collaboration, grows the professional network and brings about a motivated workforce.

For the year 2021, one of the notable highlights for the ZCSA Futsal team is the emphatic win against the Examinations Council of Zambia (ECZ) Soccer team. In a tightly and much anticipated mouth-watering encounter, ZCSA humiliated and walloped ECZ team with a cricket scoreline. The match took place at Fallsway Arena in Lusaka. The win incredibly motivated and inspired the Futsal team who have since pledged to participate in corporate futsal competitions for the remaining part of the year.

Deservedly so, the Futsal team is ready for the next challenge at corporate level. Tradition has it that competition brings out the best in people. Competition also helps teams to learn humility and makes the members grow. Thus, it is the wish of the Futsal team that by participating in competitions, it will promote creativity and innovation among the members. Ultimately, it may lead to enhanced work performance and output at ZCSA. Arguably, this is the why top companies, from Google to

Thomas Reuters, use competition to bring out the best in their employees.

Research has also shown that in a corporate culture that lacks competitiveness, employees are hardly encouraged to think outside the box. On the other hand, too much competition, though, can be suffocating; it is a mindset that is hard to maintain on a daily basis. However, the Futsal team in its corporate social interaction will find that sweet spot, where the level of competition is just right, and that’s where the magic will happen. The ultimate goal to participate in corporate competitions is to foster relationship-building, communication, work output and trust between departments and sections within ZCSA.

Robert Griffin III once said, “Football is football and talent is talent. But the mindset of your team makes all the difference.” Inspired by this adage, ZCSA Futsal team will endeavour to establish ground rules of engagement to help foster communication, empathy, psychological safety and dependability in order to be competitive at corporate level. For the Futsal team, the sky is not the limit as the members are optimistic of participating in corporate competitions.



Every building should
have **Fire Extinguisher** Points



Never Consume

any product you are unsure about its

**Quality or
Safety**

