

# **TANZANIA BUREAU OF STANDARDS**



## **MANAGEMENT SYSTEMS CERTIFICATION**

### **CODE OF CONDUCT AND ETHICS**

**November 2022**

## 1. PURPOSE

The purpose of this code is to provide details of ethics and discipline of personnel involved in CB activities to ensure compliance with the requirements of ISO 17021-1 and other international best practices.

## 2. DEFINITIONS

In this code of conduct and ethics, unless the context otherwise requires, the following definitions apply:

- 2.1 TBS CB — the certification body of the Tanzania Bureau of Standards responsible for providing management system certification service.
- 2.2 Auditor — a person who conducts an audit.
- 2.3 Technical expert — person who provides specific knowledge or expertise to the audit team.
- 2.4 Auditor-in-training — a person who accompanies the audit team but is not yet registered as an auditor.
- 2.5 Observer — person who accompanies the audit team but does not audit.
- 2.6 Suspension — temporarily remove of an auditor from the register of auditors for a period not exceeding 12 months until the issues are resolved.
- 2.7 De-register — completely remove an auditor from the register of auditors.
- 2.8 Gross misconduct — Conduct that can bring the CB, the audit profession and the client's management system into disrepute, e.g. drunkenness, not showing up for an audit, disclosure of client's information to unauthorized parties, getting into physical confrontation, using abusive language, and any other conduct that acts against the TBS CB core values.
- 2.9 Conflict of interest — any form of contact of audit personnel with client of the CB which is a threat to impartiality.

## 3. CODE OF CONDUCT AND ETHICS

CB personnel in promoting high standards of ethical conduct shall:

- 3.1 Act solely in the best interest of the TBS CB and its clients, in the performance of their duties;
- 3.2 Conduct themselves professionally, with truth, accuracy, fairness and responsibility;
- 3.3 Not misrepresent their qualifications, competence or experience, nor undertake assignments beyond their capabilities;

- 3.4** Treat in a confidential all information gained in the course of any of the TBS CB activity of certification to a specific organizations or individuals unless authorized in writing to disclose such information by the TBS CB and its clients (when applicable), and will not:
- a) discuss such information with anyone who is not in the certification processes;
  - b) disclose any details of audit findings, neither during nor after the audit process;
- 3.5** Treat in a confidential manner all information gained in relation to any of the CB activities wherein such information may include, inter alia:
- a) any device, graphics, written material or other information in tangible or intangible form, clearly identified as "confidential", relating to the activities of the TBS CB;
  - b) any device, graphics, written material or other information in tangible or intangible form, identifiable as private by the nature of its content and/or context;
- 3.6** Not communicate false or misleading information which may compromise the integrity of the certification processes or decisions therein;
- 3.7** Be able to act professionally under adverse pressure from the CB and its clients;
- 3.8** This code applies to and bind all personnel who work under the control of TBS CB; and
- 3.9** All personnel involved in CB activities shall sign this code, and the original copy shall be maintained in their personal files at TBS CB.

#### **4. AUDIT PERSONNEL REGISTRATION**

- 4.1** TBS CB shall use competent personnel to conduct certification activities.
- 4.2** Any auditor who commits any act of gross misconduct, as determined by the TBS CB shall NOT be involved in CB activities.
- 4.3** Technical experts must notify the CB in writing whenever they change their occupation and/or their area of expertise.

#### **5. DECLARATION**

To uphold and advance the honor, dignity and integrity of the conformity assessment profession, and in keeping with high standards of ethical conduct, I acknowledge that I shall:

- 5.1** Honor all my obligations with the CB and its clients;
- 5.2** Deliver service that meets the expected standards;
- 5.3** Give factual, true and accurate information about the certification activities;
- 5.4** Observe punctuality at all times during audits;
- 5.5** Observe the 'no drunkenness' rule during audits;



- 5.6** Be neat, well groomed, and decently dressed;
- 5.7** Give adequate notice before withdrawal from an audit that I have been assigned;
- 5.8** Preface any public statement that I may issue by clearly indicating on whose behalf they are made;
- 5.9** Inform the CB or its client of any connections, interests or affiliations which might influence my judgment or impair the equitable character of my services;
- 5.10** Not disclose information concerning the confidential affairs or technical processes of any present or former auditee, or client without proper consent;
- 5.11** Not accept any form of inducement from any party;
- 5.12** I also acknowledge that I shall be;
  - a) ethical, i.e. fair, truthful, sincere, honest and discreet;
  - b) open-minded, i.e. willing to consider alternative ideas or points of views;
  - c) diplomatic, i.e. tactful in dealing with individuals;
  - d) observant, i.e. actively observing physical surroundings and activities;
  - e) perceptive, i.e. aware of and able to understand situations;
  - f) versatile, i.e. able to readily adapt to different situations;
  - g) tenacious, i.e. persistent and focused on achieving objectives;
  - h) decisive, i.e. able to reach timely conclusions based on logical reasoning and analysis;
  - i) self-reliant, i.e. able to act and function independently while interacting effectively with others;
  - j) able to act with fortitude, i.e. able to act responsibly and ethically, even though these actions may not always be popular and may sometimes result in disagreement or confrontation;
  - k) open to improvement, i.e. willing to learn from situations;
  - l) culturally sensitive, i.e. observant and respectful to the culture of the auditee;
  - m) collaborative, i.e. effectively interacting with others, including audit team members and the auditee's personnel.

I, ..... agree to abide by this code of ethics and conduct in the performance of activities carried out on behalf of TBS CB.

Signature: .....

Date: .....

**Witnessed by: CB REPRESENTATIVE**

Name: .....

Signature: .....

Date: .....

Issued by:  .....

2022-11-02

**DIRECTOR GENERAL**

**Date**