



NAMIBIAN STANDARDS INSTITUTION

creating peace of mind

INTEGRATED ANNUAL REPORT 2018 - 2019

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NSI
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INSTITUTION

Main entrance of the NSI Testing Centre in Walvis Bay.

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An NSI Fishery inspector cleaning oysters for inspection at a mariculture farm near Walvis Bay.

EXECUTIVE SUMMARY

The following summarises the most important progress, achievements and issues of the year under review. It should be read in the context provided by the respective operational reports.

- The NSI increased its revenue from N\$25,6 million to N\$30 million, exceeding the previous financial year figure by N\$4.4 million.
- The institution generated about 40 percent from its own income stream and is progressing well to achieve its target percentage ratio of 50:50 government grant versus own income by the end of the financial year 2021 - 2022, as laid out in the Strategic Plan 2017 - 2021.
- The overall growth is largely attributable to the execution of the NSI's Stakeholder Engagement Plan.
- Total NSI's assets grew by eight percent to N\$92.2 million from N\$85.2 million in the previous financial year.
- The annual survey by the Testing and Inspection Centre, Metrology and Certification, found the customer satisfaction level to be at 80 percent, which is at least four per cent better than the previous year.
- The NSI's Overall Customer Survey found that 100 percent of respondents had a positive perception of the NSI.
- With the NSI's new five-year Integrated Strategic Business Plan, to commence in 2021, a bigger service portfolio will be offered.
- Stakeholders are now much more aware on what the NSI offers because the NSI knows industry's needs and required services.
- The NSI maintained international recognition through accreditation of its Metrology services (ISO/IEC 17025) as well as for its Testing Centre (ISO/IEC 17025) and its Inspection Centre (ISO/IEC 17020).
- The Certification Body has been recommended for continued accreditation to ISO/IEC17021 during the first periodic on-site assessment.
- As part of ensuring good corporate governance and by addressing risks, a multi-year project will be implemented to automate the NSI's processes by modernising and upgrading its information systems as per ISO 38500: Information Technology – Governance of Information Technology for the organisation.
- A National Standardisation Strategy (NSS), is being developed from which needed standards as well as the necessary technical regulations nationally for enforcement will be developed – to meet the National Quality Infrastructure requirements.
- Standards Development and Coordination sold 552 standards to the amount of N\$407,488, of which 410 are Namibia Standards (NAMS), the highest amongst all standards available.
- The NSI commemorated World Metrology Day on 20 May 2018, World Standards Day on 14 October 2018 and hosted the National Quality Awards Ceremony on 19 October 2018, when eight registered companies and individuals were acknowledged for applying international high-quality production practices and standards.
- A Performance Management System with its Balanced Scorecard has been introduced which would contribute much to the overall productivity of the institution on all levels.
- Two Occupational Health and Safety practitioners were appointed (one on a temporary basis) to establish health and safety structures, train key personnel and do risk assessments.
- Frozen fish inspections (82%) continued to be the major inspection activity followed by chilled fish (9.6%) and canned fish (6.2%).
- The Microbiology Laboratory samples processed increased by 15.98 percent and tests analysed by 18.70 percent. The Chemistry Laboratory received 631 samples (with 1 693 test parameters being analysed), nearly double to that of the previous year.

ABOUT THE NSI

The Namibian Standards Institution (NSI) serves as Namibia's only National Standards Body, Certification Body (CB) and the appointed national fishery inspection authority. The NSI is responsible for coordinating all trade-related standardisation and quality assurance activities in the country.

The NSI was established in 2007 under the terms of the Standards Act (Act No. 18 of 2005) and became operational in January 2008. The NSI's primary aim is to facilitate the development of national standards for application and use in business, government and consumer protection.

The NSI provides conformity assessment services, testing, inspection, certification and metrology for selected products and services to assist manufacturers with consumer protection as well as accessing local and global markets.

NSI Functions

- Manages and coordinates the implementation of the National Quality Policy.
- Develops Namibian standards to meet industry needs.
- Trains industry on relevant standards, e.g. ISO 9001:2015 Quality Management System.
- Provides certification services to the industry, which is a third-party attestation that requirements of specific standards are fulfilled, e.g. ISO 9001 and ISO 22000.
- Provides food and water testing services.
- Inspects vessels, land-based factories and cold storage facilities based on the requirements of compulsory specifications.
- The NSI Fishery Inspection Division is recognized by the European Union Directorate General Health and Food Safety (DG SANTE) as the official inspection and certification authority for fishery products to the European Union market.
- The NSI calibrates and verifies services for relevant industries (dealing with prepackaged goods) and measuring scales.
- Administers the Trade Metrology Act 2005 and its amendments.
- Represents Namibia at regional and international standardisation, conformity assessment (inspection, testing and certification) and metrology activities.

A metrologist from the Division Scientific Metrology busy with verification testing in the Metrology laboratory in Windhoek.



MISSION, VISION & CORE VALUES

Vision

To be recognised as the centre of excellence for standardisation in Namibia.

Mission

Promoting standardisation of products for the safety of consumers, protection of the environment and improved access to global markets.

Brand Promise

Creating peace of mind.

Core Values

The NSI's core values and their descriptions that the staff members of the NSI should uphold in the execution of the duties are as follows:

CORE VALUES	DESCRIPTIONS
Stakeholder and Customer Centricity	Our business focuses on creating a positive experience to our customers and stakeholders. The customers and stakeholders are at the centre of our business' operations and philosophy. We are focusing on delighting our customers both internally and externally.
Responsiveness	We are quick to respond to the needs and service requests of all our stakeholders. We operate our business efficiently through effective business processes.
Integrity and Ethics	We are honest, truthful and accurate in upholding our mandate.
Respect for People	We acknowledge and celebrate the knowledge and achievements of others and recognize the diversity of our people.
Excellence and Quality	We strive to provide the best in everything that we do according to best practices and create a culture of continuous improvement.
Accountability	We take ownership of every task assigned and ensure its completion accurately and timely. We are intrinsically motivated.

SECTION A: STRATEGIC ROADMAP

The development of standards and conformity assessments should be integrated to Namibia's national and international accreditation, metrology and standards. These are components of Namibia's National Quality Infrastructure (NQI) and are essential in the integrated technical mix necessary for Namibia to trade successfully, both bilaterally and within the multilateral trading system.

National Quality Infrastructure

The six pillars of the NQI in essence are the NSI's reason of existence with the general aim to uphold quality management to boost Namibia's economy:

- Standardisation.
- Inspection.
- Metrology.
- Testing.
- Accreditation.
- Certification.

Cabinet adopted the NQP on 1 June 1999, and via this government recognised the need to establish a National Standards Body (NSB) to coordinate and manage the implementation of a National Quality Policy (NQP). The creation of an NSB ensures and strengthens the national sovereignty of decisions over production and quality of goods and services, which led to the NSI becoming operational.

The NQP's overall objectives are to:

- Continually improve the quality of life through quality products and services;
- Improve national productivity through enhanced resource utilisation in all sectors;
- Provide better health and safety for consumers and the protection of the environment;
- Enhance national export performance through quality and productivity improvement; and
- Support MSMEs in improving quality, productivity and cost-effective service delivery.

Strategic Plan Goals 2017- 2021

- Contribute to trade facilitation of products and services by providing competent conformity assessment services.
- Increase participation and access to the national standardisation process and services.
- Promote standards as enablers for business expansion and the improvement of consumer understanding and confidence.
- Provide measurement traceability to international standards.

NSI's Strategic Pillars

The strategic pillars that support annual business planning are to:

- Ensure prudent financial management;
- Secure and extend avenues of funding;
- Increase consumer awareness;
- Strengthen stakeholder relationships;
- Ensure sound corporate governance and risk management;
- Improve operational efficiencies; and
- Build a performance culture.

Customer Service Excellence

The NSI's Customer Service Charter aims to demonstrate the institution's commitment towards internal and external customers with regard to service delivery. The charter provides a framework on how the NSI deals with customer relations. The NSI is committed to:

- Responding to all stakeholder and customer requests with the specific time frame of the original request, i.e. the selling of standards or provision of certification, inspection, testing or metrology services;
- Satisfying current and potential stakeholders with quality service and product delivery;
- Providing all stakeholders, whether individuals or organisations, with information within an agreed upon time frame of the request;

KEY STAKEHOLDERS (INTERNAL AND EXTERNAL)

No.	Stakeholder Group	How and why we engage
1.	Legislative and executive authority: <ul style="list-style-type: none"> ● Ministry of Industrialisation, Trade and SME Development ● Ministry of Public Enterprises 	<ul style="list-style-type: none"> ● Quarterly reporting and feedback sessions
2.	NSI Management Technical Committees	<ul style="list-style-type: none"> ● Establish and coordinate Management Technical Committees ● Develop Namibian standards
3.	Employees	Meetings on management, departmental and union levels
4.	Regulators	Bilateral agreements to support the regulatory requirements
5.	International and regional standards development bodies (ISO, IEC, BIPM, OIML, SADCSTAN, ARSO)	<ul style="list-style-type: none"> ● Participate in committees of mutual interest ● Represent Namibia on international regional standardisation and conformity assessments
6.	Industry associations and customers	Participate in management technical committees and annual industry meetings
7.	Education and research institutions	Support the standards development and conformity assessment knowledge base and assist in the introduction of the quality concepts in curricula
8.	Media, consumers and general public	Provide relevant information through interviews, media conferences and responses to enquiries
9.	Suppliers	Through tender advertisements and requests for quotations in compliance with appropriate procurement regulations.

- Conducting all its certification, inspection, testing and metrology services in line with its documented procedures to ensure the quality and reliability of results;
- Ensuring creditors are paid within 30 days from the invoice date; and
- Ensuring that all stakeholders and customers that need assistance or information, receive the attention they deserve.

Communication and Stakeholder Engagement

As a public enterprise, the NSI aims to promote a positive image through ensuring sound stakeholder relations, delivering excellent customer service to all customers, promoting good corporate citizenship and enhancing its reputation. Ensuring sound stakeholder relations requires proactive stakeholder management. Therefore, effective

stakeholder management states the NSI should strategically manage its relationships with the various internal and external stakeholder groups.

The NSI engages with relevant stakeholders for the following reasons:

- Ensure that the NSI is viewed as the preferred employer of choice by ensuring that everyone who works in and visits the NSI is well-informed;
- Raise its profile by actively promoting our services as well as communication and celebrating success;
- Enhance the understanding of stakeholders needs and establishing more open communication channels; and
- Improve working relationships and changing perceptions for the better.

Health and Safety

The Management of the NSI is committed to provide a safe, secured and hygienic working environment to all employees and its stakeholders. To this effect, the NSI shall provide resources needed to develop programmes for the health, safety and security of employees and stakeholders.

The NSI has established oversight; advisory and compliance programmes for implementation and monitoring to ensure legal implications that have bearing on health, safety and security of employees and stakeholders are adhered to. The applicable health and safety regulations and relevant NSI policies and procedures are adhered to in establishing the criteria to assist in compliance activities and programmes.

Health and Safety Principles

The NSI strives to continuously improve the health and safety of its employees by adhering to the following principles:

- Developing and improving programmes and procedures to ensure compliance with applicable laws and regulations;
- Ensuring that employees are properly trained and provided with the appropriate safety and emergency equipment, where applicable;
- Taking appropriate action to correct hazards or conditions that endanger the health and safety of employees and implement measures to prevent a recurrence;

- Considering safety and environmental factors in all operational decisions, including planning and acquisition;
- Engaging in sound recycling practices and exploring feasible opportunities to minimise the amount of toxicity of waste management; and
- Using energy efficiently throughout all operations.

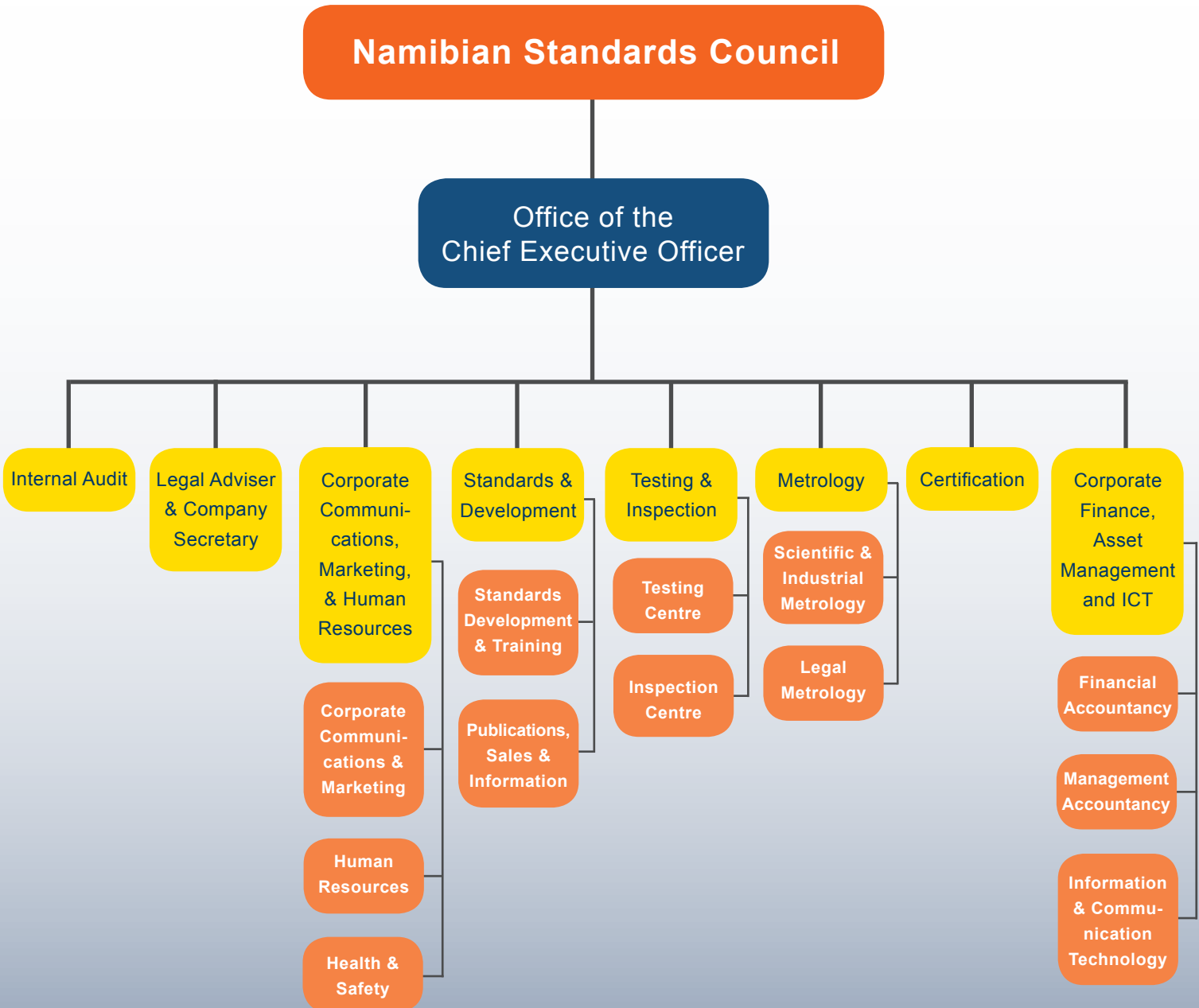
Training and Development

- The NSI recognises that its employees are the most important asset through which its vision, mission and strategic objectives can be realised. It is thus the NSI's intention to establish a learning organisation through appropriate training and development interventions such as competency-based (functional), general (non-functional) and qualification-based interventions. This to ensure that employees have the appropriate skills, knowledge and the requisite attitudes.
- The NSI further recognises the right of each employee to self-development and encourages them to upgrade their knowledge and skills levels on a continuous basis, so as to enhance individual performance set to impact on the success of the NSI as a whole.
- Therefore, the NSI attaches considerable importance to capacity building and commits itself to providing employees with opportunities to develop through training and development interventions.

A laboratory staff member wearing protective gear in carrying out his work in a laboratory of the Testing Centre in Walvis Bay.



SECTION B: GOVERNANCE AND MANAGEMENT STRUCTURE





The accuracy of a food scale in a supermarket being verified by a metrologist.

NAMIBIAN STANDARDS COUNCIL



Prof. Martha Kandawa Schulz
Chairperson



Dr. Penny Hiwilepo-van Hal



Mr. Milton Louw



Ms. Rosalinda Katjivena
Chairperson of the Special
Projects Committee



Mr. Frederik Botes



Mr. John Ali Ipinge
Chairperson of the Finance, Risk
Management & Audit Committee



Mr. Axel Tibinyane



Ms. Ainna Vilengi Kaundu
Chairperson of the HR and
Remuneration Committee



An NSI inspector examining a corned meat can at Meatco's canning plant in Windhoek.

SENIOR MANAGEMENT



Chie Wasserfall
Chief Executive Officer



Michael Mbamba
Chief Financial Officer



Cynthia Anyanwu
Legal Advisor &
Company Secretary



Abena Tambrescu
General Manager: Corporate
Communications, Marketing &
Human Resources



Lorna T. Shikongo-Kuvare
General Manager: Certification



Paloma Ellitson
General Manager:
Testing & Inspection



Simasiku Matali
Head: Metrology



Jekonia Haufiku
General Manager: Standards
Development & Coordination



Millicent Kapitako
Internal Auditor

SECTION C: OPERATIONAL REPORTS

While rolling-out the current strategic plan 2017 - 2021, the NSI's progress in implementing the strategic goals as outlined are commendable. It will soon embark on implementing a new Strategic Plan, building on the current one which will commence in the year 2022, with the aim of offering an extended service portfolio to all its stakeholders.

The NSI is taking heed of the requests by stakeholders to provide more services on a wider scope. Our stakeholders are increasingly realising the importance of using standards in marketing their products internationally, in imposing proper regulations and in ensuring the health and safety of all people within Namibia. By conforming to internationally accepted standards, and having the peace of mind, Namibian manufacturers and producers are able to trade products and services with assured confidence.

It remains a unique feat that the NSI, with minimum resources and being a relatively young 11-year old institution, year-after-year meets its commitments and targets. By maintaining a sustained growth-path, the NSI is becoming less dependent on government's grant while expanding its revenue base with the sales of essential and needed services to government, its agencies and across all sectors of the industry.

I wish to congratulate our CEO, Ms. Chie Wasserfall, her Senior Management and staff for their wonderful efforts towards closing in fast on the NSI's target percentage ratio of 50:50 government grant vs. own income by the end of the financial year 2021 - 2022.

This is being achieved by all employees diligently forging ahead together to realise the seven strategic pillars supporting the institution's annual business planning:

- To ensure prudent financial management;
- To secure and extend avenues of funding;
- To increase consumer awareness;
- To strengthen stakeholder relationships;
- To ensure sound corporate governance and risk management;
- To improve operational efficiencies; and
- To build a performance culture.

With a larger own revenue-base, the NSI would be able to prudently develop a bigger services portfolio, supported by appropriate facilities, equipment and internationally recognised technical employees, thereby meeting the increasing needs of our stakeholders.

Ultimately, the NSI through its strategic road map and as the agency mandated to coordinate the establishment of the National Quality Infrastructure (NQI) as per the National Quality Policy (NQP), contributes to the building of the Namibian economy as well as through the integrated technical mix that is necessary for Namibia to be able to trade successfully, both bilaterally and within the multilateral trading systems.

The NSI develops standards and carries out conformity assessments that are integral to Namibia's journey towards industrialisation. The components of the NQI are standardisation, metrology, testing and inspection, certification and accreditation. In doing so, the NSI has to commit itself to the overall objectives of the National Quality Policy (NQP), which are to:

- Continually improve the quality of life through quality products and services;
- Improve national productivity through enhanced resource utilisation in all sectors;
- Provide better health and safety for consumers and the protection of the environment;

STATEMENT BY THE CHAIRPERSON



Prof. Martha Kandawa-Schulz
Chairperson



A metrologist verifying the accuracy of a speed camera used by the Namibian Police.

- Enhance national export performance through quality and productivity improvement; and
- Support MSMEs in improving quality, productivity and cost-effective service delivery.

In order for Namibia to have a coherent approach towards the implementation of Namibia's NQP, the NSI during the period under review, sought financial assistance from Tradecom through EU to develop the National Standardisation Strategy and is progressing well on its development to meet the completion date targeted at the end of 2019. This strategy will lead to identifying areas for developing appropriate Namibian standards for the next five years, as well as the development of technical regulations according to which enforcement can be carried out.

It remains important for the NSI to reach all stakeholders, some who are in the outlying areas of Namibia as well as the broader public. Utilising trade fairs in the various rural towns and further marketing and communication tools/methods are essential to engage with the respective target groups. It is no doubt that the NSI should be the household name in Namibia with respect to the enforcement of the production of quality products and rendering quality services leading to quality of life of all citizens.

The NSI continuously fosters and strengthens international relationships and the participation to international events to keep with the latest trends in conformity assessments and the technology that goes with it. Its participation however is based on criticality and the drive towards financial prudence at all times and therefore in most instances opted to use proxied institutions from countries with whom we have excellent relationships to vote on behalf of the Government of Namibia.

Some of the NSI's great achievements during the period under review have been the continuous maintenance of the accreditation status through third-party evaluation and assessments by interna-

tionally recognised accreditation body of our laboratories for Metrology as well as the Testing and Inspection Centres. Our Department of Certification also successfully maintained its accreditation status to ISO 17021 during the same period. Additionally, the NSI published its first ever calibration and measurement capability (CMC), one of the few countries in Africa to do so. Under difficult economic conditions, the NSI managed to expand its current service portfolio thereby increasing its own income under a very tight budget. This clearly demonstrates the dedication and "do the best we can" attitude of our employees in carrying out their work.

The relationship between the Namibian Standards Council (NSC) and the Senior Management of the NSI is excellent and healthy. This is one of the main reasons why the NSI is performing so well. I wish to congratulate our CEO, senior management and all employees for being so committed and target-oriented.

My Chairmanship would not have been possible without the constructive and positive discussions, contributions and expertise from my fellow NSC members who each represent different stakeholders in Government and the private sector. Together, we provide the required strategic leadership and enabling environment for the NSI to operate successfully. I wish to thank them for their continued commitment and support.

Last but not the least, I would like to express my profound appreciation for the good relationship and the support of the Minister of Industrialisation and SME Development, Hon. Tjekero Tweya; the Deputy Minister, Hon. Lucia Lipumbu; and all the employees of the same ministry. It does make my job as the Chairperson of the NSC a lot easier, because of their commitment and understanding of the needs of the NSI to serve Namibia at large.

I thank you.

Prof. Martha Kandawa-Schulz, Chairperson

REPORT BY THE CEO

The NSI experienced continued growth by increasing its revenue from N\$25,6 million to N\$30 million, exceeding the previous financial year figure by N\$4.4 million. This was achieved despite the challenging and sluggish economy in Namibia, regionally and internationally during the period under review.

In the same period, the NSI generated about 40 percent from its own income stream, indicating the institution is well on its way to achieve its target percentage ratio of 50:50 government grant versus own income by the end of the financial year 2021 - 2022, as laid out in its Strategic Plan 2017 - 2021.

Own income is derived from the sales of standards, training on standards and conformity assessment services, namely: testing, inspection, certification and metrology. The rest of the income is supplemented by a government grant.

The total assets of the NSI grew by 8 per cent to N\$92.2 million from N\$85.2 million in the previous financial year. The value of the NSI's property and equipment increased to N\$77.4 million compared to N\$62.7 million in 2018.

The growth is largely attributed to the NSI's Stakeholder Engagement Plan, implemented in the year 2015, which is starting to bear fruits.

The business units (Testing and Inspection Centre, Metrology and Certification) carry out a survey to determine the levels of customer satisfaction. The survey is done in line with the requirements of the various Quality Management systems implemented by the departments. The Customer Satisfaction on average across departments was reported as greater than 80 percent which is at least four per cent better than the previous year. Engagement with cus-

tomers through industry meetings and also through continuously addressing stakeholders' complaints and suggestions, with corrective actions undertaken in response to those complaints and suggestions, contributed to a better customer satisfaction rating.

Furthermore, our stakeholders, whether key ministries, agencies or members from industry, are now much more aware on what the NSI can offer, while we strive to be more attuned to industry's needs and required services.

Further impetus will be provided with the implementation of a marketing drive in the coming financial year to connect with stakeholders via additional measures such as personal engagements and an advertising campaign.

On the public front, the NSI needs to inculcate the concept of quality and the use of standards thereof, into the minds of consumers for them to be knowledgeable about matters such as their health, safety and environmental protection which includes flora and fauna.

With the NSI's new five-year Integrated Strategic Business Plan, to commence in 2021, a bigger service portfolio will be offered. This will amongst other require the implementation of import inspection and market surveillance and as such will necessitate timely and continuous up-skilling of our employees to meet the new challenges.

A state-of-the-art facility for the Inspection Centre at Walvis Bay is nearing completion and arguably one of the best facilities on the African continent. It will consist of modern, purposefully fitted inspection laboratories, adequate office space and employees' amenities. This will cater for new testing and inspection scopes and methods as planned.



Chie Wasserfall
Chief Executive Officer

The infrastructure expansion will pave the way for the NSI to explore new avenues of revenue streams that will support our Vision, Mission, Core Values and Strategic Plan moving forward.

We will continue to seek cooperation and collaboration with the key regulators such as the Ministry of Fisheries and Marine Resources, Ministry of Health and Social Services, Ministry of Water, Agriculture and Forestry and Ministry of Mines and Energy to forge commitment to serve industries and the general public as a whole as per our respective mandates.

We will enhance our relationship with the technical committees which are consisting of members from the relevant Ministries, industries and interested individuals and experts who serve with dedication in the development of Namibian standards for which is the basis for the development of technical regulations.

The NSI would fulfil its mandate to duly inspect, test and certify all products according to standards that are prescribed by technical regulations and have been promulgated into acts, and in terms of which regulation takes place.

Since the previous year, the NSI has embarked on the development of a National Standardisation Strategy (NSS) that will provide strategic direction to achieve the objectives as laid out in the Namibian National Quality Policy (NQP) pertaining to standardisation activities.

The strategy will provide guidance in identifying the needed standards to be developed for Namibia to enforce the development of technical regulations nationally and thereby meeting the Namibian Quality Infrastructure (NQI) purpose and objectives.

The NSI itself has set the tone in Namibia by complying with relevant international standards. As part of ensuring good corporate governance, Risk Assessment was continuously conducted, and hence in addressing the risks identified, a multi-

year project will be implemented to automate the NSI's processes by modernising and upgrading its information systems as per ISO 38500: Information Technology – Governance of Information Technology for the organisation.

A Business Continuity Policy (BCP) has been developed during the period under review, with the aim of reviewing our policies and practices to ensure the NSI's continuous operation. Part of this is the formulation and implementation of the plan by replacing aged critical equipment used in our laboratories.

The NSI has maintained its international accreditation through third-party evaluation that expressed confidence and recognising the NSI's competency to the relevant international standards. Once again, I have to praise the efforts of my management team for the maintenance of our accreditation status of the laboratories of Metrology, the Testing and Inspection Centres in Windhoek, Walvis Bay and Lüderitz as well as the maintenance of the accreditation status of our certification services.

As part of the global community, Namibia through the NSI commemorated World Standards Day on 14 October 2018 under the theme *International Standards and the Fourth Industrial Revolution*, and in May 2018, we celebrated World's Metrology Day under the theme *Constant evolution of the International System of Units*. During March 2019, the NSI in collaboration with the Ministry of Industrialisation, Trade and SME Development successfully hosted the SADC TBT Structure meetings in Windhoek.

Our National Quality Awards continues to encourage the Namibian industry to improve the quality and compliance of their products and processes. At the National Quality Awards Ceremony held in Windhoek on 19 October 2018, the following were the recipients of the awards in the different categories:

- SME Company of the Year:
Mpact Corrugated (Pty) Ltd.
- Large Enterprise (LE) Company of the Year:
Etosha Fishing Corporation (Pty) Ltd.

- Small or Medium Enterprise (SME) Product of the Year:
Mpact Corrugated (Pty) Ltd.
- LE Product of the Year:
Etosha Fishing Corporation (Pty) Ltd.
- SME Service of the Year:
Omamanya Laboratory.
- LE Service of the Year:
Ohorongo Cement.
- Exporter of the Year:
Etosha Fishing Corporation (Pty) Ltd.
- Individual Quality Award:
Mr. Frans Otto !Gaoseb.

These Namibian Companies and Individual were acknowledged for their outstanding efforts in applying quality in their work and products. The winners in the National Quality Awards automatically qualified to enter the SADC Quality Awards which was held in Windhoek.

The NSI staff complement has been strengthened with three new senior staff appointments during the period under review: Ms. Abena Tambrescu joined the institution as General Manager: Corporate Communications, Marketing & Human Resources; Ms. Paloma Ellitson, was promoted to General Manager: Testing & Inspection; and Mr. Simasiku Matali, had been appointed as Head: Metrology.

The NSI values the needs of its employees and on an ongoing basis implement policies and strategies that empower them, improve their productivity and ensure their health, safety and security. It continues to operate according to the eight interrelated dimensions of wellness: occupational, emotional, spiritual, environmental, financial, physical, social and intellectual.

A Performance Management System with its Balanced Scorecard has been introduced, from the lowest to the highest levels, which would contribute much to the overall productivity of the institution. Employees have continuously been coached about performance management to ensure that they fully

understand the benefit of performance assessments in terms of individual development and the achievement of the institution's objectives.

The NSI also commenced with health screenings of staff through an appointed medical service provider.

We believe that reaching our vision and targets is possible through a motivated, well-trained and dedicated employees. We are fortunate to be in that enviable position of employees working as a team and embracing the challenges thrown at them. I remain profoundly grateful to each and every member of the NSI for pulling his/her weight and for the employees' commitment and dedication. The NSI is indeed on its path towards self-sustainability because of the collective efforts to achieve such. We still have a long way to go and I am banking on the employees' continuous support in everything that we plan to do.

I wish to extend my profound gratitude to our NSC members under the Chairmanship of Professor Martha Kandawa-Schulz for the strong support they are giving me and the NSI employees. Similarly, I thank the leadership of the Honourable Tjekero Tweya, Minister of Industrialisation, Trade and SME Development (MITSMED) for his support and accessibility and for believing in the NSI's ability to perform its mandate.

To the entire staff of the MITSMED, I extend my gratitude for according the NSI the support, cooperation and collaboration. And last but not the least, the NSI thank the many members of our technical committees, our stakeholders and customers who give us feedback on the way we do things that help us improve. Those are indeed valuable to be more responsive to your needs. We thus continue to promise to "*Create peace of mind*".

I thank you.

Chie Wasserfall, Chief Executive Officer

GOVERNANCE AND LEGAL COMPLIANCE

The Legal Advisor and Company Secretary (LACS) Department consists of the Legal Advisor who also serves as the Company Secretary and an Executive Assistant.

The main functions of the department are to provide legal services to the NSI as well as legal and company secretarial services to the Namibian Standards Council (NSC). It is also responsible for ensuring that the NSI and the NSC comply with the governance and legal requirements as stipulated in the relevant legislation.

The King III Report and the NamCode are important guides in ensuring compliance with the Standards Act 18 of 2005, Trade Metrology Act of 1973 and its amendment, as well as implementing good governance practices. The Public Enterprises Governance Amendment Act (Act No. 8 of 2015) and its amendments are applicable to the NSI as it is one of Namibia's public enterprises.

The department provides company secretarial services to the NSC and to its three subcommittees: Finance, Risk Management and Audit Committee (FRAC), Special Projects Committee (NSC SPC), Human Resources and Remuneration Committee (HRRC).

The Legal Advisor and Company Secretary is responsible for arranging and facilitating all council meetings. All minutes of meetings are compiled, circulated and filed in accordance with good corporate governance requirements.

The NSC has identified means of assessing the effectiveness of the performance of the Council Members in terms of their performance agreements through biannual Council members' self-assessment questionnaires. These assessments

in principal are based on common expectations, commitment and understanding and adherence to the principles of good governance.

NSC Quarterly Meetings

The NSC convened four meetings during the period under review (Please see Table 1).

NSC Finance, Risk Management and Audit Committee (FRAC) meetings

The FRAC met four times, assisting the NSC in matters relating to the budget preparation, expenditure control and financial reporting and risk management, ensuring compliance with established policies, plans and procedures. It also includes adherence to safeguarding ethical conduct, assets, and maintenance of sound and adequate internal control systems. (Please see Table 2).

NSC Human Resources and Remuneration Committee (HRRC) Meetings

The HRRC met three times to assist the NSC with regard to policy matters related to human resources such as remuneration, succession planning, performance management and ensuring compliance with the affirmative action policy. (Please see Table 3).

NSC Special Projects Committee Meetings

The Special Projects Committee did not have meetings during 2018 - 2019. The Special Projects Committee function is to brief the NSC on capital projects outlay required to complete the projects at hand and ICT related matters and make appropriate recommendations to the NSC.

Namibian Standards Council (NSC) and Committee Meeting Attendance

TABLE 1. NSC MEMBERS' MEETING ATTENDANCE

Meeting Date	Prof. Martha Kandawa-Schulz	Mr. John Ali Ipinge	Mrs. Rosa Katjivena	Mr. Axel Tibinyane	Ms. Ainna Vilengi Kaundu	Mr. Milton Louw	Dr. Penny Hiwilepovan Hal	Mr. Frederik Botes
31.5.2018	✓	✓	✓	N.A.	✓	✓	✓	✓
8.8.2018	✓	✓	✓	✓	✓	✓	✓	✓
8.11.2018	✓	N.A.	✓	N.A.	✓	✓	✓	✓
30.4.2019	✓	✓	✓	✓	N.A.	✓	N.A.	N.A.

N.A. = Not available

Table 2: Finance, Risk Management and Audit Committee Members' Meeting Attendance

Meeting Date	Mr. John Ali Ipinge	Mr. Milton Louw	Mr. Axel Tibinyane	Mrs. Rosa Katjivena
7.5.2018	✓	✓	✓	✓
1.8.2018	✓	✓	N.A.	✓
5.11.2018	✓	✓	N.A.	✓
24.4.2019	✓	N.A.	✓	✓

N.A. = Not available

Table 3: Human Resources Remuneration Committee Members' Meeting Attendance

Meeting Date	Ms. Ainna Vilengi Kaundu	Mr. Frederik Botes	Mr. Axel Tibinyane	Dr. Penny Hiwilepovan Hal
9.5.2018	✓	✓	N.A.	✓
17.10.2018	✓	✓	N.A.	✓
17.4.2019	✓	✓	✓	✓

N.A. = Not available

INTERNAL AUDIT AND RISK MANAGEMENT

The Finance, Risk and Audit Committee's primary purpose is to oversee the internal control and financial assurance oversight on behalf of the Namibian Standards Council (NSC) in compliance with the statutory duties and responsibilities in terms of the SOE Act, the Companies Act and NamCode requirements.

Both the internal and external auditors have unrestricted access to the Committee, its Chairperson and the Chairperson of the NSC, ensuring auditors are able to maintain their independence.

Finance, Risk and Audit Committee's responsibilities

The Finance, Risk and Audit Committee is amongst others responsible for overseeing the:

- Effectiveness of the internal control systems;
- Adequacy, reliability and accuracy of financial information publicly available to users of such information;
- Any accounting and auditing concerns identified as a result of internal and external audits;
- The management of financial and other risks that affect the integrity of external reports issued by the organisation; and
- The review of the Annual Business Plan including the budget making recommendations for approval by the NSC.

Various matters were brought to the Committee's attention, which were not prevented or detected by the NSI's systems of internal controls. The Finance, Risk and Audit Committee took note of the matters raised and considered the appropriateness of responses by management. The appropriate remedial action taken has been monitored.

Except for the matters identified, no other matters were brought to the Finance, Risk and Audit Committee that would indicate a material breakdown in internal financial controls.

ICT Governance

The Finance, Risk and Audit Committee (FRAC) provides oversight over the Information and Communication Technology (ICT) systems, automated controls and mechanisms within NSI's operating environment. The FRAC noted the need to strengthen various ICT general controls and ICT governance. This will be addressed in the new financial year and is expected to be a multi-year project to modernise and upgrade information systems. Quarterly reports are submitted to the FRAC in terms of ISO 38 500: Information technology -- Governance of IT for the organisation.

Internal Audit and Risk management functions

Internal Audit performs an independent assurance function – part of the third line of defence.

The Chief Audit Executive (CAE) has a functional reporting line to the FRAC Chairperson and an administrative reporting line to the CEO. The CAE provides independent, objective assurance to the NSC that the governance processes, including professional ethics, management of risk and systems of internal control, are adequate and effective. Furthermore, it should be able to mitigate, in line with Internal Audit's methodology, significant current and emerging control risks, that threaten the achievement of the NSI's objectives.

The FRAC reviewed and approved the annual internal audit charter and evaluated the independence, effectiveness and performance of the CAE

in compliance with its charter, according to the following:

- Received reports from the CAE, assessed the effectiveness of the internal audit function and reviewed and approved the annual Internal Audit plan;
- Ensured that the CAE had a direct reporting line to the Chairperson of FRAC and noted the administrative reporting line to the CEO;
- Satisfied itself as to the appropriateness of the expertise, experience and resources of the CAE and the internal-audit function;
- Monitored the effectiveness of the internal-audit function in terms of its scope, execution of its plan, coverage, independence, skills, staffing, overall performance and position within the organisation;
- Monitored and challenged, where appropriate, action taken by management with regard to adverse internal-audit findings;
- Ensured that CAE complied with the reporting and independence requirements of its charter; and
- Satisfied itself that CAE had conformed with the key principles of the International Institute of Internal Auditors' standards for professional practice of internal auditing. The rating in this regard was the highest attainable in terms of compliance with the standards.

Performance management

The FRAC reviewed the year-end performance report against the predetermined objectives as part of the committee's responsibilities. The FRAC reviewed:

- The Integrated Annual Report;
- Significant financial reporting judgments and estimates contained in the annual financial statements;
- Clarity and completeness of disclosures and whether disclosures made have been made properly in context;
- Quality and acceptability of, and any changes in, accounting policies and practices;
- Compliance with accounting standards and legal requirements;
- Significant adjustments and/or unadjusted differences resulting from the audit;
- Reflection of unusual circumstances or events and management's explanation for the accounting treatment adopted Reasons for major year-on-year fluctuations;
- Asset valuations and revaluations;
- Calculation and levels of general and specific provisions;
- Write-offs and reserve transfers; and
- The basis for the going concern assumption, including any financial sustainability risks and issues.



One of the NSI' assets - the Fishery Inspection Centre at Lüderitz.

CORPORATE COMMUNICATIONS, MARKETING AND HUMAN RESOURCES

The Corporate Communications, Marketing and Human Resources Department is responsible for functions related to Marketing, Corporate Communications, Human Resources Management and Strategic Partnerships.

Corporate Communications and Marketing

The Corporate Communications and Division is responsible for the NSI's corporate communication, marketing, public and media relations, special events and promotions. It develops, manages and executes the NSI's communication, marketing, branding and promotional strategies and activities.

Furthermore, it establishes and maintains effective channels of communication, mutual understanding, acceptance and cooperation between the NSI and its internal and external stakeholders.

Planned activities

The division recognises the need to elevate awareness creation of the NSI brand and promote its services through paid advertising and publicity. To this effect, publicity activities were arranged for the NSI's CEO and Management to advocate the benefits of the NSI services.

The following activities were conducted during the reporting period:

- Promotion of World Standards Day and World Metrology Day;
- Implementation of the Customer Service Charter;
- Annual Customer Satisfaction Survey 2018;
- NSI social media activity; and

- Corporate Social Responsibility.

World Standards Day and World Metrology Day

World Standards Day and World Metrology Day are two of the NSI's most important annual events. As part of the NSI's 2018 celebrations, the Corporate Communications and Marketing Divisions arranged different platforms for promotion of the two events to raise awareness about the importance of standards and metrology targeting businesses, government ministries and its agencies and the general public.

Further activities involved Namibian print and electronic media in the World Standards Day and World Metrology Day celebrations. The NSI appeared were interviewed on NBC TV's prime time evening business programme *Business Today*.

Customer Service Charter

The NSI developed and implemented the Customer Service Charter during the 2017 - 2018 Financial Year. During the year under review, the Corporate Communications and Marketing Department ensured continuity in the implementation of the charter. The NSI firmly believes that the customers are the core of the NSI's business and are central in the business operations of the institution.

The implementation plan is based on four key parameters which are to:

- Develop Customer Service principles and procedures for all branches;
- Train staff on Customer Service principles and procedures;
- Project professionalism and team work by acquiring corporate wear for staff; and

- Conduct the Annual Customer Satisfaction Survey.

Annual Customer Satisfaction Survey

To gauge the satisfaction levels of clients and stakeholders, the NSI conducts annual customer satisfaction surveys undertaken by various business units and the Corporate Communications and Marketing Division administers an institutional survey.

A questionnaire, consisting of ten questions, was developed with consultations from various business units to ensure conformity to NSI business ideologies. The survey also examined the perception of its customers regarding the institution's position on its corporate governance principles and ethical business conduct.

The overall purpose of the survey is to assess the general satisfaction levels of the NSI's customers and common concerns and needs. The outcome of the survey was shared with the various business units to implement corrective actions and improve service delivery.

This further cements our commitment towards meeting the NSI's strategic objectives of an 80 percent overall satisfaction level by the year 2021 and aligning ourselves with our core value of responsiveness to stakeholders.

The NSI set a satisfaction target of 75 percent among its customers as highlighted in the 2018 - 2019 Business Plan. The NSI performed well above expectation, with an overall 97 percent of clients indicating that they are satisfied with its customer service, though certain negative concerns were raised. Only 2.7 percent of the sampled clients indicated that the institution's customer service delivery needed improvement.

Overall Customer Satisfaction Survey results:

- A total of 97.2 percent of respondents agreed that the NSI adhered to good corporate governance principles and has been ethical in its business conducts;
- 100 percent respondents had a positive perception of NSI;
- 65.7 percent respondents agreed that NSI sought immediate feedback from stakeholders while 31 percent could not agree nor disagree and 2.8 percent disagreed;
- All 37 percent respondents were satisfied with the friendly and professional behaviour of NSI staff;
- 96 percent respondents indicated that NSI understood their concerns and questions well;
- 13.5 percent respondents indicated that the NSI took longer to attend to their request for service while 35 percent were satisfied with NSI response period;
- 97 percent respondents are satisfied with NSI customer service while 93% found the NSI website useful;
- 100 percent would speak positively about NSI to others; and
- Overall response rate was alarmingly low at 37 out of a potential 285 respondents.

Social Media activity

Social media continues to grow as one of the most affordable and popular platforms used by businesses to reach out to their clients and stakeholders.

The NSI used social media Facebook to advertise and inform clients about the NSI, its services and products. Since the establishment of the NSI Facebook page in February 2016, the number of followers and engagement has grown considerably.

Human Resources

Human Resource Management (HRM) is a function designed to maximize employee performance in accordance with the NSI's strategic objectives. HRM primarily deals with how people are managed within the organisation – focusing on policies and systems.

It is responsible for a number of activities, including employee recruitment, training and development, performance management and remuneration (e.g. pay and benefit systems). It also deals with industrial relations, balancing organisational practices with the respective labour and government acts and matters arising from collective bargaining.

Levels of employment

The NSI had a total staff compliment of 114 on 31 March 2019, of which 105 are permanently employed while four are temporary staff and five graduate trainees. As part of its social responsibility, the NSI annually takes in at least five graduates for a contractual period of one year to create a talent pool and equip graduates for the market.

The NSI appointed three new Senior Managers during the period under review of whom two are promotions of internal staff members. The NSC approved payment of long service awards for staff members who have served the NSI for five years and more. The first payments were made in February 2019. This exercise is aimed at rewarding staff members for their loyal service to the NSI and it also serves as a retention strategy.

Employment equity

The NSI continued to comply with the requirements of the Affirmative Action (Employment) Act, 1998 (No. 29 of 1998). In this regard, the institution ensured that all its policies and practices are aligned to affirmative action requirements and guidelines. A new committee was appointed in August 2018 and received training from the Employ-

ment Equity Commission (EEC) in February 2019. Training and Development.

The NSI ensures that its staff members are competent and equipped with skills needed to be accredited and to maintain its accreditation. A Training and Skills Development Committee consisting of the Chief Executive Officer, Senior Management and Human Resources Manager evaluates training needs of individuals and approves as guided by policy and the needs of the organisation.

Full implementation of Human Resources related policies remains a challenge, especially when costs are involved. Employee self-service and on-line recruitment has been identified as priorities. Strengthening the Organisational Development and Training function within the Human Resources Division is also essential.

Working hours for Testing and Inspection staff exceeding the required daily and weekly limits as per the Labour Act, will also enjoy attention.

Health and Safety

The Health and Safety Division provides Safety, Health and Environment (SHE) related technical support. These include health and safety risk assessments, information and training, audits of health and safety practices, and regulatory compliance. It endeavours to promote a healthy and safe environment for NSI employees and all stakeholders when involved in NSI activities.

The overall aim for the NSI is to achieve its service objectives with effective, efficient, and safe operations and in compliance with applicable laws, regulations, policies and standards.

Functions

The implementation of SHE systems in the workplace can be attributed to several economic benefits for the organisation, which include increased productivity, higher quality of work, increased work-

force morale and a reduced employee turnover.

During the period under review, the NSI appointed two Occupational Health and Safety practitioners (one on a temporary basis), responsible for the:

- Development and revision of the SHE Policy and programme;
- Establishment of the NSI health and safety structures;
- Training and appointment of key personnel in SHE roles; and
- Execution of SHE risk assessments for all NSI business units.

To lend credence to its commitment to employee's health and safety, the NSI made SHE an integral part of its performance measurement for all employees in management positions.

SHE compliance is often assumed to be a management responsibility only but it is also important to establish a culture where staff on all levels accept the responsibility for SHE. The arrival of the Occupational Health and Safety Practitioners provided the necessary impetus to develop such a culture.

The following activities were planned during the reporting period:

- Drive SHE culture enhancing activities;
- Drafting a comprehensive legal register for the NSI;
- Implementation of risk assessments;
- Conducting culture survey;
- Various training and awareness programmes; and
- Management training on legal liability for SHE.

The safety of staff working in laboratories is of the utmost importance. They have to wear protective gear when carrying out testing procedures.



STANDARDS DEVELOPMENT AND COORDINATION

The main function of the Standards Development and Coordination Department is to prepare and develop Namibian standards in accordance with international good practice as specified by Annex 3 to the World Trade Organizations agreements and International Organization for Standardization directives.

Additionally, the department promotes Namibian standards (NAMS), regional and international standards to address Namibian needs as well as engaging stakeholders.

The department performs its functions via two divisions, the Division Standards Development and Training and the Division Publications, Marketing Sales and Information.

The NSI recognises the vital role of stakeholders contributing to the Management Technical Committees and therefore the institutions appreciate their roles in standards development. The NSI through this department will continue to host and commemorate the annual World Standards Day through various activities.

National Quality Policy implementation

Cabinet adopted the NQP document on 1 June 1999 as the official government statement highlighting the government's strategic intent and position on all issues concerning quality enhancement and advancement across all sectors of the economy in order amongst others to facilitate access to the global market.

The NQP aims to improve Namibia's international competitiveness and lead to enhanced export performance. Additionally it is aimed at supporting Small and Medium Enterprises conforming to national standards and comply with technical regulations, thereby supporting economic growth.

Due to the several recommendations which emanated from the workshops sponsored under UNIDO Trade Capacity Building for Exports in Namibia, it was mutually agreed by the NSI; its line ministry, the Ministry of Industrialisation, Trade and SME Development and UNIDO to review the current NQP document. The revised NQP is awaiting Cabinet approval.

World Standards Day

Every year on 14 October the world celebrates and commemorates World Standards Day to acknowledge the efforts of thousands of experts who develop voluntary standards within standards development organisations such as the International Electrotechnical Commission (IEC), International Telecommunication Union (ITU) and International Organization for Standardization (ISO).

World Standards Day raises awareness among regulators, industry and consumers on the importance of standardisation to the global economy.

In Namibia, the day was commemorated on 19 October 2018 with the theme International Standards and the Fourth Industrial Revolution, with reference to the following: *Characterised by a fusion of technologies that blur the lines between the physical, digital and biological spheres, the Fourth Industrial Revolution will enable workers on the front line, on the road and in the field to make smarter decisions, solve tougher problems and do their jobs better. Advances in software and technology will empower people to a far greater degree than ever before - unlocking their latent perceptiveness and creativity.*

The National Quality Awards Ceremony was held at the NamPower Convention Centre, Windhoek, on 19 October 2018, as part of a series of the Na-

tional Quality Week events. The Prime Minister, Hon. Saarah Kuungongelwa-Amadhila, delivered the keynote address after the Minister of Industrialisation, Trade and SME Development, Hon. Tjekero Tweya, made the opening remarks. (See pictures of the awards ceremony on pages 34 & 35.)

Three Namibian Companies and one individual emerged victorious in the National Quality Awards of the 2018/2019 SADC Quality Awards competition. However, this time around there were no Namibian winners at SADC level.

Two of the winners of the maiden competition in 2013, Meatco of Namibia and Hangan Seafood, went on to win first prizes at the annual SADC Quality Awards competition in Gaborone, Botswana on 18 March 2014, as SADC Exporter of the Year and SADC Product of the Year respectively.

National Standardisation Strategy

The Namibian Government through the NSI is developing a National Standardisation Strategy for Namibia, as a beneficiary of the TradeCom Technical Assistance programme, also known as African Caribbean Pacific Countries-European Union Technical support (ACP-EU TradeCom Programme). The National Standardisation Strategy (NSS) will

provide strategic direction towards achieving the objectives of the Namibian National Quality Policy (NQP) pertaining to standardisation.

The NSS will provide guidance to the development and use of standards to achieve the objectives of the Namibian Quality Infrastructure (NQI). It will also assist with the development of standards-based technical regulations that are compliant with regional and international best practices and trade agreements to enhance competitiveness of Namibian products on target markets and expectations of the regulatory authorities.

The strategy will highlight a comprehensive national standards development programme that will improve socio-economic competitiveness for business, with the safety of the consumer, animals and the environment at the helm.

Standards Development and Training

The work programme and the standards developed and published by the Division Standards Development during the period under review are reflected in the various tables from page 36.



A Standards Development session that took place in Walvis Bay in October 2018.

NSI NATIONAL QUALITY AWARDS CEREMONY

Windhoek, 19 October 2018





Tables: Work Programme Published and under development Standards 2018 - 2019

Published Standards 2018 - 2019			
STANDARDS	Method of development	STAGE	Expected Publication
1. NAMS/ISO 15189 Medical Laboratories – Requirements for Quality and Competence	Adoption	Published:	29 Sep. 2018
Published Standards 2018 - 2019			
STANDARDS	Method of development	STAGE	Expected Publication
1. NAMS/ISO 22000:2018 Food safety management systems - Requirements for any organisation in the food chain	Adoption	Published:	Aug. 2018
2. NAMS 0006: 2018 Standard regarding the marketing and commercial quality control of dates in Namibia	New standard	Published	15 Nov. 2018
3. NAMS/SANS 587: 2019 Canned fish, canned marine mollusks and canned crustaceans, and products derived therefrom	Adoption	Published	Jan. 2019
4. NAMS/SANS 585: 2019 The production of frozen fish, marine mollusks, and products derived therefrom	Adoption	Published	Jan. 2019
Published Standards 2018 - 2019			
STANDARDS	Method of development	STAGE	Expected Publication
1. NAMS/IEC TS 61836 ed 3.0 2018-12 Solar photovoltaic – Terms, definitions and systems	Adoption	Published	1 Aug. 2018
2. NAMS/IEC 62108 ed 2.0 2018-09 Concentrator photovoltaic (CPV) modules and assemblies – Design qualification and type approval	Adoption	Published	1 Aug. 2018
3. NAMS/IEC 61850 – 7 – 410 ed 2.0 :2018 – 10 Communication networks and systems for power utility automation – Part 7 – 410:2018 Basic communication structure – Hydroelectric power plants – Communication for monitoring and control	Adoption	Published	1 Aug. 2018
4. NAMS/IEC 61829 ed 2.0 2018-10 Photovoltaic (PV) array – On-site measurement of current	Adoption	Published	1 Aug. 2018
5. NAMS/IEC 61730 -2 ed 2.0 2018-08 Photovoltaic (PV) module safety qualification – Part 2: Requirements for testing	Adoption	Published	1 Aug. 2018
6. NAMS/IEC 61730 - ed 2.0 2018-02 Photovoltaic (PV) modules safety qualification - Part 1: Requirements for construction	Adoption	Published	1 Aug. 2018
7. NAMS/IEC 61727ed 2.0 2018-12 Photovoltaic (PV) systems – Characteristics of the utility interface	Adoption	Published	1 Aug. 2018
8. NAMS/IEC TS 61724-3 ed 1.0 2018-07 Photovoltaic (PV) system performance – Part: 3 Energy evaluation method.	Adoption	Published	1 Aug. 2018
9. NAMS/IEC TS 61724-2 ed 1.0 2018-10 Photovoltaic system performance – Part 2: Capacity evaluation method	Adoption	Published	1 Aug. 2018

Published Standards 2018 - 2019			
STANDARDS	Method of development	STAGE	Expected Publication
10. NAMS/IEC 61724 ed 1.0 2018-03 Photovoltaic system performance – Part 1: Monitoring SANS 1329-4:2017 Retro-reflective and fluorescent warning signs for road vehicles Part 4: Retro-reflective chevron signs and decals	Adoption	Published	1 Aug. 2018
11. NAMS/IEC 61427-1 ed 1.0 2018-04 Secondary cells and batteries for renewable energy storage – General requirements and methods of test – Part 1: Photovoltaic off-grid application	Adoption	Published	1 Aug. 2018
12. NAMS/IEC 61400-22 ed 3.0 2018-05 Wind turbines Part 22: Conformity testing and certification 13. NAMS/IEC 61400-2 ed 3.0 2018-12 Wind turbine - Part 2: Small wind turbines	Adoption	Published	1 Aug. 2018
14. NAMS/IEC 61363-1 ed 1.0 2018-02 Electrical installations of ships and mobile and fixed offshore units	Adoption	Published	1 Aug. 2018
15. NAMS/IEC 61345 ed 1.0 2018 -02 UV test for photovoltaic (PV) modules	Adoption	Published	1 Aug. 2018
16. NAMS/IEC TS 61215-2 ed 1.0 2018-03 Terrestrial photovoltaic (PV) modules – Design qualification and type approval – Part 2: Test procedures	Adoption	Published	1 Aug. 2018
17. NAMS/IEC 61215 ed 1.0 2018-12 Terrestrial photovoltaic (PV) modules Part 1-4: Special requirements for testing of thin-film Cu (In, Ga) (S, Se) ₂ based photovoltaic (PV) modules	Adoption	Published	1 Aug. 2018
18. NAMS/IEC 61215-1-3 ed 1.0 2018-12 Terrestrial photovoltaic (PV) modules – Design qualification and type approval – Part 1-3: Special requirements for testing of thin-film amorphous silicon based photovoltaic (PV) modules	Adoption	Published	1 Aug. 2018
19. NAMS/IEC 61215 -1-2 ed 1.0 2018-12 Terrestrial photovoltaic (PV) modules – Design qualification and type approval - Part 1- 2 Special requirements for testing of thin-film Cadmium Telluride (CdTe) based photovoltaic (PV) modules	Adoption	Published	1 Aug. 2018
20. NAMS/IEC 61215-1-1 ed 1.0 2018-03 Terrestrial photovoltaic (PV) modules – Design qualifications and type approval – Part 1-1: Special requirement for testing of crystalline silicon photovoltaic (PV) modules	Adoption	Published	1 Aug. 2018
21. NAMS/IEC 61215-1 ed 1.0 2018-03 Terrestrial photovoltaic (PV) modules – Design qualification and type approval – Part 1: Test requirements	Adoption	Published	1 Aug. 2018
22. NAMS/IEC 1116 ed 1.0 2018-10 Electromechanical equipment guide for small hydroelectric installations	Adoption	Published	1 Aug. 2018
23. NAMS/IEC 60891 ed 2.0 2018-12 Procedures for temperature and irradiance corrections to measured I-V characteristics			

Published Standards 2018 - 2019

STANDARDS	Method of development	STAGE	Expected Publication
1. NAMS/ISO 45001:2018 Occupational Health and Safety Management System	Adoption	Published:	15 Sep. 2018

Published Standards 2018 - 2019

STANDARDS	Method of development	STAGE	Expected Publication
1. NAMS/SANS 1795:2018 Road Traffic Law Enforcement (Part 0,1,3,4,5 & 6)	Adoption	Published:	Feb. 2018
2. NAMS/SANS 10378:2018 Requirements for the competence of verification laboratories	Adoption	Published:	Feb. 2018
3. NAMS/ISO 80000-1:2018 Quantities and Units Part1: General	Adoption	Published:	Feb. 2018
4. NAMS/SANS 1795-2:2018 Road Traffic Law Enforcement Part:2	Adoption	Published	15 Sep. 2018

Published Standards 2018 - 2019

STANDARDS	Method of development	STAGE	Expected Publication
1. NAMS/SANS 10047:2018 The testing of motor vehicles for roadworthiness	Adoption	Published	16 July 2018
2. NAMS/SANS 10216:2018 Evaluation of vehicle test stations	Adoption	Published	16 July 2018
3. NAMS/SANS 1518:2018 Transport of dangerous goods – Design, construction, testing, approval and maintenance of road vehicles and portable tanks	Adoption	Published	Oct. 2018
4. NAMS/SANS 10229-1:2018 Transport of dangerous goods – Packaging and large packaging for road and rail transport Part 1: Packaging	Adoption	Published	Oct. 2018
5. NAMS/SANS 10229-2:2018 Transport of dangerous goods – Packaging and large packaging for road and rail transport Part 2: Large Packaging	Adoption	Published	Oct. 2018
6. NAMS/SANS 10228:2018 The identification and classification of dangerous goods for transport by road and rail modes	Adoption	Published	Oct. 2018
7. NAMS/SANS 10231:2018 Transport of dangerous goods – Operational requirements	Adoption	Published	Oct. 2018
8. NAMS/SANS 10233:2018 Transport of dangerous goods – Intermediate bulk containers for road and rail transport	Adoption	Published	Oct. 2018
9. NAMS/SANS 1116-1:2018 Retro-reflective number plates for motor vehicles – Part 1: Blank plates (Aluminium)	Adoption	Published	Oct. 2018
10. NAMS/SANS 1116-2:2018 Retro-reflective number plates for motor vehicles – Part 2: Number plates (Aluminium)	Adoption	Published	Oct. 2018
11. NAMS/SANS 1055:2018 Rear under run protection device	Adoption	Published	Oct. 2018

Published Standards 2018 - 2019			
STANDARDS	Method of development	STAGE	Expected Publication
12. NAMS/SANS 1496:2018 Wheel flaps fitted to motor vehicles	Adoption	Published	Oct. 2018
13. NAMS/SANS 1046:2018 Lights and light-signaling devices installed on motor vehicles and trailers	Adoption	Published	Oct. 2018
14. NAMS/SANS 1051-1:2019 Braking Part 1: General	Adoption	Published	April 2019
15. NAMS/SANS 1447-1:2019 Braking (Motor & Towed vehicles, designed for low speed or for use off public roads) Part 1: Low speed vehicles	Adoption	Published	April 2019
16. NAMS/SANS 10181:2019 The measurement of noise emitted by road vehicles when stationary	Adoption	Published	April 2019
17. NAMS/SANS 1080:2019 Restraining devices (safety belts) for occupants of adult build in motor vehicles (Revised requirements)	Adoption	Published	April 2019
18. NAMS/SANS 1329-4:2019 Retro-reflective and fluorescent warning signs for road vehicles Part 4: Retro-reflective chevron signs and decals	Adoption	Published	April 2019
19. NAMS/SANS 10232-1:2019 Transport of dangerous goods – Emergency information systems Part 1: Emergency information system for road transport	Adoption	Published	April 2019
20. NAMS/SANS 10232-3:2019 Transport of dangerous goods – Emergency information systems Part 3: Emergency response guides	Adoption	Published	April 2019
21. NAMS/SANS 513:2019 Retro-reflectors (reflex reflectors)	Adoption	Published	April 2019

WORK PROGRAMME: NSI TC 13_PLASTICS APRIL - SEPTEMBER 2019

STANDARDS	Method of development	STAGE	Expected Publication
1) SANS 996-2:2013 Components of pressure pipe systems Part 2:Modified Poly (Vinyl Chloride) (PVC-M) pressure pipe system	Adoption	Proposal: Parked	TBA

WORK PROGRAMME NSI TC 15_PETROLEUM PRODUCTS APRIL - SEPTEMBER 2019

STANDARDS	Method of development	STAGE	Expected Publication
SANS 10089-1:2008 (Ed. 4.03) The petroleum industry Part 1: Storage and distribution of petroleum products in above-ground bulk installations	Identical Adoption	April 2019 Preparation	Feb 2020
SANS 10089-2:2017 (Ed. 3.01) The petroleum industry Part 2: Electrical and other installations in the distribution and marketing sector	Identical Adoption	April 2019 Preparation	Feb 2020
SANS 310:2011 (Ed. 1.00) Storage tank facilities for hazardous chemicals - Above-ground storage tank facilities for flammable, combustible and non-flammable chemicals	Identical Adoption	April 2019 Preparation	Feb 2020
SANS 10089-1:2008 (Ed. 4.03) The petroleum industry Part 1: Storage and distribution of petroleum products in above-ground bulk installations	Identical Adoption	April 2019 Preparation	Feb. 2020

WORK PROGRAMME NSI TC 15_PETROLEUM PRODUCTS APRIL - SEPTEMBER 2019			
STANDARDS	Method of development	STAGE	Expected Publication
SANS 10089-2:2017 (Ed. 3.01) The petroleum industry Part 2: Electrical and other installations in the distribution and marketing sector	Identical Adoption	April 2019 Preparation	Feb. 2020
SANS 310:2011 (Ed. 1.00) Storage tank facilities for hazardous chemicals - Above-ground storage tank facilities for flammable, combustible and non-flammable chemicals	Identical Adoption	April 2019 Preparation	Feb. 2020
SANS 10089-3:2010 (Ed. 4.00) The petroleum industry Part 3: The installation, modification, and decommissioning of underground storage tanks, pumps/dispensers and pipework at service stations and consumer installations	Identical Adoption	April 2019 Preparation	Feb. 2020
SANS 10131:2004 (Ed. 1.00) Above-ground storage tanks for petroleum products	Identical Adoption	April 2019 Preparation	Feb. 2020
SANS 10108:2017 (Ed. 6.01) The classification of hazardous locations and the selection of equipment for use in such locations	Identical Adoption	April 2019 Preparation	Feb. 2020
SANS 1774:2018 (Ed. 2.01) Liquefied petroleum gases	Identical Adoption	April 2019 Preparation	Feb. 2020
SANS 1913:2014 (Ed. 2.01) Kerosene for domestic heating and illuminating	Identical Adoption	April 2019 Preparation	Feb. 2020
SANS 1598:2014 (Ed. 3.00) Automotive fuels - Requirements and test methods for petrol	Identical Adoption	April 2019 Preparation	Feb. 2020
SANS 1164:2014 (Ed. 1.01) Automotive fuels - Requirements and specifications for fuel ethanol as a blending component with petrol	Identical Adoption	April 2019 Preparation	Feb. 2020
SANS 342:2016 (Ed. 5.01) Automotive fuel - Requirements and test methods for diesel	Identical Adoption	April 2019 Preparation	Feb. 2020
SANS 1935:2011 (Ed. 2.00) Automotive biodiesel - Fatty Acid Methyl Esters (FAME) for diesel engines - Requirements and test methods	Identical Adoption	April 2019 Preparation	Feb. 2020
SANS 1314:2014 (Ed. 1.00) Industrial fuel oil for burner applications	Identical Adoption	April 2019 Preparation	Feb. 2020
ISO 8217:2017 Petroleum products -- Fuels (class F) -- Specifications of marine fuels	Identical Adoption	April 2019 Preparation	Feb. 2020
DEF STAN 91-90 Issue3:2009 AVGAS 80, AVGAS 100 and AVGAS 100LL	Identical Adoption	April 2019 Preparation	Feb. 2020
DEF STAN 91-91 Issue7 Amend3:2015 Turbine fuel, KerosineKerosene type, Jet A1	Identical Adoption	April 2019 Preparation	Feb. 2020
WORK PROGRAMME NSI TC_3 FOOD SAFETY MANAGEMENT APRIL - SEPTEMBER 2019			
STANDARDS	Method of development	STAGE	Expected Publication
SANS 788:2018 (Ed. 1.02) Canned meat products	Identical Adoption	April 2019 Proposal	May 2020
SANS 1675:2018 (Ed. 2.) Production and processing of frozen shrimps	Identical Adoption	April 2019 Proposal	May 2020

WORK PROGRAMME NSI TC_3 FOOD SAFETY MANAGEMENT APRIL - SEPTEMBER 2019

STANDARDS	Method of development	STAGE	Expected Publication
DNAMS XXXX Fermented cow's milk products – Yoghurt and other cultured milk products	New standard	Committee: Sep. 2018	Dec. 2019
DNAMS XXXX Bottled natural water and bottled mineral water in Namibia	New standard	Committee: Sep. 2018	May 2020

WORK PROGRAMME: NSI TC 9_METROLOGY APRIL - SEPTEMBER 2019

STANDARDS	Method of development	STAGE	Expected Publication
SANS 1841:2015 Control of the quantity of contents in prepacked packages within the pre-prescriptions of legal metrology legislation	Adoption	Proposal: Sep. 2018	Jan. 2020
SADCMEEL Document 1: Labelling requirements for prepacked Products and general re-quirements for the sale of goods	Adoption	Proposal: Sep. 2018	Jan. 2020
SADCMEEL Document 2: Metrological and technical requirements for non-automatic, non-self or semi-self-indicating, ungraduated counter scales subject to legal metrology control	Adoption	Proposal: Sep. 2018	Jan. 2020
SADCMEEL Document 3: Metrological and technical requirements for non-automatic, unde-nominated beam scales and balances subject to legal metrology control	Adoption	Proposal: Sep. 2018	Jan. 2020
SADCMEEL Document 4: Tolerances permitted for the accuracy of measurements made in terms of legal metrology legislation including the measurement of goods when prepackaged or when measured at the time of sale or in pursuance of a sale, and requirements for the inspection of prepackages	Adoption	Proposal: Sep. 2018	Jan. 2020
SADCMEEL Document 5: Metrological and technical requirements for liquid measuring de-vices subject to legal metrology control	Adoption	Proposal: Sep. 2018	Jan. 2020

WORK PROGRAMME: NSI TC 8/SC 1_LIFTS AND ESCALATORS APRIL - SEPTEMBER 2019

STANDARDS	Method of development	STAGE	Expected Publication
1. DNAMS/EN 81-20:2018: Safety rules for the construction and installation of lifts - Lifts for the transport of persons and goods - Part 20: Passenger and goods passenger lifts	Adoption	Sep. 2018: Public Enquiry	30 June 2019
2. DNAMS/EN 81-80:2018: Safety rules for the construction and installation of lifts- Existing lifts-Part 80: Rules for the improvement of safety of existing passenger and goods passenger lifts	Adoption	Sep. 2018: Public Enquiry	30 June 2019
3. DNAMS/EN 81-21:2018: Safety rules for the construction and installation of lifts- Lifts for the transport of persons and goods - Part 21: new passenger and goods passenger lifts in existing building	Adoption	Sep. 2018: Public Enquiry	30 June 2019
4. DNAMS/EN 81-3:2000:2018: Safety rules for the construction and installation of lifts- Part 3: Electric and hydraulic service lifts	Adoption	Sep. 2018: Public Enquiry	30 June 2019

WORK PROGRAMME: PC_RISK MANAGEMENT APRIL - SEPTEMBER 2019

STANDARDS	Method of development	STAGE	Expected Publication
1. ISO 31000:2018 Risk Management - Guidelines	Adoption	Committee Stage: Sep 2018	TBA

Publication, Sales and Information

The Publications, Sales and Information Division publishes Namibian Standards (NAMS), other adopted standards as well as the selling and sharing of information on standards. This division is guided by the NSI’s Mission to promote the standardisation of products for the safety of consumers and the protection of the environment.

The division sold 552 standards to the amount of N\$407,488 of which 410 are Namibia Standards (NAMS), 75 South African National Standards (SANS), 59 International Organisation for Standardisation (ISO), seven International Electrotech-

nical Commission (IEC) standards and one a British Standard (BS).

During the period under review, NAMS standards recorded the highest sales, followed by SANS and ISO standards respectively. This is a clear indication that Namibians are starting to use Namibian standards as opposed to international standards.

The application of Namibian standards is evident seen that the most standards sales were Namibian Standards. They were in no particular order: NAMS/ISO 9001:2015 Quality Management Systems, NAMS/SANS 10047:2018, the testing of motor vehicles for roadworthiness and NAMS/SANS 10216:2018 Evaluation of vehicle test stations.

Standards sold during the period under review

Standards	Quality	Price	Amount (N\$)
NAMS/EN 197-1: 2014	2	463	926
NAMS/EN 197-2: 2014	1	312	312
NAMS/ISO 9000:2016	2	557	1114
NAMS/ISO 9001:2016	57	463	26391
NAMS 0006:2017	2	117	234
NAMS/ISO 14001:2015	2	428	856
NAMS/ISO 18001:2011	1	463	463
NAMS/ISO 19011:2011	1	502	502
NAMS/ISO/ TS 22002-4:2015	1	192	192
NAMS/ISO 45001:2018	2	557	1114
NAMS/ISO 22004	2	428	856
NAMS/ISO 22005	1	168	168
NAMS/ISO 14002:2016	1	669	669
NAMS/SANS 585:2019	15	582	8730
NAMS/SANS 587:2019	18	683	12294
NAMS/OIML R76:2014	1	957	957
NAMS/OIML R76:2015	1	609	609
NAMS/SANS 10047:2018	150	683	102450
NAMS/SANS 10216:2018	150	428	64200
Total	410		223,037

Standards	Quality	Price	Amount (N\$)
British Standard (BS)			
BS689:2018	1	4730	4730
Total	1		4,730
Electro Technical Commission (IEC)			
IEC 60060-1:2010	1	473	473
IEC 60060-2:2010	1	4487	4487
IEC 60060-3:2010	1	2992	2992
IEC 62548:2016	1	4690	4690
IEC 61724-1:2017	1	4221	4221
IEC TS61724-2:2016	1	2658	2658
IEC TS61724-3:2016	1	2658	2658
Total	7		22,179
International Organisation for Standardisation (ISO)			
ISO 16649-2:2001	1	700	700
ISO 216:2007	1	723	723
ISO/IEC 17065: 2012	1	1825	1825
ISO 31000:2018	1	1189	1189
ISO 31010:2010	1	4320	4320
ISO 7243:2017	1	1195	1195
ISO 7933: 2004	1	1873	1873
ISO 27005:2018	1	4956	4956
ISO/IEC/IEEE 12207:2017	1	2662	2662
ISO/IEC 27000:2018	1	1855	1855
ISO/IEC 27014:2014	1	780	780
ISO/IEC 27033-2:2012	1	1855	1855
ISO/IEC 27034-1:2011	1	2393	2393
ISO 31000:2018	1	1365	1365
ISO/IEC 27005:2018	1	2393	2393
ISO 22000:2018	1	2122	2122
ISO 22000:2018	1	2299	2299
ISO 27005:2018	1	2478	2478
ISO/IEC 27005:2018	1	2393	2393
ISO 45001:2018	1	2163	2163
ISO 22000:2018	1	2412	2412
ISO 4833-1:2013	1	928	928
ISO 4833-2:2013	1	928	928
ISO 6579-1:2017	1	2528	2528
ISO 6887-1:2017	1	1888	1888
ISO 6887-3:2017	1	1408	1408
ISO 7218:2017	1	2848	2848
ISO 11290:2017	1	2528	2528

Standards	Quality	Price	Amount (N\$)
ISO 16649-1:2015	1	928	928
ISO 16649-3:2015	1	928	928
ISO 16654:2001	1	1408	1408
ISO 21527-1: 2008	1	928	928
ISO 21528-2:2017	1	1408	1408
ISO 21872-1:2017	1	2208	2208
ISO 11731:2017	1	2528	2528
ISO 7243:2017	1	1195	1195
ISO 7933:2004	1	1873	1873
ISO/IEC 27005: 2018	1	2393	2393
ISO 17025:2017	1	1974	1974
ISO 9308-1:2014	1	229	229
ISO 9308:2014	1	830	830
ISO 6579-1:2017	1	2260	2260
ISO 11290-1:2017	1	2260	2260
ISO 11290-2:2017	1	1974	1974
ISO 212528-2:2017	1	1259	1259
ISO 7218:2007	1	2546	2546
ISO 7218:2007	1	2546	2546
ISO 8199:2018	1	2546	2546
ISO 19458:2006	1	1259	1259
ISO 15214:1998	2	824	1648
ISO/IEC 17025: 2017	3	1960	5880
ISO/TS 22002-2 :2013	1	1227	1227
ISO 14005:2010	1	2481	2481
ISO 2789:2013	2	2485	4970
ISO 16649-2:2001	1	835	835
Total	59		109,528
South African National Standards (SANS)			
SANS 893-1:2018	1	268	268
SANS 893-2:2018	1	548	548
SANS 10142-1:2017	5	845	4225
SANS 10198-1:2004	1	199	199
SANS 10198-2:2004	1	350	350
SANS 10292:2013	1	385	385
SANS 1973-3:2008	1	325	325
SANS 10222-3:2016	1	464	464
SANS 1518:2018	1	556	556
SANS 10228:2012	1	1676	1676
SANS 10229-1:2010	1	1161	1161
SANS 10231:2018	1	1097	1097
SANS 102232-1:2018	1	530	530

Standards	Quality	Price	Amount (N\$)
SANS 10232-3:2011	1	228	228
SANS10232-4:2018	1	347	347
SANS 10233:2011	1	748	748
SANS 45001:2018	1	2513	2513
SANS 10198-1:2004	5	252	1260
SANS 10198-2:2004	4	504	2016
SANS 10292:2013	3	556	1668
SANS 1973-3:2017	3	469	1407
SANS 10142-1:2017	6	1098	6588
SANS 10222-3:2016	2	669	1338
SANS 5763:2006	1	245	245
SANS 612:2007	1	973	973
SANS 10147:2014	1	853	853
SANS 1795-0	1	228	228
SANS 1795-1	1	75	75
SANS 1795-2	1	75	75
SANS 1795-3	1	75	75
SANS 1795-4	1	75	75
SANS 1795-5	1	117	117
SANS 1395-1:2014	1	463	463
SANS 10142:2017	6	1098	6588
SANS 10400-S:2011	1	685	685
SANS 10107	1	765	765
SANS 4833-1:2017	1	348	348
SANS 4833-2:2017	1	401	401
SANS 16649-1:2018	1	818	818
SANS 7954-1:1987	1	525	525
SANS 16649-3:2015	1	818	818
SANS 1598:2014	1	471	471
SANS 342:2016	1	374	374
SANS 1314:2014	1	401	401
SANS 60598-2-3:2013	1	401	401
SANS 10098-2:2017	1	704	704
SANS 10222-3:2016	1	669	669
SANS 1199:2011	1	374	374
SANS 10089-1: 2008	1	596	596
Total	75		48,014
Grand Total	552		407,488

SUMMARISED SALES REPORT		
Standards sold during the period under review		
Standards	Quantity	Sales Amount (N\$)
NAMS	410	N\$ 223,037.00
BS	1	N\$ 4, 730.00
IEC	7	N\$ 22, 179.00
ISO	59	N\$ 109, 528.00
SANS	75	N\$ 48, 014.00
TOTAL	552	N\$ 407, 488.00

WTO/TBT Enquiries and Notification

Number of Specific Trade Concerns received or notified. Namibia only had one notification on cement.

Standards training

A total of 65 stakeholders received training in the area of food safety and Quality Management System.

Issues to be addressed by the department

The department needs to address the following:

- Lack of Standards Catalogue software: The Catalogue software/webstore can be used as "Stop-Shop" to market the standards and increase the standards sales;

- Difficult to get SANS on time once ordered;
- Limited Standards Training Expertise and personnel: Training Interventions are required to acquaint the Standards Training Officers with soft skills and expertise required;
- No National Standards Development Programme as required by National Standardisation Strategy. Standards need to be developed and prioritised; and
- Poor attendance of Technical Committee Meetings. This causes delays in standards development, which hampers business productivity/efficiency and the sale of standards.



Another picture of the NSI National Quality Awards Ceremony, staged in Windhoek on 19 October 2018.



Canned corned meat being readied for cooking in boilers at Meatco's canning factory in Windhoek.



A microbiologist carrying out analytical tests in the Microbiology Laboratory.

TESTING AND INSPECTION SERVICES

The Testing and Inspection Department accommodates two divisions or business units, the Inspection Centre and the Testing Centre. Both divisions provide conformity assessment services that enable national, regional and international trade.

Testing Centre

The Testing Centre is an accredited food, water and environmental testing laboratory. It provides services to the fishing industry, food processors, local authorities and the NSI Inspection Centre. The laboratory in Walvis Bay, has a staff complement comprised of a Testing Centre Manager, a Quality Assurance Officer, 19 technical personnel as well as five administrative and support staff.

The Testing Centre is utilised for its technical capacity and resources in delivering testing services over a wide range of sample types, according to customer requirements. These services include microbiological and chemical analyses on fish and fishery products, shellfish, dairy products, meat and meat products, environmental surveillance

samples, such as swabs and air quality plates, potable water, sea water, ice and effluent water.

The Testing Centre is accredited by the South African National Accreditation Services (SANAS) to the international standard ISO/IEC 17025 since May 2011 (facility number T0449). The standard ISO/IEC 17025 outlines the general competency requirements for testing and calibration laboratories and forms the basis of the well-documented Quality Management System (QMS) of the Testing Centre. The QMS is supported by the Testing Centre Quality Policy Statement stating that it is committed to consistently provide accurate and timely results to customers.

The laboratory renders services both to government and private institutions. Its customer base includes the NSI Inspection Centre, as an internal customer, and a wide range of external clients – the fishing industry, regulators (in areas of food safety), local authorities of the coastal towns, mines, water purification/bottling companies, food producers, shipping lines and cleaning companies.

The NSI's Testing Centre in Walvis Bay, and soon the new Inspection Centre will also be accommodated on the same premises.



Microbiology Laboratory: Changes in work

During the period under review the Microbiology Laboratory experienced an increase of 15.98 percent in the volume of samples processed, as well as a 18.70 percent increase in the total number of tests analysed, compared to the 2017 - 2018 financial year (Figure 1 and Figure 2) by. In total 9 317

samples and the resulting 27 637 test parameters were analysed. Figure 3 illustrates the percentage the Microbiology Laboratory has analysed of the different sample types during 2018/19. Swab samples (37%) remain the largest component, followed by fish samples (30%), water samples (27%) and other sample types (6%) that include air quality plates, food, shellfish, meat and milk.

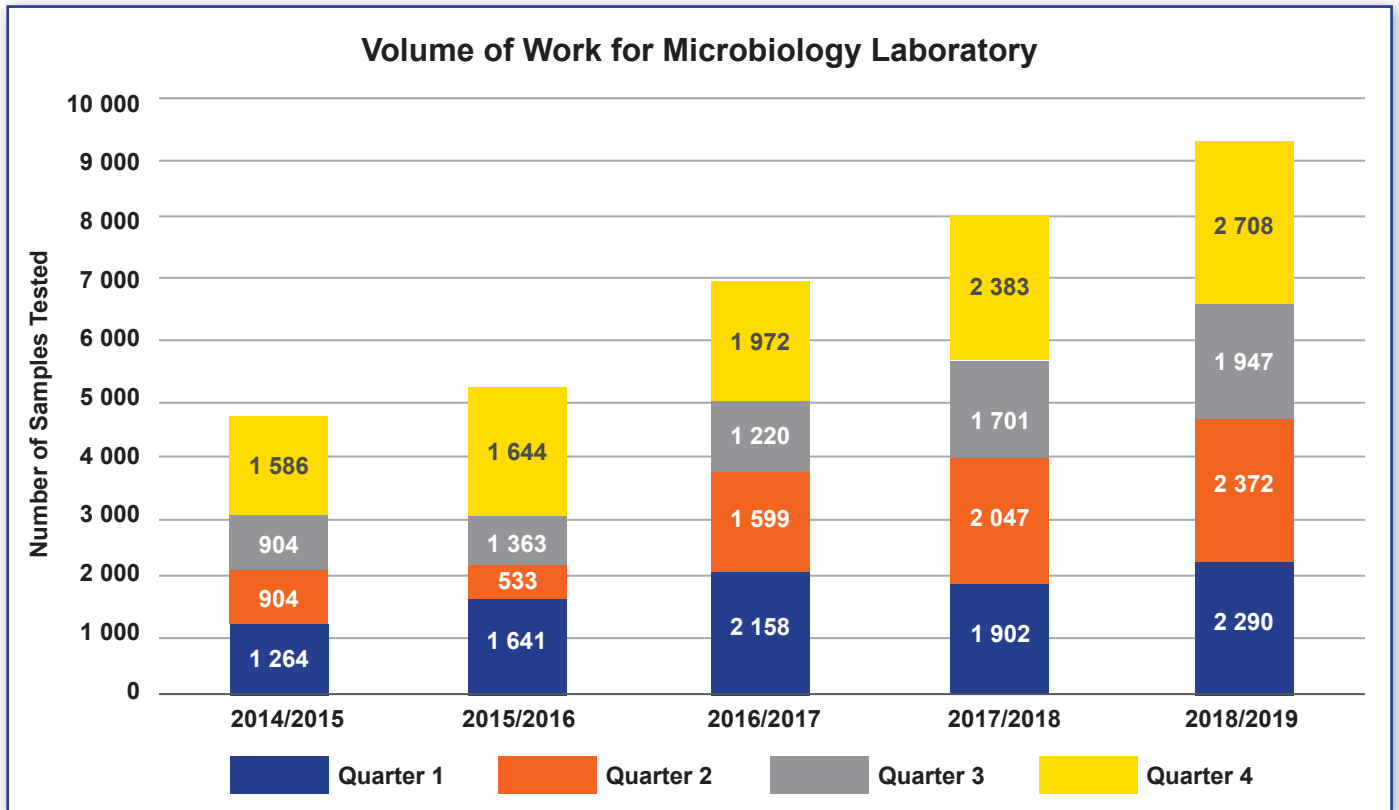


Figure 1: Volume of work in Microbiology Laboratory based on the number of samples received and analysed quarterly from 2014 to March 2019.



A microbiologist using a Bunsen burner to carry out an analysis in the Microbiology Laboratory.

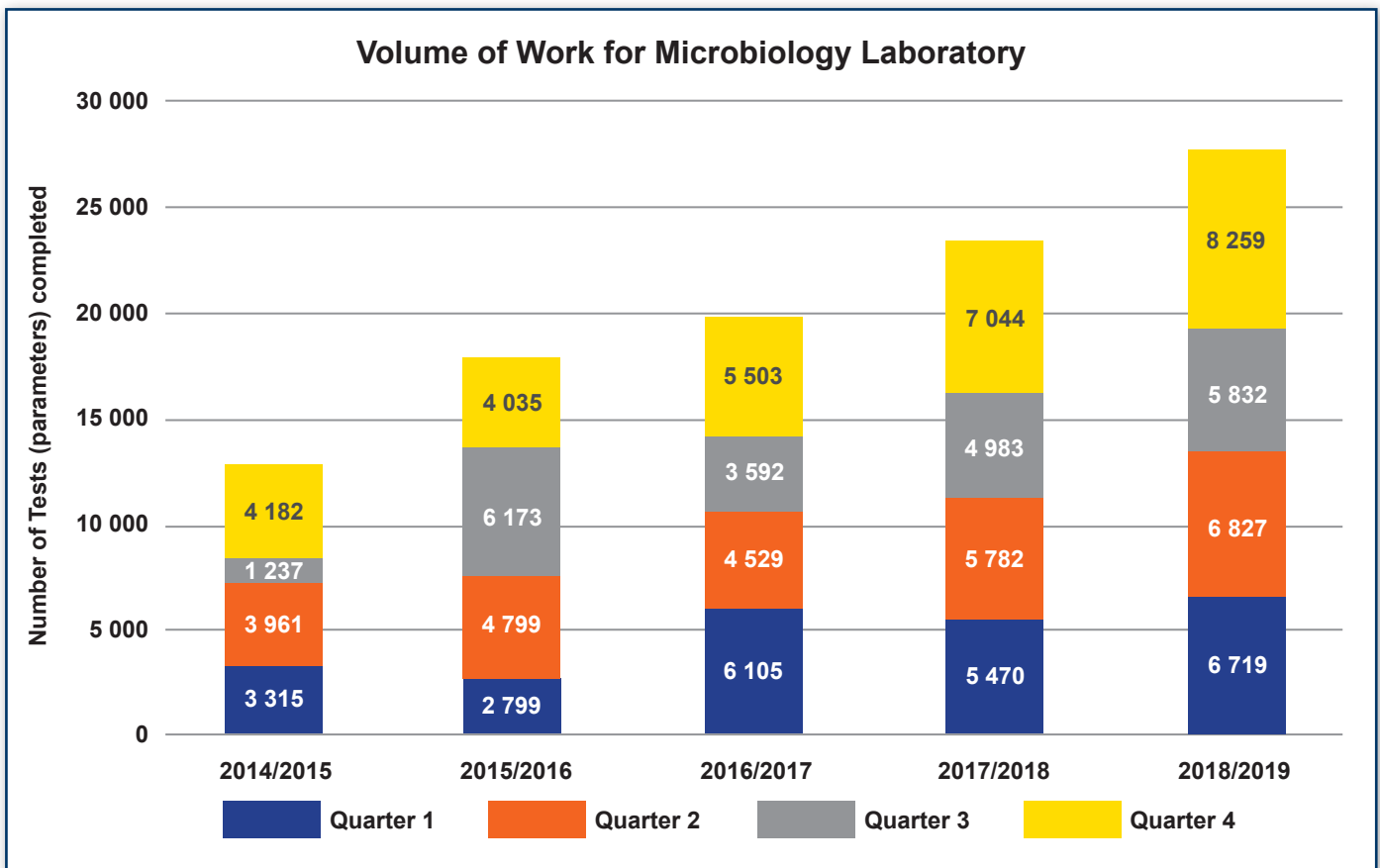


Figure 2: Volume of work in Microbiology Laboratory based on the number of tests parameters analysed quarterly over the years 2014 – March 2019.

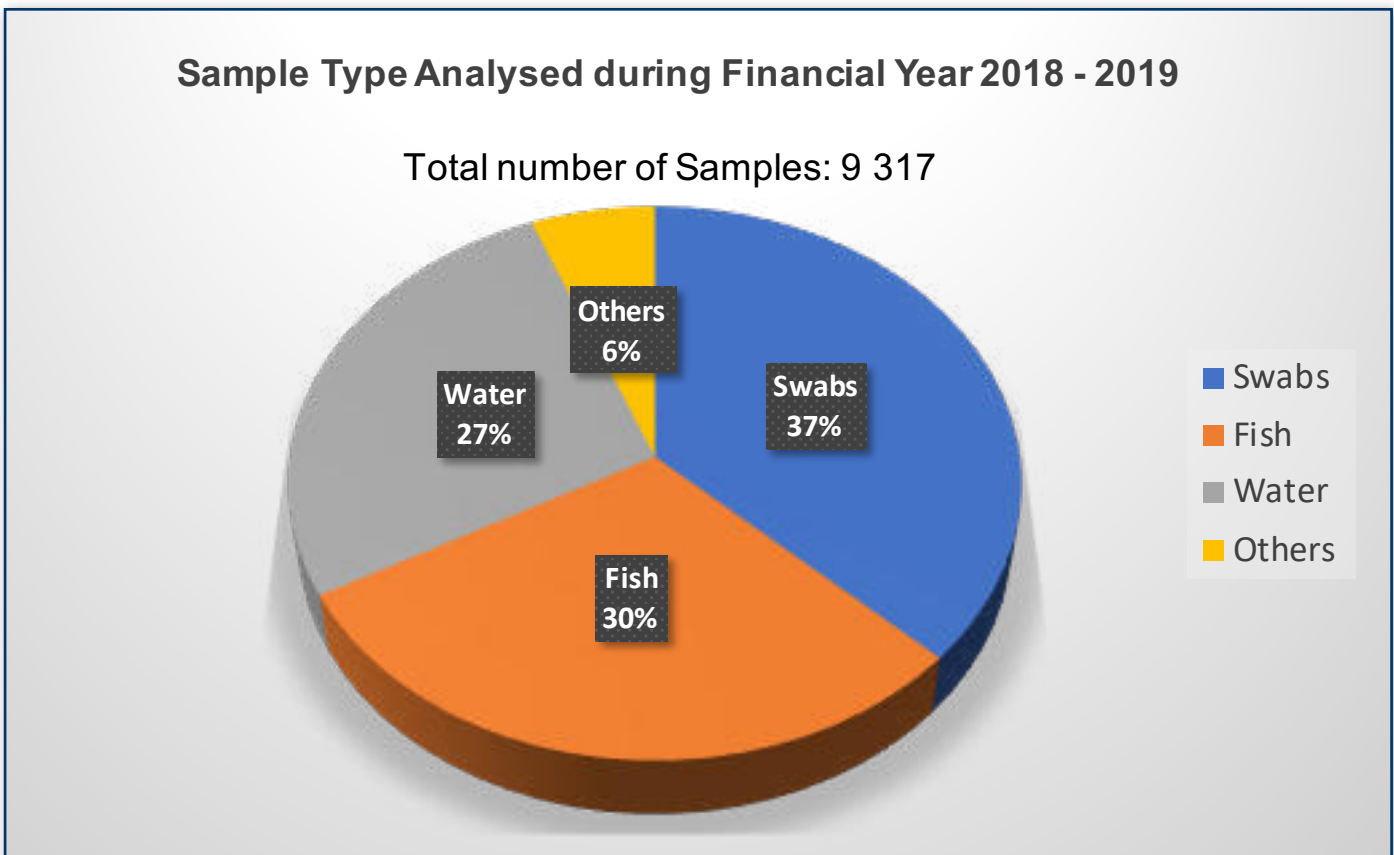


Figure 3: Illustration of sample type analysed in Microbiology Laboratory during 2018 - 2019.



Glass volumetric flasks (front) and other glass ware in the Chemistry Laboratory.

Chemistry Laboratory: Changes in volume and type of work

The Chemistry Laboratory provides analytical testing services, which include that of heavy metals, basic water tests (pH, conductivity/total dissolved solids and turbidity), histamine and biotoxins (PSP, Lipophilic toxins and ASP). Figures 4 and 5 illustrate this. A total of 631 samples were submitted to the Chemistry laboratory resulting in a total number of 1 693 test parameters being analysed.

The laboratory subcontracted a total of 367 test parameters. Subcontracting acts as contingency measure when equipment breakdowns or other interruptions occur. Lipophilic toxin and heavy metals testing constituted the bulk of subcontracted work. The evaluation of total samples received for analysis in 2018/19 showed an increase in the volume of samples compared to 2017/18. The increase in samples was due to the introduction of the histamine method in the first quarter of 2018 - 2019.

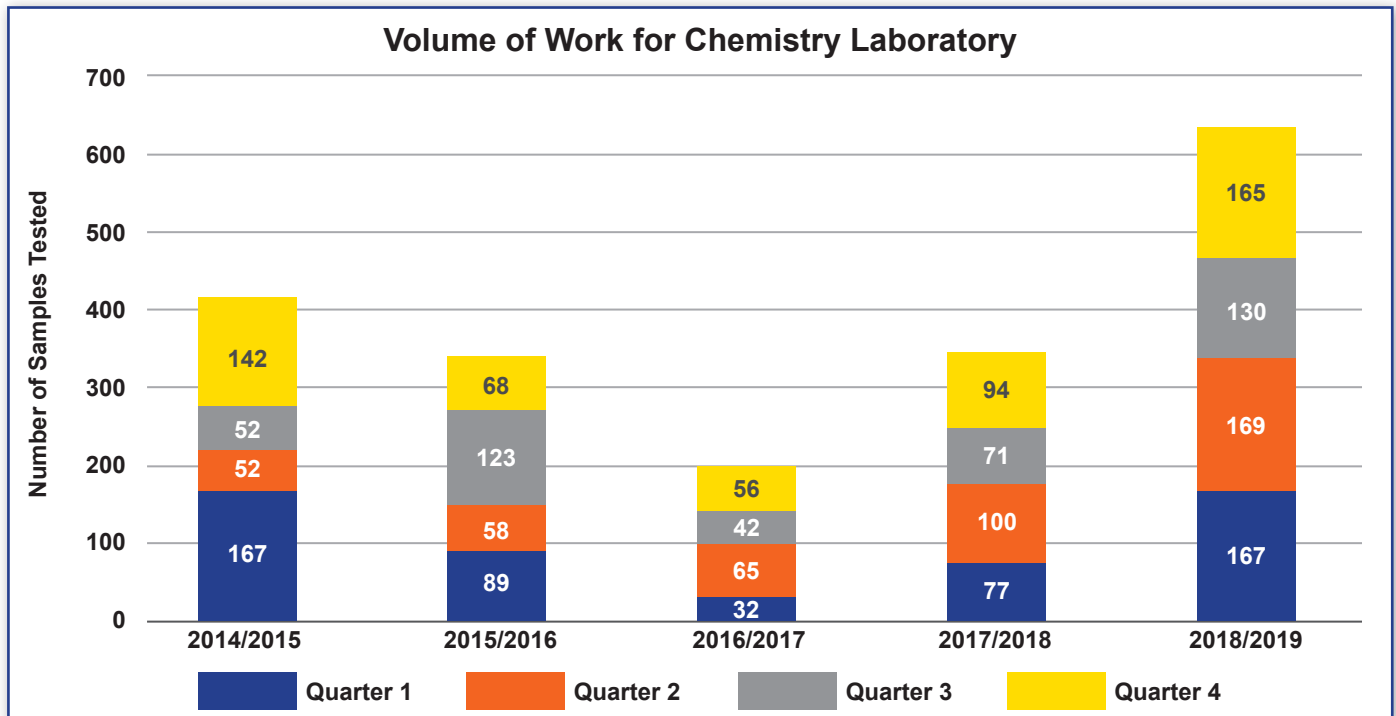


Figure 4: Volume of work in Chemistry Laboratory based on the number of samples received and analysed quarterly over the years 2014 - 2019.

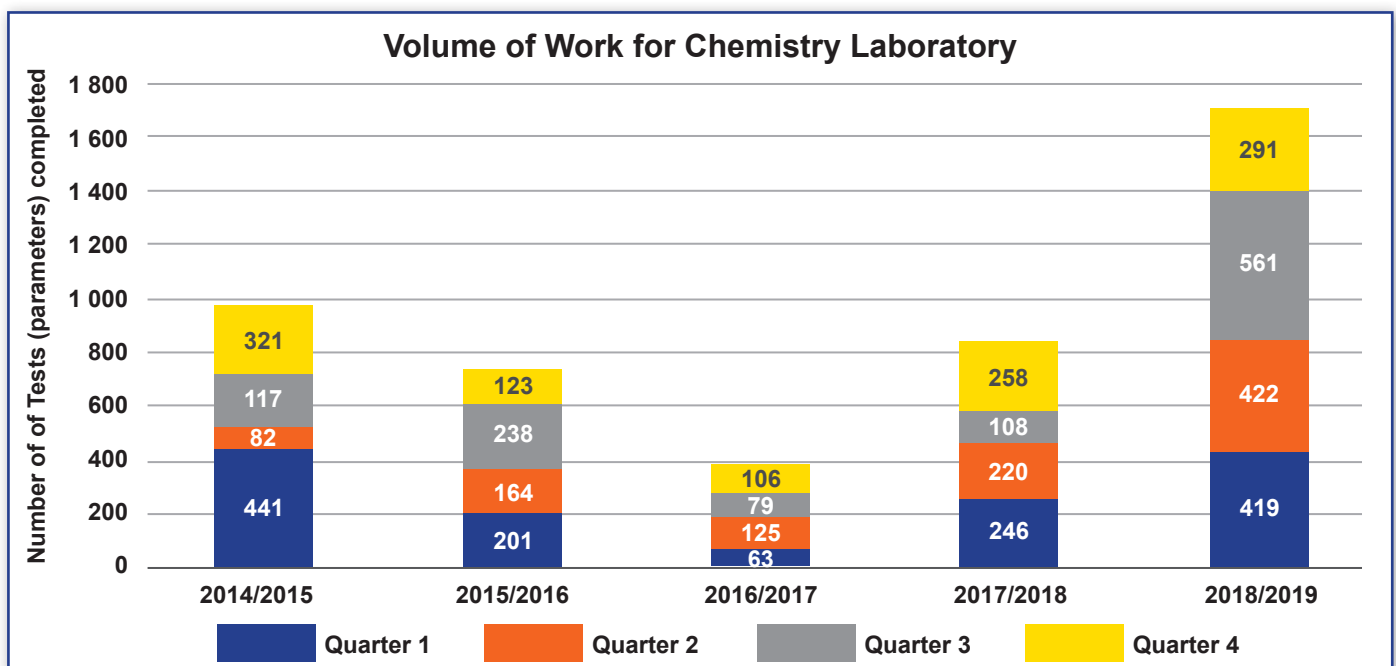


Figure 5: Illustration of Volume of work in Chemistry Laboratory based on the number of samples received and analysed quarterly over the years 2014 - 2019.

External Scrutiny

The ISO/IEC 17025:2005 standards were reviewed and the revised 2017 version was published in November 2017. The Testing Centre proceeded with reviewing and updating its Quality Management System (QMS) to meet the requirements of the new revised standard.

Application for accreditation to the new version of the standard has been submitted to the Southern African Development Community Accreditation Service (SADCAS) and the accreditation assessment is expected in August 2019.

Table 1: Testing Centre accreditation scope

#	Sample Type(s)	Types of Tests/Properties Measured	Test Method/Technical
1.	Shellfish	ASP by HPLC	TM/B/01
2.		PSP by Mouse Bioassay	TM/B/03
3.		Lipophilic Toxins LC MS/MS	TM/B/08
4.	Fish, Fishery Products; Poultry and Poultry Products	Histamine by LCMS/MS	TM/B/05
5.		Mercury by AAS	TM/B/06
6.		Cadmium and Lead by AAS	TM/B/07
#	Sample Type(s)	Types of Tests/Properties Measured	Test Method/Technical
7.	Water (Potable, bottled and waste water)	pH	TM/B/09
8.		Conductivity and Total Dissolved Solids	TM/B/10
9.		Turbidity	TM/B/11
Microbiology Section			
1.	Food Products Including:	Total Viable (TVC) Colony Count ²	TM/M/01 (SANS 4833)
2.	● Fish and Fishery Products	<i>Enterobacteriaceae</i> ²	TM/M/02 (SANS 21528-2)
3.	● Meat and Meat Products	Total coliforms ¹²	TM/M/03 (SANS 4832)
4.	● Egg and egg Products	<i>Escherichia coli</i> (E. coli) ¹²	TM/M/04 (ISO 16649-2)
5.	● Ready to Eat Foods	Coagulase positive staphylococci (<i>S. aureus</i>) ¹²	TM/M/05 (SANS 6888-1)
6.	● Chicken and Chicken Products	<i>Vibrio</i> spp including <i>Vibrio parahaemolyticus</i> and <i>Vibrio cholera</i> ¹	TM/M/06 (ISO 21872-1 and ISO 21872-2)
7.		Detection of <i>Salmonella</i> spp ¹	TM/M/08 (SANS 6579)
8.		<i>Clostridium perfringens</i> ¹²	TM/M/09 (SANS 7937)
9.		<i>Listeria monocytogenes</i> ¹	TM/M/10 (SANS 11290-1)
10.	Shellfish	<i>E. coli</i> by MPN ¹²	TM/M/11 (ISO 16649-3)
11.	Water (Potable, Seawater and Effluent water, Borehole)	Total Viable (TVC) Colony Count ²	TM/M/14 (SANS 5221)
12.		<i>Clostridium perfringens</i> ²	TM/M/26 (SANS 7937)

Microbiology Section			
13.	Water (Potable and Seawater)	Total coliforms ²	TM/M/15 (SANS 5221)
14		Faecal coliforms and Escherichia coli ²	TM/M/16 (SANS 5221)
15		Faecal streptococci ²	TM/M/17 (SANS 7899-2)
16	Water (Potable)	Total coliforms and Escherichia coli ²	TM/M/18 (Colilert)
17	Microbial cultures	Confirmation of <i>Staphylococcus spp</i> , <i>Listeria spp</i> , <i>Salmonella spp.</i> , using Vitek Ms System	TM/M/21 (Vitek -MS)

Note: 1: Detection method; 2: Enumeration method

Since the initial accreditation, the NSI Testing Centre has continually grown its scope of accreditation to meet customer needs as illustrated in Figure 6.

During the period under review the accreditation status was successfully maintained.

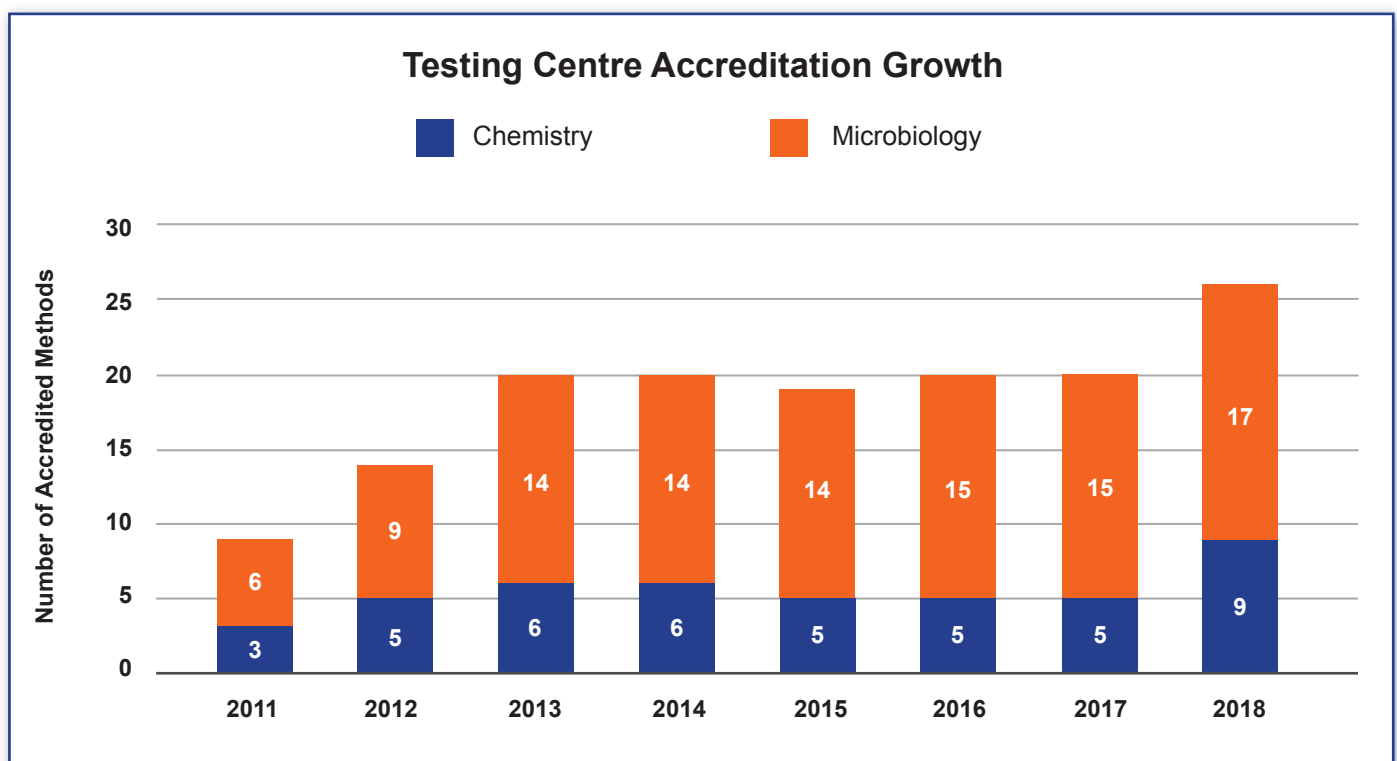


Figure 6: Illustration of Testing Centre Accreditation Growth.



Above and below: Chemists busy with analyses in the Chemistry Laboratory.



Staff Development through capacity-building

Laboratory ISO/IEC 17025 Internal Auditors

The training of additional internal auditors was necessitated by the growth in the testing scope (Microbiology 25 and Chemistry 10 methods). In September 2018 Mrs. Monica Peart from J. L. Peart & M. Consulting & Facilitation (a technical expert) trained three analysts, Ms. Le-Anne Bougard (Microbiologist), Mr. Akutu Hashoongo (Microbiologist) and Mr. Erastus Uusiku (Chemist) to become ISO 17025 internal auditors. All three successfully demonstrated the required competency levels and were formally appointed as internal auditors.

National Laboratory Association of Namibia – Technical Trainers

The SADC-Regional Laboratory Associations (SRLA) and the UNIDO project provided strategic support to National Laboratory Associations (NLAs) in the SADC region by addressing concerns regarding the sustainability of NLAs. A training initiative to up-skill trainers of the NLAs on technical areas identified as most needed by the laboratory community in SADC was presented in Pretoria, South Africa between 28 January and 1 February 2019. Mr. Erastus Uusiku (Chemist of the NSI) of Namibia successfully completed the course and is now recognised as a trainer for chemistry method validation for the NLAN.

Chemistry method development

Two staff members attended IAEA sponsored training programs on the regional project RAF 5078 during 2018 and have contributed through improvement and information sharing in the chemistry laboratory. Mr. Onesmus Ashipala (Section Head: Chemistry) attended the training course on analytical method development and validation of national residue monitoring of food contaminants in Ouagadougou, Burkina Faso from 16 to 20 July 2018. Ms. Ivy Mutwa (Chemist) attended the training course entitled “Analytical Methods for Agrochemicals in Animal Products” held at the Uganda National Bureau of

Standards in Kampala, Uganda between 16 and 20 April 2018.

Social responsibility initiatives

The NSI signed an Memorandum of Understanding with the University of Namibia (UNAM) by which four UNAM students could do practical attachment sessions during three weeks in 2018. The practical attachment serves to expose students to the real work environment.

The NSI is committed to social responsibility and giving back to the Namibian economy. The graduate program placements are done for a one-year period and it provides much needed work experience to Namibian science graduates. During January and February 2019, the Testing Centre took in three graduate’s placement candidates who had graduated from the University of Namibia and the Namibia University of Science and Technology.



From left: Ms Irja Shaanika, Graduate Trainee: Chemistry; Ms Johanna Kapalanga, Graduate Trainee: Quality Assurance; and Ms Lucia Shikongo, Graduate Trainee: Microbiology.

Erongo Career Exhibition

The NSI Testing Centre participated in the Erongo Career Exhibition on 11 and 12 September 2018 in Swakopmund, showcasing the technical work of the NSI and in particular introducing the Testing Centre technical staff. This served as op-

portunity for an engagement between students and various professionals in different fields, exposing the students to future careers. Ms. Le-Anne Bougard (Microbiologist) and Mr. Erastus Uusiku (Chemist) introduced learners to the career possibilities at the NSI.



Le-Anne Bougard and Erastus Uusiku educating learners about the NSI and career possibilities.

Development Cooperation Partner (DCP) Projects

During the period under review, the Testing Centre collaborated with the International Atomic Energy Agency (IAEA) on two projects the regional African Project RAF5078, as well as the country project, NAM9006. These two projects served to provide vital technical assistance to the NSI Testing Centre through sponsored training and donation of laboratory equipment.

IAEA project: NAM9006

The IAEA country project NAM9006 focussed on Strengthening the Regulatory Capacity and Analytical Capabilities of the Regulatory Author-

ity in the area of food safety and conformity assessment. The project for the period 2018 - 2019 aims to increase the scope of heavy metal testing in Foods (fishery products) in the chemistry laboratory.

The Chemistry Laboratory benefited from the acquisition of a microwave digester instrument, received in December 2018. This instrument is used for sample preparation during heavy metal analysis. The digester is expected to increase the volume of samples and will enable the laboratory to embark on the scheduled expansion of scope to include Arsenic testing. Mr. Johan Molina Delgado, technical expert in heavy metal testing,

was attached on an expert mission to the Chemistry Laboratory from 12 - 16 November 2018, to provide training to chemistry laboratory staff on heavy metal testing in fishery products and specifically on method development and validation of a method for arsenic.

Two staff members attended training on the IAEA projects in 2018/19 as detailed in the NSI Testing centre training section,

Service to the Customer

Customer Satisfaction Survey (CSS)

Annual customer engagement on the services of the Testing Centre is done through a Customer Satisfaction Survey. This survey is carried in line with requirement of ISO/IEC 17025 and the division's Quality Management System. The survey results are used to continually improve services to customers through the corrective and improvement action mechanism. The survey was con-

ducted between October and December 2018 and the survey results were discussed at the annual industry meetings.

The survey has a ranked scoring system of 1 (dissatisfied) to 4 (very satisfied). Each questionnaire was individually evaluated and all comments and concerns formally raised for formal corrective action and feedback to customer and industry at large.

Customers rated the Testing Centre in terms of Overall Customer Satisfaction, between Satisfied (Value 3) and Very satisfied (Value 4), with an average score of 3.28 (out of 4) equating to 82 per cent. Five complaints were registered, of which four raised concern on meeting turnaround times.

Figure 7 represents the summative outcome of the survey.

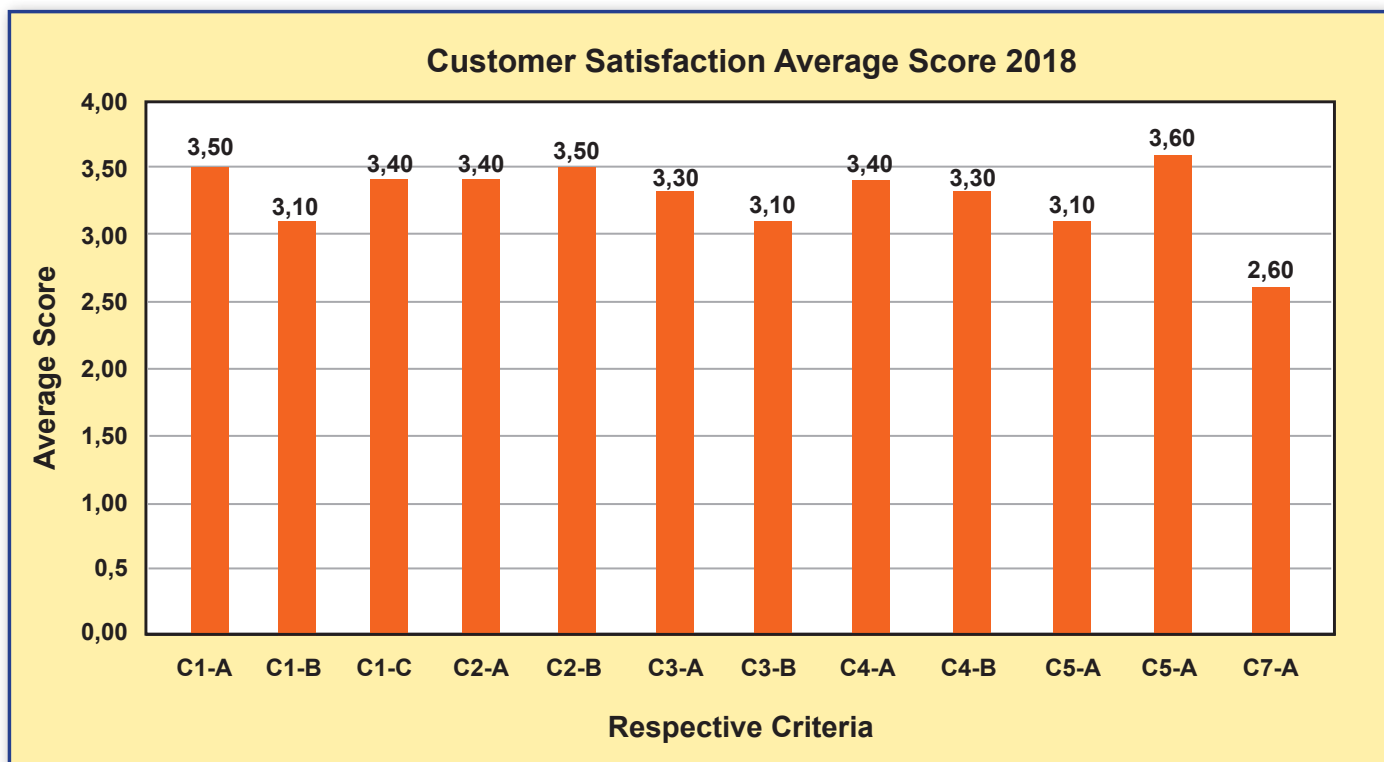


Figure 7: Average Score for each criterion.



Microbiologists carrying out analyses in the Microbiology laboratory.



A chemist carrying out analyses in the Chemistry laboratory.

Industry Meetings

Industry meetings were successfully convened during December 2018 at Walvis Bay and in March 2019 at Lüderitz.

These meetings served as customer engagement forums where both divisions shared the latest developments and feedback to customers.

More services anticipated

The Testing Centre is anticipating further growth during the year ahead based on customer request for methods pertinent for the food and water industries. Due process of method development, optimization and validation will be followed prior to roll out of method to the market.

New methods requested and initiated for development in 2018 include the methods:

- Paralytic Shellfish Poisoning (PSP) by High Performance Liquid Chromatography (HPLC);
- Arsenic chemical testing;



Stakeholders and NSI staff after an industry meeting at Lüderitz in March 2019.

- Pseudomonas in water;
- Enterobacteriaceae in water;
- Legionella in water;
- Canned foods sterility testing for meat and fish cans;
- Campylobacter;
- Bacillus cereus for ready to eat food industry; and
- Yeast and mould for foods.

Samples to be analysed by the Chemistry laboratory received from a happy client.





An NSI inspector verifying that metal cans are filled with the correct mass of corned meat at Meatco's canning factory in Windhoek.

Inspection Centre

Fishery Products and Canned Meat Inspection

The Inspection Centre Division is the appointed inspection body for fish, fishery products and canned fish. The Division administers Standard Specifications (also known as Compulsory Technical Regulations) under the Standards Act (Act 18 of 2005), on behalf of the Ministry of Industrialisation, Trade and SME Development (MITSMED).

It conducts inspection and certification services to the Namibian fishing and canned meat industries for compliance of vessels and establishments, and consignments of products to Compulsory Technical Regulations. Its offices are based at Walvis Bay and Lüderitz as well as two satellite offices based at the canning factories of Meatco (Windhoek) and Etosha Fisheries (Walvis Bay).

The Inspection Centre provides regulatory services to ensure public food safety and to facilitate trade in those commodities. Inspection activities are underpinned by the continuous implementation of the Inspection Centre's Quality Management System (QMS), based on ISO/IEC 17020, the international standard for quality management systems for Inspection bodies.

Integrity, impartiality and confidentiality form cornerstones of the inspection process and is reinforced by the use of competent technical personnel. Ongoing engagement and quality awareness sessions with staff build these values thereby ensuring delivery of credible and impartial inspection services.

International recognition of inspection services have been upheld since 2008 by third party accreditation body recognition to the ISO/IEC 17020 Quality Management System (QMS) for Inspection Bodies. The inspection centre is regarded as a Type A Inspection Body, since it provides third

party inspections and issue certificates of conformity to complying consignments.

The QMS is based on the pillars of competent staff, well documented procedures based on international and national compulsory Standard specifications, calibrated equipment, and sampling practises in line with international trade market requirements.

Specific Services the Inspection Centre provides include:

- Inspection (including in-depth inspection based on HACCP principles) and surveillance services of processing plants vessels and cold storage;
- Sampling and inspection of raw materials and final products (mainly fishery products and canned meat);
- Technical advice on the administration and interpretation of food standards, as well as national and international food legislation; and
- Issuing of Certificates of Conformity against regulatory requirements for import and export consignments.

The inspection function involves the physical and organoleptic examination of the following products:

- Frozen finfish, marine molluscs and frozen crustaceans;
- Chilled fresh fish prior to export;
- Pouched and canned meat products;
- Canned fish, marine molluscs and crustaceans; and
- Salted fish, mostly salted snoek.

The Inspection Centre is responsible for the maintenance of a list of establishments; (land-based factories, cold storage, factory and freezer vessels), approved for export to EU member states. The division manages a list of ice, chilled seawater (CSW) and refrigerated seawater (RSW) vessels, supplying raw materials to land-based establishments, through conducting regular inspections.



An NSI Fishery inspector examining the canning of pilchards in a factory in Walvis Bay.



An NSI Fishery inspector ascertaining the freshness of fish being processed in a factory at Lüderitz.

Contributions to Mariculture

The Inspection Centre provides technical assistance to the Namibian Shellfish Sanitation Monitoring Programme developed by the Ministry of Fisheries and Marine Resources (MFMR). Programme targets are being developed in line with international trends and conforms to the requirements of the FAO/WHO Codex Alimentarius International Food Safety Standards for Molluscan Shellfish. The main objective of this programme is to ensure that shellfish distributed on the Namibian market is safe for human consumption and to facilitate market access to international markets. The Inspection Centre continued to assist the MFMR on the draft Shellfish Sanitation Monitoring Regulations and Management Programme, under the Aquaculture Act.

During the period under review the Inspection Centre assisted the MFMR with the implementation of the Shellfish Sanitation Programme through the regular sampling of live shellfish products. These products were tested at the NSI Testing Centre for the presence of heavy metals, biotoxins, microbiological contamination (i.e. E. coli and Salmonella). The Inspection Centre analysed the test results to establish compliance with applicable regulatory requirements and those of the intended market(s).

Growth in Volume of Work

Figures 1 to 3 depict the change in the volume of work of the Inspection Centre. Frozen fish inspections (82%) continued to be the major inspection activity followed by chilled fish inspections (9.6%) and canned fish inspections (6.2%).

The number of inspections increased in all service categories except for pouched meat inspections. The pouched meat facility put operations on hold during 2018 - 2019, which resulted in the low volume of work reflected.

The increase in frozen and chilled fish inspections can be attributed to new industry entrants, new quota allocations, the requirement to inspect fish (mainly horse mackerel) destined for Mozambique (see NSI/INIP MOU). In addition, an increase in imported frozen fishery products destined for either reprocessing or export was experienced.

Canned fish products have been decreasing over time due to lower resource quota allocations. The Namibian Government introduced a moratorium on sardines for five years and as a result, canned fish inspection activities reduced drastically. The industry is being sustained by the importation of frozen sardines for canning purposes.

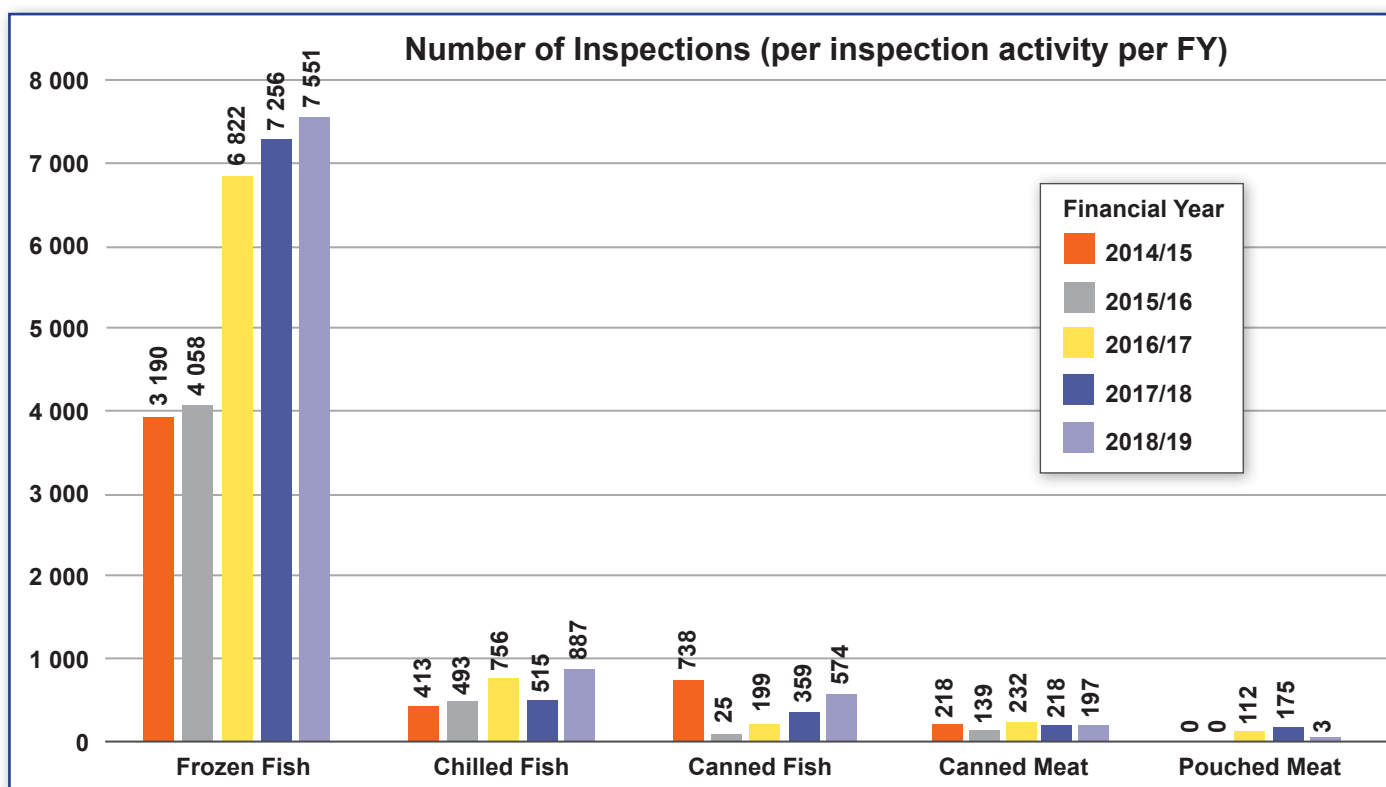


Figure 1: Changes in volume and type of work as conducted by the Inspection Centre 2014 - 2018.



NSI Fishery inspectors examining a loading bay on a fishing vessel in the harbour of Lüderitz, prior to its departure to the fishing waters.



NSI Fishery inspectors checking whether a consignment of frozen fish in a cold storage facility in a factory at Lüderitz is meeting the exporting standards.

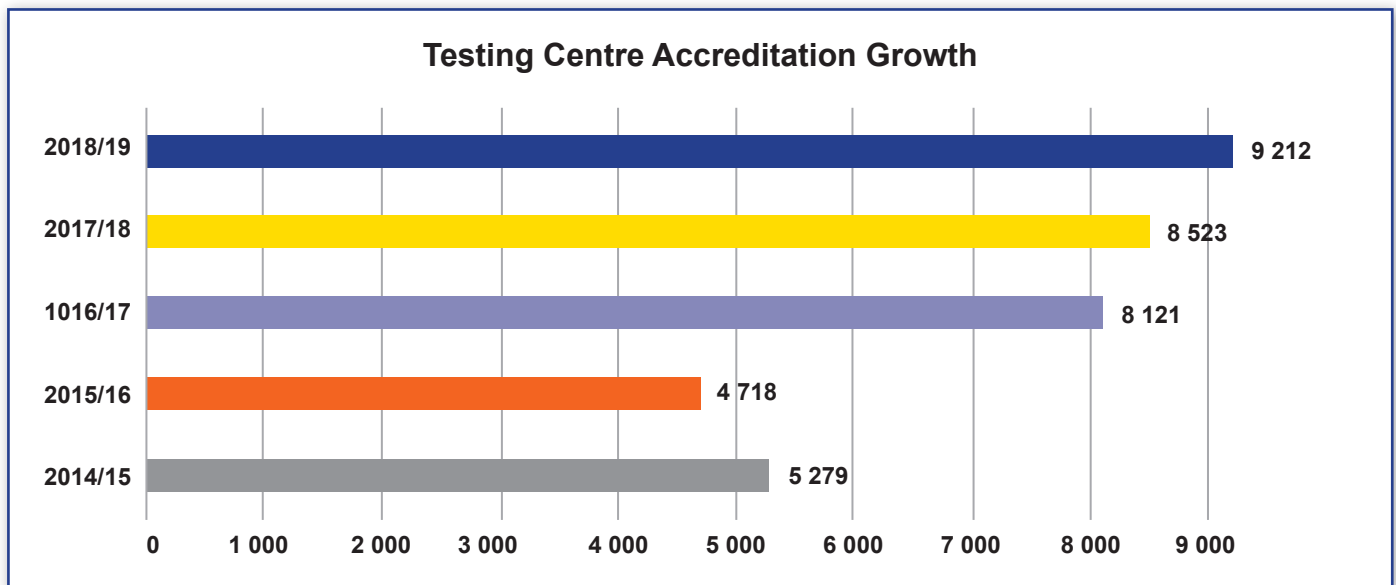


Figure 2: Growth in Inspection activities per fiscal year for the period 2014/2015 - 2018/2019.

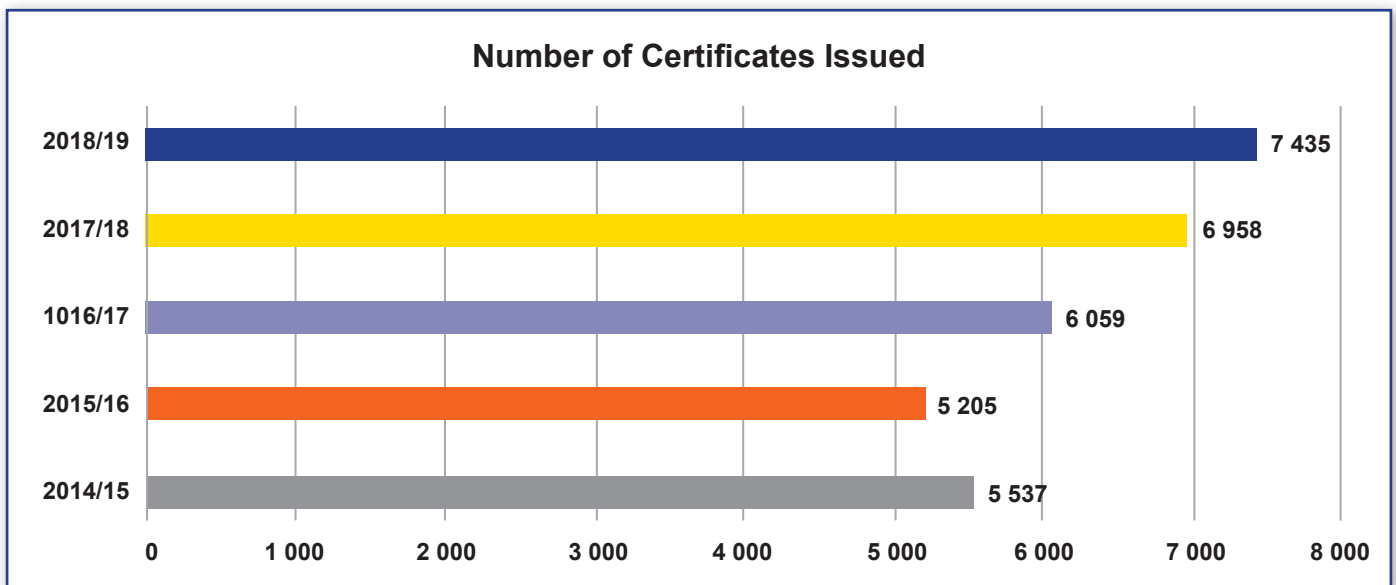


Figure 3: Changes in volume of certificates issued for inspection activities per fiscal year for the period 2014/2015 - 2018/2019.

Infrastructure

The construction of a new Inspection Centre, a state-of-the-art facility in the new light industrial area of Walvis Bay, is nearing completion. The facility will consist of modern purposefully inspection laboratories, adequate office space and staff amenities. Despite some construction delays the division looks forward to the anticipated completion towards mid 2020.

Capacity-building

Staff training forms an essential component and

the division continues to offer capacity-building opportunities for staff to carry out their functions efficiently. A comprehensive on-the-job training programme is supplemented with specialised training interventions to ensure staff's increased competency levels regarding technical activities and to stay abreast of the latest developments in the regulatory environment.

For the period under review, the inspectors attended the capacity building initiatives detailed in Table 1 on the next page.

Table 1: Capacity building for NSI Inspection Centre staff for 2018 - 2019.

Course	No. of Inspectors trained
Technology of Marine Products	8
Sensory Examination of Fish – Theory	11
The Implementation and Inspection/Auditing of HACCP based on ISO 19011	11
The Implementation and Auditing of Requirement for the operation of various types of bodies performing inspection – ISO 17020	11
Health and Safety Training	2
First Aid Training	2

The NSI implemented an internship programme as part of its social responsibility engagements. The Inspection Centre accommodated one graduate student. This one-year internship provides vital employment experience and skills relevant to the food safety and quality industry.

International recognition of services

Number of Technical Signatories increased over the years

To provide ongoing inspection services to the fish-

ing, canned fish and meat industries, the Inspection Centre ensures the maintenance of its accreditation scope. Technical signatories are subject to a third- party assessment by the accreditation body with specific emphasis to verify and confirm their subject-specific knowledge, practical skills and soundness in professional judgement. Figure 4 depicts a steady growth in the number of technical signatories added to the schedule of accreditation. This growth needs to match the increase in volume of work to ensure delivery of efficient services at all three Inspection Centre offices.

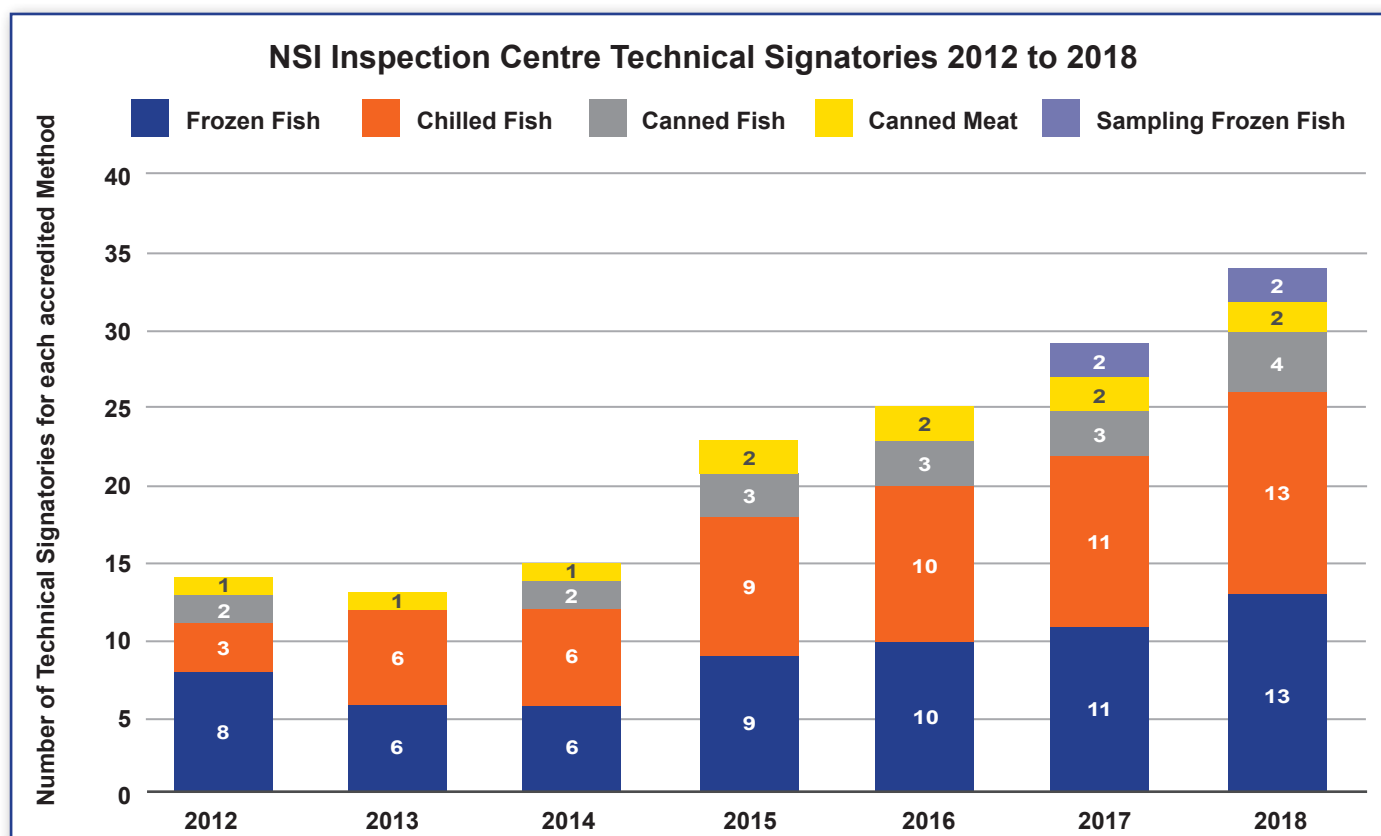


Figure 4: Changes in number and scope of Inspection Centre technical signatories represented at all three Inspection Centre offices (Walvis Bay, Windhoek and Lüderitz).

Technical cooperation agreement with National Regulator for Compulsory Specifications (NRCS) from South Africa

The technical Cooperation between the NSI and the South African National Regulator for Compulsory Specifications (NRCS) is governed by a Memorandum of Agreement dated 7 May 2009.

The agreement enables technical cooperation between the NSI and NRCS to uphold the harmonisation of administration of technical regulations. They formally recognise each other as competent authorities for the inspection of fish and fishery products and canned meat products traded between the two countries.

Memorandum of Understanding with Botswana Bureau of Standards (BOBS)

During 2018 the NSI signed a recognition agreement with the Botswana Bureau of Standards and the Namibian Standard Institution. This agreement recognizes the NSI as the official inspection and certification body for fish and fishery products destined for trade in Botswana.

Issues being addressed

Constraints were experienced with regards to the regulatory framework in the Standard Act, specifically regarding the empowering of inspections in their regulatory function. The Act is currently under review and the regulations are being developed.



NSI Fishery inspectors examining crayfish in the NSI's laboratory at Lüderitz.



The accuracy of breathalyser equipment being verified in the forensics laboratory of the Namibian Police.

METROLOGY

Metrology is the science of precision and accurate measurements, which forms an integral component of the National Quality Infrastructure (NQI) – as the basis of the fundamentals of establishing a national measurement system.

The Metrology Department serves both the functions of a National Metrology Institute and that of a National Legal Metrology Authority with the sole impetus of alleviating technical barriers to trade associated with measurements.

The Scientific and Industrial Metrology Division carries out the functions of a National Metrology Institute, while the Legal Metrology Division is responsible for the administration and enforcement of the Trade Metrology Act No. 77 of 1973, as amended).

The Scientific and Industrial Metrology Division is responsible for:

- The development and maintenance of Namibia’s National Measurement System achieved through participating in international Key Comparisons to ensure the accuracy, traceability, international recognition of our national measurements;
- Ensuring the accuracy and measurement traceability of a National Measurement Standard to international System of Units (SI);
- Implementing the International Committee

of Weights and Measures Mutual Recognition Agreement (CIPM-MRA); and

- Providing measurement traceability throughout industry by offering calibration services that ensure accurate measurement and quality assurance. This service is offered on a cost-recovery basis to clients in the fishing industry, other food industries, testing and calibration laboratories and equipment suppliers.

The Legal Metrology Division is responsible for the:

- Pattern/type evaluation and approval of measuring instruments used for prescribed purposes;
- Initial and periodic verification of measuring instruments used for prescribed purposes, such as for trading, collection tolls, fines, rates and taxes;
- Inspection of prepacked goods;
- Evaluation, registration and control of instrument mechanics;
- E-mark scheme;
- Regulation of all measuring instruments used in the Safety of Life at Sea (SOLAS); and
- Implementation of adopted harmonized technical recommendations associated with trade prescribed instruments.

The NSI’s international membership and participation is reflected in the table below:

International membership and participation		
International	General Conference on Weights and Measures (CGPM)	Associate member
	International Organization for Legal Metrology	Principal member
Regional	Intra-Africa Metrology System (AFRIMETS)	Member
Sub-regional	SADC Cooperation in Measurement Traceability (SADCMET)	Member
	SADC Cooperation in Legal Metrology (SADCMEL)	



Above and below: The Metrology Laboratory took part in inter-laboratory comparisons for Mass Metrology and Volume Metrology.



Implementation of the International Committee of Weights and Measures Mutual Recognition Agreement (CIPM-MRA)

The CIPM-MRA provides for international mutual recognition of National Measurement Standards, Calibration and Measurement Certificates issued by signatory National Metrology Institutes (NMIs). The Metrology Department substantiates its technical competence by participating in inter-laboratory comparisons linked to the key comparisons of the International Bureau of Weights and Measures (BIPM).

The NSI’s membership to the BIPM provides an international platform through which the country publishes its Calibration Measurement Capabilities (CMCs) on the BIPM Key Comparison Data Base, and the Joint Committee of the Regional Metrology Organizations. The Department Metrology prescribes to the harmonisation of legal, scientific and industrial metrology activities and the participation and planning of activities that support the publication of CMCs.

The Metrology Laboratory participated in the following inter-laboratory comparisons during the period under review:

- Mass Metrology ILC on F1 calibration stainless steel standards (1 mg, 50 mg, 500 mg, 5 g & 10 Kg);
- Volume Metrology ILC on Micropipettes at nominal volumes (5 µl, 100 µl and 1000 µl);
- Volume Metrology ILC on Micropipettes Burette (10 ml);
- AFRIMETS T-S2 ILC on industrial platinum

- resistance thermometer and digital thermometer calibrations between -50 °C and 450 °C;
- NLA-PT-C-P-08-01 ILC 107 Measurement Protocol for the Calibration of Liquid in Glass Thermometers from -20°C to 100°C;
- NLA-PT-C-P-09-01 ILC 108 for the Calibration of a PRT from -40°C to +450°C; and
- Temperature Metrology ILC on Calibration of Isothermal Medium-Below 450°C.

Metrology staff are active members of the following AFRIMETS Technical Committees; legal, temperature, mass and related (including volume), length Metrology and quality systems.

This comprehensive and rigorous process provides a reliable technical basis for the acceptance of results provided through conformity assessments in Namibia for international trade with other countries, particularly those that are signatory to the CIPM-MRA. It contributes significantly towards eliminating technical barriers to trade, as obligated under the World Trade Organization Technical Barriers to Trade (WTO/TBT) Agreement and the SADC TBT Annex of the SADC Protocol on Trade.

Scientific and Industrial Metrology – Calibration Services

The Mass, Volume and Temperature Metrology laboratories are all accredited to SADCAS in accordance to the following schedules of accreditation under SADCAS facility numbers CAL-8 002, CAL-09-003 and CAL-14 006 respectively.

MASS

Item	Measured Quantity/Type of Guage or Instrument	Nominal Range	Calibration and Measurement Capability Expressed as an Uncertainty (±)
1.	Mass Pieces	1 mg to 5 g	0,02 mg
		10 g	0,03 mg
		20 g to 50 g	0,04 mg
		100 g	0,1 mg
		200 g	0,2 mg

MASS (Continued)

Item	Measured Quantity/Type of Guage or Instrument	Nominal Range	Calibration and Measurement Capability Expressed as an Uncertainty (\pm)
1.	Mass Pieces (<i>continued</i>)	500 g	0,001 g
		1 kg to 2 kg	0,002 g
		5 kg	0,005 g
		10 kg	0,03 g
		20 kg	0,03 g
2.	Weighing Instruments Digital Self – indicating	0 g to 50 g	0,0003 g
		50 g to 200 g	0,0006 g
		200 g to 3000 g	0,0003 % + 0,001 g
		3,0 kg to 1500 kg	0,01% + d
3.	On-site Calibration for Items 1 & 2 above		

VOLUME

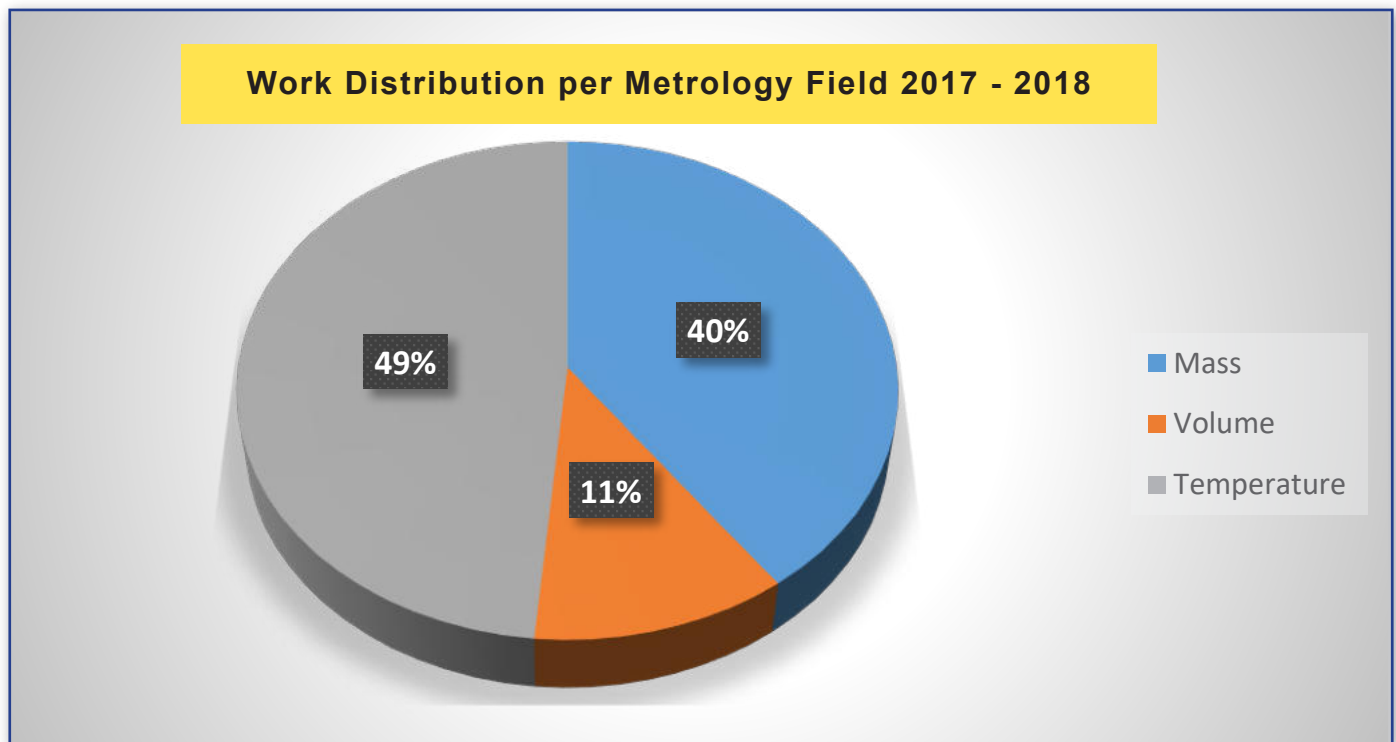
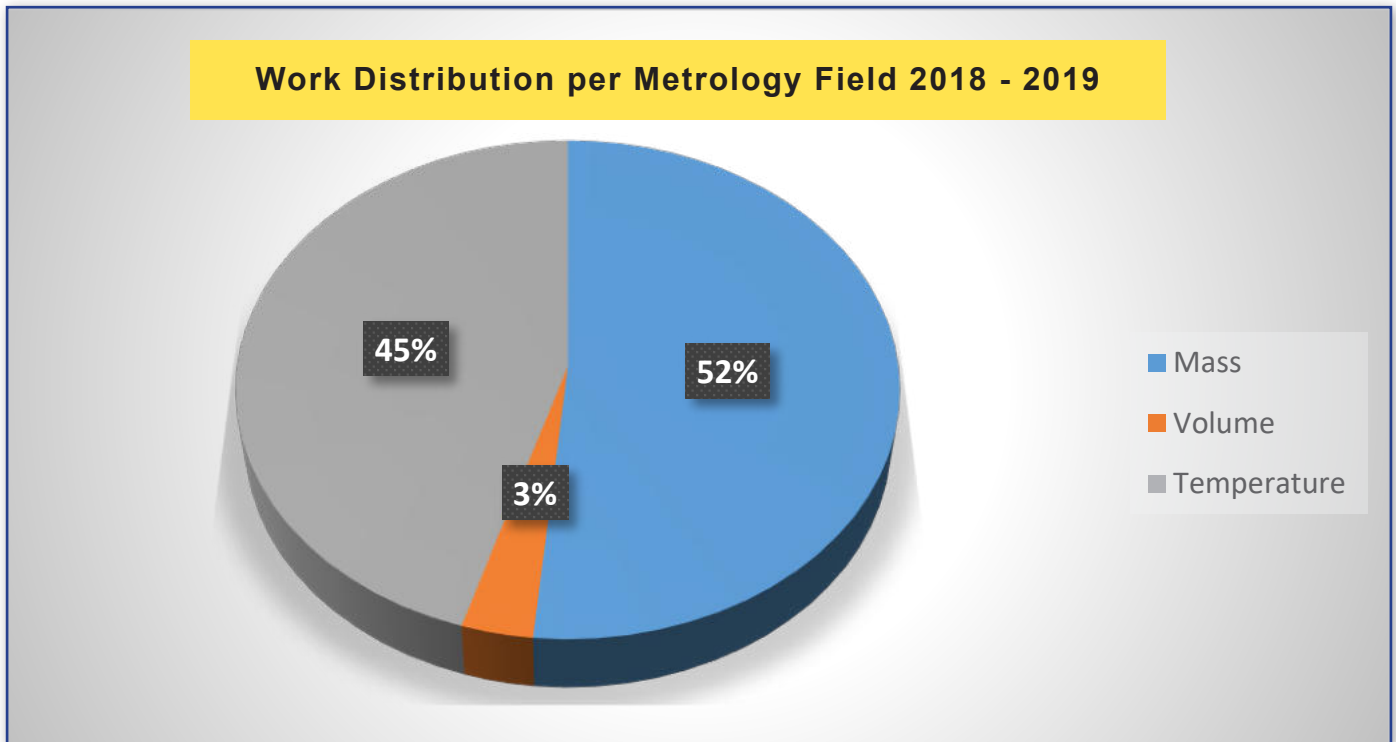
Item	Measured Quantity/Type of Guage or Instrument	Nominal Range	Calibration and Measurement Capability Expressed as an Uncertainty (\pm)
1.	Micro Pipettes/Syringes (Gravimetric)	1 μ L to 10 μ L	0.2 μ L
		10 μ L to 100 μ L	0.8 μ L
		100 μ L to 200 μ L	0,9 μ L
		200 μ L to 500 μ L	1.6 μ L
		500 μ L to 1000 μ L	8.2 μ L
2.	Glassware (gravimetric)	10 mL to 5L	0.02%
3.	Metal Measures (Gravimetric & Volumetric)	1000 ml to 20L	0.04%
4.	On-site Calibration for Item 3 above		

TEMPERATURE

Item	Measured Quantity/Type of Guage or Instrument	Range of Measured Quantity	Calibration and Measurement Capability Expressed as an Uncertainty (\pm)
1.	Digital Thermometry	-30°C to 450°C	0.2°C
2.	Liquid in Glass Thermometry	-40°C to 0°C	0.25°C
3.	Temperature Installations (Single Location)	-30°C to 450°C	0.2°C
4.	Isothermal Media (Multi-location Mapping)	-30°C to 450°C	0.2°C

Calibration services work statistics as per Metrology field

The percentages of instruments calibrated during the 2018 - 2019, compared to the preceding year.



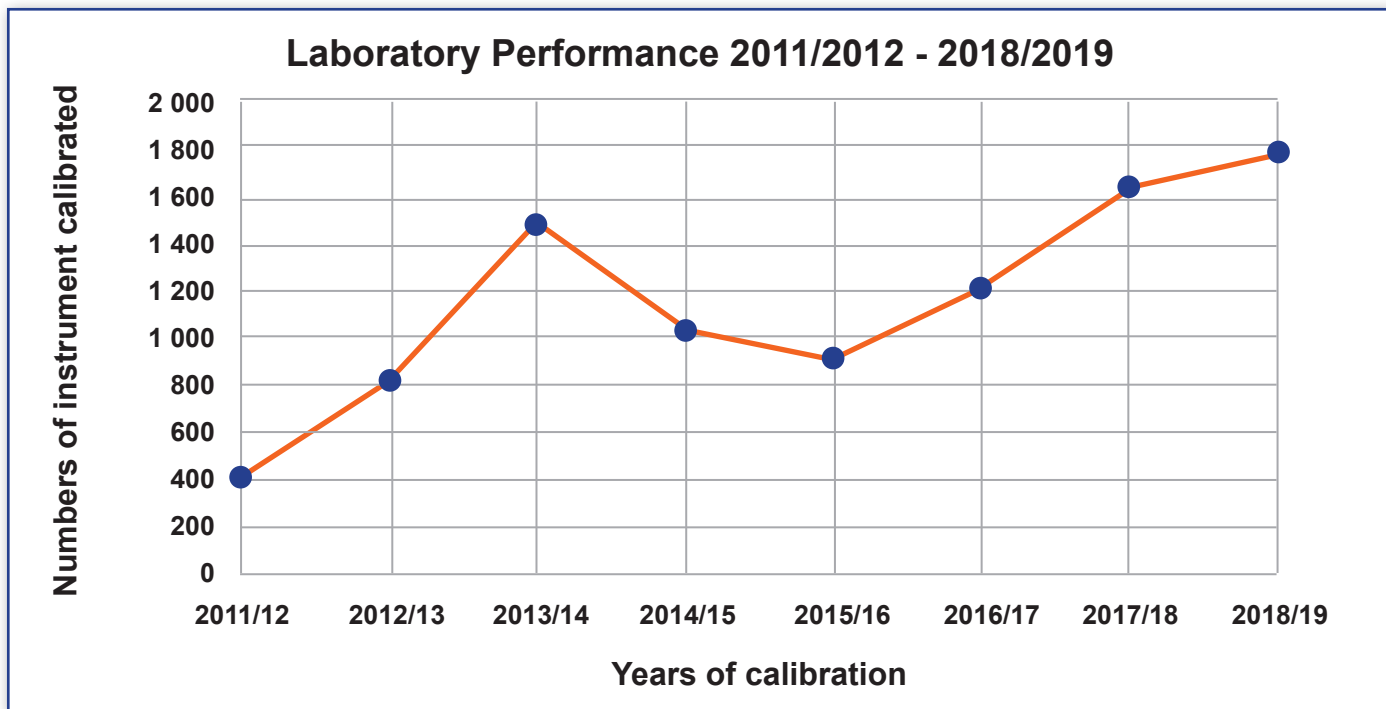


Metrology also do the verification of fuel pumps to ensure consumers get the correct volume of fuel.



Metrologists here check the accuracy of a food scale in a supermarket, ensuring consumer protection.

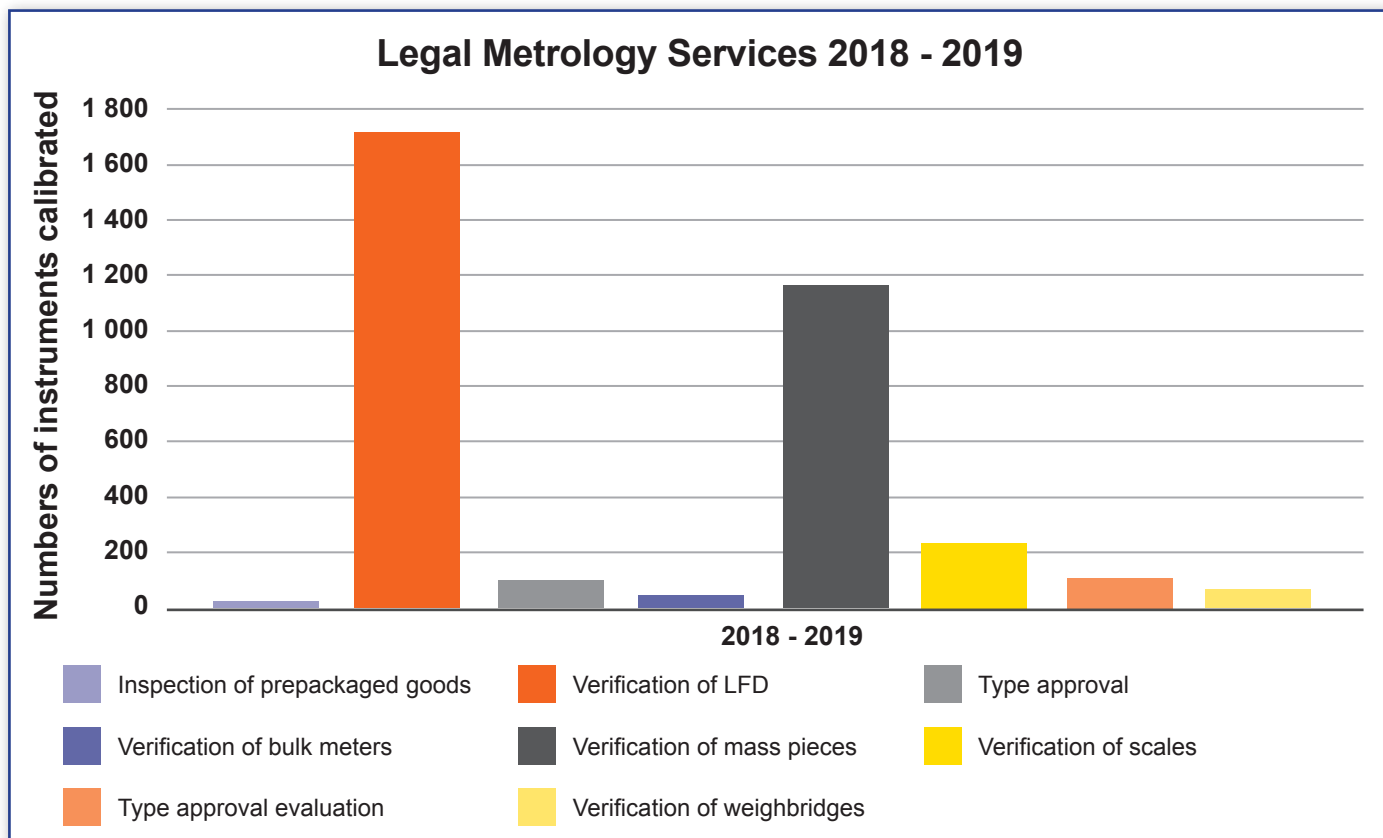
Laboratory calibration from 2011/12 – 2018/19



Legal Metrology Services

The Division is responsible for the administration of the Trade Metrology Act (Act No. 77 of 1973) and its regulations and carried out the following services: verification of measuring instruments used for prescribed purposes, Type approval,

inspection of prepacked goods, registration and supervision of Trade Mechanics, verification of instruments used for SOLAS as well as E-Mark as a as a voluntary self-regulating scheme. These services have to be designed to ensure the accuracy and adequate functioning of instruments used for trade as well as consumer protection.





Speed cameras used by the Namibian Police need to be verified for their accuracy on a regular basis.



Weighbridges, used by the Roads Authority to ensure that the mass heavy vehicles carry are within the legal limits, are also verified regularly.

Calibration and Measurement Capabilities
Mass and Related Quantities, Namibia, NSI

Calibration or Measurement Service			Measurand Level or Range			Measurement Conditions/ Independent Variable		Expanded Uncertainty						
Class	Instrument Artifact: Measurand	Instrument Type or Method	Minimum value	Maximum value	Units	Parameter	Specifications	Value	Units	Coverage factor	Level of Confidence	Is the expanded uncertainty a relative one?	Comments	NMI internal service identifier
Mass	Mass standards	Comparison in air	1	5000	mg	-	-	20	µg	2	95%	No	Approved on 3 Sep. 2018	NSI-01
Mass	Mass standards	Comparison in air	10	10	g	-	-	30	µg	2	95%	No	Approved on 3 Sep. 2018	NSI-01
Mass	Mass standards	Comparison in air	20	50	g	-	-	40	µg	29	5%	No	Approved on 3 Sep. 2018	NSI-01
Mass	Mass standards	Comparison in air	100	200	g	-	-	200	µg	2	95%	No	Approved on 3 Sep. 2018	NSI-01
Mass	Mass standards	Comparison in air	500	2000	g	-	-	2	mg	2	95%	No	Approved on 3 Sep. 2018	NSI-01
Mass	Mass standards	Comparison in air	5000	5000	g	-	-	7	mg	2	95%	No	Approved on 3 Sep. 2018	NSI-01
Mass	Mass standards	Comparison in air	10000	20000	g	-	-	30	mg	2	95%	No	Approved on 3 Sep. 2018	NSI-01



The Mass, Volume and Temperature Metrology laboratories are all accredited to SADCAS in accordance to the various schedules of accreditation under SADCAS facility numbers CAL-8 002, CAL-09-003 and CAL-14 006 respectively.

Quality Assurance

The Metrology Laboratory implements and complies with the requirements of ISO/IEC 17025:2005, ISO/IEC 17020:2012 as well NAMS/SANS 10378:2018 Management Systems. The Quality Assurance Section oversees the implementation of quality systems of both Scientific & Industrial Metrology and Legal Metrology divisions. The department maintained accreditation for the Mass and Volume Laboratories and expanded accreditation to Temperature Metrology during the period under review.

The personnel, reflected in the table below, were approved as technical signatories as per Cal-8 002 and Cal-9 003 and CAL-14 006.

Staff competence and development

The Metrology Department continued to ensure staff competence through its capacity-building programme with the support from Development Corporate Partners (DCPs). The NSI staff were exposed to the following training interventions:

- Guide to Uncertainty Measurement (GUM-Physical): one participant (May 2018) (NLA South Africa);
- Mass Metrology: one participant (November 2018) (Lusaka, Zambia);
- Volume Metrology: one participant (November 2018) (Dar es Salaam, Tanzania);

- Temperature Metrology: one participant (February 2019) (Gaborone, Botswana); and
- Dimension Metrology: one participant (February 2019) (Harare, Zimbabwe).

Metrology awareness activities

World Metrology Day Commemoration

On 20 May 2018 the NSI commemorated World Metrology Day with the theme *Constant evolution of the International System of Units*. A stakeholder gala dinner was hosted with presentations on the *Redefinition of SI units by Metrology* personnel and a keynote address on *Redefinition by Ministry of High Education Training and Innovation*.

Issues to be addressed

Since the provision of Legal Metrology services requires a well adopted and defined legal framework, the department continues to address the following:

- Full implementation of the 2005 Metrology Amendment Act. The notification for the commencement has not been published/gazette as yet; and
- The Metrology Bill has been approved by the Consultative Committee on Legislation, but it has not been tabled for discussion in parliament and not enacted as an Act of Parliament yet.

Metrologists approved as technical signatories as per Cal-8 002 and Cal-9 003 and CAL-14 006

Metrologists	Status	Metrology Field
Mr. Simasiku Matali	Technical Signatory	Mass, Volume & Temperature
Mr. Sarel Sankwasa	Technical Signatory	Mass, Volume & Temperature
Mr. George Mabakeng	Technical Signatory	Mass & Temperature
Mr. Leevi Sakeus	Technical Signatory and Nominated Representative	Mass

CERTIFICATION

The Certification Department operates as a Certification Body (CB) in accordance with the requirements of the ISO/IEC 17021-1, ISO/IEC 17021-3, ISO/IEC 17067 and ISO/IEC 17065 Standards. These standards specify requirements for certification bodies that provide certification services for management systems and products.

The certification services are third-party assessments of whether an organisation's management system meets the requirements specified by applicable management system standards (e.g. ISO 9001, ISO 22000 and SANS 10330), or whether products meet the requirements of specific product standards.

Namibian goods and services that meet the requirements of the applicable Namibian and/or International standards are issued with a Certificate of Conformity and awarded with the license to use the NSI Mark of Conformity.

The Mark of Conformity informs consumers that a product and service have been assessed by the NSI and found to conform with the requirements specified in the applicable standard, e.g. product standard or management system standard.

Achievements, products and services

- Achieved accreditation on 24 July 2018 with the SADC Accreditation Service (SADCAS) to ISO/IEC 17021-1:2015 & ISO/IEC 17021-3:2017, with accreditation number QMS-CERT 002 for the Provision of Certification Services to ISO 9001:2015 for the scope of food products, beverages and tobacco.
- Auditors and Certification Approvals Committee members were trained on the requirements of FSSC 22000 (Module 1- Understanding and Implementing FSSC).
- The CB has entered into a Recognition Agreement with the Botswana Bureau of Standards (BOBS) under the Standards (Import Inspection) Recognition Scheme, for the purpose of certifying Namibian products intended for trading on the Botswana market.
- The CB was recommended for continued accreditation during the first periodic on-site assessment on the 19 March 2019, subject to effective clearance of the nonconformities raised.
- Provision of training to all Custom and Excise officials on Cement Regulation.

Planned Activities for 2019 - 2020

- Expand the scope of accreditation to include the Provision of Certification Services to ISO 22000:2018.
- Extend the scope of accreditation for the provision of certification services to ISO 9001:2015, to cover Pulp & Paper and Rubber & Plastic products.
- Continue with the implementation of the FSSC 22000 Certification Scheme requirements, necessary for the CB to become FSSC 22000 licensed by March 2020.
- Transitioning of the third-party auditor registration for Quality Management System (QMS) to the Southern African Auditor and Training Certification Authority (SAATCA).
- Commence with the enforcement of the Cement Regulations.

Issues that need to be addressed

The Certification Body (CB) need to address the following in the near future:

- Certification is dependent on other components of the NQI, for example, Product Standards and functional Testing Laboratories. These components are absent or not well established in Namibia hence certification cannot operate effectively;
- The knowledge of Micro, Small and Medium Enterprises (MSME) about quality assurance should be increased. Most of them are unable to afford certification services and their products are not based on standards;
- Available competence for scope of certification sought. Many at times the CB could not offer the scope of certification required due to a lack of competence or because of the high cost of external expertise. This CB can solve this in the long term when a diversity of expertise is developed; and
- Organisations in the food industry are moving towards FSSC 22000 Certification, a Certification Scheme of which the CB still has to implement.



The staff complement of the Certification Department.

CORPORATE FINANCE, ASSET MANAGEMENT AND INFORMATION & COMMUNICATION TECHNOLOGY

The Corporate Finance, Asset Management and ICT Department is responsible for managing the institution's cash flow, ensuring enough funds are available to meet day-to-day payments and preparing regular forecasts to systematically calculate the ongoing cash need.

The department is also responsible for the preparation of the NSI's budget and forecasts and to report on the progress throughout the year. This information is used to pro-actively plan for staffing levels, asset purchases, expansions and cash needs. The department also deals with the effectiveness and efficient use of Information and Communications Technology within the NSI.

The above functions are performed via the department's three divisions – Financial Accountancy Division, Management Accountancy Division and Information and Communications Technology Division.

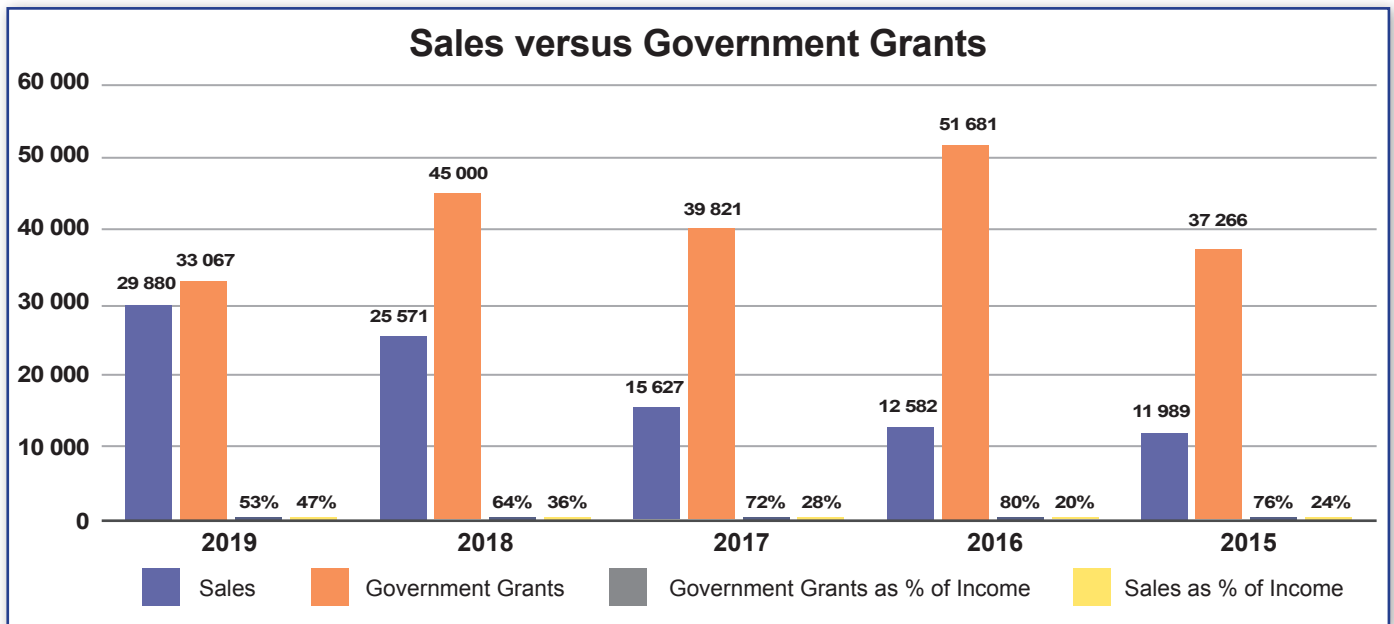
Financial Review

The NSI derives income from sales, which includes sales of standards, testing services, inspection services and certification services, and a government grant. Despite the elevated levels of macroeconomics and policy uncertainty experienced in Namibia, the NSI sales increased by 17 percent during the 2019 financial year. This result bears testimony to the resilience of the institution's operations and actions taken by management to position it to absorb the impact of the recession and preserve our financial performance in a challenging operating environment.

Given the pressure of the current economic conditions, the NSI government grant decreased by N\$11.9 million during the year under review, which resulted in the institution recording a loss of N\$11.3 million. Furthermore, the NSI cost-to-income ratio worsened to 530 from 98 per cent in the 2018 financial year.



The NSI derives its own income from fishery inspection services, amongst others.



Financial Performance

Own income continues to show strong performance as the NSI recorded a 17 per cent increase (2018: 64%) in the 2019 financial year.

Statement of Comprehensive Income Analysis

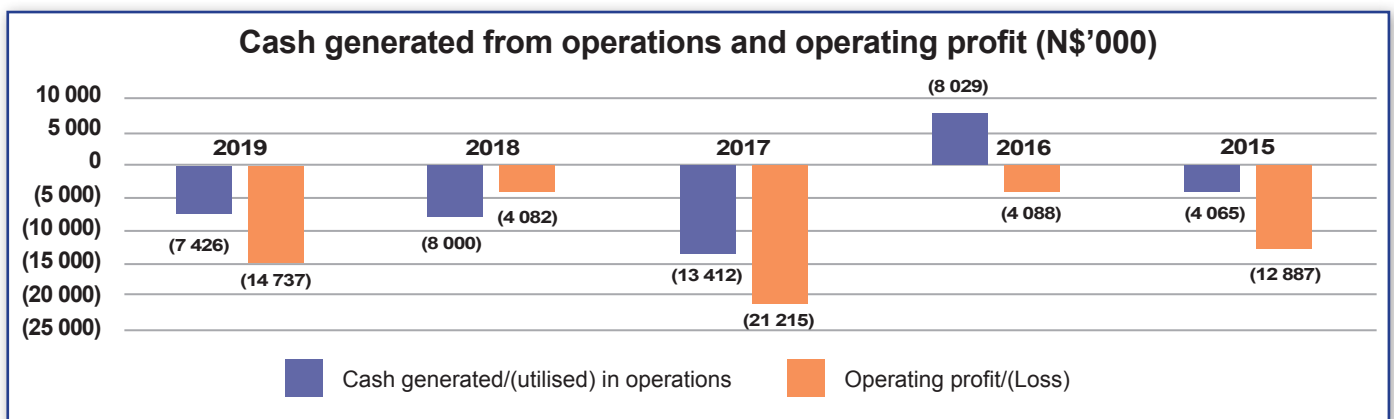
The statement of comprehensive income reflects the revenue generated by NSI as well as costs incurred in generating that revenue for the year ended 31 March 2019. Revenue increased by 17 per cent during the year under review, while government grants reduced by 26 per cent and other income reduced by 69 per cent. Operating expenses increased by three per cent compared to a two per cent decrease in 2018 as a result of rising input costs.

Statement of Financial Position Analysis

The statement of financial position reflects what the NSI owns, owes and the equity of the corporation. Total assets increased by 8 per cent to N\$92.2 million from N\$85.2 million in 2018. The main contributor to this is the increase in property and equipment to N\$77.4 million from N\$62.7 million in 2018.

Total NSI liquidity position is negative as the current ratio was at 0.76 during the year under review, compared to a positive current ratio of 1.37 in 2018.

Accumulated funds worsened to a negative balance of N\$17.4 million, compared to a negative balance of N\$5.5 million in 2018 as a result of the N\$11.9 million reduction in government grants.



Statement of Comprehensive Income					
	2019	2018	2017	2016	2015
Revenue	29,880,078	25,571,290	15,627,392	12,582,621	11,989,091
Government Grant	3,067,301	45,000,000	39,821,505	51,680,600	37,266,182
Other operating income	415,374	1,325,197	517,902	475,310	521,958
Other operating gains (losses)	32,078	(223,376)	122,039	(2,328)	(4,862)
Operating expenses	(78,132,084)	(75,754,974)	(77,303,899)	(68,824,628)	(62,659,752)
Operating profit / (loss)	(14,737,253)	(4,081,863)	(21,215,061)	(4,088,425)	(12,887,382)
Investment revenue	286,942	195,613	546,895	437,018	389,732
Transfer from deferred income	3,121,941	4,985,608	6,265,236	5,449,233	5,541,823
Profit / (loss) for the year	(11,328,370)	1,099,358	(14,402,930)	1,797,826	(6,955,828)
Other comprehensive income	-	-	-	-	-
Total comprehensive income / (loss) for the year	(11,328,370)	1,099,358	(14,402,930)	1,797,826	(6,955,828)
Statement of Financial Position					
	2019	2018	2017	2016	2015
Assets					
Non-current assets					
Property and equipment	77,470,543	62,749,505	61,386,505	54,014,503	55,403,076
Current assets					
Inventories	1,019,316	1,011,683	684,568	899,249	651,426
Trade and other receivable	9,988,020	9,815,081	4,575,047	4,262,434	3,245,236
	14,7226,724	22,461,764	6,774,896	26,117,142	11,907,707
Total assets	92,197,267	85,211,130	68,161,401	80,131,645	67,310,703
Equity and liabilities					
Equity					
Accumulated funds	(17,390,007)	5,513,221)	(6,612,579)	7,790,351	5,992,526
Liabilities					
Non-current liabilities					
Deferred income	90,147,344	74,370,811	53,580,708	53,667,277	49,386,594
Current liabilities					
Trade and other payables	12,599,955	6,899,193	11,361,922	10,363,341	5,176,432
Deferred income - short term portion	3,121,941	4,985,608	6,265,237	5,449,233	3,879,149
Provisions	3,718,034	4,468,739	3,566,113	,2861,443	2,876,081
	19,439,930	16,353,540	21,193,272	18,674,017	11,931,662
Total liabilities	109,587,274	90,724,351	74,773,980	72,341,294	61,318,256
Total equity and liabilities	92,197,267	85,211,130	68,161,401	80,131,645	67,310,783
Ratio Analysis					
	2019	2018	2017	2016	2015
PROFITABILITY AND ASSET MANAGEMENT					
Asset Turnover	34%	60%	46%	23%	20%
Return on Assets	-17%	-19%	-31%	4%	25%
Return on Equity	-85%	-74%	-321%	-13%	-25%
Current Ratio	0.76	1.37	0.32	1.40	1.00
Operating Margin %	-49%	-16%	-136%	-32%	-107%
PERFORMANCE					
Cost to income	530%	1856%	364%	1683%	486%
Remuneration as a % of Total Expenditure	65%	67%	65%	57%	56%

Ratio definitions

Asset turn over:	Revenue divided by net assets
Return on assets:	Operating profit as a percentage of net assets
Return on equity:	Net income divided by shareholders equity
Current ratio:	Current assets to current liabilities
Operating margin %:	Operating profit as a percentage of revenue

Financial Outlook

The current economic situation is anticipated to pose challenging operating environment for the NSI with slower economic growth, inflationary pressure and weakening currency. These indicators are likely to cause Namibian markets to experience financial pressure over the short to medium term, which will affect the NSI's sales.

Information and Communications Technology

The Information and Communications Technology (ICT) Division deals with the effectiveness and efficient use of ICT within the NSI. The ICT Division assists business units in harnessing ICT to implement the mandate of the institution. The mission of the ICT Division is to provide state-of-the-art ICT facilities and applications through appropriate research and procurement procedures, with the capacity and flexibility to satisfy the current and future ICT service needs of the NSI.

The following systems are accommodated in the NSI:

- Virtual Environment (Hyper-V Platform) – MS Exchange, AD, Kaspersky Security Centre;
- Microsoft SQL Server;
- NSI Inspectorate Ledger Application; and

- Firewall Security.

In support of the business units, the following activities were conducted:

- Ongoing replacement of old and outdated personal computers;
- Continuous implementation of online back-up systems; and
- Implementation of paper cut software for printers.

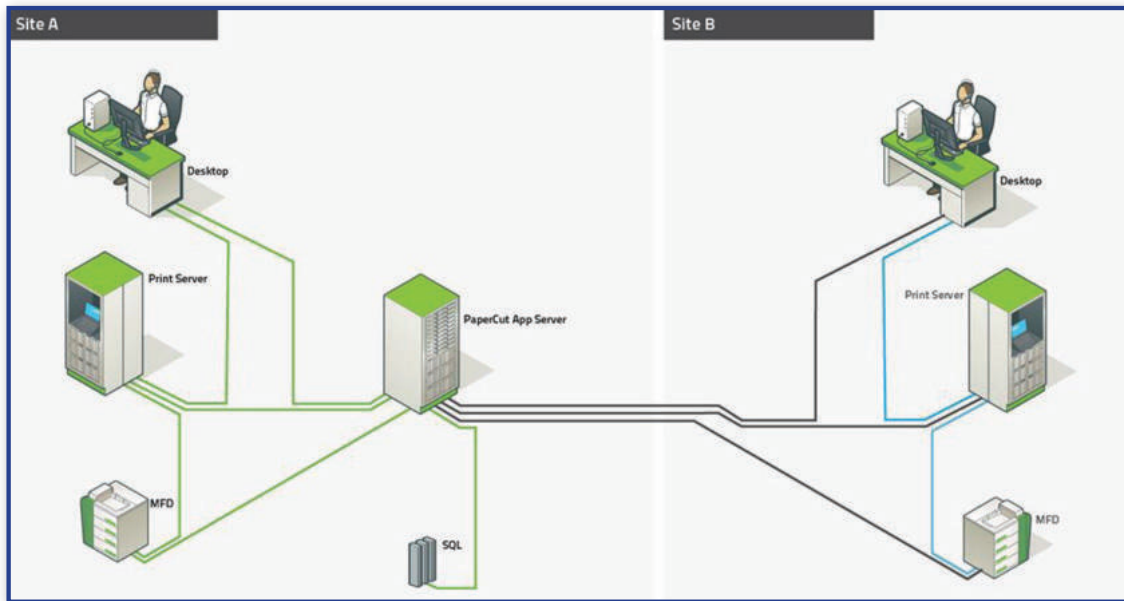
Implementation of PaperCut Print Management Solution

The NSI implemented a PaperCut Print Management Solution for all the heavy duty printers being leased from Nashua. PaperCut is regarded as the simplest system of its type to deploy and manage. System administrators have full access to administration and configuration via a familiar web interface. The solution is also easily configured and is suitable for sites of any size regardless of the environment, platform or MFD/printer make and model. (See an illustration of this on the next page.)

The print management solution is implemented to achieve the following:

- Improve user experience, security and continuity in the document output environment;
- Track all print and copy related information associated to the document output environment;
- Improve information security by storing printed information in a secure print queue, until the document is released by an employee;
- Reduce waste associated with unauthorised copying and direct printing of documents;
- Reduce all costs associated with document output;
- Enhance device availability and user productivity by use of the *Follow You* printing functionality; and
- Provide accurate and usable data related to document output costs, trends and environmental impacts.

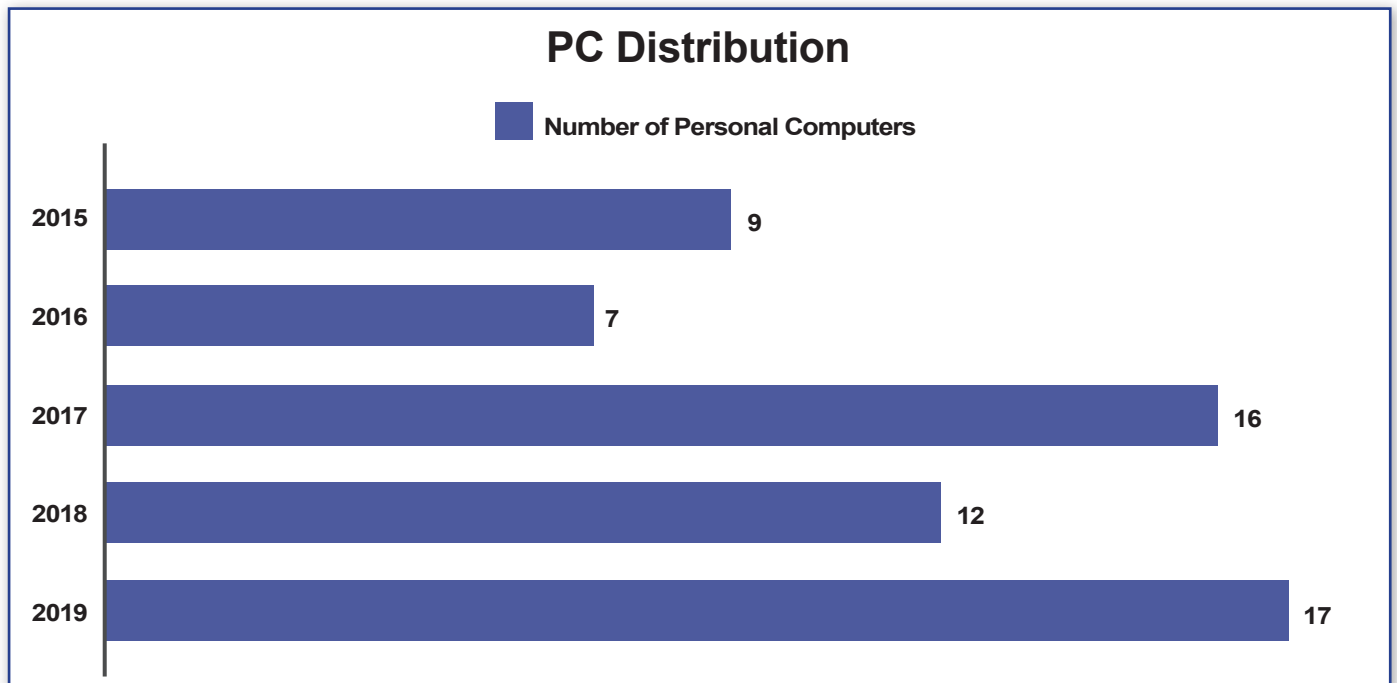
PaperCut Print Management Solution



Personal Computers (PCs)

The NSI currently has 172 PCs, of which 111 are very old and need to be replaced. Computers are distributed by ICT to staff members for use. The ICT Division procures computers every year in or-

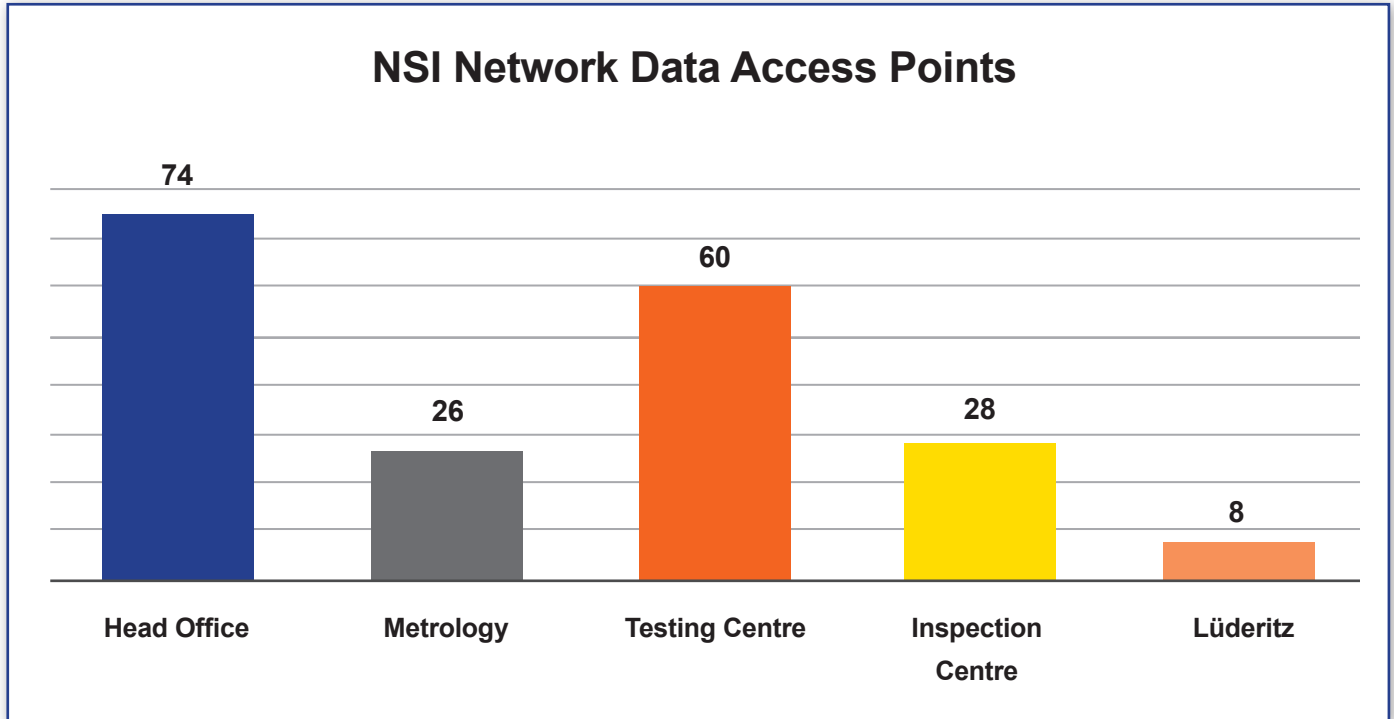
der to ensure staff access and productively exploit available network resources. The Division aims at achieving a PC replacement ratio of 1:1 for staff by the year 2021. The graph below shows the trend of computer purchases for the last five years.



Data Access Points

The Information Communications and Technology Division has so far installed about 196 operational data points in its network infrastructure of the NSI.

The figure below depicts the data access points of the institution per operational centre.



Local Area Network (LAN) Extensions

An additional virtual subnet was created at the Test-ing Centre for Laboratory Information Management Systems (LIMS) to run the WIFI access points.

Upcoming Projects

In line with its strategic plan and commitment to provide quality services, ICT department has embarked on upgrading the NSI’s network infra-structure in order to provide high data transmis-sion speeds. This will ensure that the institution aligns itself with modern ICT demands that will cater for anticipated Enterprise Resource Plan-ning (ERP) solutions as well as service delivery systems that demand high bandwidth capacities.

The following projects are at planning or imple-mentation stage for 2019 - 2020:

- Installation of ICT equipment for the Cold Chain Management System;
- LIMS implementation;
- ERP (SAP One);
- Network Hardware upgrade and Wi-Fi Ac-cess points for Head Office;
- An IT Help Desk;
- 80 KVA UPS for Testing Centre; and
- Internet Fiber Installations.

**NAMIBIAN STANDARDS INSTITUTION
ANNUAL FINANCIAL STATEMENTS
for the year ended 31 March 2019**

Audit Compliance Certificate by the Office of the Auditor-General



Republic of Namibia



OFFICE OF THE AUDITOR-GENERAL

Tel: (264) (061) 2858000

Fax: (264) (061) 224301

Private Bag
13299
WINDHOEK
9000

AUDIT COMPLIANCE CERTIFICATE ON THE ACCOUNTS

OF THE

NAMIBIAN STANDARDS INSTITUTION

FOR THE YEAR ENDED

31 MARCH 2019

The documentation as compiled by the firm Saunderson & Co Registered Accountants, Auditors and Business Consultants which is registered in terms of the Public Accountant's and Auditor's Act, 1951, who was appointed by the Board Members of the Namibian Standards Institution, has been examined by Officials of the Office of the Auditor-General.

In terms of Section 19 (1) of the Standards Act, 2005 (Act 18 of 2005) I certify that the above-mentioned audit of the annual financial statements for the year ended 31 March 2019 has been carried out to my satisfaction.

WINDHOEK, October 2019

**JUNIAS ETUNA KANDJEKE
AUDITOR-GENERAL**



Namibian Standards Institution

Annual Financial Statements for the year ended 31 March 2019

General Information

Country of incorporation and domicile	Namibia
Nature of business and principal activities	Promotion of standardisation and quality assurance in the industry, commerce and public sector in Namibia with the aim of improving product quality, industrial efficiency and productivity, and to promote trade, so as to achieve optimum benefits for the public of Namibia in general.
NSC Members	<p>Prof. Martha Annery Kandawa-Schulz (Chairperson)</p> <p>Ms. Rosalinda Katjivena, (Chairperson of Special Projects Committee)</p> <p>Mr. Milton Shanika-Louw, Member</p> <p>Dr. Penny Hiwilepo-van Hal, Member</p> <p>Mr. Axel Tibinyane, Member</p> <p>Mr. Frederik Willem Botes, Member</p> <p>Mr. John Ali Ipinge, (Chairperson of Finance, Risk Management and Audit Committee)</p> <p>Ms. Ainna Vilengi Kaundu, (Chairperson of Human Resources and Remuneration Committee)</p> <p>Mrs. Concepcion Wasserfall (Chief Executive Officer), Member ex-officio</p>
Business address	Channel Life Tower, M1 Post Street Mall, Windhoek, Namibia
Postal address	P. O. Box 26364, Windhoek, Namibia
Bankers	First National Bank of Namibia Limited
Auditors	<p>Saunderson & Co</p> <p>Registered Accountants and Auditors</p> <p>Chartered Accountants (Namibia)</p>
Secretary	Ms. Cynthia Anyanwu

Namibian Standards Institution
Annual Financial Statements for the year ended 31 March 2019

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Namibian Standards Institution

Annual Financial Statements for the year ended 31 March 2019

Members' Responsibilities and Approval

The NSC members are required in terms of the Standards Act, No 18 of 2005 to maintain adequate accounting records and are responsible for the content and integrity of the annual financial statements and related financial information included in this report. It is their responsibility to ensure that the annual financial statements fairly present the state of affairs of the institution as at the end of the financial year and the results of its operations and cash flows for the period then ended, in conformity with International Financial Reporting Standards. The external auditors are engaged to express an independent opinion on the annual financial statements.

The annual financial statements are prepared in accordance with International Financial Reporting Standards and are based upon appropriate accounting policies consistently applied and supported by reasonable and prudent judgements and estimates.

The NSC members acknowledge that they are ultimately responsible for the system of internal financial control established by the Institution and place considerable importance on maintaining a strong control environment. To enable the institution to meet these responsibilities, the NSC members sets standards for internal control aimed at reducing the risk of error or loss in a cost effective manner. The standards include the proper delegation of responsibilities within a clearly defined framework, effective accounting procedures and adequate segregation of duties to ensure an acceptable level of risk. These controls are monitored throughout the Institution and all employees are required to maintain the highest ethical standards in ensuring the Institution's business is conducted in a manner that in all reasonable circumstances is above reproach. The focus of risk management in the Institution is on identifying, assessing, managing and monitoring all known forms of risk across the Institution. While operating risk cannot be fully eliminated, the Institution endeavours to minimise it by ensuring that appropriate infrastructure, controls, systems and ethical behaviour are applied and managed within predetermined procedures and constraints.

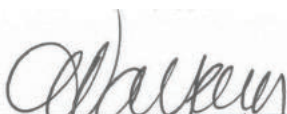
The NSC members are of the opinion, based on the information and explanations given by management, that the system of internal control provides reasonable assurance that the financial records may be relied on for the preparation of the annual financial statements. However, any system of internal financial control can provide only reasonable, and not absolute, assurance against material misstatement or loss.

The NSC members have reviewed the Institution's cash flow forecast for the year to 31 March 2020 and, in light of this review and the current financial position, they are satisfied that the Institution has or had access to adequate resources to continue in operational existence for the foreseeable future. Government is committed to continuously support the NSI operations.

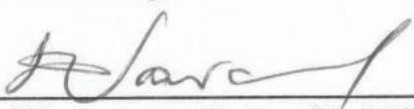
The external auditors are responsible for independently auditing and reporting on the Institution's annual financial statements.

The annual financial statements have been examined by the Institution's external auditors and their report is presented on pages 95 - 96.


The annual financial statements set out on pages 97 to 123, which have been prepared on the going concern basis, were approved by the NSC members on 31 July 2019 and were signed on their behalf by:



 Mrs. Concepcion Wasserfall (Chief Executive Officer), Mr. Michael Mbamba (Chief Financial Officer)
 Member Ex-Officio



 Prof. Martha Annery Kandawa-Schulz (Chairperson)



 Mr. John Ali Ipinge, (Chairperson of Finance, Risk Management and Audit Committee)

Namibian Standards Institution

Annual Financial Statements for the year ended 31 March 2019

Members' Report

The NSC members have pleasure in submitting their report on the annual financial statements of Namibia Standards Institution for the year ended 31 March 2019.

1. Nature of business

The Institution is engaged in promotion of standardisation and quality assurance in the industry, commerce and public sector in Namibia with the aim of improving product quality, industrial efficiency and productivity, and to promote trade, so as to achieve optimum benefits for the public of Namibia in general.

There have been no material changes to the nature of the Institution's business from the prior year.

2. Review of financial results and activities

The annual financial statements have been prepared in accordance with International Financial Reporting Standards and the requirements of the Standards Act, No 18 of 2005. The accounting policies have been applied consistently compared to the prior year except for changes set out in Note 2 .

Full details of the financial position, results of operations and cash flows of the Institution are set out in these annual financial statements.

3. NSC Members

The NSC members in office at the date of this report are as follows:

Prof. Martha Annery Kandawa-Schulz (Chairperson)
Ms. Rosalinda Katjivena, (Chairperson of Special Projects Committee)
Mr. Milton Shanika-Louw, Member
Dr. Penny Hiwilepo-van Hal, Member
Mr. Axel Tibinyane, Member
Mr. Frederik Willem Botes, Member
Mr. John Ali Ipinge, (Chairperson of Finance, Risk Management and Audit Committee)
Ms Ainna Vilengi Kaundu, (Chairperson of Human Resources and Remuneration Committee)
Mrs. Concepcion Wasserfall (Chief executive officer), Member ex-officio

There have been no changes to the directorate for the year under review.

4. Events after the reporting period

The NSC members are not aware of any material event which occurred after the reporting date and up to the date of this report.

5. Going concern

The financial statements have been prepared on the basis of accounting policies applicable to a going concern. We however draw your attention to the fact that the ability of the institution, to continue as a going concern depends on funding from the Government of the Republic of Namibia (GRN). The GRN is committed to supporting the core functions of the NSI.

6. Secretary

The company secretary is Ms. Cynthia Anyanwu.

7. Auditors

Saunderson & Co continued as the institution's auditors for financial year 2018/19.

Namibian Standards Institution

Annual Financial Statements for the year ended 31 March 2019

Independent Auditor's Report

To the NSC Members of Namibia Standards Institution

Opinion

We have audited the annual financial statements of Namibia Standards Institution set out on pages 97 to 123, which comprise the statement of financial position as at 31 March 2019, and the statement of profit or loss and other comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, and notes to the annual financial statements, including a summary of significant accounting policies.

In our opinion, the annual financial statements present fairly, in all material respects, the financial position of Namibia Standards Institution as at 31 March 2019, and its financial performance and cash flows for the year then ended in accordance with International Financial Reporting Standards and the requirements of the Standards Act, No 18 of 2005.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the annual financial statements section of our report. We are independent of the company in accordance with the International Ethics Standards Board for Accountants Code of Ethics for Professional Accountants (Parts A and B) (IESBA Code) and other independence requirements applicable to performing audits of annual financial statements in Namibia. We have fulfilled our other ethical responsibilities in accordance with the IESBA Code and in accordance with other ethical requirements applicable to performing audits in Namibia. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Material uncertainty related to going concern

Without qualifying our opinion above, we draw your attention to note 5 on going concern in the Namibia Standard Council member's report.

Other information

The NSC members are responsible for the other information. The other information comprises the NSC members' Report as required by the Standards Act, No 18 of 2005 of Namibia, which we obtained prior to the date of this report. Other information does not include the annual financial statements and our auditor's report thereon.

Our opinion on the annual financial statements does not cover the other information and we do not express an audit opinion or any form of assurance conclusion thereon.

In connection with our audit of the annual financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the annual financial statements or our knowledge obtained in the audit, or otherwise appears to be materially misstated. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Responsibilities of the NSC members for the Annual Financial Statements

The NSC members are responsible for the preparation and fair presentation of the annual financial statements in accordance with International Financial Reporting Standards and the requirements of the Standards Act, No 18 of 2005, and for such internal control as the NSC members determine is necessary to enable the preparation of annual financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the annual financial statements, the NSC members are responsible for assessing the Institution's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the NSC members either intend to liquidate the Institution or to cease operations, or have no realistic alternative but to do so.

Namibian Standards Institution

Annual Financial Statements for the year ended 31 March 2019

Auditor's responsibilities for the audit of the Annual Financial Statements

Our objectives are to obtain reasonable assurance about whether the annual financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with International Standards on Auditing will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these annual financial statements.

As part of an audit in accordance with International Standards on Auditing, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the annual financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the company's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the directors.
- Conclude on the appropriateness of the NSC members' use of the going concern basis of accounting and based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the annual financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the company to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the annual financial statements, including the disclosures, and whether the annual financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with the NSC members regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Saunderson & Co

Saunderson & Co
Registered Accountants and Auditors
Chartered Accountants (Namibia)

Per: Edington Tafirenyika
Partner

31 July 2019
Windhoek

Namibian Standards Institution
Annual Financial Statements for the year ended 31 March 2019
Statement of Financial Position as at 31 March 2019

	Notes	2019 N\$	2018 N\$
Assets			
Non-Current Assets			
Property, plant and equipment	4	77,470,543	62,749,366
Current Assets			
Inventories	5	1,019,316	1,011,683
Trade and other receivables	6	9,988,020	9,815,081
Cash and cash equivalents	7	3,719,388	11,635,000
		14,726,724	22,461,764
Total Assets		92,197,267	85,211,130
Equity and Liabilities			
Equity			
Accumulated loss		(17,390,007)	(5,513,221)
Liabilities			
Non-Current Liabilities			
Deferred income	10	90,147,344	74,370,811
Current Liabilities			
Trade and other payables	9	12,599,955	6,899,193
Deferred income	10	3,121,941	4,985,608
Provisions	8	3,718,034	4,468,739
		19,439,930	16,353,540
Total Liabilities		109,587,274	90,724,351
Total Equity and Liabilities		92,197,267	85,211,130

Namibian Standards Institution

Annual Financial Statements for the year ended 31 March 2019

Statement of Profit or Loss and Other Comprehensive Income

	Note(s)	2019 N\$	2018 N\$
Revenue	11	29,880,078	25,571,290
Other operating income	12	33,796,199	46,325,197
Other operating gains (losses)	13	32,078	(223,376)
Operating expenses		(78,445,608)	(75,754,974)
Operating loss	14	(14,737,253)	(4,081,863)
Investment income	15	286,942	195,613
Transfer from deferred income		3,121,941	4,985,608
(Loss) profit for the year		(11,328,370)	1,099,358
Other comprehensive income		-	-
Total comprehensive (loss) income for the year		(11,328,370)	1,099,358

Namibian Standards Institution

Annual Financial Statements for the year ended 31 March 2019

Statement of Changes in Equity

	Accumulated loss N\$	Total equity N\$
Balance at 1 April 2017	(6,612,579)	(6,612,579)
Profit for the year	1,099,358	1,099,358
Other comprehensive income	-	-
Total comprehensive income for the year	1,099,358	1,099,358
Balance at 1 April 2018	(5,513,221)	(5,513,221)
Restatement of accumulated loss due to change in Accounting Policy (IFRS9)	(548,416)	(548,416)
Restated Balance at 1 April 2018	(6,061,637)	(6,061,637)
Loss for the year	(11,328,370)	(11,328,370)
Other comprehensive income	-	-
Total comprehensive Loss for the year	(11,328,370)	(11,328,370)
Balance at 31 March 2019	(17,390,007)	(17,390,007)

Namibian Standards Institution
Annual Financial Statements for the year ended 31 March 2019
Statement of Cash Flows

	Note(s)	2019 N\$	2018 N\$
Cash flows from operating activities			
Cash used in operations	17	(7,426,320)	(8,000,131)
Interest income		286,942	195,613
Net cash from operating activities		(7,139,378)	(7,804,518)
Cash flows from investing activities			
Purchase of property, plant and equipment	4	(17,843,118)	(6,815,289)
Sale of property, plant and equipment	4	25,000	215,488
Net cash from investing activities		(17,818,118)	(6,599,801)
Cash flows from financing activities			
Capital Government grants		17,034,806	24,496,082
Total cash movement for the year		(7,922,690)	10,091,763
Cash at the beginning of the year		11,635,000	1,515,281
Effect of exchange rate movement on cash balances		7,078	27,956
Total cash at end of the year	7	3,719,388	11,635,000

Namibian Standards Institution

Annual Financial Statements for the year ended 31 March 2019

Accounting Policies

1. Significant accounting policies

The principal accounting policies applied in the preparation of these annual financial statements are set out below.

1.1 Basis of preparation

The annual financial statements have been prepared on the going concern basis in accordance with, and in compliance with, International Financial Reporting Standards ("IFRS") and International Financial Reporting Interpretations Committee ("IFRIC") interpretations issued and effective at the time of preparing these annual financial statements and the Standards Act, No 18 of 2005.

The annual financial statements have been prepared on the historic cost convention, unless otherwise stated in the accounting policies which follow and incorporate the principal accounting policies set out below. They are presented in Namibia Dollars, which is the company's functional currency.

These accounting policies are consistent with the previous period, except for changes set out in Note 2.

1.2 Property, plant and equipment

Property, plant and equipment are tangible assets which the institution holds for its own use or for rental to others and which are expected to be used for more than one year.

An item of property, plant and equipment is recognised as an asset when it is probable that future economic benefits associated with the item will flow to the institution, and the cost of the item can be measured reliably.

Property, plant and equipment is initially measured at cost. Cost includes all of the expenditure which is directly attributable to the acquisition or construction of the asset, including the capitalisation of borrowing costs on qualifying assets and adjustments in respect of hedge accounting, where appropriate.

Expenditure incurred subsequently for major services, additions to or replacements of parts of property, plant and equipment are capitalised if it is probable that future economic benefits associated with the expenditure will flow to the institution and the cost can be measured reliably. Day to day servicing costs are included in profit or loss in the year in which they are incurred.

Depreciation of an asset commences when the asset is available for use as intended by management. Depreciation is charged to write off the asset's carrying amount over its estimated useful life to its estimated residual value, using a method that best reflects the pattern in which the asset's economic benefits are consumed by the institution. Leased assets are depreciated in a consistent manner over the shorter of their expected useful lives and the lease term. Depreciation is not charged to an asset if its estimated residual value exceeds or is equal to its carrying amount. Depreciation of an asset ceases at the earlier of the date that the asset is classified as held for sale or derecognised.

The useful lives of items of property, plant and equipment have been assessed as follows:

Item	Depreciation method	Average useful life
Buildings	Straight line	25 years
Furniture and fixtures	Straight line	10 years
Motor vehicles	Straight line	5 years
Office equipment	Straight line	2 years
IT equipment	Straight line	3 years
Laboratory equipment	Straight line	4 years

The residual value, useful life and depreciation method of each asset are reviewed at the end of each reporting year. If the expectations differ from previous estimates, the change is accounted for prospectively as a change in accounting estimate.

The depreciation charge for each year is recognised in profit or loss unless it is included in the carrying amount of another asset.

Namibian Standards Institution

Annual Financial Statements for the year ended 31 March 2019

Accounting Policies

1.2 Property, plant and equipment (continued)

Impairment tests are performed on property, plant and equipment when there is an indicator that they may be impaired. When the carrying amount of an item of property, plant and equipment is assessed to be higher than the estimated recoverable amount, an impairment loss is recognised immediately in profit or loss to bring the carrying amount in line with the recoverable amount.

An item of property, plant and equipment is derecognised upon disposal or when no future economic benefits are expected from its continued use or disposal. Any gain or loss arising from the derecognition of an item of property, plant and equipment, determined as the difference between the net disposal proceeds, if any, and the carrying amount of the item, is included in profit or loss when the item is derecognised.

1.3 Financial instruments

Financial instruments held by the company are classified in accordance with the provisions of IFRS 9 Financial Instruments. Broadly, the classification possibilities, which are adopted by the company, as applicable, are as follows:

Financial assets which are equity instruments:

- Mandatorily at fair value through profit or loss; or
- Designated as at fair value through other comprehensive income. (This designation is not available to equity instruments which are held for trading or which are contingent consideration in a business combination).

Financial assets which are debt instruments:

- Amortised cost. (This category applies only when the contractual terms of the instrument give rise, on specified dates, to cash flows that are solely payments of principal and interest on principal, and where the instrument is held under a business model whose objective is met by holding the instrument to collect contractual cash flows); or
- Fair value through other comprehensive income. (This category applies only when the contractual terms of the instrument give rise, on specified dates, to cash flows that are solely payments of principal and interest on principal, and where the instrument is held under a business model whose objective is achieved by both collecting contractual cash flows and selling the instruments); or
- Mandatorily at fair value through profit or loss. (This classification automatically applies to all debt instruments which do not qualify as at amortised cost or at fair value through other comprehensive income); or
- Designated at fair value through profit or loss. (This classification option can only be applied when it eliminates or significantly reduces an accounting mismatch).

Derivatives which are not part of a hedging relationship:

- Mandatorily at fair value through profit or loss.

Financial liabilities:

- Amortised cost; or
- Mandatorily at fair value through profit or loss. (This applies to contingent consideration in a business combination or to liabilities which are held for trading); or
- Designated at fair value through profit or loss. (This classification option can be applied when it eliminates or significantly reduces an accounting mismatch; the liability forms part of a group of financial instruments managed on a fair value basis; or it forms part of a contract containing an embedded derivative and the entire contract is designated as at fair value through profit or loss).

Note Financial instruments and risk management presents the financial instruments held by the company based on their specific classifications.

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Accounting Policies

All regular way purchases or sales of financial assets are recognised and derecognised on a trade date basis. Regular way purchases or sales are purchases or sales of financial assets that require delivery of assets within the time frame established by regulation or convention in the marketplace.

The specific accounting policies for the classification, recognition and measurement of each type of financial instrument held by the company are presented below;

Trade and other receivables

Classification

Trade and other receivables, excluding, when applicable, VAT and prepayments, are classified as financial assets subsequently measured at amortised cost (note 6).

They have been classified in this manner because their contractual terms give rise, on specified dates to cash flows that are solely payments of principal and interest on the principal outstanding, and the company's business model is to collect the contractual cash flows on trade and other receivables.

Recognition and measurement

Trade and other receivables are recognised when the company becomes a party to the contractual provisions of the receivables.

They are measured, at initial recognition, at fair value plus transaction costs, if any.

They are subsequently measured at amortised cost.

The amortised cost is the amount recognised on the receivable initially, minus principal repayments, plus cumulative amortisation (interest) using the effective interest method of any difference between the initial amount and the maturity amount, adjusted for any loss allowance.

Impairment

The institution recognises a loss allowance for expected credit losses on trade and other receivables, excluding VAT and prepayments. The amount of expected credit losses is updated at each reporting date.

The company measures the loss allowance for trade and other receivables at an amount equal to lifetime expected credit losses (lifetime ECL), which represents the expected credit losses that will result from all possible default events over the expected life of the receivable.

Measurement and recognition of expected credit losses

The company makes use of a provision matrix as a practical expedient to the determination of expected credit losses on trade and other receivables. The provision matrix is based on historic credit loss experience, adjusted for factors that are specific to the debtors, general economic conditions and an assessment of both the current and forecast direction of conditions at the reporting date, including the time value of money, where appropriate.

The customer base is widespread and does not show significantly different loss patterns for different customer segments. The loss allowance is calculated on a collective basis for all trade and other receivables in totality. Details of the provision matrix is presented in note 6.

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Financial instruments (continued)**Trade and other payables****Classification**

Trade and other payables (note 9), excluding VAT and amounts received in advance, are classified as financial liabilities subsequently measured at amortised cost.

Recognition and measurement

They are recognised when the company becomes a party to the contractual provisions, and are measured, at initial recognition, at fair value plus transaction costs, if any.

They are subsequently measured at amortised cost using the effective interest method.

The effective interest method is a method of calculating the amortised cost of a financial liability and of allocating interest expense over the relevant period. The effective interest rate is the rate that exactly discounts estimated future cash payments (including all fees and points paid or received that form an integral part of the effective interest rate, transaction costs and other premiums or discounts) through the expected life of the financial liability, or (where appropriate) a shorter period, to the amortised cost of a financial liability.

If trade and other payables contain a significant financing component, and the effective interest method results in the recognition of interest expense, then it is included in profit or loss in finance costs (note).

Trade and other payables expose the company to liquidity risk and possibly to interest rate risk. Refer to note for details of risk exposure and management thereof.

Trade and other payables denominated in foreign currencies

When trade payables are denominated in a foreign currency, the carrying amount of the payables are determined in the foreign currency. The carrying amount is then translated to the Namibia Dollar equivalent using the spot rate at the end of each reporting period. Any resulting foreign exchange gains or losses are recognised in profit or loss in the other operating gains (losses) (note 13).

Cash and cash equivalents

Cash and cash equivalents are stated at carrying amount which is deemed to be fair value.

Bank overdrafts

Bank overdrafts are initially measured at fair value, and are subsequently measured at amortised cost, using the effective interest rate method.

1.4 Financial instruments: IAS 39 comparatives**Classification**

The institution classifies financial assets and financial liabilities into the following categories:

- Financial assets at fair value through profit or loss - held for trading;
- Loans and receivables; and
- Financial liabilities measured at amortised cost.

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Accounting Policies

1.4 Financial instruments: IAS 39 comparatives (continued)

Classification depends on the purpose for which the financial instruments were obtained / incurred and takes place at initial recognition. Classification is re-assessed on an annual basis, except for derivatives and financial assets designated as at fair value through profit or loss, which shall not be classified out of the fair value through profit or loss category.

Initial recognition and measurement

Financial instruments are recognised initially when the institution becomes a party to the contractual provisions of the instruments.

The institution classifies financial instruments, or their component parts, on initial recognition as a financial asset, a financial liability or an equity instrument in accordance with the substance of the contractual arrangement.

Financial instruments are measured initially at fair value, except for equity investments for which a fair value is not determinable, which are measured at cost and are classified as available-for-sale financial assets.

For financial instruments which are not at fair value through profit or loss, transaction costs are included in the initial measurement of the instrument.

Subsequent measurement

Financial instruments at fair value through profit or loss are subsequently measured at fair value, with gains and losses arising from changes in fair value being included in profit or loss for the period.

Net gains or losses on the financial instruments at fair value through profit or loss exclude dividends and interest.

Dividend income is recognised in profit or loss as part of other income when the institution's right to receive payment is established.

Loans and receivables are subsequently measured at amortised cost, using the effective interest method, less accumulated impairment losses.

Financial liabilities at amortised cost are subsequently measured at amortised cost, using the effective interest method.

Derecognition

Financial assets are derecognised when the rights to receive cash flows from the investments have expired or have been transferred and the institution has transferred substantially all risks and rewards of ownership.

Trade and other receivables

Trade receivables are measured at initial recognition at fair value, and are subsequently measured at amortised cost using the effective interest rate method. Appropriate allowances for estimated irrecoverable amounts are recognised in profit or loss when there is objective evidence that the asset is impaired. Significant financial difficulties of the debtor, probability that the debtor will enter bankruptcy or financial reorganisation, and default or delinquency in payments (more than 30 days overdue) are considered indicators that the trade receivable is impaired. The allowance recognised is measured as the difference between the asset's carrying amount and the present value of estimated future cash flows discounted at the effective interest rate computed at initial recognition.

The carrying amount of the asset is reduced through the use of an allowance account, and the amount of the loss is recognised in profit or loss within operating expenses. When a trade receivable is uncollectable, it is written off against the allowance account for trade receivables. Subsequent recoveries of amounts previously written off are credited against operating expenses in profit or loss.

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Accounting Policies

1.4 Financial instruments: IAS 39 comparatives (continued)

Trade and other receivables are classified as loans and receivables.

Trade and other payables

Trade payables are initially measured at fair value, and are subsequently measured at amortised cost, using the effective interest rate method.

Cash and cash equivalents

Cash and cash equivalents comprise cash on hand and demand deposits, and other short-term highly liquid investments that are readily convertible to a known amount of cash and are subject to an insignificant risk of changes in value. These are initially and subsequently recorded at fair value.

Bank overdraft and borrowings

Bank overdrafts and borrowings are initially measured at fair value, and are subsequently measured at amortised cost, using the effective interest rate method. Any difference between the proceeds (net of transaction costs) and the settlement or redemption of borrowings is recognised over the term of the borrowings in accordance with the institution's accounting policy for borrowing costs.

1.5 Leases

A lease is classified as a finance lease if it transfers substantially all the risks and rewards incidental to ownership. A lease is classified as an operating lease if it does not transfer substantially all the risks and rewards incidental to ownership.

Operating leases – lessee

Operating lease payments are recognised as an expense on a straight-line basis over the lease term. The difference between the amounts recognised as an expense and the contractual payments are recognised as an operating lease asset. This liability is not discounted.

Any contingent rents are expensed in the period they are incurred.

1.6 Inventories

Inventories are measured at the lower of cost and net realisable value.

Net realisable value is the estimated selling price in the ordinary course of business less the estimated costs of completion and the estimated costs necessary to make the sale.

The cost of inventories comprises of all costs of purchase, costs of conversion and other costs incurred in bringing the inventories to their present location and condition.

When inventories are utilised, the carrying amount of those inventories are recognised as an expense in the period in which the related revenue is recognised. The amount of any write-down of inventories to net realisable value and all losses of inventories are recognised as an expense in the period the write-down or loss occurs. The amount of any reversal of any write-down of inventories, arising from an increase in net realisable value, are recognised as a reduction in the amount of inventories recognised as an expense in the period in which the reversal occurs.

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Accounting Policies

1.7 Impairment of assets

The institution assesses at each end of the reporting period whether there is any indication that an asset may be impaired. If any such indication exists, the institution estimates the recoverable amount of the asset.

Irrespective of whether there is any indication of impairment, the institution also:

- tests intangible assets with an indefinite useful life or intangible assets not yet available for use for impairment annually by comparing its carrying amount with its recoverable amount. This impairment test is performed during the annual period and at the same time every period.
- tests goodwill acquired in a business combination for impairment annually.

If there is any indication that an asset may be impaired, the recoverable amount is estimated for the individual asset. If it is not possible to estimate the recoverable amount of the individual asset, the recoverable amount of the cash-generating unit to which the asset belongs is determined.

The recoverable amount of an asset or a cash-generating unit is the higher of its fair value less costs to sell and its value in use.

If the recoverable amount of an asset is less than its carrying amount, the carrying amount of the asset is reduced to its recoverable amount. That reduction is an impairment loss.

An impairment loss of assets carried at cost less any accumulated depreciation or amortisation is recognised immediately in profit or loss. Any impairment loss of a revalued asset is treated as a revaluation decrease.

An entity assesses at each reporting date whether there is any indication that an impairment loss recognised in prior periods for assets other than goodwill may no longer exist or may have decreased. If any such indication exists, the recoverable amounts of those assets are estimated.

The increased carrying amount of an asset other than goodwill attributable to a reversal of an impairment loss does not exceed the carrying amount that would have been determined had no impairment loss been recognised for the asset in prior periods.

A reversal of an impairment loss of assets carried at cost less accumulated depreciation or amortisation other than goodwill is recognised immediately in profit or loss. Any reversal of an impairment loss of a revalued asset is treated as a revaluation increase.

1.8 Employee benefits

Short-term employee benefits

The cost of short-term employee benefits, (those payable within 12 months after the service is rendered, such as paid vacation leave and sick leave, bonuses, and non-monetary benefits such as medical care), are recognised in the period in which the service is rendered and are not discounted.

The expected cost of compensated absences is recognised as an expense as the employees render services that increase their entitlement or, in the case of non-accumulating absences, when the absence occurs.

The expected cost of profit sharing and bonus payments is recognised as an expense when there is a legal or constructive obligation to make such payments as a result of past performance.

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Accounting Policies

1.9 Provisions and contingencies

Provisions are recognised when:

- the institution has a present obligation as a result of a past event;
- it is probable that an outflow of resources embodying economic benefits will be required to settle the obligation; and
- a reliable estimate can be made of the obligation.

The amount of a provision is the present value of the expenditure expected to be required to settle the obligation.

1.10 Government grants

Government grants are recognised when there is reasonable assurance that:

- the institution will comply with the conditions attaching to them; and
- the grants will be received.

Government grants are recognised as income over the periods necessary to match them with the related costs that they are intended to compensate.

A government grant that becomes receivable as compensation for expenses or losses already incurred or for the purpose of giving immediate financial support to the entity with no future related costs is recognised as income of the period in which it becomes receivable.

Government grants related to assets, including non-monetary grants at fair value, are presented in the statement of financial position by setting up the grant as deferred income and then releasing it to the income statement over the useful life of the related assets.

Grants related to income are presented as a credit in the profit or loss (separately).

1.11 Turnover

Turnover comprises of sales to customers and service rendered to customers. Turnover is stated at the invoice amount and is exclusive of value added taxation.

1.12 Borrowing costs

Borrowing costs that are directly attributable to the acquisition, construction or production of a qualifying asset are capitalised as part of the cost of that asset until such time as the asset is ready for its intended use. The amount of borrowing costs eligible for capitalisation is determined as follows:

- Actual borrowing costs on funds specifically borrowed for the purpose of obtaining a qualifying asset less any temporary investment of those borrowings.
- Weighted average of the borrowing costs applicable to the entity on funds generally borrowed for the purpose of obtaining a qualifying asset. The borrowing costs capitalised do not exceed the total borrowing costs incurred.

The capitalisation of borrowing costs commences when:

- expenditures for the asset have occurred;
- borrowing costs have been incurred, and
- activities that are necessary to prepare the asset for its intended use or sale are in progress.

Capitalisation is suspended during extended periods in which active development is interrupted.

Capitalisation ceases when substantially all the activities necessary to prepare the qualifying asset for its intended use or sales are complete.

All other borrowing costs are recognised as an expense in the period in which they are incurred.

Namibian Standards Institution

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Notes to the Annual Financial Statements

2. Changes in accounting policy

The annual financial statements have been prepared in accordance with International Financial Reporting Standards on a basis consistent with the prior year except for the adoption of the following new or revised standards.

Application of IFRS 9 Financial Instruments

In the current year, the Institution has applied IFRS 9 Financial Instruments (as revised in July 2014) and the related consequential amendments to other IFRSs. IFRS 9 replaces IAS 39 Financial Instruments and introduces new requirements for 1) the classification and measurement of financial assets and financial liabilities, 2) impairment for financial assets and 3) general hedge accounting. Details of these new requirements as well as their impact on the company's financial statements are described below.

The Institution has applied IFRS 9 in accordance with the transition provisions set out in IFRS 9.

Classification and measurement of financial assets

The date of initial application (i.e. the date on which the Institution has assessed its existing financial assets and financial liabilities in terms of the requirements of IFRS 9) is 1 April 2018. Accordingly, the Institution has applied the requirements of IFRS 9 to instruments that have not been derecognised as at 1 April 2018 and has not applied the requirements to instruments that have already been derecognised as at 1 April 2018. Comparatives in relation to instruments that have not been derecognised as at 1 April 2018 have not been restated. Instead, cumulative adjustments to retained earnings have been recognised in retained earnings as at 1 April 2018.

All recognised financial assets that are within the scope of IFRS 9 are required to be subsequently measured at amortised cost or fair value on the basis of the entity's business model for managing the financial assets and the contractual cash flow characteristics of the financial assets.

The measurement requirements are summarised below:

Debt investments that are held within a business model whose objective is to collect the contractual cash flows, and that have contractual cash flows that are solely payments of principal and interest on the principal amount outstanding, are subsequently measured at amortised cost.

Debt investments that are held within a business model whose objective is both to collect the contractual cash flows and to sell the debt instruments, and that have contractual cash flows that are solely payments of principal and interest on the principal amount outstanding, are subsequently measured at fair value through profit and loss.

All other debt investments and equity investments are subsequently measured at fair value through profit or loss, unless specifically designated otherwise.

The Institution may, on initial recognition, irrevocably elect to present subsequent changes in fair value of an equity investment that is neither held for trading nor contingent consideration recognised by an acquirer in a business combination to which IFRS 3 applies in other comprehensive income.

The Institution may irrevocably designate a debt investment that meets the amortised cost or fair value through other comprehensive income criteria as measured at fair value through profit or loss if doing so eliminates or significantly reduces an accounting mismatch.

When a debt investment measured at fair value through other comprehensive income is derecognised, the cumulative gain or loss previously recognised in other comprehensive income is reclassified from equity to profit or loss as a reclassification adjustment. In contrast, for an equity investment designated as measured at fair value through other comprehensive income, the cumulative gain or loss previously recognised in other comprehensive income is not subsequently reclassified to profit or loss.

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Notes to the Annual Financial Statements

2. Changes in accounting policy (continued)

Debt instruments that are subsequently measured at amortised cost or at fair value through other comprehensive income are subject to new impairment provisions using an expected loss model. This contrasts the incurred loss model of IAS 39.

Debt instruments

Debt instruments classified as held-to-maturity and loans and receivables under IAS 39 that were measured at amortised cost continue to be measured at amortised cost under IFRS 9 as they are held within a business model to collect contractual cash flows and these cash flows consist solely of payments of principal and interest on the principal amount outstanding.

Impairment of financial assets

In relation to the impairment of financial assets, IFRS 9 requires an expected credit loss model as opposed to an incurred credit loss model under IAS 39. The expected credit loss model requires the Institution to account for expected credit losses and changes in those expected credit losses at each reporting date to reflect changes in credit risk since initial recognition of the financial assets. In other words, it is no longer necessary for a credit event to have occurred before credit losses are recognised.

Specifically, IFRS 9 requires the Institution to recognise a loss allowance for expected credit losses on debt investments subsequently measured at amortised cost or at fair value through profit and loss, lease receivables, contract assets and loan commitments and financial guarantee contracts to which the impairment requirements of IFRS 9 apply. In particular, IFRS 9 requires the Institution to measure the loss allowance for a financial instrument at an amount equal to the lifetime expected credit losses if the credit risk on that financial instrument has increased significantly since initial recognition, or if the financial instrument is a purchased or originated credit-impaired financial asset. On the other hand, if the credit risk on a financial instrument has not increased significantly since initial recognition (except for a purchased or originated credit-impaired financial asset), the Institution is required to measure the loss allowance for that financial instrument at an amount equal to 12 months expected credit losses. IFRS 9 also provides a simplified approach for measuring the loss allowance at an amount equal to lifetime expected credit losses for trade receivables, contract assets and lease receivables in certain circumstances.

As at 1 April 2018, the Namibia Standard Council reviewed and assessed the company's existing financial assets, amounts due from customers for impairment using reasonable and supportable information that was available without undue cost or effort in accordance with the requirements of IFRS 9 to determine the credit risk of the respective items at the date they were initially recognised, and compared that to the credit risk as at 1 April 2018. The result of the assessment is as follows:

The additional loss allowance is charged against the provision for loss allowance for which is recognised against the reserve in equity. The application of the IFRS 9 impairment requirements has resulted in additional loss allowance of N\$ 1,437,284 to be recognised in the current year (2018: N\$ -).

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2. Changes in accounting policy (continued)

Reconciliation of the reclassifications and remeasurements of financial assets as a result of adopting IFRS9

The following table presents a summary of the financial assets as at 1 April 2018. The table reconciles the movement of financial assets from their IAS 39 measurement categories and into their new IFRS 9 measurement categories. "FVPL" denotes "fair value through profit or loss" and "FVOCI" denotes "fair value through other comprehensive income."

Figures in Namibia Dollar	Previous measurement	New measurement category: IFRS 9	2019	2018
	IAS 39	Amortised cost	Remeasurement changes - Adjustment to equity	Change attributable to:
Previously Loans and receivables:				
Trade and other receivables	7,886,728	7,338,312	(548,416)	Change in measurement
Cash and Cash Equivalents	11,635,000	11,635,000	-	No change
	19,521,728	18,973,312	(548,416)	

3. New Standards and Interpretations

3.1 Standards and interpretations effective and adopted in the current year

In the current year, the Institution has adopted the following standards and interpretations that are effective for the current financial year and that are relevant to its operations:

IFRS 9 Financial Instruments

IFRS 9 issued in November 2009 introduced new requirements for the classification and measurements of financial assets.

IFRS 9 was subsequently amended in October 2010 to include requirements for the classification and measurement of financial liabilities and for derecognition, and in November 2013 to include the new requirements for general hedge accounting. Another revised version of IFRS 9 was issued in July 2014 mainly to include a) impairment requirements for financial assets and b) limited amendments to the classification and measurement requirements by introducing a "fair value through other comprehensive income" (FVTOCI) measurement category for certain simple debt instruments.

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3. New Standards and Interpretations (continued)

Key requirements of IFRS 9:

- All recognised financial assets that are within the scope of IAS 39 Financial Instruments: Recognition and Measurement are required to be subsequently measured at amortised cost or fair value. Specifically, debt investments that are held within a business model whose objective is to collect the contractual cash flows, and that have contractual cash flows that are solely payments of principal and interest on the outstanding principal are generally measured at amortised cost at the end of subsequent reporting periods. Debt instruments that are held within a business model whose objective is achieved by both collecting contractual cash flows and selling financial assets, and that have contractual terms of the financial asset give rise on specified dates to cash flows that are solely payments of principal and interest on outstanding principal, are measured at FVTOCI. All other debt and equity investments are measured at fair value at the end of subsequent reporting periods. In addition, under IFRS 9, entities may make an irrevocable election to present subsequent changes in the fair value of an equity investment (that is not held for trading) in other comprehensive income with only dividend income generally recognised in profit or loss.
- With regard to the measurement of financial liabilities designated as at fair value through profit or loss, IFRS 9 requires that the amount of change in the fair value of the financial liability that is attributable to changes in the credit risk of the liability is presented in other comprehensive income, unless the recognition of the effect of the changes of the liability's credit risk in other comprehensive income would create or enlarge an accounting mismatch in profit or loss. Under IAS 39, the entire amount of the change in fair value of a financial liability designated as at fair value through profit or loss is presented in profit or loss.
- In relation to the impairment of financial assets, IFRS 9 requires an expected credit loss model, as opposed to an incurred credit loss model under IAS 39. The expected credit loss model requires an entity to account for expected credit losses and changes in those expected credit losses at each reporting date to reflect changes in credit risk since initial recognition. It is therefore no longer necessary for a credit event to have occurred before credit losses are recognised.
- The new general hedge accounting requirements retain the three types of hedge accounting mechanisms currently available in IAS 39. Under IFRS 9, greater flexibility has been introduced to the types of transactions eligible for hedge accounting, specifically broadening the types of instruments that qualify for hedging instruments and the types of risk components of non-financial items that are eligible for hedge accounting. In addition, the effectiveness test has been replaced with the principal of an "economic relationship". Retrospective assessment of hedge effectiveness is also no longer required. Enhanced disclosure requirements about an entity's risk management activities have also been introduced.

The effective date of the standard is for years beginning on or after 1 January 2018.

The company has adopted the standard for the first time in the 2019 annual financial statements.

The adoption of this standard has not had a material impact on the results of the company, but has resulted in more disclosure than would have previously been provided in the annual financial statements.

3.2 Standards and interpretations not yet effective

The Institution has chosen not to early adopt the following standards and interpretations, which have been published and are mandatory for the Institution's accounting periods beginning on or after 1 April 2019 or later periods:

3. New Standards and Interpretations (continued)

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IFRS 16 Leases

IFRS 16 Leases is a new standard which replaces IAS 17 Leases, and introduces a single lessee accounting model. The main changes arising from the issue of IFRS 16 which are likely to impact the Institution are as follows:

Institution as lessee:

- Lessees are required to recognise a right-of-use asset and a lease liability for all leases, except short term leases or leases where the underlying asset has a low value, which are expensed on a straight line or other systematic basis.
- The cost of the right-of-use asset includes, where appropriate, the initial amount of the lease liability; lease payments made prior to commencement of the lease less incentives received; initial direct costs of the lessee; and an estimate for any provision for dismantling, restoration and removal related to the underlying asset.
- The lease liability takes into consideration, where appropriate, fixed and variable lease payments; residual value guarantees to be made by the lessee; exercise price of purchase options; and payments of penalties for terminating the lease.
- The right-of-use asset is subsequently measured on the cost model at cost less accumulated depreciation and impairment and adjusted for any re-measurement of the lease liability. However, right-of-use assets are measured at fair value when they meet the definition of investment property and all other investment property is accounted for on the fair value model. If a right-of-use asset relates to a class of property, plant and equipment which is measured on the revaluation model, then that right-of-use asset may be measured on the revaluation model.
- The lease liability is subsequently increased by interest, reduced by lease payments and re-measured for reassessments or modifications.
- Re-measurements of lease liabilities are affected against right-of-use assets, unless the assets have been reduced to nil, in which case further adjustments are recognised in profit or loss.
- The lease liability is re-measured by discounting revised payments at a revised rate when there is a change in the lease term or a change in the assessment of an option to purchase the underlying asset.
- The lease liability is re-measured by discounting revised lease payments at the original discount rate when there is a change in the amounts expected to be paid in a residual value guarantee or when there is a change in future payments because of a change in index or rate used to determine those payments.
- Certain lease modifications are accounted for as separate leases. When lease modifications which decrease the scope of the lease are not required to be accounted for as separate leases, then the lessee re-measures the lease liability by decreasing the carrying amount of the right of lease asset to reflect the full or partial termination of the lease. Any gain or loss relating to the full or partial termination of the lease is recognised in profit or loss. For all other lease modifications which are not required to be accounted for as separate leases, the lessee re-measures the lease liability by making a corresponding adjustment to the right-of-use asset.
- Right-of-use assets and lease liabilities should be presented separately from other assets and liabilities. If not, then the line item in which they are included must be disclosed. This does not apply to right-of-use assets meeting the definition of investment property which must be presented within investment property. IFRS 16 contains different disclosure requirements compared to IAS 17 leases.

The effective date of the standard is for years beginning on or after 1 January 2019.

The company expects to adopt the standard for the first time in the 2020 annual financial statements.

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4. Property, plant and equipment

	2019			2018		
	Cost	Accumulated depreciation	Carrying value	Cost	Accumulated depreciation	Carrying value
Land	694,425	-	694,425	336,003	-	336,003
Buildings	50,387,762	(10,395,133)	39,992,629	50,387,762	(8,379,623)	42,008,139
Furniture and fixtures	3,398,346	(2,546,373)	851,973	3,392,706	(2,416,539)	976,167
Motor vehicles	3,722,616	(2,947,604)	775,012	3,722,616	(2,549,422)	1,173,194
Office equipment	361,154	(254,807)	106,347	323,182	(199,830)	123,352
IT equipment	3,298,620	(2,971,908)	326,712	3,023,603	(2,770,002)	253,601
Laboratory Equipment	13,805,857	(13,218,104)	587,753	13,747,898	(12,896,571)	851,327
Assets Under Construction	34,135,692	-	34,135,692	17,027,583	-	17,027,583
Total	109,804,472	(32,333,929)	77,470,543	91,961,353	(29,211,987)	62,749,366

Reconciliation of property, plant and equipment - 2019

	Opening balance	Additions	Depreciation	Total
Land	336,003	358,422	-	694,425
Buildings	42,008,139	-	(2,015,510)	39,992,629
Furniture and fixtures	976,167	5,640	(129,834)	851,973
Motor vehicles	1,173,194	-	(398,182)	775,012
Office equipment	123,352	37,972	(54,977)	106,347
IT equipment	253,601	275,016	(201,905)	326,712
Laboratory Equipment	851,327	57,959	(321,533)	587,753
Assets Under Construction	17,027,583	17,108,109	-	34,135,692
	62,749,366	17,843,118	(3,121,941)	77,470,543

Reconciliation of property, plant and equipment - 2018

	Opening balance	Additions	Disposals	Depreciation	Total
Land	336,003	-	-	-	336,003
Buildings	44,023,649	-	-	(2,015,510)	42,008,139
Furniture and fixtures	1,265,746	12,281	(44,770)	(257,090)	976,167
Motor vehicles	1,512,763	204,639	(147,209)	(396,999)	1,173,194
Office equipment	114,828	79,737	(32,740)	(38,473)	123,352
IT equipment	509,126	177,475	(7,895)	(425,105)	253,601
Laboratory Equipment	2,884,917	53,047	(234,206)	(1,852,431)	851,327
Assets Under Construction	10,739,473	6,288,110	-	-	17,027,583
	61,386,505	6,815,289	(466,820)	(4,985,608)	62,749,366

Namibian Standards Institution

Annual Financial Statements for the year ended 31 March 2019

Notes to the Annual Financial Statements

	2019 N\$	2018 N\$
5. Inventories		
Consumables	1,019,316	1,011,683
There were no inventories pledged as security and there are no contractual commitments.		
6. Trade and other receivables		
Financial instruments:		
Trade receivables	7,239,093	7,528,437
Deposits	341,945	339,486
Other customers	-	18,805
Other receivables - VG Developers	159,390	-
Non-financial instruments:		
VAT	1,788,217	1,314,220
Prepayments (if immaterial)	459,375	614,133
Total trade and other receivables	9,988,020	9,815,081
Categorisation of trade and other receivables		
Trade and other receivables are categorised as follows in accordance with IFRS 9: Financial Instruments:		
At amortised cost	7,740,428	7,886,728
Non-financial instruments	2,247,592	1,928,353
	9,988,020	9,815,081

Trade and other receivables pledged as security

No trade and other receivables were pledged as security for overdraft facilities and the entity does not hold any collateral as security.

Exposure to credit risk

Trade receivables inherently expose the Institution to credit risk, being the risk that the Institution will incur financial loss if customers fail to make payments as they fall due.

The Institution measures the loss allowance for trade receivables by applying the simplified approach which is prescribed by IFRS 9. In accordance with this approach, the loss allowance on trade receivables is determined as the lifetime expected credit losses on trade receivables. These lifetime expected credit losses are estimated using a provision matrix, which is presented below. The provision matrix has been developed by making use of past default experience of debtors but also incorporates forward looking information and general economic conditions of the industry as at the reporting date. The estimation techniques explained have been applied for the first time in the current financial period, as a result of the adoption of IFRS 9. Trade receivables were previously impaired only when there was objective evidence that the asset was impaired. The impairment was calculated as the difference between the carrying amount and the present value of the expected future cash flows.

Namibian Standards Institution
Annual Financial Statements for the year ended 31 March 2019
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6. Trade and other receivables (continued)

	2019	2019	2018	2018
	Estimated	Loss	Estimated	Loss
	gross	allowance	gross	allowance
	carrying	(Lifetime	carrying	(Lifetime
	amount at	expected	amount at	expected
	default	credit loss)	default	credit loss)
Expected credit loss rate:				
Not past due: 2% (2018: 2%)	6,139,555	148,104	-	-
Less than 30 days past due: 11% (2018: 11%)	1,073,245	117,319	-	-
31 - 60 days past due: 61% (2018: 61%)	597,372	363,923	-	-
61 - 90 days past due: 76% (2018: 76%)	179,881	136,439	-	-
91 - 120 days past due: 97% (2018: 97%)	550,901	536,076	-	-
More than 120 days past due: 100% (2018: 100%)	135,423	135,423	-	-
Total	8,676,377	1,437,284	-	-

Reconciliation of loss allowances

The following table shows the movement in the loss allowance (lifetime expected credit losses) for trade and other receivables:

Adjustments upon application of IFRS 9	(548,416)	-
Opening balance in accordance with IFRS 9	(548,416)	-
Re-measurement of loss allowance	(888,868)	-
Closing balance	(1,437,284)	-

Credit risk disclosures for comparatives under IAS 39

The following sections provide comparative information for trade and other receivables which have not been restated. The information is provided in accordance with IAS 39 Financial Instruments: Recognition and Measurement.

The maximum exposure to credit risk at the reporting date is the fair value of each class of trade and other receivable mentioned above. The company does not hold any collateral as security.

7. Cash and cash equivalents

	2019	2018
	N\$	N\$
Cash and cash equivalents consist of:		
Cash on hand	15,473	15,499
Bank balances	3,703,915	11,619,501
	3,719,388	11,635,000

There are no restrictions placed on the realisation or usability of cash balances.

Namibian Standards Institution
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Notes to the Annual Financial Statements

8. Provisions**Reconciliation of provisions - 2019**

	Opening balance	Utilised during the year	Total
Bonus	500,328	(60,903)	439,425
Leave	3,968,411	(689,802)	3,278,609
	4,468,739	(750,705)	3,718,034

Reconciliation of provisions - 2018

	Opening balance	Additions	Total
Bonus	500,328	-	500,328
Leave	3,065,785	902,626	3,968,411
	3,566,113	902,626	4,468,739

Bonus Provision

Provision for bonus was calculated at 33.33% of total 13th cheque paid out in December 2017 for staff members who structured their packages to include a 13th cheque. The Bonus liability is anticipated to be paid within the next twelve months. There are no uncertainties envisaged.

Leave Provision

Leave pay is only paid out when an employee resigns. Leave pay is based on the leave days accumulating to a maximum of twenty five days (25) for management and twenty days (20) for staff.

9. Trade and other payables

	2019 N\$	2018 N\$
Financial instruments:		
Trade payables	11,309,678	5,684,232
Retention Fees - Assets Under Construction	1,065,017	514,535
Suspense Account / Unallocated Receipts	200,903	53,221
Operating Lease Accruals	24,357	24,357
Accruals - Other Expenses	-	622,848
	12,599,955	6,899,193

Namibian Standards Institution
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	2019 N\$	2018 N\$
10. Deferred income		
Non-current liabilities	90,147,344	74,370,811
Current liabilities	3,121,941	4,985,608
	93,269,285	79,356,419
<p>The nature and extent of government grants recognised in the annual financial statements and an indication of other forms of government assistance from which the entity has directly benefited. The funds are treated as deferred income over the useful life of assets. The useful life of the relevant assets are; Buildings 25 years, Furniture and Fittings 10 years, Motor vehicles 5 years, office equipment 2 years, IT equipment 3 years and laboratory equipment 4 years.</p>		
11. Revenue		
Testing	9,774,902	7,219,146
Certification	442,036	208,614
Sale of Standards	384,334	174,449
Metrology Services	2,056,779	1,689,894
Inspection	5,784,127	5,145,530
HACCP Audits	880,287	497,459
Levies	10,557,613	10,636,198
	29,880,078	25,571,290
12. Other operating income		
Insurance proceeds	7,044	6,731
Training fees	325,698	424,876
Sundry income	396,156	893,590
Government grants	33,067,301	45,000,000
	33,796,199	46,325,197
13. Other operating gains (losses)		
Gains (losses) on disposals, scrappings and settlements		
Property, plant and equipment	4 25,000	(251,332)
Foreign exchange gains (losses)		
Net foreign exchange gains	7,078	27,956
Total other operating gains (losses)	32,078	(223,376)

Namibian Standards Institution
Annual Financial Statements for the year ended 31 March 2019
Notes to the Annual Financial Statements

	2019 N\$	2018 N\$
14. Operating profit (loss)		
Operating loss for the year is stated after charging (crediting) the following, amongst others:		
Auditor's remuneration - external		
Audit fees	138,254	109,343
Remuneration, other than to employees		
Consulting and professional services	707,456	487,170
Employee costs		
Salaries, wages, bonuses and other benefits	50,955,939	50,665,899
Leases		
Operating lease charges		
Premises	3,018,296	2,667,119
Depreciation and amortisation		
Depreciation of property, plant and equipment	3,121,941	4,985,608
Expenses by nature		
The total cost of sales, selling and distribution expenses, marketing expenses, general and administrative expenses, research and development expenses, maintenance expenses and other operating expenses are analysed by nature as follows:		
Employee costs	50,955,939	50,665,899
Operating lease charges	3,018,296	2,667,119
Depreciation, amortisation and impairment	3,121,941	4,985,608
Other expenses	21,349,432	17,436,348
	78,445,608	75,754,974
Other expenses include NSC members costs as disclosed further in Note 21		
15. Investment income		
Interest income		
Bank	286,942	195,613

16. Taxation

The Institution is exempt from Income tax in terms of section 16 (1)(e) of the Income Tax Act of Namibia, as amended.

Namibian Standards Institution
Annual Financial Statements for the year ended 31 March 2019
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	2019 N\$	2018 N\$
17. Cash used in operations		
Loss before taxation	(11,328,370)	1,099,358
Adjustments for:		
Depreciation and amortisation	3,121,941	4,985,608
Profit on sale of Property, Plant and Equipment	(25,000)	251,332
Gains on foreign exchange	(7,077)	(27,956)
Interest income	(286,942)	(195,613)
Deferred income release to income statement	(3,121,941)	(4,985,608)
Movements in provisions	(750,705)	902,626
Transfer of credit losses (548,416) -		
Changes in working capital:		
Inventories	(7,633)	(327,115)
Trade and other receivables	(172,939)	(5,240,034)
Trade and other payables	5,700,762	(4,462,729)
	(7,426,320)	(8,000,131)
18. Commitments		
Operating leases – as lessee (expense)		
Minimum lease payments due		
- within one year	2,020,393	2,802,643
- in second to fifth year inclusive	9,370,354	1,854,533
	11,390,747	4,657,176
Operating lease payments represent rentals payable by the company for certain of its office properties. Leases are negotiated for an average term of three years and rentals escalate by 10% annually. No contingent rent is payable. Operating lease payments represent rentals payable by the Institution for certain of its office properties.		
Capital commitments		
Minimum lease payments due		
- within one year	18,505,997	17,248,497
- in second to fifth year inclusive	1,092,930	1,170,613
	19,598,927	18,419,110

Amounts contracted for but not provided for in the financial statements amounted to N\$ 19,598,927 (2018 N\$ 18,419,110). This relates to the construction of phase 2 of the Testing and Inspection Laboratory in Walvis Bay.

Namibian Standards Institution
Annual Financial Statements for the year ended 31 March 2019
Notes to the Annual Financial Statements

	2019 N\$	2018 N\$
19. Contingencies		
A case of unfair dismissal was instituted against the Institution (Respondent) by the previous Manager Marketing Sales, Information and Publication (Mr John Scheffers) (Applicant) on the 23rd of October 2018 with the Labour Commissioner. An arbitration was finalised on the 24th of May 2019 where the institution is ordered to make a settlement of N\$ 332,342 to the applicant on the 24th of June 2019.		
20. Related parties		
Related party transactions		
Grants		
The Government of the Republic of Namibia (Operational grants)	33,067,301	45,000,000
Government grants realised from deferred income	3,121,941	4,985,605
The Government of the Republic of Namibia (Capital grants)	17,034,806	24,310,199
Compensation to key management (executive management)		
Short-term employee benefits	6,815,737	6,702,311

Namibian Standards Institution
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Notes to the Annual Financial Statements

21. NSC members' emoluments**Executive****2019**

	Emoluments	Other	Total
Travel and accomodation	-	359,002	359,002
Salaries	6,815,737	-	6,815,737
	6,815,737	359,002	7,174,739

2018

	Emoluments	Other	Total
Travel and accomodation	-	208,904	208,904
Salaries	6,702,311	-	6,702,311
	6,702,311	208,904	6,911,215

Non-executive**2019**

	NSC members' fees	Total
Travel and accomodation	24,903	24,903
For Services as NSC members (Sitting allowance and retainer fees)	808,620	808,620
	833,523	833,523

2018

	NSC member's fees	Total
Travel and accomodation	12,635	12,635
For services as NSC members (Sitting allowance and retainer fees)	1,052,895	1,052,895
	1,065,530	1,065,530

22. Going concern

The annual financial statements have been prepared on the basis of accounting policies applicable to a going concern. This basis presumes that funds will be available to finance future operations and that the realisation of assets and settlement of liabilities, contingent obligations and commitments will occur in the ordinary course of business.

Namibian Standards Institution
Annual Financial Statements for the year ended 31 March 2019
Detailed Income Statement

	Note(s)	2019 N\$	2018 N\$
Revenue	11	29,880,078	25,571,290
Cost of sales		-	-
Other operating income			
Insurance proceeds		7,044	6,731
Training fees		325,698	424,876
Sundry income		396,156	893,590
Government grants		33,067,301	45,000,000
	12	33,796,199	46,325,197
Other operating gains (losses)			
Gains (losses) on disposal of assets or settlement of liabilities		25,000	(251,332)
Foreign exchange gains		7,078	27,956
	13	32,078	(223,376)
Operating expenses			
Advertising		446,403	453,502
Auditors remuneration	14	138,254	109,343
Provision for loss allowance		888,868	-
Bank charges		113,397	170,388
Cleaning		311,907	352,247
Inventory Adjustment		-	2,201
Computer expenses		939,843	925,326
Consulting fees		707,456	487,170
Laboratory Consumables		2,463,708	2,210,945
Depreciation		3,121,941	4,985,608
Employee costs		50,955,939	50,665,899
Entertainment		900	2,230
Accreditation		630,776	454,181
Micro Biology Services		1,796,839	658,474
Heavy Metal		124,672	60,404
Parking Fees		395,703	402,690
Marketing and Corporate Communication		375,884	422,621
Functions		287,246	162,472
Workshops and Meetings		112,486	68,548
General Expenses		174,806	127,927
Recruitment and Relocation Expenses		52,939	54,002
Interest and penalties		57,666	7,470
Sitting Allowances and Retainer Fees		808,620	1,052,895
Standards TC's and NSI		71,303	94,538
Insurance		572,577	581,545
Rental expenses		3,018,296	2,667,119
Fuel and Oil		310,927	202,827
Municipal expenses		2,365,051	1,884,501
Courier Fees		420,767	419,104
Printing & Stationery		765,298	599,015
Protective clothing		52,246	26,249

The supplementary information presented does not form part of the annual financial statements and is unaudited.

Namibian Standards Institution
Annual Financial Statements for the year ended 31 March 2019
Detailed Income Statement

	Note(s)	2019 N\$	2018 N\$
Repairs and maintenance		1,442,585	1,686,900
Security		205,370	304,526
Subscriptions		764,052	467,367
Telephone and fax		1,297,283	1,506,817
Training		657,418	407,097
Transport and freight		321,326	146,962
Travel - local		1,274,856	923,864
		78,445,608	75,754,974
Operating loss	14	(14,737,253)	(4,081,863)
Investment income	15	286,942	195,613
Other non-operating gains (losses)			
Transfer from deferred income 3,121,941 4,985,608			
(Loss) profit for the year		(11,328,370)	1,099,358

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NAMIBIAN STANDARDS INSTITUTION

creating peace of mind