

1.2 Vision, Mission and Core Values

1.2.1 Vision

Tanzania Tea industry sustainable and competitive in the world.

1.2.2 Mission

To be effective regulator, advisor, coordinator and promoter of matters related to tea industry development by provision of demand driven services to the stakeholders.

1.2.3 Core Values

Towards achieving its vision and fulfilling the mission, the Board will operate based on the following core values;

- a. **Customer focus:** Is deeply embedded into our mindset, driving us to deliver on time, on cost and on quality. We partner with our customers to satisfy their needs and deliver services through valuable and sustainable solutions. We understand that each of us has an impact on customer relations through the work we do, which is why we always act with integrity and to the highest professional standards in implementing the Tea Act No 3 of 1997 and Regulations of 2010.
- b. **Teamwork:** We seek to create engaging and inclusive workplaces, where everyone has the freedom to speak up and listen to each other with an open mind. Our unifying statement is '**we are one tea Family**'.
- c. **Integrity and fairness:** We work with integrity, choosing to speak up when our principles for ethical conduct are not respected. Our zero tolerance on unethical and non-compliant actions enables us to move forward with positivity and care. We act an ambassador for our country, representing the integrity of tea industry even we are outside work.
- d. **Efficiency and effectiveness:** We are performing in a productive and proficient manner resulting in consistently achieving expected

and measurable outcomes which is to increase production of good quality tea. Also obtaining outcome in the least wasteful manner by maintaining dynamic, relevant policies and procedures while consistently supporting a quality workforce.

- e. **Good Governance:** TBT is an impartial regulatory body determined to complying with the Rule of in enforcing the Tea Act No. 3 of 1997 and Tea Regulations 2010 (legal frame work) for the full protection of all the tea stakeholders in a transparent, equitable, accountable and inclusive manner. We exercise prudence in policy-setting and decision-making and make sure that the best interests of all stakeholders are taken into account.

In fulfilling its obligations to its stakeholders TBT will strive and maintain integrity, practice good governance, teamwork, and provide effective and efficient customer focused services in partnerships with other stakeholders.

1.3 Main Functions of the Tea Board of Tanzania

The main functions as set out in the Tea Act No.3 of 1997 (amended 2009) are as follows:

- (a) Advise the Government on the policies and strategies for the development of the tea industry.
- (b) Regulate and control the quality of tea and tea by-products.
- (c) Collect, refine, maintain, use or disseminate information or data relating to the tea industry.
- (d) Monitor the production and exportation of tea.
- (e) Regulate processing, exportation and storage of tea and tea by-products.
- (f) Represent the government in international and local for a in matter relating to the tea industry.
- (g) Regulate import and export of tea.
- (h) Control pests and diseases;
- (i) Promote and protect interests of farmers against syndicates of buyers, which may be formed through associations; and

- (j) Performing any commercial function as the Minister may consider necessary.