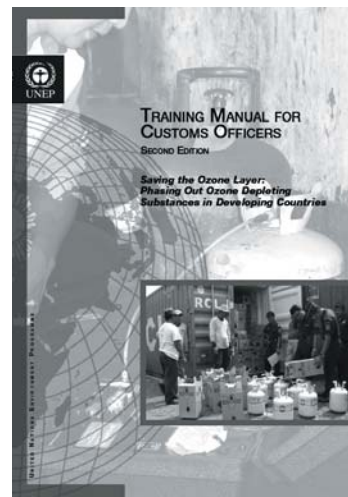


READER FEEDBACK

CUSTOMS OFFICER TRAINING MANUAL

All of the information services offered by UNEP DTIE's OzonAction Programme under the Multilateral Fund are designed to meet the specific needs of target readers such as you. In order for us to determine if this publication adequately meets your needs, as well as to help us to develop new publications in the future, we request your feedback about its utility, content and format. Please take a few minutes to express your opinion about this publication, so that we may serve you better in the future.



1. **Quality** - please rate the following quality aspects:

	Very Good	Good	Adequate	Poor
Objectivity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Subject coverage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Up-to-date	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Readability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Organisation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Presentation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2. **Usefulness** - how much of this document is useful for you:

	Most	About Half	Less than half	Little
Of substantive value to you?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Relevant to you?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
New to you?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Will be used by you?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

3. **Effectiveness** - this document is designed to assist ozone and Customs officers in developing countries in monitoring and controlling trade in ODS and ODS-containing products / equipment. The manual focuses on the detection of smuggling schemes through the use of appropriate screening methods and thus the prevention of illegal trade in ODS. The manual intends to be a useful tool for other agencies conducting Customs training as well for local Customs trainers during the implementation of Phase II of the training programme. Has this document been effective in meeting these objectives?

Please tick one box: Fully Adequately Inadequately

Please explain the reason for your rating:

4. **Uses** - please indicate in general how you have used the document (tick all that apply):

- Guidance on how to conduct Phase I and II of the Customs training programme
- Toolbox for Customs trainers
- Resource document for monitoring and control of trade in ODS
- Resource document on ODS identifiers
- Resource document on Montreal Protocol related issues

Please explain in more specifics how the document will/has assisted your ODS phase out programme and the implementation of refrigerant recovery and recycling systems in your country:

5. Distribution - will others read your copy?

- Yes (If 'yes', who?) No Unknown

Will you reproduce sections of the document and distribute them to others?

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6. General observations - please indicate any changes that would make the document more useful to you in the future, or any additional comments you have on the utility or shortcomings:

7. The following data would be useful for statistical analysis - please indicate the category which best describes you:

- Customs department or other enforcement bodies
- Training institutes / customs trainers
- Other Government departments or national ozone unit
- Industry and trade associations
- Other (please specify)

Your name (optional):

Country:

Organisation/government agency/institution:

Date:

8. UNEP would like to thank you for completing this questionnaire.

Please mail, fax or scan and send by email to:



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This questionnaire can also be completed online at:
<http://www.unep.fr/ozonaction/topics/customs.htm>