St. Vincent and the Grenadines

Customs Officers Training on Monitoring & Control of Trade in ODS

October 2004
Customs Officers Training on Monitoring & Control of Trade in ODS
(5-Day Mixed Approach)

St. Vincent and the Grenadines

Kingstown, St. Vincent
11 – 15 October 2004

Organized by:

Government of St. Vincent and the Grenadines
in co-operation with the
United Nations Environment Programme’s (UNEP DTIE)

Financed by:

Multilateral Fund for the Implementation of the Montreal Protocol
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Executive Summary

This training programme for customs officers was undertaken as part of the overall Refrigerant Management Plan (RMP) of St. Vincent and the Grenadines (SVG), which was approved by the 25th Meeting of the Executive Committee of the Multilateral Fund and to be implemented by the United Nations Environmental Programme (UNEP). The Government of St. Vincent and the Grenadines enacted the Montreal Protocol Act in August 2003 and draft Regulations under the Act are prepared for submission to Parliament. It is expected that the regulations will be passed on time for their entry into force from 1 January 2005. The main objective of the training programme was to provide the Customs Officers and relevant stakeholders with the skills and knowledge necessary to monitor and control the imports and exports of ODS and products (including equipment) containing them as well as detecting and preventing illegal trade, as will be required under the National Montreal Protocol Regulations.

The training followed the “5-day mixed approach” developed by UNEP. The first three days were used to conduct a train-the-trainers workshop for local Customs Trainers, Senior Officers and relevant stakeholders and the preparation of a one-day training module for use during Phase 2 of the Customs Training Programme. On days 4 and 5, the Phase 2 training module was used to deliver training to an additional group of Customs Officers. These Sessions were also attended by the Customs trainers identified to deliver the Phase 2 training. This new training approach enhances the training skills of the local trainers and initiates Phase II training immediately after completion of the train-the-trainers phase.

The preparation of the workshop required the development of a “Customs Officers Handbook for the Monitoring and Control of Trade in Ozone Depleting Substances” by the National Ozone Unit and the legal consultant. The document complements the UNEP training manual "Customs Officers Training on Substances Depleting the Ozone Layer” by providing country-specific information and data. Local presenters contributed additional training materials.

The workshop included presentations by high-level Government representatives during the opening and closing sessions. Media coverage included radio and television interviews, coverage by the local print media and coverage of the opening ceremony on national television.

The design of the training followed an interactive and participatory approach and involved one international trainer, a representative of UNEP’s CAP Programme and 3 local presenters. Four working groups were created during the breakout session in order to discuss specific topics, including issues raised by participants as being critical to the successful implementation of the Licensing regime. During a subsequent working group session participants agreed on detailed workshop recommendations and finalized the agenda for Phase 2 of the continued customs training (see Annex 10.2).
A practical hands-on session was included in the programme to identify different types of refrigerants using digital refrigerant identifiers and the types of hoses, valves and couplings used for different refrigerants. Product and packaging labelling were checked and participants had the opportunity to locate refrigerant labels on various refrigeration equipment and components.

Future challenges for customs authorities in enforcing international environmental agreements such as the Basel Convention, CITES, Kyoto Protocol, and the Rotterdam Convention were discussed and scope for synergies identified. The local presenter and the UNEP representative emphasised that special training for customs authorities is needed and that such training should be co-ordinated between the different Convention Secretariats.

The participants evaluated both training workshops. The overall evaluation of the train-the-trainers was 23% excellent and 54% good. The overall evaluation of the consequent training of customs officers was with 34% excellent and 46% good (see Annex 10.5).

The immediate result of the customs training is the availability of 33 trained customs trainers, senior officers and relevant stakeholders who participated in the train-the-trainers workshop and the training of additional 21 customs officers. It is expected that the local customs trainers will continue training new customs officers as part of the training curricula of the customs department as well as train existing officers in the enforcement of the Montreal Protocol Regulations.

The long term result of the training programme is to enhance awareness of ozone depletion issues among customs officers and other relevant stakeholders and to enable customs officers to enforce the import / export licensing system for ODS and products (including equipment) containing or using them. The control of virgin ODS entering the country, following the phase-out schedules under the Montreal Protocol, will lead to increased prices of ozone depleting refrigerants and help reduce consumption.

The workshop report will be disseminated to the workshop participants and presenters as well as senior government officials. It will also be placed on UNEP's homepage at: http://www.uneptie.org/ozonaction.html.

1. Background

Upon the discovery that CFCs and other man-made substances are leading to a depletion of the ozone layer, the international community negotiated the Vienna Convention for the Protection of the Ozone Layer in 1985. Following this, the Montreal Protocol on Substances that Deplete the Ozone layer was negotiated in 1987 with the objective of reducing and eventually phasing out the production and consumption of ozone-depleting substances. St. Vincent and the Grenadines acceded to the Vienna Convention and its Montreal Protocol on 5th September 1996 and ratified the London and Copenhagen amendments on 2nd December 1996.
In most developing countries the largest remaining sector in which ozone-depleting substances are still used is the refrigeration and air-conditioning (R&AC) servicing sector. In 2003, St. Vincent and the Grenadines consumed approximately 3.07 ODP Tonnes of Ozone-depleting substances (ODS). All the consumption was in the refrigeration and air-conditioning service sector. Whereas all new equipment imported into SVG are fitted with non-ODS technology, there is still some used equipment, particularly used vehicles entering the country with CFC-based technology. Any abrupt non-availability of CFC refrigerants would adversely impact on important sectors of the local economy. It is therefore essential for users of CFCs to be able to reduce and subsequently phase-out their consumption in a coordinated, planned, and cost-effective manner in compliance with the commitments under the Montreal Protocol. It must be noted that the baseline consumption of SVG is 1.77 ODP Tonnes, which means that the country is in non-compliance with the Protocol. However, at the 15th meeting of the Non-compliance Committee, the Government of SVG presented an action plan to return to compliance. The implementation of the Montreal Protocol Regulations, and in particular the quota system included there-in is central to SVG returning to compliance with the Protocol.

The Refrigerant Management Plan (RMP) of SVG was approved by the 25th Meeting of the Executive Committee of the Multilateral Fund to be implemented by UNEP DTIE. The RMP is a comprehensive approach to phase out the use of ozone-depleting substances in SVG’s refrigeration and air-conditioning sector.

UNEP’s role is to coordinate the implementation of the two training elements of the RMP in cooperation with the National Ozone Action Unit:

1. The training programme on good practices in refrigeration
2. The training programme for customs officers on control and monitoring of ODS imports and exports.

One of the obligations of SVG is to implement an ODS import / export licensing system. The Ministry of Health and the Environment, where-in the National Ozone Unit is located is the agency that will manage this licensing system, but there will be the need for enforcement of the licensing system and labelling standards by the customs authority. Therefore, the ability of Customs, Trade and Standards officers to enforce controls on trade in ODS and ODS products / equipment is important for a successful and planned ODS phase-out. Thus, customs training with assistance from UNEP DTIE is providing the means through which SVG will be in a position to meet this challenge.

2. Objectives

The main objective of this training programme is to provide the Customs, Trade, Legal, Police, Coast Guard and other relevant stakeholders with the skills necessary to monitor and control the imports and exports of CFCs and other ODS and ODS products / equipment. The detection and prevention of illegal trade is part of this training.
The training objectives were achieved by:

I. Increasing awareness of ozone depletion issues;
II. Introducing the types of ODS being used in the sector and for which applications;
III. Introducing the provisions and phase-out schedules of the Montreal Protocol and its Amendments;
IV. Providing an understanding of the national Refrigeration Management Plan;
V. Providing an overview of the proposed licensing system for controlling trade in ODS and related equipment, and its implications for customs officers and other stakeholders;
VI. Presenting the revised customs codes that allow for the identification of ozone-depleting refrigerants and products containing them;
VII. Refining and optimizing the establishment of the operational details of the monitoring and control system for ODS in SVG;
VIII. Providing an overview of customs regulations and monitoring and control systems for ODS in other Caribbean countries;
IX. Training on the use of identification equipment for refrigerants; and
X. Designing the concept, agenda, strategy, and time schedule for the training of the remaining customs officers in the country.

3. Expected results

The immediate result will be the availability of trained customs trainers, key stakeholders and customs officers. The long-term result is to enhance awareness of ozone depletion issues among customs authorities and other relevant stakeholders as well as the achievement of the training objectives as stated in Section 2.

A Montreal Protocol-related training module will be included in the ongoing training programmes of the customs department for new customs officers. It will also be integrated in the refresher courses for experienced officers. Thus the sustainability of the training programme will be ensured.

In addition, synergies for the enforcement of other relevant international environmental agreements such as the Basel Convention, CITES, Rotterdam Convention and the Stockholm Convention will be encouraged. The success of most international environmental agreements will depend on the continued support of the world’s customs authorities and other key stakeholders.

4. Participants

In total, 33 participants attended the train-the-customs-trainers workshop. They included 20 senior customs officers from the various sections of the customs department around the country, as well as 13 key stakeholders from national agencies whose involvement and
support will be necessary for the successful implementation of the import/export licensing system.

The 13 other stakeholders came from a number of agencies, including the Pathology lab, the Police and Coast Guard, the Forestry Department, CFC importers, refrigeration technicians, Ministries of Foreign Affairs, Trade and Legal Affairs, the Technical College, the Statistics Department and customs brokers. For subsequent customs training, 21 additional customs officers participated in the training.

The list of workshop participants is attached as Annex 10.3.

The resource persons for the train-the-trainers workshop were:

- Bishnu Tulsie – UNEP trainer
- Janeel Miller, – Ozone Officer
- Edmund Jackson, - Acting Environmental Services Co-ordinator
- Andrew Miller - Technician

Additional speakers during the opening and closing sessions included:

- Honourable Douglas Slater, Minister of Health and the Environment
- Artie Dubrie, UNEP CAP
- Grenville John, Comptroller of Customs,
- Christa Wilson, Supervisor, Customs.

**Figure 1: Participants Of Phase One Training**

**Figure 2: Participants Of Phase Two Training**
5. Methodology

The training followed the “5-day mixed approach” developed by UNEP and consisting of a 3-day train-the-trainers workshop for customs officers and relevant stakeholders and a consequent training of further customs officers, which was also attended by the designated trainers for Phase 2. This new training approach enhances the training skills of the local trainers and initiates the Phase II training immediately after completion of the train-the-trainers phase.

The preparation of the workshop required the development of the "St. Vincent and the Grenadines Customs Officers Handbook for the Monitoring and Control of Trade in Ozone Depleting Substances” by the National Ozone Unit and the legal consultant. The document complements the UNEP training manual "Customs Officers Training on Substances that Deplete the Ozone Layer” by providing country specific information and data.

<table>
<thead>
<tr>
<th>Monday Phase 1</th>
<th>Tuesday Phase 1</th>
<th>Wednesday Phase 1</th>
<th>Thursday Phase 2</th>
<th>Friday Phase 2</th>
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<tbody>
<tr>
<td>Delivery of Phase 1 training by UNEP Trainer</td>
<td>Delivery of first Phase 2 training</td>
<td>33 local trainers, senior customs officers and stakeholders trained, and Phase 2 training planned</td>
<td>21 additional Customs officers, including 2 Customs trainers trained.</td>
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Key results:
- Immediate training of 33 trainers
- Immediate initiation of Phase 2 training
- Improved skills of local trainers;
- Flexibility to adapt to country needs and circumstances;
- Demanding logistics for NOU to arrange to consecutive workshops
The workshop included presentations by high-level Government representatives during the opening and closing sessions. Media coverage included television interviews and coverage of the opening ceremony the national television.

The design of the training followed an interactive and participatory approach and involved three local presenters. Four working groups were created during the breakout session in order to discuss specific topics and formulate workshop recommendations. (See Annex 10.4) Four additional groups were created to discuss and agreed on the agenda for the continued customs training (see Annex 10.2).

The UNEP Customs Training Manual, the “St. Vincent and the Grenadines Handbook,” and other relevant resource documents were used during the workshop and additional documents were displayed at the conference centre. Participants were also exposed to refrigerant containers of various sizes, various refrigeration and air-conditioning equipment, including MACs and compressors and the use of refrigerant identifiers at Andrews Refrigeration Workshop. The UNEP videos “Every Action Counts” and “Nothing to Declare” were shown to the participants.

**Figure 4: Workshop Display**

A practical hands-on session was included in the programme to identify different types of refrigerants using digital refrigerant identifiers. Product and packaging labelling was also checked.
Wrap-up sessions concluded each day’s discussions. The participants conducted a workshop evaluation and agreed a final set of recommendations (see Annex 10.4).

Each participant received a “Certificate of Participation” from the Government of St. Vincent and the Grenadines. The Comptroller of Customs indicated that this training and certification should become mandatory for all customs officers.

The workshop report will be disseminated to all participants and members of the contact group on customs training. It will also be placed on UNEP’s homepage at: http://www.uneptie.org/ozonaction.html.

6. Contents and structure of the training

The training materials were designed to ensure that the objectives set out for the workshop (see Section 2) were achieved.

The train-the-trainers workshop included the following sessions:

    Session 1:  Ozone layer depletion
    Session 2:  International response
    Session 3:  National obligations and response
    Session 4:  National import / export licensing system
    Session 5:  Checking papers, forms and permits
    Session 6:  Related international conventions
    Session 7:  Global and Regional context
    Session 8:  Role of customs officers and other key stakeholders
    Session 9:  Illegal trade in ODS and ODS-containing equipment and goods
    Session 10: Identification of ODS and ODS-containing equipment
    Session 11: Practical exercises on identification of ODS
    Session 12: Safe handling, transport and storage of ODS
    Session 13: Breakout Session on effective operation of ODS import / export Licensing system and enforcement of ODS regulations
    Session 14: Action planning for Phase II of the customs training
    Session 15: Workshop evaluation
Figure 5: Practical exercise on identification of ODS

Figure 6: Breakout session on Legislation system and enforcement of ODS regulation.

Figure 7: Action planning for Phase II of the customs training

Figure 8: Workshop evaluation
7. Results and lessons learned

The objectives set out for the workshop were fully met through the appropriate design of the workshop agenda during which the 15 workshop sessions addressed all relevant issues. A detailed evaluation of the most relevant issues is included in Annex 10.5.

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<tr>
<th>OBJECTIVES SET OUT</th>
<th>RESULTS ACHIEVED</th>
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<tr>
<td>I. Increasing awareness of ozone depletion issues</td>
<td>Through Sessions 1, 2, and UNEP video “Every Action Counts”</td>
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<td>II. Familiarizing enforcement officers with the different types of ODS being used in the sector and for which applications</td>
<td>Through Sessions 1, 3, 4, 10, 11, 12</td>
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<tr>
<td>III. Familiarizing officers with the provisions and phase-out schedules of the Montreal Protocol and its Amendments</td>
<td>Through Sessions 2, 3, 4.</td>
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<td>IV. Providing officers with an understanding of the national Refrigerant Management Plan</td>
<td>Through Sessions 3, 4</td>
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<td>V. Providing an overview on the newly established licensing system for ODS and its implications for customs officers</td>
<td>Through Sessions 4, 5, 8</td>
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<td>VI. Presenting the revised customs codes which allow for the identification of ozone-depleting refrigerants and products containing them</td>
<td>Through Session 10</td>
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<td>VII. Refining and optimizing the operational details of the monitoring and control system for ODS in SVG</td>
<td>Through Session 13</td>
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<tr>
<td>VIII. Providing an overview of customs regulations and monitoring and control systems for ODS in other Caribbean countries</td>
<td>Through Session 7</td>
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<tr>
<td>IX. Training enforcement officers in the use of identification equipment for refrigerants</td>
<td>Through Sessions 10, 11, 12</td>
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<tr>
<td>X. Designing the concept, agenda, strategy and the time schedule for the training of the remaining customs officers in the country.</td>
<td>Through Session 14</td>
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In addition, the following specific outcomes were achieved:

- Successful training and certification of 54 participants on monitoring and controlling imports and exports of ODS and ODS products / equipment in St. Vincent and the Grenadines.
- Demonstrating methods for the inspection of imported refrigerators, motor vehicles and compressors; the identification of refrigerants; and the checking of freight papers and labelling.
- The practical demonstrations included the use of digital refrigerant identifiers, identification of labels on refrigeration equipment, including compressors and various refrigerant cylinders.
- Exchange of information and experiences between the participants and development of a network of personal contacts.
- The "St. Vincent and the Grenadines Handbook" will be used for the further training of customs officers.
- Detailed workshop recommendations by the participants (see Annex 10.4).
The following lesson was learned from the train-the-customs-trainers workshop:

- The issue of export licensing is important in St. Vincent and the Grenadines and it was recommended that the Licensing Regulations, which is silent on the subject, be revised to include provisions for export licenses before it is presented to Parliament.
- Many recommendations came out of the session on the ODS regulations and the licensing system. It will be important for the National Ozone Unit, in collaboration with the Office of the Attorney General, the Customs Department, the Ports Authority and the Pesticides Board review these recommendations and give further recommendations to the government. The recommendations from the participants are included as Annex 10.4.

8. Follow-up action plan

This training programme is part of the RMP for St. Vincent and the Grenadines. As such it will be accompanied by other training and policy related activities as defined in the RMP and the Country Programme.

The NOU will establish a monitoring mechanism to ensure that the objectives of the training Programme are met and will produce a follow-up report on the status of implementation of the training Programme. The NOU will also establish a National Ozone Committee, using as the core, those trainees who signed up to be on the Committee during the Workshops.

The National Ozone Unit will consider and, as far as possible, implement the workshop recommendations as adopted by the workshop participants. The recommendations will also be communicated to the relevant decision-makers and politicians, and their support requested.

9. Evaluation by participants

For the train-the-customs-trainers workshop, the overall evaluation by participants was good. 26 of the 33 participants (78%) returned the evaluation questionnaire. Out of the 26 evaluations, 43% rated the workshop as “good” and 33% as “excellent”.

For the subsequent customs training, the overall evaluation of the workshop was also good. Nineteen of the 21 participants (90%) returned the evaluation questionnaire. Out of the 19 evaluations, 46% rated the workshop as “good” and 34% as “excellent”.

The following section includes feedback and suggestions received from the workshop participants concerning various aspects of the Workshop:
(a) **Train-the-trainers workshop**

Question 6: Can you think of any additional material that should be included in the “Training Manual for Customs Officers” to enable it to better achieve its goals?

- 89% of the participants thought that the Manual was comprehensive and effective as is, however, 11% of the participants made the following recommendations:
  - The manual should have included a handbook on chemicals and dangerous goods.
  - Needed more illustrations
  - A copy of the Customs (Control and Management) Act should be available.
  - More detailed session on dealing with imports and safety.

Question 7: Can you think of any additional material that should be included in the “Country Handbook” to enable it to better achieve its goals?

- Of the 26 participants two pointed to the fact that not all information contained was up to date and that updated information should always be provided.
- One person saw the necessity for all offences to be given sanctions.

Question 8: Please give additional comments about the quality of the course and how similar courses could be improved. The following comments/ suggestions were made:

- High quality
- Needed more practical exposure
- No changes necessary
- Copies depicting colour-coded cylinders were not representative of true colours
- More effort needed to be taken to ensure that the schedule times were followed
- Course was timely and important
- Informative
- Practical should be conducted at or close to the workshop location
- Participants needed to be more involved in practical session

(b) **Subsequent customs training**

- The information presented is adequate.
- A Public Awareness programme should be launched to inform all stakeholders about the licensing system.
- Refrigerant retailers should have been invited to participate.
- More books, posters and brochures should have been available for distribution to participants.
- The presentations were well received.
- More videos and visual aids should be used.
- Whereas there were concerns about why customs officers should be concerned about environmental protection at the start, it became quite clear by the end of the workshop.

10. **List of Annexes**

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ANNEX 10.1 Three-Day Agenda of Train-the-Trainers Workshop

Division of Technology, Industry and Economics
Energy and OzonAction Unit
Tour Mirabeau, 39-43 quai André Citroën, 75739 Paris - Cedex 15, France, Tel: +33.1.44.37.14.50; Fax: +33.1.44.37.14.74
E-mail: unepie@unep.fr; URL: http://www.unepie.org/

National Train-the-Trainers Workshop for Customs Officers

Organised by the United Nations Environment Programme and the Ministry of Health and the Environment

Kingstown, St. Vincent: 11th – 13th October, 2004

Programme

Day 1

8:30 Registration of participants

9:00 Opening ceremony and media briefing

- Welcome address and workshop objectives: Edmund Jackson, Ozone Officer
- UNEP DTIE's OzonAction Programme: Artie Dubrie, UNEP/
- The training team and workshop approach: Bishnu Tulsie, Trainer
- Workshop address: Mr. Grenville John, Comptroller Customs and Excise Department
- Workshop opening: Honourable. Douglas Slater, Minister of Health and Environment
- Answers and questions by the media

10:00 Break

10:15 Introduction: Bishnu Tulsie, Trainer
- Expected output of the training programme for customs officers
- Training materials and display
- Self-introduction of participants including questions & answers

10:45  Session 1: Ozone Layer Depletion: Bishnu Tulsie, Trainer

- Environmental and human health consequences
- UNEP video: Every Action Counts
- Ozone layer science
- Discussion

11:15  Session 2: International response: Artie Dubrie, UNEP

- International response - the Montreal Protocol and its Amendments
- Phase-out schedule and strategies for Article 2 and Article 5 countries
- Discussion

11:45  Session 3: National obligations and response: Edmund Jackson, Environmental Services Coordinator

- Overview of national ODS consumption pattern
- National phase-out obligations
- National response - Refrigerant Management Plan
- Data Reporting
- Discussion

12:30  Lunch

13:30  Session 4: National import/export licensing system: Janeel Miller, National Ozone Officer

- Institutional framework
- National ODS regulations
- Structure of national import/export licensing system
- Institutional arrangements and procedures to manage the system
- Import quotas and application for permits and allowances
- Information to importers, wholesalers and end-users
- Handling of seized ODS and ODS-containing equipment and goods
- Enforcement and penalties
- Forms introduced by the licensing system
- Discussion

14:30  Break

14:45  Session 5: Checking papers, forms and permits: Bishnu Tulsie: Trainer
- Logistics and data management
- Application forms, permit forms, freight papers, retrofit certificates etc.
- Practical exercise on checking freight papers and permits
- Data reporting
- Discussion

15:30 Session 6: Related International Conventions: Edmund Jackson, Environmental Services Coordinator
- CITES (endangered species)
- Kyoto Protocol (global warming)
- Basel Convention (hazardous waste)
- Rotterdam Convention (prior informed consent)
- Common features related to the control of trade and synergies for customs authorities for effective enforcement
- Discussion

16:00 Wrap-up sessions and workshop recommendations

Day 2

9:00 Session 7: Global and regional context: Bishnu Tulsie, Trainer
- Global production and trade with ODS and ODS-containing products
- Transhipment harbours, production, disposal, reclaim facilities in the region
- Regional and global trade agreements
- Implementation of revised HS codes in the region
- Impact on trade and economy
- Discussion

9:15 Session 8: Role of customs officers and other key stakeholders: Bishnu Tulsie, Trainer
- Key players in monitoring and control imports / exports of ODS and ODS-containing equipment and goods (customs, coast guard, police, court, chemistry laboratory, importers/wholesalers, end-users, NOU etc)
- Reporting legal and illegal trade with ODS and ODS-containing products
- Enforcing ODS legislation
- Checklist for customs officers
- Discussion

9:45 Session 9: Illegal trade with ODS and ODS-containing equipment and goods: Bishnu Tulsie, Trainer
- Legal and illegal trade with Parties and non-Parties
- Detecting legal and illegal trade at local, regional and international level
- Trade with recycled, recovered, reclaimed or contaminated refrigerants
- Causes and trends of illegal trade
- Methods of smuggling
- Prevention of illegal trade
- Case study on illegal trade
- Discussion

10:45 Break

11:00 Session 10: Identification of ODS and ODS-containing equipment and goods: Bishnu Tulsie, Trainer

- Harmonized System codes for pure and mixed ODS
- Common trade names for ODSs, including CFCs, HCFCs, methyl bromide, halons, solvents, foams, aerosols etc.
- CAS numbers, ASHRAE numbers, UN numbers etc.
- Examples of labelling for ODS and colour codes
- Examples of labelling of ODS-containing equipment and goods
- Detection of mislabelled ODS containers, cylinders etc.
- Identification of ODS-containing equipment and goods
- Use of refrigerant identifiers (theory)
- Discussion

12:00 Session 11: (Batch 1) Practical exercises on identification of ODS: Andrew Miller, Refrigeration Technician.

- Examples of ODS containers and cylinders and ODS-containing equipment and goods
- Hands-on work with CFC detection equipment if available
- Identification of ODS-containing equipment and goods

13:00 Lunch / (Batch 2) Practical exercises on identification of ODS: Andrew Miller, Refrigeration Technician.

14:00 Session 12: Safe handling, transport and storage of ODS: Bishnu Tulsie, Trainer

- ODS Chemical information relevant to customs officers
- Safe handling of ODS and ODS-containing products
- Safe transport and storage of ODS and ODS-containing products
- Safe sampling of ODS - who is allowed to take samples and to use refrigerant identifiers

14:30 Session 13: Introduction to break-out Session 14: Effective operation of ODS import / export licensing system and enforcement of ODS regulations: Bishnu Tulsie

- In addition to two key topics, participants may suggest 2 additional topics of interest:
  - Topic 1: How to effectively operate ODS import / export licensing systems
- Topic 2: How to effectively enforce ODS regulations
- Topic 3: To be suggested by participants
- Topic 4: To be suggested by participants

15:00 Session 14: Break-out Session 12: Effective operation of ODS import / export licensing system and enforcement of ODS regulations: (Group Work)

- Group moderators will co-ordinate the breakout sessions.
- Group moderators will ensure the preparation of a short report and presentation of their findings including the group recommendations.

16:00 Wrap-up session and workshop recommendations

Day 3

9:00 Break-out Session 15: Presentation of findings of the group work to the plenary: Group Leaders

- Hand-over of reports to the lead consultant
- Presentation of group recommendations to the plenary (10 min per group)
- Discussion and adoption of group recommendations (5 min per group)
- Feedback on the break-out session

10:00 Session 16: Action planning for Phase II and III of the customs training: Bishnu Tulsie, Trainer

- How to design Phase II of the customs training (approach, duration, agenda, schedule, trainers, participants etc.)
- Which training materials should be used for Phase II of the customs training and what should be the key contents of the training
- How to ensure timely implementation, monitoring and reporting during Phase II and III
- Discussion

11:00 Break

11:15 Session 17: Workshop evaluation

- Completion of evaluation questionnaires
- General feedback and comments from participants and organisers
- Wrap-up and Workshop Recommendations

11:30 Closing session and media briefing
- Conclusions and outlook by Ozone Officer (10 min)
- Closing statement by UNEP DTIE’s OzonAction Programme (5 min)
- Closing remarks by the training team (5 min)
- Hand-over of participation certificates (15 min)
- Closing remarks by Customs representative (5 min)
- Conclusions on synergies on co-operation between related Conventions (5 min)
- Closing of workshop by Government representative (10 min)
- Answers and questions by the media (10 min)

12:30 Lunch

13:30: Preparation for Phase 2 Training: Artie Dubrie, Bishnu Tulsie, Edmund Jackson, Customs Trainers
ANNEX 10.2:

One-Day Agenda for Subsequent Customs Training

<table>
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<tr>
<th>Session</th>
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<tr>
<td>8:30</td>
<td>Beginning of Workshop</td>
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<td>Welcome address and workshop objectives</td>
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<td>08:45</td>
<td>Session 1: Ozone Layer Depletion:</td>
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<td>Environmental and human health consequences</td>
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<td>Ozone layer science (NOU &amp; UNEP video)</td>
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<td>Discussion</td>
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<td>09:15</td>
<td>Session 2: International response:</td>
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<td>International response - the Montreal Protocol and its Amendments</td>
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<td>Phase-out schedule and strategies for Article 2 and Article 5 countries</td>
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<td>Discussion CITES (endangered species)</td>
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<td>Kyoto Protocol (global warming)</td>
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<td>Basel Convention (hazardous waste)</td>
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<td>Rotterdam Convention (prior informed consent)</td>
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<td>Common features related to the control of trade and synergies for customs authorities for effective enforcement</td>
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<td>To be prepared as a handout for distribution</td>
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<td>9:30</td>
<td>Session 3: National obligations and response: National Ozone Officer</td>
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<td>Overview of national ODS consumption pattern</td>
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<td>National phase-out obligations</td>
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<td>National response - Refrigerant Management Plan</td>
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<td>Data Reporting</td>
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<td>Discussion</td>
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<td>9:50</td>
<td>Session 4: National import/export licensing system</td>
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<td>Institutional framework</td>
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<td>National ODS regulations</td>
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<td></td>
<td>Structure of national import/export licensing system</td>
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</table>
- Institutional arrangements and procedures to manage the system
- Import quotas and application for permits and allowances
- Information to importers, wholesalers and end-users
- Handling of seized ODS and ODS-containing equipment and goods
- Enforcement and penalties
- Logistics and data management
- Forms introduced by the licensing system
- Discussion

10:30 Break

10:45 Session 5: Global and regional context:

- Global production and trade with ODS and ODS-containing products
- Transhipment harbours, production, disposal, reclaim facilities in the region
- Regional and global trade agreements
- Implementation of revised HS codes in the region (customs representative)
- Impact on trade and economy (trade representative)
- Discussion

11:00 Session 6: Role of customs officers and other key stakeholders:

- Key players in monitoring and control imports / exports of ODS and ODS-containing equipment and goods (customs, coast guard, police, court, chemistry laboratory, importers/wholesalers, end-users, NOU etc)
- Reporting legal and illegal trade with ODS and ODS-containing products
- Enforcing ODS legislation
- Checklist for customs officers
- Discussion

11:30 Session 7: Illegal trade with ODS and ODS-containing equipment and goods:

- Legal and illegal trade with Parties and non-Parties
- Detecting legal and illegal trade at local, regional and international level
- Trade with recycled, recovered, reclaimed or contaminated refrigerants
- Causes and trends of illegal trade
- Methods of smuggling
- Prevention of illegal trade
- Case study on illegal trade
- Discussion

12.15 Lunch

1:15 Session 8: Identification of ODS and ODS-containing equipment and goods:
- Harmonized System codes for pure and mixed ODS
- Common trade names for ODSs, including CFCs, HCFCs, methyl bromide, halons, solvents, foams, aerosols etc.
- CAS numbers, ASHRAE numbers, UN numbers etc.
- Examples of labelling for ODS and colour codes
- Examples of labelling of ODS-containing equipment and goods
- Detection of mislabelled ODS containers, cylinders etc.
- Identification of ODS-containing equipment and goods
- Use of refrigerant identifiers (theory)
- Discussion

2:00 Session 9: Practical exercises on identification of ODS:

- Examples of ODS containers and cylinders and ODS-containing equipment and goods
- Hands-on work with CFC detection equipment if available
- Identification of ODS-containing equipment and goods

2:30 Session 10: Safe handling, transport and storage of ODS:

- ODS Chemical information relevant to customs officers
- Safe handling of ODS and ODS-containing products
- Safe transport and storage of ODS and ODS-containing products
- Safe sampling of ODS - who is allowed to take samples and to use refrigerant identifiers

3.00: Break

3:15 Session 11: Workshop evaluation

- Completion of evaluation questionnaires
- General feedback and comments from participants and organizers
- Wrap-up
ANNEX 10.3  List of participants and trainers

Three-day Train-the-Trainers Workshop (11 – 13 October, 2004)

<table>
<thead>
<tr>
<th>NAMES OF PARTICIPANTS</th>
<th>AGENCIES REPRESENTING</th>
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<tbody>
<tr>
<td>Cosmore Dennie</td>
<td>Pathology lab, Milton Cato Memorial Hospital</td>
</tr>
<tr>
<td>Julia Phillips</td>
<td>Customs and Excise Department</td>
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<tr>
<td>Rohan Barbour</td>
<td>Customs and Excise Department</td>
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<tr>
<td>Lynda Myers</td>
<td>Customs and Excise Department</td>
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<tr>
<td>Sybil Ferdinand</td>
<td>Customs and Excise Department</td>
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<tr>
<td>Monique Stewart</td>
<td>Customs and Excise Department</td>
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<tr>
<td>Sandra Noel</td>
<td>Customs and Excise Department</td>
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<tr>
<td>Christa Wilson</td>
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<tr>
<td>Leslie Millington</td>
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<tr>
<td>Selwyn Da Silva</td>
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<tr>
<td>Terence Horne</td>
<td>Customs and Excise Department</td>
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<tr>
<td>Lorraine Williams</td>
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<tr>
<td>Kennie Dennie</td>
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<tr>
<td>Norland Thomas</td>
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<tr>
<td>Leslie Mulraine</td>
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<tr>
<td>Adrian De Freitas</td>
<td>Customs and Excise Department</td>
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<tr>
<td>Clairmonte Lynch</td>
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<tr>
<td>Frederick Stephenson</td>
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<td>Wong Matthews</td>
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<td>Odette Christopher</td>
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<tr>
<td>Christopher Mason</td>
<td>Customs and Excise Department</td>
</tr>
<tr>
<td>Veta Bruce</td>
<td>Customs Broker/ Shipping Agent</td>
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<tr>
<td>D. Byron Cox</td>
<td>Customs Broker/ Shipping Agent</td>
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<tr>
<td>Bertie Pompey</td>
<td>Assistant Commissioner Police</td>
</tr>
<tr>
<td>Conrad Kirby</td>
<td>Coast Guard</td>
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<tr>
<td>Ricardo Sutherland</td>
<td>Multigraphics Services Ltd</td>
</tr>
<tr>
<td>Bradford Latham</td>
<td>Forestry Department</td>
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<tr>
<td>Okolo John-Patrick</td>
<td>Ministry of Foreign Affairs, Commerce and Trade</td>
</tr>
<tr>
<td>Carl Williams</td>
<td>Ministry of Legal Affairs</td>
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<tr>
<td>Andrew Miller</td>
<td>Andrew’s Refrigeration and A/C services</td>
</tr>
<tr>
<td>Severn Williams</td>
<td>Statistics Department</td>
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<tr>
<td>Gary Peters</td>
<td>Refrigeration Teacher, Technical College</td>
</tr>
<tr>
<td>Ridley Peters</td>
<td>Ministry of Finance</td>
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</table>
Phase 2 Training (14 – 15 October, 2004)

<table>
<thead>
<tr>
<th>NAMES OF PARTICIPANTS</th>
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<tr>
<td>Kenrick Frederick</td>
<td>Customs and Excise Department</td>
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<tr>
<td>Brain Alexander</td>
<td>Customs and Excise Department</td>
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<tr>
<td>Trevor De Shong</td>
<td>Customs and Excise Department</td>
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<tr>
<td>Tencka Browne</td>
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<td>Elvis Abbey</td>
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<tr>
<td>Cyrillene Williams</td>
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<tr>
<td>Leroy James</td>
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<td>Vanda Peters</td>
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<td>Irwina Phillips</td>
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<tr>
<td>Roslyn Warner</td>
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<tr>
<td>Rodel Yearwood</td>
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<tr>
<td>Lornette Garraway</td>
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<tr>
<td>Jonquil Cadougon</td>
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<td>Susan Weekes</td>
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<td>Tom Neptune</td>
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<td>Anson Evans</td>
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<td>Marsden Sam</td>
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<td>Jameison Burge</td>
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<td>Roland Frank</td>
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<td>Garvin Joseph</td>
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<tr>
<td>Owen Jackson</td>
<td>Customs and Excise Department</td>
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List of Trainers:

<table>
<thead>
<tr>
<th>NAMES</th>
<th>DESIGNATION</th>
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<tbody>
<tr>
<td>Bishnu Tulsie</td>
<td>UNEP Trainer</td>
</tr>
<tr>
<td>Artie Dubrie</td>
<td>UNEP CAP Programme</td>
</tr>
<tr>
<td>Edmund Jackson</td>
<td>Environmental Services Coordinator</td>
</tr>
<tr>
<td>Janeel Miller</td>
<td>National Ozone Officer</td>
</tr>
<tr>
<td>Andrew Miller</td>
<td>Technician – Andrews’ Refrigeration Services</td>
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<tr>
<td>Odette Christopher</td>
<td>Customs Officer</td>
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<tr>
<td>Sybil Ferdinand</td>
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ANNEX 10.4  Workshop recommendations

The following workshop recommendations were discussed and approved by all participants during the train-the-trainers workshop.

1. Legislation:

1.1 Section 3.2
   (a) The fine is stated as an absolute value ($5,000) but should be stated as an upper limited i.e. not more than $5,000
   (b) The legal and procedure implications of the phase “summary conviction” should be examined by the Office of the Attorney General, the NOU and Customs to confirm that the intention and meaning have consistent.

1.2 Section 7 (1)
   The date “1st day of July 2002” is no longer valid. A new date, arrived at in collaboration with importers and based on the projected date for the enactment of the regulations, should be set.

1.3 Section 8(1)
   This section prohibits someone from operating as a retrofitter unless approved by the Ministry. However, the regulation is silent on how to treat someone who contravenes that provision. In this regard a determination must be made on whether or not such a sanction is desirable. In arriving at the decision, consideration should be given to consequences of this provision on the livelihood of those who may be affected, including the clients of the retrofitters and any requirement for opportunities to be registered as a retrofitter to be made available to prospective retrofitters by the government.

1.4 Record of Sales
   The regulations are silent on the need for importers who retail CFC’s to keep a record of their clients. However, the participants are of the view that such records will facilitate better controls on end users and provide further data verification. It is recommended that the need and/or desirability of such a provision be considered.

1.5 Section 12(3) -
   It is recommended that text be added to the end of this Section to allow for the cost of the retrofit, which is charged to the Consolidated Fund, to be recovered from the sale of the retrofitted equipment.

1.6 Section 12 (4)
   The reference to ‘Minister implies the Minister of Health and the Environment’. However, participants were of the view that in this case the authority should reside with
the Minister of Finance. The NOU, the Attorney General’s Chambers and the Comptroller of Customs should examine this.

1.6.1 The Meeting recommended that consideration be given to the need to include in the Regulations, provisions to control exports of CFCs.

2. Education

2.1 Urgent action is needed to raise public awareness about the Montreal Protocol and key stakeholders about the provisions of the regulations.

3. Operation Issue

3.1 The meeting recognized the Ports Authority as a key stakeholder in operationalizing the Regulation particularly in relation to the safe storage and handling of goods. In this context, it is recommended that they be involved in future discussions on enforcement and operationalizing the regulations.

3.2 Customs chick list and colour codes of ODS to be posted at examination centres.

3.3 The NOU to provide the following information to Customs
   ➢ List of registered importers
   ➢ Copies of import license issued
   ➢ National quota annually
   ➢ Individual importer quotas

3.4 Customs officers should be provided more in-depth training in the use of ODS-identifiers as well as appropriate gears to carry out inspections.

3.5 The NOU, Customs, Ports Authority and the Pesticide Control Board should explore options to safely store CFCs, pesticides and toxic substances to be held in bonds.

3.6 Customs should be represented on the Environmental Board

3.7 The Government should support the ongoing initiative to establish a destruction facility in the region.

3.8 Examine the functions of the Pesticide and Toxic Chemicals Boards with the view to ensuring that the mandate and composition includes coverage of Montreal Protocol – related issues.

3.9 10% of the total national quota should be retained in abeyance for any unforeseen circumstances, and the remaining 90% allocated to registered importers based on an agreed quota formula.
3.10 A database of imports, containing information of country of origin, quantities of imports, names of importers, use of quotas etc. should be created to help track trade in ODS.

4. Enforcement of ODS Regulations

4.1 Unscheduled visits to importers premises should be conducted to detect uncustomed goods.

4.2 The Government of St. Vincent and the Grenadines should informed the Secretariat that it no longer wishes to receive good whose continued operation will require a supply of CFCs.

4.3 The timely application of the revised HS Code will facilitate the more efficient enforcement of the regulations.

4.4 Trading/transferring quotas should be prohibited

4.5 Key stakeholders, including the NOU, Customs, the Port Authority, Office of the Attorney General, the Pesticide Board, among others should put in place procedures to implement the Montreal Protocol’s Regulations. This should also include a process and methodology for data verification and management.

4.6 New entrants into the business of importing CFCs should be discouraged.

4.7 Importers and retailers should be encouraged to place a unique identification mark on their products

There is a need to sensitize the judiciary about the seriousness of environmental crimes and the need to impose penalties that are a deterrent.

The following recommendations have been agreed for the subsequent training of customs officers:

1. A particular section (preventative) of customs must undertake to maintain records related to importers of ozone depleting substances (ODD)

2. Establish a facility under customs control to house ODS. This building can be shared with Ministry of Agriculture to house toxic chemicals.

3. Having a representative from customs on the Environmental Board can enhance the monitoring process.
4. Distributors must keep a record of the use and distribution of ODS. In particular distributors (register importers) should only be authorized to sell/distribute to licensed technicians.

5. Periodical check of storage facilities of importers and end users – to ensure that storage is carried out in the prescribed manner – (Ministry of Health and the Environment/National Ozone Unit)

6. Government must look into the safe mechanism for disposal – a small facility can be set up to service, say CARICOM / OECS – Health & safety issues must be considered

7. Create a National Advisory Committee on Toxic Chemical/Ozone Depleting Substances. This committee will incorporate the function of the current Toxic Chemicals Committee/Board, so the current members with maybe one or two additional persons will reduce time and money – and foster collaboration between the various stakeholders (Ministry of Agriculture/Health/Customs etc).

8. Customs must have protective gear when testing for ODS and a designated testing area must be provided to ensure the health and safety of all involved.

**Group 2.2 Instrument of enforcement**

1. Legislation
   - Customs Control and Management Act.
   - Strict enforcement of sanctions

2. Organisational / Institutional
   (a) Police – search and seize
   (b) Coast Guard – Smuggling
   (c) Custom – search and detain
   (d) Judiciary - penalties
   (e) NOU to take the lead in monitoring, evaluating, reviewing system etc. Overall coordinating body.

Means of strengthening enforcement.

1. Specially designated and trained customs officials operating from a Hazardous Substance Unit (NB. Pg 54…2nd paragraph) – (* of storage must be resolved)

2. 100% examination of all ODS shipments
   a. Inspection verification labels
   b. Prior notification of incoming shipments.

3. A system of regular inspection of importers facilities by customs or NOU

4. End user – (competency) in the context of control – Retrofitters
Group 1. How to efficiently operate ODS import/export-licensing system?

1. The legislative framework must be in place to facilitate the license system.

2. Sensitizing the general public of import/export licensing system. In this way consumers would be less likely to import ODS refrigerators and air conditioning units and may choose to retrofit to ODS alternatives – specific mention to the media.

3. Licenses should be issued to registered importers. Consideration should be given to person established in the business so as to discourage new entrepreneur. The Ministry of Health and the Environment should be responsible for issuing the licenses. These licenses should be issued prior to importation.

4. It is recommended that 10% of the quotas be set aside for the Government to be used in case of emergencies. The additional 90% would be distributed among the registered importers.

5. Establishing a database to monitor the importation and source of ODS. It is also recommended that Country of Origin file the license for ease of reference.

There’s a need for collaboration between stakeholders and the proper dissemination of information.

It was also recommended that the Ministry of Agriculture and Fisheries be responsible for storing the ODS, taking into consideration their technical staff.

It is also recommended that ODS imports for a specific purpose such as agricultural purpose should not be counted as consumption by the country.

Topic 2: How to effectively enforce ODS regulations:

External – Public awareness & Education

Internal – Act and Regulation

- Training – monitor and control to verify imports
- Knowledge of the laws and its application, re: laws governing the licensing, quota trade and customs, Montreal Protocol, Health etc, to enforce the licensing system
- Ensure that the licensing authority authorizes licenses of importers/documents.
- Ability to identify the different types of gases and enforce controls over the trade in ODS. Use of equipment necessary to successfully achieving the objectives.

Introducing a new customs code database to control the quota/import ODS into the system to country.
Publish in the Gazette the quota for the total amount of ozone depleting substance in Ozone Depleting Potential units that may be imported into SVG. Names of registered importers allowed to import ODS and the quota to be published.

Customs must have records of importers’ quota of ODS and the names of persons by whom purchases were made. The importer must keep a record also

License and quota cannot be transferable; only the name that is registered is authorized to trade.

Storage facility prevent explosion

Storage areas should be equipped with appropriate fire extinguishing systems, ODS produce toxic fumes in a fire… electronic leak detection to be used in storage areas should be made available.

Periodic checks to the users to ensure compliance i.e. the product in use meets the required standards.

Ensure exporters labelling against which standardized tests can be carried out.

Develop a good intelligence system as it relates to production and distribution of the CFC manufacturers labelling, country of origin, exporters, distributor, importer, users etc.

Ensure that all excess imports above the annual quota by an importer is kept under strict supervision/control in storage - to be sold to other importers who are licensed to import. Any excess should be held over, with permission from the Minister of Health to be sold in subsequent years.

Labelling of the importer’s product (licensed) with his sole importer label to prevent smuggling (to identify fraud) e.g. Achabal Industry etc. to control mechanisms to be easily identified in the enforcement process.

Storage areas should be properly labelled and show appropriate warning if necessary, properly stored to discourage theft until further legal action determines what will be done. Facility, with substances should be accessible to authorized personnel only.

Accredited government lab, having trained and authorized technician or personnel.
ANNEX 10.5 Evaluation Questionnaire

The following questionnaire was given to participants to evaluate the training course. The responses are tabled in a graph in the following page. The rating “1” stands for poor performance and the rating “5” for excellent performance.

1. What is your overall evaluation of the course?
2. Did the course provide the information you expected?
3. Was the communication between participants possible and useful?
4. Was the composition of the audience adequate?
5. As far as the contents of the presentation are concerned, did you find them adequate in explaining the following issues?
   a) Environmental and human health consequences of ozone layer depletion?
   b) International response to ozone layer depletion (Montreal Protocol)?
   c) National obligations and phase-out strategy (RMP)?
   d) Regulatory framework for the national import/export licensing system?
   e) Prevention of illegal trade of ODS?
   f) Role of customs officers in enforcing the import/export licensing system?
   g) Role of other stakeholders in implementing the import/export licensing system?
   h) How to identify ODS and equipment containing ODS and the use of ODS identifying equipment?
   i) Issues relating to safe storage and handling of ODS?
   j) Data reporting requirements and procedures?
   k) Enforcement, penalties and prevention of illegal trade?

6. Did the training course provide you with adequate information regarding the subsequent training of the remaining customs officers?
7. Did the training course provide appropriate training material as the basis for the subsequent training of the remaining customs officers?
8. Can you think of any additional material that should be included in the "UNEP Customs Training Manual" to enable it to better achieve its goals?
9. Can you think of any additional material that should be included in the “Samoa Handbook on ODS Legislation and Import / Export Licensing System" to enable it to better achieve its goals?
10. Please give additional comments about the quality of the course and how similar courses could be improved.
ANNEX 10.6  Further references

[19]  Saving the Ozone: Every Action Counts (video & booklet), UNEP, 1996
ANNEX 10.7  OzonAction Programme

Nations around the world are taking concrete actions to reduce and eliminate emissions of CFCs, halons, carbon tetrachloride, methyl chloroform, methyl bromide and HCFCs. When released into the atmosphere these substances damage the stratospheric ozone layer — a shield that protects life on Earth from the dangerous effects of solar ultraviolet radiation. Nearly every country in the world — currently 170 countries -- has committed itself under the Montreal Protocol to phase out the use and production of ODS. Recognising that developing countries require special technical and financial assistance in order to meet their commitments under the Montreal Protocol, the Parties established the Multilateral Fund and requested UNEP, along with UNDP, UNIDO and the World Bank, to provide the necessary support. In addition, UNEP supports ozone protection activities in Countries with Economies in Transition (CEITs) as an implementing agency of the Global Environment Facility (GEF).

Since 1991, the UNEP DTIE OzonAction Programme has strengthened the capacity of governments (particularly National Ozone Units or “NOUs”) and industry in developing countries to make informed decisions about technology choices and to develop the policies required to implement the Montreal Protocol. By delivering the following services to developing countries tailored to their individual needs, the Programme has helped promote cost-effective ODS phase-out activities at the national and regional levels:

Information Exchange provides information tools and services to encourage and enable decision makers to make informed decisions on policies and investments required to phase out ODS. Since the 1991, the Programme has developed and disseminated to NOUs over 100 individual publications, videos, and databases that include public awareness materials, a quarterly newsletter, a web site, sector-specific technical publications for identifying and selecting alternative technologies and guidelines to help governments establish policies and regulations.

Training builds the capacity of policy makers, customs officials and local industry to implement national ODS phase-out activities. The Programme promotes the involvement of local experts from industry and academia in training workshops and brings together local stakeholders with experts from the global ozone protection community. UNEP conducts training at the regional level and also supports national training activities (including providing training manuals and other materials).

Networking provides a regular forum for officers in NOUs to meet to exchange experiences, develop skills, and share knowledge and ideas with counterparts from both developing and developed countries. Networking helps ensure that NOUs have the information, skills and contacts required for managing national ODS phase-out activities successfully. UNEP currently operates 4 regional and 3 sub-regional Networks involving more than 109 developing and 8 developed countries, which have resulted in member countries taking early steps to implement the Montreal Protocol.
**Refrigerant Management Plans (RMPs)** provide countries with an integrated, cost-effective strategy for ODS phase-out in the refrigeration and air conditioning sectors. RMPs have evolved to meet the specific need to assist developing countries (especially those that consume low volumes of ODS) to overcome the numerous obstacles to phase out ODS in the critical refrigeration sector. UNEP DTIE is currently providing specific expertise, information and guidance to support the development of RMPs in 40 countries.

**Country Programmes and Institutional strengthening** support the development and implementation of national ODS phase-out strategies especially for low-volume ODS-consuming countries. The Programme is currently assisting more than 90 countries to develop their Country Programmes and more than 75 countries to implement their Institutional Strengthening projects.

**For more information about these services please contact:**

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