

# **GUYANA NATIONAL BUREAU OF STANDARDS (GNBS)**



## **ANNUAL REPORT 2012**

### **Promoting Standards and Quality in Guyana**

**Guyana National Bureau of Standards  
National Exhibition Centre  
Sophia  
Greater Georgetown  
Guyana**

**December 2011**

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## **VISION OF GNBS**

***“To improve the quality of goods and services in Guyana, by partnering with government, consumers and industry through the process of standardization”.***

Standardisation can be defined as an activity which provides solutions to problems essentially in the spheres of science, technology and economics, aimed at the achievement of the optimum degree of order in a given context.

Generally, the activity consists of the processes of formulating, issuing and implementing standards. An important benefit of standardization is improvement of the suitability of goods and services for their intended purposes.

This activity of standardization can make a significant contribution to improving the quality of life of the people in the country.

## **MISSION STATEMENT**

***“To promote the national quality infrastructure for economic and social development and consumer protection in partnership with key sectors through standards, metrology and conformity assessment”.***

The VISION of the GNBS can be achieved through the implementation of the MISSION Statement. This statement spells out the different work programmes of the Bureau, targeting consumer protection and advancement of trade. The consumer protection programme activities involve the verification of weights and measures, monitoring the quality of local and imported commodities and investigation of consumers’ complaints. The trade-support activities are focused on a range of conformity assessment sub-programmes and information services.

## MEMBERS OF NATIONAL STANDARDS COUNCIL 2012

1.	Mr. Melvyn Sankies	Chairman	Now Deceased.
2.	Ms. Evadnie Enniss	Member	Guyana National Bureau of Standards.
3.	Mr. Willet Hamilton	Member	Ministry of Tourism, Industry and Commerce.
4.	Mr. Valmikki Singh	Member	National Frequency Management Unit.
5.	Mr. Anthony Ross	Member	Guyana Manufacturers & Services Association Limited.
6.	Mr. Narvon Persaud	Member	Guyana Association of Professional Engineers.
7.	Mr. Patrick Dyal	Member	Guyana Consumers Association.
8.	Ms. Tashana Redmond	Member	Environmental Protection Agency.
9.	Ms. Jewel Sears	Member	Food and Drugs Department.
10.	Ms. Allison Peters	Member	Guyana Rice Development Board.
11.	Mr. Brian Greenidge	Member	Guyana Rice Development Board.
12.	Mr. William Benjamin	Member	Benjamin Business Machines.

The National Standards Council is the Governing Board of the GNBS dealing with policy matters. The Board Members meet on a monthly basis and monitor the work of the GNBS. A comprehensive monthly report is submitted to the Council by the Executive Director. Board members are also responsible to chair and manage Standards Development Technical Committees in the preparation of standards for the different sectors of the economy. Oral reports are also submitted by Council Members to the meeting, which are captured in the minutes of the meetings.

However for the entire 2011, the Board did not meet because it was not re-appointed.

## EXECUTIVE OFFICERS

### (Management Team)

- Ms. Evadnie Eniss - Executive Director (A.G. (June 2010 to December 2011))
- Ms. Candelle Walcott-Bostwick - Head, Conformity Assessment Department
- Ms. Ramrattie Karan - Head, Standardisation Department.
- Mr. Edward Melville - Head, Laboratory Services Department.
- Mr. Shailendra Rai - Chief Inspector, Metrology and Compliance Department.
- Ms. Joyann Fanfair - Administrative Officer.
- Ms. Marcia Austin - Accountant.

### DEPARTMENTS/WORK PROGRAMMES

- \* Metrology & Standards Compliance Department - Weights & Measures (Legal Metrology)  
- Standards Compliance (Import quality)
- \* Laboratory Services Department - Gold Testing  
- Calibration activities.
- \* Standardisation Department - Standards Development  
- Standards Promotion & Implementation  
- Regional & International activities.  
- Codex activities
- \* Conformity Assessment Department - Technical Assistance  
- Product Certification  
- Audit Service  
- Inspection & Certification  
- Accreditation activities.
- \* Information Services Department - Communication  
- Standards Information  
- Information Technology
- \* Administration and Finance - Administration

## EXECUTIVE SUMMARY

### HIGHLIGHTS OF ACHIEVEMENTS FOR 2012

During the year 2012, the Guyana National Bureau of Standards (GNBS) continued aggressively to promote standardization and quality systems in Guyana through its nine (9) work programmes, viz., (1) Legal Metrology (Weights & Measures) (2) Standards Compliance (3) Laboratory Services (4) Conformity Assessment (5) Standardisation (6) Communication (7) Standards Information (8) Information Technology (9) Administration and Finance. The work of the Institution is reported under these Programmes.

In the pursuit of its mission and vision, the GNBS made a number of notable achievements, as summarized below. It is believed that the various stakeholders, including manufacturers, importers, retailers, vendors and consumers have become more conscious of the importance of standards, and are making the requisite adjustments to put systems in place in order to comply accordingly.

#### **(1) Legal Metrology (Weights and Measures)**

During the year under review the GNBS continued the verification of new, locally-manufactured and imported devices submitted for approval during the year, resulting in a quantity of **1, 272** scales, **3, 077** masses, **3** measures, **20** rules and **2, 300** electricity meters being initially verified for accuracy. For subsequent verification, **6, 775** scales, **15, 017** masses and **49** measures were subsequently verified for accuracy. At filling stations and bulk terminals **1, 649** petrol pumps, **269** flow meters, **107** wagon compartments and **55** storage tanks were verified.

Inspectors also conducted surveillance activities and visited **6, 533** stalls/premises countrywide to ensure that all weighing and measuring devices used in commercial trade were verified and stamped. During these exercises, **634** scales, **752** masses, **6** measures and **88** rules were seized and removed. The execution of verification activities and weights and measures surveillance inspections by the GNBS is pivotal in providing consumer protection and equity in trade. It ensures that devices used in trade and commerce are in an acceptable working condition and are working accurately.

In addition, the Bureau successfully completed **147** verifications on weighbridge scales used at sugar estates, rice industry and retail sectors and **93** Test Masses for the year 2012. Devices which were inaccurate were repair and re-verified to ensure accuracy is maintained.

For the year **2013**, special emphasis would be placed on the further development of the Weights and Measures Programme in the various Regions, i.e. the employment of GNBS Officers in all Regions, the verification of tanker wagon compartments primarily for private operators, the verification of water and electricity meters and the completion of the reviewing and upgrading of the 1981 Weights and Measures Act and the development of Regulations for the said Act, in an effort to strengthen the Weights and Measures Programme in the new year.

The execution of these activities is critical to improve the effectiveness of the Weights and Measures Programme countrywide by ensuring transparency in the electricity, water and petroleum sectors. In addition, enactment of the completed Metrology Act and the Regulations would be vital for the effective execution of Weights and Measures activities in Guyana, thus ensuring consumer protection and equity in trade.

## **(2) Standards Compliance**

Under this programme, some twenty (**20**) categories of imported or locally -manufactured commodities falling under the purview of the GNBS were monitored for compliance to National Standards. Importers, dealers (used tyres and cellular phones) and manufacturers of these commodities registered with the Bureau, in order to facilitate ports-of-entry and warehouse inspections, to verify quality and ensure that requirements under the import control regulations are met. As a result, a total of **317** importers, **60** used-tyre dealers, **191** cellular phone dealers and **5 local** manufacturers were registered with the GNBS for the importing, retailing and manufacturing commodities monitored by the GNBS. Routine inspections were carried out at cell phones and used tyres outlet to determine compliance with established Guidelines and the Code of Practice for the Storage of Tyres, prior to the issuing of permits to Dealers.

The GNBS was successful in conducting a total of **1450** inspections at the Ports-of-entry and **893** at importers' warehouses for **2012**. Commodities examined were mainly new and used tyres, electrical appliances, fertilisers, toys and playthings, furniture, cell phones, footwear, garments, PVP pipes, safety matches, soap powder, Christmas tree and decorative lighting outfits and gas stoves. Commodities were examined to determine compliance with their respective national standards and were found to be generally in compliance. Commodities which were not in compliance with their respective National Standards were placed on hold pending corrective actions and were subsequently released, except for **2786** defective used tyres which were destroyed to prevent further usage.



During the year, **98** consumer complaints were received by the GNBS, predominantly for electrical appliances and cell phones. Ninety-five percent **95%** of the complaints received were favourably resolved, **5** complaints were referred to the Competition and Competitiveness Division of the Ministry of Tourism, Industry and Commerce for further investigation.

The Department would continue its routine activities based on the Annual Work Programme for the New Year and work closer with the Consumer Affairs Division, the Competition and Competitive Commission and Commerce Department of the Ministry of Tourism, Industry and Commerce, in order to effectively address consumer complaints relating to sub-standard quality of commodities purchased and to effectively monitor the quality of commodities locally manufactured, in the New Year, since much cooperation was not received from suppliers and local manufacturers during the year **2012**. In addition, the GNBS would be working through the National Standards Council to revise existing National Standards, with the view of incorporating quality parameters and making them Technical Regulations, in order to facilitate effective enforcement of the said Standards. Further, the GNBS would be commencing the testing of textiles, garments and footwear in the new year and would be intensifying surveillance inspections of commodities monitored by the GNBS at sale outlets, in order to ensure that quality products are offered to consumers and to address cross border smuggling of commodities monitored by the GNBS.

Also, the GNBS would be moving to strengthen the monitoring mechanism at Springlands, Charity and at Lethem, in order to effectively monitor commodities monitored by the GNBS which are imported through these ports, since there has been an increase in the importation of commodities imported through these ports during the year **2012** and there has been indications that the importation would be further increased over the next few years. Further, the employment of GNBS Inspectors in all the ten Administrative Regions would certainly enhance the efficiency and effectiveness of the Standards Compliance Programme in the Regions. The GNBS would be working to have its inspections activities certified to the **IEC 17020 QMS** Standard and to complete the reviewing and upgrading of the GNBS Act and the development of Regulations to facilitate the enforcement of the said Act, in order to strengthen the Standards Compliance Programme.

### **(3) Laboratory Services**

During the year 2012, the Laboratories Services Department provided calibration services to industries, medical laboratories, testing laboratories as 566 weights, 92 thermometers, 92 electronic balances, 20 calipers, 2 micrometers, 12 gauges, 7 metre rule and 7 volumetric containers were calibrated to establish traceability to the national and international standards.

The working standards, i.e, Masses, Electronic Balances and Provers of the GNBS were also calibrated using the secondary standards.

During the year, a total of thirty five (35) gold samples were submitted both by the Product Certification Department and consumers to determine the purity.

A total of 124 moisture meters were verified for the year. The moisture meters submitted were mainly from the rice industry the millers.

The GNBS, in collaboration with a number of other agencies through the National Committee on Conformity Assessment, will be working closely with other agencies in the area of scientific metrology. This collaboration will see an increase in the number of devices submitted for calibration which will generate more income and facilitate trade.

### **(4) Conformity Assessment**

With the onset of globalization and trade, the Conformity Assessment Department continues to promote the need for businesses in Guyana to implement standards to boost their competitiveness both nationally and internationally. This concept was realized under the theme: *“Management systems, the Gateway to a value added business, powered for economic growth”*. This initiative was used to encourage businesses to recognize that standards add value to their current operations and they should implement management systems to be assured of sustainability. In order to facilitate fair trade, it is critical for the local businesses to be certified to management system standards such as the ISO 9001, ISO 14001 or ISO 22000 standards to demonstrate their ability to provide products of consistent quality and safety to their suppliers.

Consultancy Service (Technical Assistance) was provided to three (3) companies to facilitate the development of their quality management system to the ISO 9001:2008 standard, one (1) company to the ISO 14001:2004 standard and one (1) Company to Hazard Analysis and Critical Control Point system (HACCP). These programmes were implemented through the provision of regular on site meetings, interpreting the requirements of the standard, and reviewing of policies and procedures completed by the company. Each company representative was responsible for ensuring that the nonconformances identified during the review were addressed within an agreed time frame.

In an effort to monitor the quality gold jewellery and PVC pipes manufactured in Guyana, eleven (11) surveillance audits and four (4) renewal audits were conducted at the premises of clients permitted to use the National Standards Mark under the Product Certification Scheme. Two (2) jewellers, and two (2) Poly Vinyl Chloride (PVC) pipe manufacturers are currently permitted to use the National Standards Mark on products certified to the respective national standards.

With respect to the Accreditation programme, technical assistance was provided to five (5) inspection agencies and two (2) certification agencies. Two critical factors affecting the completion of the management systems for certification and inspection bodies are the restructuring in some of these agencies and the resignation of trained staff from these agencies.

Monitoring the quality of laboratories in Guyana is a key function of the Conformity Assessment Department as it continues to promote laboratory quality in Guyana. For the Laboratory Certification Programme, nine (9) quality manuals, and sixty three (63) technical manuals were submitted by ten (10) laboratories for assessment to the requirements of the national standard.

Five (5) renewal audits were conducted at Eureka Medical Laboratory, Georgetown Public Hospital Corporation Medical Laboratory, Sigma Labs, St Joseph Mercy Hospital Laboratory and the National Public Health Reference Laboratory respectively. Two (2) of the five laboratories are addressing findings identified during the assessment before recertification is granted for another two years. Twelve (12) surveillance visits were conducted at the certified laboratories during the year. There was a decrease in surveillance visits due to laboratories not completing corrective actions in a timely manner.

The New Amsterdam Regional Hospital Laboratory was certified in October, 2012 bringing the number of laboratories certified to ten (10). Nine (9) medical and one (1) testing laboratories are currently monitored by the GNBS under the Laboratory Certification Programme.

Training on management systems standards is critical for promoting the benefits of the different management systems standards to businesses and also to encourage the implementation of management systems in businesses. On completion of the training programmes, contact was made with businesses to participate in the Consultancy programme of the GNBS. Fifteen (15) out of eighteen (18) management system training programmes scheduled for 2012 were conducted. The other programmes were not conducted due to low interested expressed by the target group. The GNBS conducted three (3) programmes at organisations based on request from those organisations. The GNBS is equipped to conduct training programmes on the requirements of the ISO 9001, ISO 14001, ISO 22000, HACCP, ISO/IEC17025, ISO 15189, ISO 17020, ISO 17065, GYS 170, GYS 235 standards and internal auditor courses for the respective standards.

The National Accreditation Focal Point (NAFP) continues to promote improvement in laboratory quality in Guyana to facilitate the issue of accurate and reliable test results. The activities of the NAFP focus on strengthening the capabilities of laboratories through the implementation of laboratory management systems meeting the requirements of the ISO/IEC 17025 standard for testing and calibration laboratories, and the ISO 15189 standard for medical laboratories. Five (5) medical laboratories and seven (7) testing laboratories are currently benefitting from this programme. The working group of the NAFP meets quarterly to provide updates of the laboratory management system implementation and implementation guidelines as the laboratories move towards accreditation. The laboratories have completed policies for the pre analytical and analytical phases. Policies completed by laboratories were reviewed and resubmitted by the GNBS to the laboratories.

The functions of the Conformity Assessment Department will continue to be implemented to strengthen the National Quality Infrastructure required to support trade and consumer protection.

**(5) Standardisation**

During the year 2012, the National Standards Council was not reinstated. Hence, no national standard and proposals were not approved.

Guyana hosted the regional secretariat for the revision of the standard “ Specification for Rice”. The standard was revised with input from national stakeholders and is for CARICOM Member countries voting.

The Standard and Weights and Measures Acts are being revised Guyana hosted the 21 st CARICOM Regional Organisation for Standards and Quality, (CROSQ) Council meeting.

**Projections for December 2012-January 2013**

- Prepare work programme for 2013,
- Prepare annual report 2012,
- Continue to liaise with CROSQ, ISO and CODEX
- Begin to develop/revise/amend national standards with the NSC.

## **(6) Communication**

The Division once again managed to execute most of its objectives as it continued to provide support to the technical departments, educate and sensitise stakeholders about the GNBS activities, organized participation in exhibitions and national events and give guidance to consumers on matter pertaining to the selection of quality goods. During the year 2012, the Division employed a number of communication strategies to effectively execute its duties. These include, one joint outreach visits with the Consumer Affairs recognition of World Consumer Rights Day. A symposium was organized in celebration of World Accreditation Day, activities were conducted during World Standards Day and National Quality Week and the organisation participated in GUYEXPO 2012.

In 2012, the Division also issued six (6) press releases, three (3) Standards Advisories, forty one (41) editions of the Standards Corner, forty eight (48) notices, four (4) press briefings, three (3) school lectures, and three (3) radio and television programmes.

A 60 second Corporate Advertisement, a 45 second Metrology Advertisement and a 30 second Training and Consultancy Advertisement was produced by the GNBS under the Support for Competitiveness Programme (SCP). In addition, Seven symposia were conducted countrywide to promote the GNBS programmes and activities to stakeholders in the various sectors, which included food, jewellery, and environment sector. Further, under the SCP, significant progress was made in preparation for the design and printing of factsheets and brochures and the production of pre-recorded television programmes to educate stakeholders on the activities of the Bureau.

During the year, the Division represented the GNBS at Regional meetings of the Marketing, Information, Knowledge Management (MIKE) Committee and the Technical Implementation Group – Awareness and Information Technology meeting.

## **(7) Standards Information**

Technical Standards Information Unit (TSIU) is one of three programmes under the Information Services Department (ISD). Its essential functions are to ensure that information acquired be organized, disseminated and be made retrievable in a timely manner to patrons. Those activities are the foremost achievements of this department.

In 2012 these tasks were accomplished by TSIU acquisition 295, books bound 43, books catalogue 38, books lettered 19, catalogue cards filed 55, CD's indexed 26, certificates printed 126, correspondence handled 93, document dusted 956, document reshelved 2,090, document shelf 533, file covers created & printed 136, files opened 40, ISBN pasted into standards 965, ISBN recorded for typing 1496, loans 103' magazine boxes labeled 95, queries handled 229, standards bound 442, standards cover printed 423, standards issued free 26, standards received 20, standards requested 24, standards sold 141, standards withdrawn 11, subject headings ticked 281, visitors 63 and 124 weekly form were printed.

During the year GNBS was represented at a meeting on the promotion of international standards.

## **(8) Information Technology**

IT programme is one of the programmes under the Information Services Department. It provides support services as; minor repairs to hardware and software, virus scans, adding client computers to the network, backing data, sharing files and folders to all staff.

## **(9) Administration**

The Administrative Department comprises fifteen (15) non-technical staff members who render effective and efficient support to the six (6) Technical Departments of the Bureau in the most cost effective and timely manner. The department also liaises with other Ministries and Agencies in the execution of its duties and responsibilities.

- During the year under review employees of the Legal Metrology and Standards Compliance Department and the Laboratory Services Department, were exposed to overseas training. Further, Heads of Department and other senior and junior staff of the organization benefitted from (10) local training including Testing of Hollow Concrete Blocks facilitated by the Grenada Bureau of Standard and several aspects of the Weights and Measures Act were also done.
- Sixteen (16) In-House training designed for staff development and improved performance were conducted. Further, Lectures on the “Traffic Regulations” by a member of the Guyana Police Force and “Concrete of a First Aid Kit” by two members of the Red Cross Society were done.
- Eight (8) officers represented the Bureau at various overseas Conferences and Meetings during the year in review; while fifteen (15) employees attended local meetings/workshops meetings/workshops, business luncheon and projects on behalf of the organisations.
- As the organization continued to improve the services provided to stakeholders and consumers, five (5) employees were employed. In addition, three (3) employees of the Legal Metrology and Standards Compliances Department and one (1) from the Conformity Assessment Department were confirmed in the respective positions.
-

- Two (2) employees were separated from the Bureau through retirement and resignations during the year under review.
  
- As management continued to improve the working environment for staff and services to stakeholders, grilled doors were installed at the main entrance of the building and the generator room. Security lights were also installed. Further, two (2) water tanks were installed at the Western side of the building to facilitate the flow of water to facilitate calibration of tanker wagons.

## INTRODUCTION

This report highlights the activities, achievements and the challenges of the various work programmes of the Guyana National Bureau of Standards (GNBS) for the year 2009 including its Branch Office in Region 2 (Anna Regina), Region 6 (New Amsterdam), and the Weights and Measures Offices in the other Regions of the country. It also covers the Projects of the Institution in one Section and the Projections into the future year.

The report is structured and presented under the ten (10) different work programmes of the GNBS with the Administration and Finance Department providing a critical, supporting role to the operations of the said programmes. In discussing the achievements of each work programme, an attempt is made to evaluate the results obtained in the context of the challenges posed by the environment, and also, to make observations or comments on the evaluation, and ultimately, possible recommendations for further actions. This approach would add value to the report, as field experiences from the different activities are reflected in the evaluation conducted.

Standardisation is based fundamentally on the development, promotion, implementation and enforcement of standards which activities are intended to streamline and impact on industries, sectors, or companies. While the GNBS has the mandate to produce the standards needed by the different sectors of the economy through its various Technical Committees, it is the responsibility of the Regulatory or controlling body of each Sector to enforce the standards produced and issued. The success achieved by such Bodies/Agencies in the application and management of the standard is beyond the control of the GNBS.

The GNBS is involved in the promotion and implementation of some standards for products where there is not a Regulatory Body in the country e.g. used tyres, textiles, garments, and footwear, etc. The GNBS also has the responsibility to administer the range of International Management System Standards (ISO standards) for the development of the manufacturing companies. The cooperation and response from the manufacturers, importers and the private sector have largely not been encouraging. Attendance and participation at meetings, seminars, consultations and symposia have not been so positive, as the stakeholders tried to shy away from standards.

The GNBS made significant contributions to other Agencies and Departments with representation at their Boards, Councils or Committee Meetings, thus providing necessary, invaluable information or participating in brain-storming sessions at workshops to design strategic plans or evolve recommendations for actions on particular problems or issues. Technical Officers of the GNBS also made numerous presentations externally for other institutions, in providing support to their operations, particularly in relation to the International Management System Standards. The GNBS, in addition, maintained its in-house series of seminars for staff, throughout the year, as also, ensured the external training of staff (local and foreign) in its Human Resource Development programme. All these activities are discussed in the Administration and Finance Section of the Report.

It is hoped that the report would make interesting reading while it attempts to address the objectives of the work programmes



## 1.0 LEGAL METROLOGY PROGRAMME (Weights and Measures)

The Legal Metrology Programme is executed to ensure accurate measurements, consumer protection and equity in local, regional and international trade. The main activities executed this year under the Legal Metrology (Weights and Measures) Programme were routine and initial and in keeping with the Annual Work Programme for the year. These activities included the subsequent verification of devices used in commerce, health, transportation, energy and the agricultural sectors of Guyana, twice yearly, to ensure accuracy is maintained. Also executed were the verification of petrol pumps, bulk meters and tanker wagon compartments used at Petrol Terminal and Services Stations and the calibration of storage tanks used by private companies. In addition, surveillance of devices was conducted at sale outlets to ensure consumer protection. Licensing of local manufacturers; metric sensitization of stakeholders and facilitation of the conversion of imperial devices to metric were also carried out to enhance the effectiveness of the programme.

Further, other activities such as Regional Officers development, capacity building and public awareness activities were carried out during the year i.e. the internal training of GNBS and Regional Inspectors, attending meetings, conducting regional visits, attendance at metrology Seminars and Workshops overseas, participating in public relations activities and the investigation of complaints relating to short weight of products purchased and paddy supplied to rice mills.

### 1.1 Licensing of Manufacturers of Weighing and Measuring Devices

For the year **2012**, four (**4**) manufacturers were licensed with the GNBS to manufacture scales and masses, and to convert devices from imperial to metric units. However, no manufacturer of measures was licensed for 2012. **Table 1** below shows a comparison of manufacturers of devices registered with the GNBS for the years **2001** to **2012**.

**TABLE 1**  
**MANUFACTURERS REGISTERED WITH THE GNBS**

YEAR	NO OF MANUFACTURERS REGISTERED	
	SCALES & MASSES	MEASURES
2002	8	1
2003	9	-
2004	6	2
2005	5	2
2006	5	2
2007	5	1
2008	4	-
2009	5	-
2010	4	-
2011	4	-
2012	4	-

The number of manufacturers licensed with the GNBS over the past three years had decreased when compared with the previous years. The decrease in the number of manufacturers registered is attributed mainly to the reduction in the demand for devices to be used for commercial purposes, on the local market. The voluntary discontinuation of the manufacturing of measures by manufacturers was as a result of the decrease in the demand for metric measures on the market, which is attributed to the fact that most vendors are buying prepackaged goods and are now weighing their solid products, as required, instead of measuring same as was done previously.

The inspection of registered manufacturers' premises was done at the beginning of the year to determine compliance with the manufacturing requirements i.e. the examination of their facilities and tools used in their operations, quality control techniques, manufacturing standards, (test masses and calibration scale), prior to the issuing of manufacturing licences. In addition, periodic inspections were conducted to ensure that requirements were maintained.

As a result of periodic inspections conducted at manufacturers' premises, it was observed that manufacturers had the required facilities to operate and were generally adhering to manufacturing requirements stipulated by the GNBS. Devices manufactured locally were submitted routinely to the GNBS for verification prior to sale. In some situations minor non-conformances such as, the changing over of the year on the license number on devices manufactured, untidy working standards and the use of unverified test masses to calibrate masses manufactured were observed. However, these non-conformities were drawn to the attention of the manufacturers and the necessary corrective actions were taken to address same.

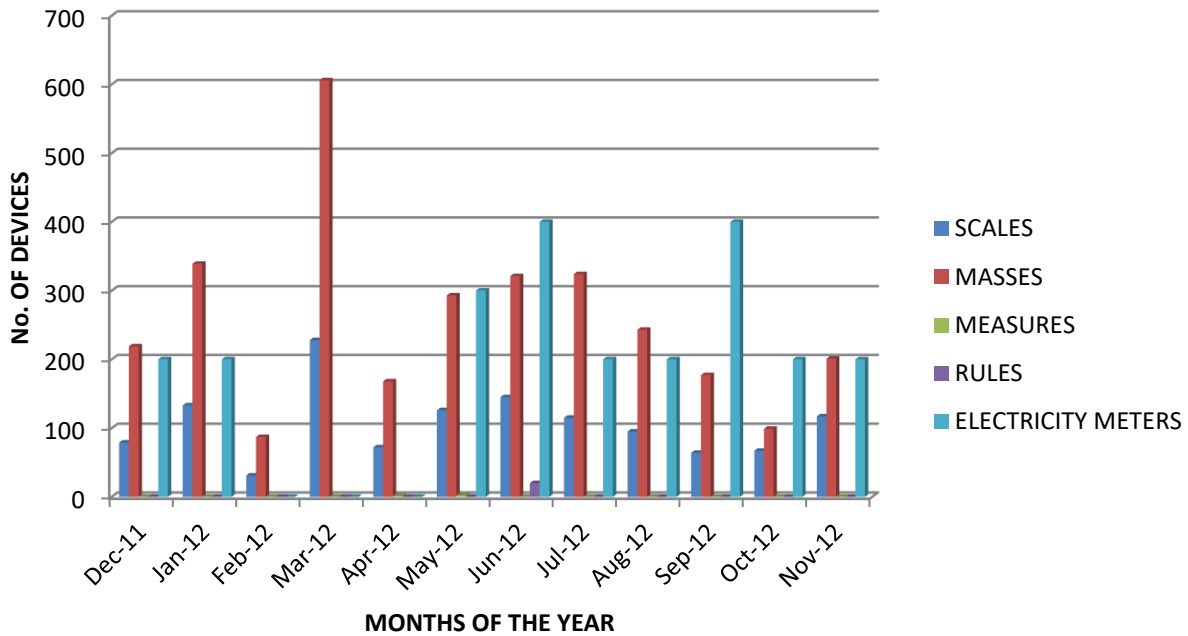
## 1.2 **Initial verification of imported and locally manufactured devices**

The initial verification of devices (new) involves the inspection and testing of devices, imported or locally manufactured prior to use, in order to ensure compliance with the manufacturing or importation requirements and to determine accuracy. Devices initially verified during the year were mainly submitted by Importers and Local manufacturers registered with the GNBS.

### 1.2.1 **Scales, masses, measures, and metre rules**

Resulting from initial verification exercises conducted during the year **2012**, a total of **1272** scales, **3077** masses, **3** measures and **20** metre rules were initially verified during the year. **Figure 1 below shows** the monthly initial verification of devices for **2012**, which indicates that there has been a monthly fluctuation in the number of new devices verified throughout the year based on the demand for same within a specific period. During the months of January, March, May, June, July and November a significant amount of devices were submitted for verification, while the number of devices submitted for verification for the other months was fairly consistent.

**Figure 1 : INITIAL VERIFICATION OF DEVICES  
(2012)**



**Table 2** below shows a comparison of devices initially verified for the years **2001** to **2012**. The table indicates that there has been an increase in the number of scales and masses initially verified this year, as compared with the years, **2002** to **2011**. However, has remained consistent with the years **2002**, **2003**, **2009**, and **2010**, with the exception of metre rules and measures which continued to decline, since importers of rules and manufacturers of measures are not interested in importing and manufacturing same due to the low demand for same.

**TABLE 2  
INITIAL VERIFICATION OF DEVICES**

<b>YEARS</b>	<b>SCALES</b>	<b>MASSES</b>	<b>MEASURES</b>	<b>METER RULES</b>
2001	1867	3227	541	-
2002	1029	2094	512	-
2003	1128	2087	298	31
2004	940	1951	344	303
2005	969	2141	586	222
2006	889	2198	806	-
2007	851	1780	233	-

2008	895	1819	-	2
2009	1270	2695	104	2
2010	1039	2033	23	-
2011	978	2082	0	25
2012	1272	3077	3	20

The increase in the number of scales initially verified clearly indicates that there has been an increase in the demand for same on the local market, which could have been attributed mainly to fact that some vendors and shopkeepers are adhering to the requirements of the GNBS by taking steps to acquire recommended devices, instead of using the domestic dial scales which are not approved for commercial trade. It is also worthwhile to mention that the equal arm scales which are locally manufactured are known to last for long periods, once they are properly used and maintained, and can be easily repaired and converted by local manufacturers registered by the GNBS.

However, on the other hand a significant number of vendors and shopkeepers continued to use the domestic clock scales that were banned by the GNBS from use in commercial trade. This malpractice has created a challenge for the GNBS to seize and remove the said scales from the various market places and shops countrywide, since some vendors and shopkeepers are reluctant to purchase and use the approved equal arm scales. As a result, the enforcement arm of the GNBS has continued its efforts to remove these devices from the market places, in order to prevent the cheating of consumers by unscrupulous vendors and shopkeepers.

Further, the demand for measures on the local market continued to be a challenge for the GNBS, although most liquid items are being sold prepackaged and significant efforts were made by the Inspectors and the Metrification Officer of the GNBS in effectively sensitizing vendors and shop keepers on weighing solids instead of measuring same. Nevertheless, in addressing this matter the GNBS was successful in getting a manufacturer to manufacture metric measures in the new year. The said manufacturer is registered with the GNBS to manufacture measures in **2013** and has commenced the manufacturing of samples measures for submission to the GNBS for approval. Also, efforts were made to get an importer to import measures but this initiative has not yet materialised.

Also, the GNBS was successful in getting an importer to import metre rules and as a result, metre rules are now available for sale in Georgetown, but the GNBS continued to

experience difficulties with dealers and wholesalers of products sold by length measurement, in getting them to use verified metric rules, since consumers are still purchasing and requesting products in imperial quantities, although the metric system is the only legal system of measurement in Guyana. This phenomenon has created the predominant use of unverified yard sticks by dealers and wholesalers throughout the country and has continued to be a challenge for Inspectors of the GNBS to seize and remove such devices during surveillance inspections.

However, during the year the GNBS was successful in acquiring funding from the Competitiveness Project to review and update the existing 1981 Weights and Measures and the Guyana National Bureau of Standards Acts and to develop Regulations to facilitate the enforcement of the said Acts, which was commenced in **2012** and is expected to be completed in early **2013**. In the interim, the GNBS would continue surveillance inspections of devices used for measuring textiles at sale outlets, in order to streamline this area of measurement until the necessary legislative support can be provided to strengthen the Programme. Further, the GNBS would continue to work with dealers in the other Regions of Guyana in getting them to stock metric devices.

Locally manufactured devices that were rejected during initial verification were returned to manufacturers for rectification and further adjustments and were then subsequently verified. Non-conformities identified during verification were highlighted to manufacturers at the time devices were submitted for verification to prevent a re-occurrence of same in the future. Some of the non-conformities identified included extended adjusting cavities, illegible manufacturer's identification number and marking of denomination on the masses and draw bar and inferior draw bar weight beak. In situations where the rejected devices could not be rectified, the devices were scrapped and reworked by the manufacturers.

### **1.2.2 Verification of Electricity Meters and Water Meters.**

#### **Electricity Meters**

The verification of electricity meters imported and installed on consumers' premises by the Guyana Power and Light (GPL) continued by the GNBS in the year to ensure that meters installed on consumers' premises were reading accurately, as required. Resulting from verifications conducted for the year, a total of **2300** meters were tested, of which **342** had to be calibrated and re-verified, since they were out of the **2%** acceptable tolerance applied to electricity meters and **190** meters were rejected mainly because they were not responding to adjustments.

During the year the GNBS was successful in having its Phazer Electricity Meter Test Bench acquired in **2010** repaired and had acquired a Standard Power Supply to facilitate

the calibration of GNBS Standard Meters internally. In addition, a Senior Inspector within the Metrology Department was trained in Peru based on assistance from SIM and INDECOPI on the calibration of Standards Meters using a Reference Meter and the verification of various types of electricity meters. As a result of the relevant training and equipment acquired, the GNBS has continued to develop its Electrical Laboratory, in order to competently perform internal calibrations and verifications for stakeholders. However, it is recommended that the GNBS acquire a new building to house the Electrical Laboratory, since the existing building is inadequate to accommodate the equipment and perform verification and calibration activities. Further, the required environmental condition that is required to perform such tests cannot be attained in the existing building, hence would pose a challenge for the GNBS to obtain certification to the ISO/IEC 17025 Quality Management Standard. The introduction of prepaid meters by GPL for which the GNBS does not have the necessary capability to verify, has created some difficulty for the GNBS initially, however, actions are currently be taken by the GNBS to acquire the required equipment and capability to facilitate the verification of prepaid meters.

It is anticipated that in the New Year the GNBS would be in a comfortable position to effect the verification of prepaid meters and to effectively perform the internal calibration of its Standard Meters, in order to maintain traceability to international standards. Also, the sustainability of this programme would depend on the continued cooperation of the GPL to this process, in order to ensure consumer satisfaction and equity in trade within the electricity sector. The execution of this activity is necessary to ensure that meters installed on consumers' premises are reading accurately, prevent the tampering of meters after verification by the GNBS, aid in dispute resolution, and to reduce complaints relating to the use of inaccurate meters by GPL.

### **Water Meters**

The GNBS continued its efforts to work with the Guyana Water Inc. (GWI) to commence the verification of water meters, prior to the installation on consumers premises, however, this process has being progressing very slow. Nevertheless, a meeting was convened with the GWI and the Public Utilities Commission to discuss the said matter and it was highlighted that GWI would obtain Test Certificates from an Independent Testing Body verifying the accuracy of the new meters imported by the Company. However, the GNBS has maintained that this process would need to be verified to determine whether the meters imported were actually initially verified by an Independent Authority in the country of manufacture. If not, the meters imported would be subjected to sample testing upon arrival in Guyana by the GNBS. However, if the meters imported are initially verified by an Independent Authority, the GNBS would accept the Test Certificate as attesting to the accuracy of the meters.

With regards to the reconditioned meters it was agreed that the GNBS would conduct some preliminary tests to determine whether it was necessary to do 100% testing on the reconditioned meters. As a result, based on tests carried out by the GNBS it was observed

that the number of meters that failed the tests carried out exceeded the acceptable allowed quantity so it would be necessary to conduct 100% testing on all reconditioned meters. Presently the GNBS is awaiting a shipment of new meters that is expected to be imported by GWI shortly to actually commence the approval and verification process.

### 1.3 **Subsequent verification of devices**

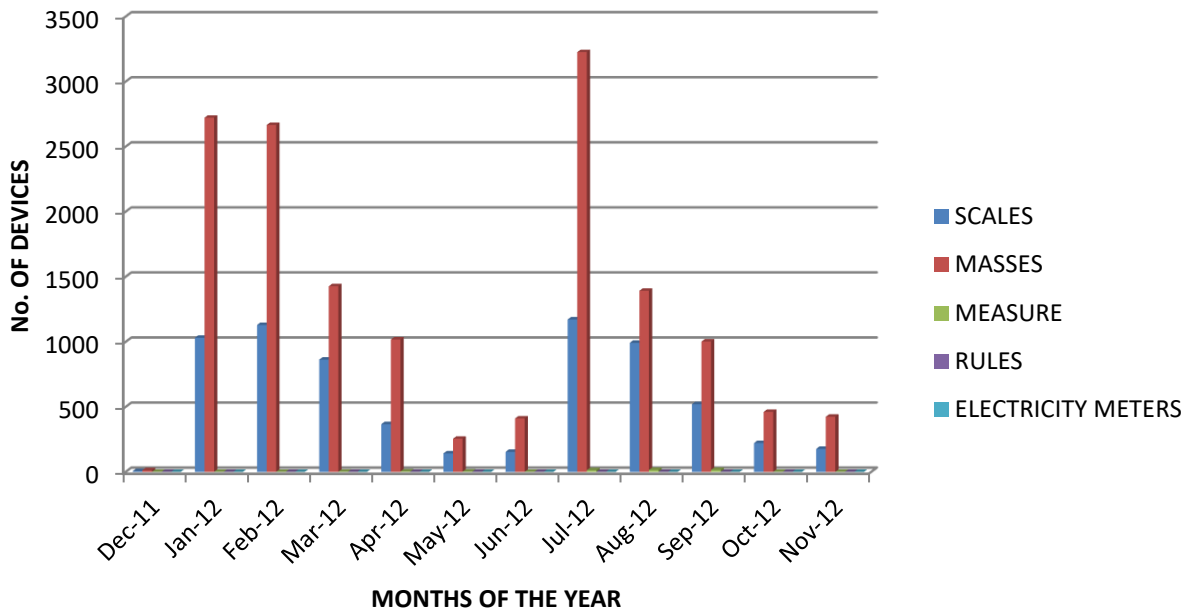
The subsequent verification of devices involves the inspection of devices already in use in commerce and within the health, transportation, energy and agricultural sectors, to ensure that they are in good working condition, and the testing of same to ensure accuracy.

The verification of devices used at markets, shops, hospitals, clinics, health centres, post offices, airlines, shipping agencies, fisheries, supermarkets, sugar estates, rice mills, service stations, petrol terminals and other industries was conducted at the GNBS Head Office, Sophia Exhibition Site, Weights and Measures offices countrywide, at the Bureau's Branch offices in Regions 2, 6 and 9, at clients' premises, and during mobile stamping exercises conducted at markets and strategic locations in the various Regions. These exercises were conducted during the periods January to March and July to September, for the first and second half of the year, respectively, as is required by the 1981 Weights and Measures Act, in order to ensure accuracy is maintained, which is vital for consumer protection and equity in trade.

#### 1.3.1 **Verification of scales, masses and measures**

A total of **6, 775** scales, **15, 017** masses, **49** measures and **152** electricity meters were subsequently verified for the year **2012**. **Figure 2 overleaf** the monthly subsequent verification of devices for **2012**, which indicates that during the months of January and February and July and August for the first and second half of the year, respectively, the highest amount of scales and masses were verified, followed by August, March and September, respectively. The scheduled verification periods (January to March and July to September) were responsible for the increase in the number of devices verified during these months, since emphasis was placed primarily on verification during these periods.

**Figure 2 : SUBSEQUENT VERIFICATION OF DEVICES  
(2012)**



**Table 3**, below shows a comparison of devices subsequently verified for years, **2001 to 2012**. There has been a slight decrease in the number of scales, masses and measures and an increase in electricity meters subsequently verified this year when compared with the previous five years. In addition, the number of devices subsequently verified remains fairly consistent over the past seven years. The decrease in the number of scales and masses verified this year could be attributed to the lack of cooperation from the Regional Administrations to provide transportation to Weights and Measures Officers to conduct field activities and the reluctance of some vendors and shopkeepers to submit their devices for verification, hence, reinforcing the need for the GNBS to employ its own Officers in all Regions of Guyana and for the prompt completion and enactment of the new Metrology Act and Regulations, to strengthen the Legal Metrology Programme in Guyana. On the other hand, the reduction in the verification of measures could be attributed to the reduction of the use of same since most vendors and shopkeepers are selling prepackaged products, hence the demand for same has reduced.



**TABLE 3**  
**SUBSEQUENT VERIFICATION OF DEVICES**

<b>YEAR</b>	<b>SCALES</b>	<b>MASSES</b>	<b>MEASURES</b>	<b>ELECTRICITY METERS</b>
2001	418	3217	12	-
2002	3360	7151	515	-
2003	4812	8427	932	-
2004	5722	11208	599	-
2005	6391	12093	387	-
2006	7380	11506	267	-
2007	7448	12935	448	-
2008	6908	12265	256	-
2009	7761	14380	108	-
2010	7381	12135	81	-
2011	7490	16321	61	66
2012	6775	15017	49	152

Despite efforts made by the GNBS to reach out to vendors and shopkeepers to facilitate the stamping of devices used in commercial trade annually by conducting mobile stamping at strategic locations in the various Regions and educating stakeholders on the requirements governing the use of devices in trade, some vendors and shopkeepers are still not adhering to the verification requirements, and as a result, their devices are seized and removed. This is evident from the number of devices seized and removed during surveillance inspections carried out by the GNBS. In addition, it has been observed that vendors and shopkeepers continued to submit their devices for verification without masses mainly because vendors were either trying to reduce the cost for verification, misplaced their masses had defective masses or the vendors were using imperial masses on their metric scales, to defraud consumers. Further, in some situations devices submitted were in unacceptable condition and had to be rejected by Inspectors. Rejected devices were subsequently repaired, reconditioned and resubmitted to the GNBS for verification.

In light of the above, it is anticipated that with the passing of the new 1981 Weights and Measures Act and Regulations that are currently under development, the concerns highlighted would be adequately address through the prosecution of defaulters and the instituting of higher fines and penalties. In addition, the new Act would facilitate the effective implementation of Weights and Measures activities in the various Regions. Further, there is also need for additional financial resources to intensify the notification of verification exercises conducted at various locations in the respective Regions and the education of stakeholders on the requirements governing the care, maintenance and use of devices. Also, despite the current efforts made by the GNBS to conduct mobile stamping of devices at strategic locations in the Regions there is further demand for this service at more locations within some Regions, in order to further strengthen the efforts of the GNBS and to obtain greater cooperation from stakeholders.

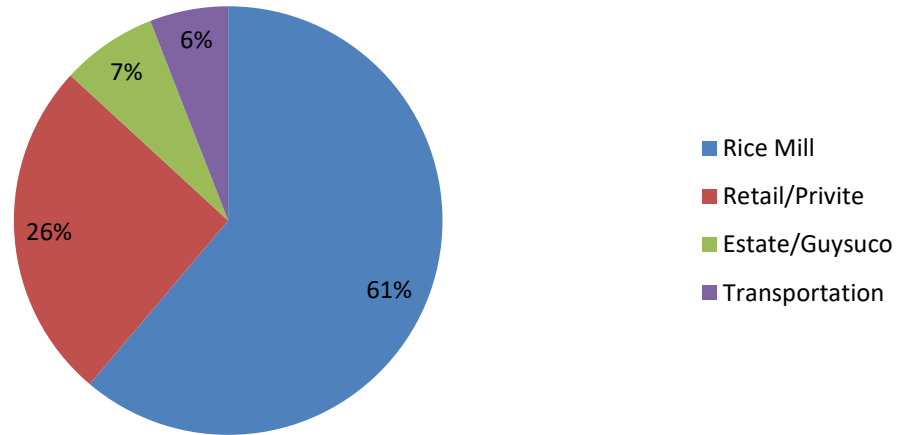
However, the realization of improved services offered by the GNBS under the Legal Metrology Programme and increased public awareness is heavily dependent on the provision of additional financial resources, transportation for Inspectors of the GNBS, appropriate facilities to conduct verification activities, adequately trained personnel and the acquisition of additional standards masses and other relevant equipment that are essential in facilitating the timely and effective execution of verification activities in the field and office.

The subsequent verification of devices used in trade has impacted significantly on commerce in Guyana and has facilitated the trade of products nationally, regionally and internationally, since at least 90% of devices used in commerce were verified during the year, thus ensuring that overseas and local buyers and consumers received the correct quantities of goods purchased. However, with the acquisition of the necessary resources to employ GNBS Officers in the various Regions, the passing of the Omnibus Bill to facilitate the conversion of all legislation from imperial to metric and the prompt enactment of the new Metrology Act and Regulations, the number of devices verified and the revenue generated from this activity yearly could increase significantly, thus providing better consumer satisfaction, transparency in industries and equity in trade throughout Guyana.

### 1.3.2 Verification of Weighbridge Scales and Large Capacity Test Masses.

The verification of weighbridge scales used in commerce and at sugar estates, rice mills and other industries in Guyana continued during the year, in order to ensure transparency in trade and the protection of consumers. As a result, a total of **152** verifications of weighbridge scales were carried out and on **20** occasions scales tested had to be adjusted, since they were found to be inaccurate, as compared with a total of 145 for 2011, 145 for 2010, a total of 146 for 2009, 74 for 2008, 66 verified for 2007, 100 for 2006, 53 verified for 2005, 51 for 2004 and 44 for 2003. **Figure 3 overleaf shows the number of weighbridge scales verified in various sectors of Guyana.**

**Figure 3 : VERIFICATION OF WEIGH BRIDGE SCALES USED IN THE VERIOUS SECTORS OF GUYANA (2012).**



There was a slight increase in the number of weighbridge scale verifications carried out by the GNBS this year when compared with the previous years, which is attributed to the installation of new scales primarily in the rice industry. However, most of the existing scales used in the rice and sugar industries and private companies remain intact. In situations where existing scales in operation were found to be defective they were either repaired or replaced with new scales. Further, some millers did not purchase paddy for this year, as a result, their scales were not verified by the GNBS. Most of the weighbridge scales verified were found to be accurate based on tests carried out. However, those that were found to be inaccurate were subsequently adjusted and re-verified.

In addition, a total of **93** Test masses were verified by the GNBS at the Demerara Sugar Terminal for **9** Estates, in order to determine accuracy. These Test masses are subsequently used by the Estates to verify their internal production scales, which are used to determine the payment of sugar workers.

Some of the major challenges encountered by the GNBS in the execution of this activity during the year were the unavailability of funds to conduct unscheduled surveillance checks at rice mills, using the GNBS Test Truck, in Regions # 2 and 6 during the rice crop season, the continued mechanical problems encountered with the GNBS Test Truck which resulted in the delay of verification exercises, the non-payment of verification fees from some clients for services provided by the GNBS, the prevention of tampering of scales by some millers to cheat farmers, the adoption and use of the metric system by millers and the conversion of electro-mechanical weighbridge scales used by some millers to fully digital, in order to ensure transparency and farmers in the rice industry. Also, this activity was severely affected due to the use of inadequate Test Masses to perform verification activities. As a result, the GNBS was unable to verify weighbridge

scales beyond 10,000 Kg capacity due to the limited Test Masses available and could not ascertain the accuracy of scales above 10, 000 kg capacity.

Nevertheless, the GNBS had received the F1 Test Masses and the 1500 kg Mass Comparator acquired in 2011 were calibrated to provide traceability to international standards. Subsequently, the Mass Comparator was used to calibrate the 1000 kg capacity Test Masses that were acquired from the Competitiveness Project, in preparation for verification activities in 2013. The Bureau had also received funding in the 2012 budget to purchase a high capacity Test Truck and the GNBS is in the process of acquiring same, which would facilitate the transportation of large capacity Test Masses to conduct verification activities in the New Year. However, there is need for additional 10,000 kg Test Masses to complement the GNBS existing Test Masses, in order to perform the credible verification of weighbridge scales at maximum capacity, to ensure accuracy and transparency within industries. As a result, the GNBS has budgeted for funding to fabricate additional 1000 kg and 20 kg Test Masses locally in the new year, to address this deficiency among others.

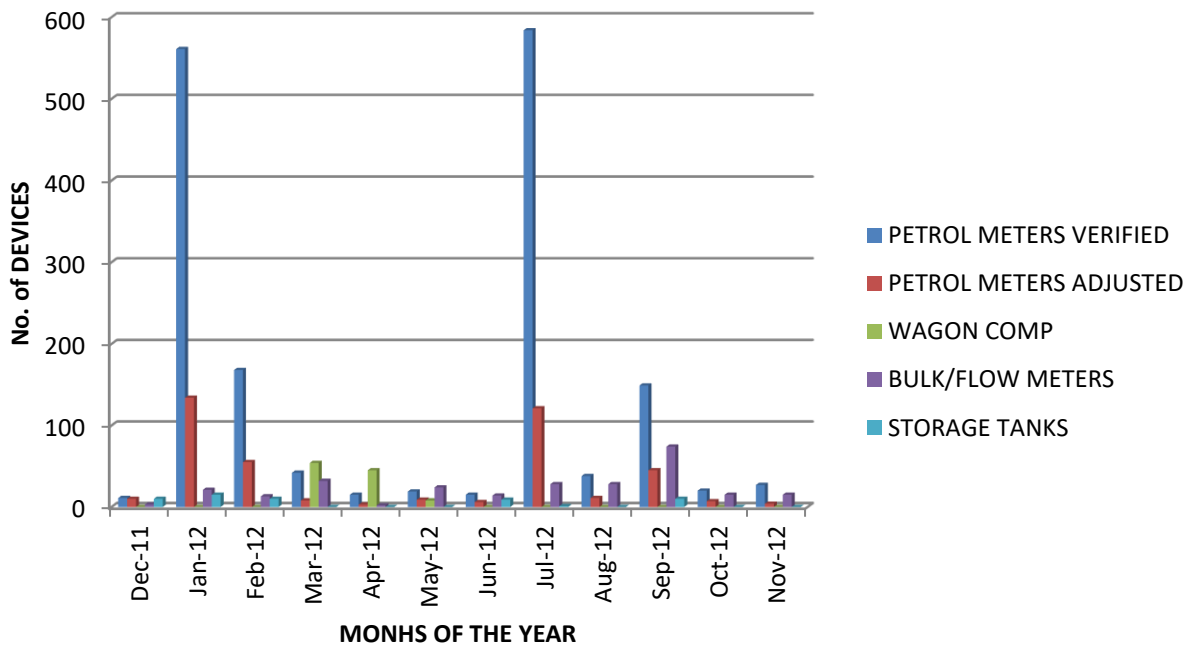
The development and the sustainability of this service offered by the GNBS are critical in ensuring the equity in trade, consumers' satisfaction and the effective functioning of industries operating in Guyana. In addition, the use of inaccurate scales could result in the substantial loss of revenue and the dissatisfaction of external buyers, which could adversely affect trade. As a result, it is imperative that the GNBS be provided with the required resources and equipment to effectively execute its activities.

Further, with the passing of the new Act and Regulations currently under development, the challenges currently experienced by the GNBS would be addressed and stronger penalties and fines would be instituted on persons found using defective and unverified weighbridge scales or persons found deliberately tampering with their scales to cheat farmers, since it is becoming a regular practice by some millers to cheat farmers and consumers by tampering with their scales. The GNBS would continue to work in collaboration with the GRDB and the RPA in ensuring transparency in the rice industry.

#### 1.4 **Verification of Petrol Pumps and Other Volumetric Devices**

A total of **1, 649** petrol pumps, **55** storage tanks, **107** tanker wagon compartments and **269** bulk meters verifications were carried out during the year for company-owned petrol stations belonging to Sol, Guyoil and Texaco and private stations countrywide, resulting in **391** petrol pumps being calibrated for the various petrol companies and private stations countrywide for the first and second half of the year, **2012**. Of the **391** pumps adjusted **268** were over delivering and **123** were under delivering, while of the **117** bulk meters adjusted **53** were over delivering and **64** were under delivering. **Figure 4 below** shows the monthly verification of volumetric devices for **2012**, which indicates that most of the devices were verified mainly during the verification periods of the first and second half of the year, except in situations where requests were received from the parent companies and private owners to re-verify pumps that had to be repaired or replaced.

**Figure 4 : VOLUMETRIC VERIFICATION OF MEASURING DEVICES (2012)**



**Table 4**, below shows a comparison of petrol pumps, bulk meters, wagon compartments and storage tanks verified for the years, **2001 to 2012**. The GNBS recorded the highest number of petrol pumps, bulk meters and storage tanks verified this year when compared with the previous years. The increase in petrol pumps verification is attributable to the opening of new service stations by companies and private owners during the year, the expansion of some existing stations and the servicing and maintenance of pumps periodically, as recommended by the GNBS, while the increase in bulk meters and wagon compartments could be attributed to the increase in requests received by the GNBS from other private companies operating in Guyana, installation of new meters, maintenance of existing meters and the acquisition of new tanker wagons by Petrol Terminals throughout the year. Thus, the need for the verification to ensure accuracy is maintained. The verification of storage tanks was carried out based on requests from stakeholders. However, there was an increase in requests received from companies during the year, based on discrepancies in the volume of products stored.

**TABLE 4**  
**VERIFICATION OF PETROL PUMPS**

<b>YEARS</b>	<b>PUMPS TESTED</b>	<b>PUMPS CALIBRATED</b>	<b>BULK METERS</b>	<b>WAGON COMPARTMENTS</b>	<b>STORAGE TANKS</b>
2001	1090	695	33	-	-
2002	1093	484	5	-	-
2003	1191	308	14	-	17
2004	1139	380	5	-	7
2005	1197	378	15	33	7
2006	1262	406	32	-	6
2007	1248	262	26	16	14
2008	1243	316	84	29	22
2009	1298	361	90	29	32
2010	1512	411	107	47	17
2011	1533	328	117	31	41
2012	1649	391	269	107	55

It has been observed that the number of pumps and meters adjusted this year remained consistent with previous years, and there was a slight increase this year, which was consistent with the increased number of petrol pumps and bulk meters verified this year. This is attributed to continuous maintenance by petrol dealers and petrol companies. In addition, it was noted that most of the petrol pumps and that had to be adjusted were over delivering in favour of the consumers, while most of the bulk meters that had to be adjusted were under delivering resulting in short quantities of products being delivered to dealers.

The verification of petrol pumps and flow meters twice yearly is a very significant activity that impacted primarily on vehicle owners and petrol dealers, since at least 98% of petrol pumps and flow meters in use in Guyana were verified, thus ensuring that consumers and dealers received the correct quantities of fuel purchased from service stations and Petrol Terminals. The execution of these activities is vital in ensuring transparency within the petroleum sector of Guyana and in facilitating equity in trade.

Non-conformities relating to safety and the general operation of service stations observed during verification exercises were highlighted to the proprietors of the various service stations during routine visits and the necessary corrective actions were taken. Checks were also conducted at service stations during the year to ensure that products were advertised and sold in metric quantities. Pumps found to be inaccurate or defective during verification exercises that cannot be repaired or calibrated immediately, were sealed off at the nozzle to prevent usage, until they are subsequently repaired, replaced and re-verified by the GNBS. In addition, the adjusting mechanism of pumps found to be accurate during verification were sealed off with security seals by GNBS Inspectors to prevent tampering and approval seals were placed on the front panel of the approved pumps, in order to provide guidance to consumers, i.e. indicating that the pumps or meters were verified for the corresponding periods of the year.

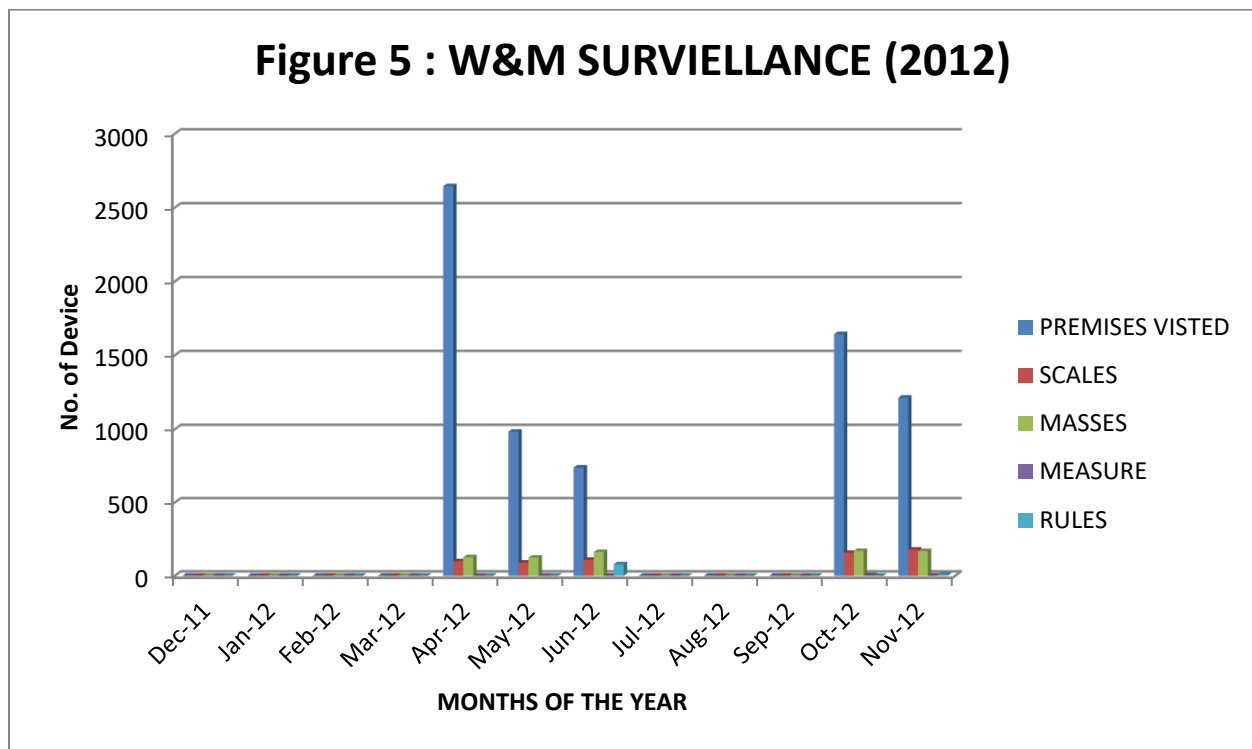
However, the GNBS continued to experience difficulties with some Companies in facilitating Inspectors during verification exercises conducted by not providing trucks in a timely manner to off load products during the verification process and failure to effect repairs in a timely manner. This had resulted in significant delays in the verification process and had compromised the safety of some of the trucks, since they continued to operate with defective components until repairs were carried out. However, the GNBS is anticipating that with the enforcement of the new Regulation currently in preparation these challenges would be addressed. Nevertheless, the GNBS was successful in completing the verification of bulk meters at Petrol Terminals, twice yearly despite the challenges encountered.

In developing the services offered by GNBS under the Legal Metrology Programme, the Bureau was successful in acquiring a 500L Seraphin Test Measure on Trailer, which would be used to conduct the verification of smaller flow meters used in petrol industry and other private companies and the existing 500 L Test Measure would be used primarily for verification activities in the food industry, in order to avoid contamination.

## 1.5 **Surveillance inspections**

Surveillance activities involved the inspection of devices used at shops and markets to ensure that devices used for trade were stamped and in good condition as is required by the GNBS. These activities were carried out during the periods of April to June for the first half of the year, and October to December for the second half of the year. Devices which were not verified for the current period and in a deplorable condition were seized and removed and the necessary corrective actions to be taken before the devices are verified and returned to the vendor or shopkeeper.

Based on surveillance exercises carried out a total of **7, 225** stalls/premises were visited during the year. Resulting from surveillance exercises conducted at markets and shops **634** scales, **752** masses, **5** measures and **88** rules were seized and removed, since they were not verified for the first and second half of the year, respectively or were found to be unjust or defective. **Table 5**, shows a comparison of Weights and Measures surveillance inspections conducted for the years **2001 to 2012**, while, **Figure 5** shows the monthly surveillance of devices for **2012**, which indicates that surveillance activities were carried out mainly during the surveillance periods of the first and second half of the year, except in situations where complaints were received from stakeholders regarding inaccurate quantities of products purchased.



There was a decrease in the number of surveillance inspections carried out in **2012** when compared with the past four years, which was attributed to the late commencement of this activity due to the engagement of Inspectors in other verification activities and the Protest in Linden and Agricola, since the atmosphere was very hostile and tense, thus all Weights and Measures surveillance activities were discontinued for the duration of the Protest in these Regions. In addition, the lack of cooperation from some Regional Administration officials to provide transportation to conduct surveillance activities in the Regions had also resulted in the decrease in surveillance activities conducted during the year.



**TABLE 5****WEIGHTS AND MEASURES SURVEILLANCE OF DEVICES**

<b>YEAR</b>	<b>NO. PREMISES/STALLS</b>	<b>SCALES</b>	<b>MASSES</b>	<b>MEASURES</b>	<b>RULES</b>
2001	397	84	367	129	-
2002	3511	219	1016	176	-
2003	3891	273	1405	237	-
2004	6267	641	1697	405	-
2005	5151	950	1309	237	172
2006	7524	969	1480	54	15
2007	6593	1054	1248	47	35
2008	8372	937	1348	38	6
2009	9900	1300	1199	24	2
2010	9152	1312	935	53	-
2011	7809	787	752	6	0
2012	7225	634	752	5	88

There was a decrease in the number of devices seized and removed this year when compared with the previous years. The reduction in the number of devices seized this year is consistent with the number of surveillance inspections carried out, since there was a reduction in surveillance inspections carried out for **2012**. Nevertheless, the quantity of devices seized remained very high, since some vendors and shopkeepers are still reluctant to submit their devices for verification and continued to use the domestic dial scales in commercial trade, while the decrease in measures seized is an indication that vendors and shopkeepers are using less measures and are prepackaging their commodities. Also, the quantity of unverified imperial masses seized by the GNBS remained very high despite the continuous seizing of same from sale outlets over the last eight years, and the disposing of same. Further, the use of measures had decreased significantly primarily since most vendors and shopkeepers are selling prepackaged goods and are not required to use measures.

Despite significant efforts made by the GNBS over the years to ensure that devices used in trade are verified periodically, kept in good condition and are used properly, in order to ensure accuracy and equity in trade, some vendors and shopkeepers are not submitting their devices for verification twice yearly, maintaining their devices in good condition and using them properly, as required. As a result, these devices become inaccurate, although they might be stamped for a particular period, which had contributed to the continuous seizing of scales and masses during surveillance inspections conducted over the years. The quantity of unstamped and defective devices seized is reflected in **Table 4** under 'Surveillance Inspections'. Devices seized during surveillance exercises were repaired or converted, verified and returned to vendors and shopkeepers after the necessary corrective actions were taken. Further, some vendors and shopkeepers continued to cheat consumers by using unverified devices and by tampering with their devices to deliberately deceive consumers, despite comprehensive sensitisation and surveillance activities carried out by the Metrication and Legal Metrology and Standards Compliance Departments of the GNBS, during the year. As a result, it is imperative that vendors and shopkeepers adopt the metric system and use only verified metric devices, since the metric system is the only legal system of measurement in Guyana and only metric devices are verified by the GNBS. Further, it is imperative that vendors and shopkeepers desist from using imperial masses on metric scales and selling imperial quantities on metric scales, as is customary.

As a result of the reluctance of vendors and shopkeepers to adhere to the requirements governing the operation and use of devices in trade, as outlined under the Weights and Measures Programme, the Bureau has continued to implemented a fine of one thousand Guyana dollars for the seizure of each scale, in addition to the actual cost of verification for scales, which is to be paid upon uplifting scales after seizure, until the new Weights and Measures Act currently being developed is enacted and enforced. However, despite the implementation of the initiative by the GNBS, vendors and shopkeepers continued to exhibit reluctance to submit their devices for verification. This has created an even further need for stronger fines and penalties, which has been addressed in the new Act, to ensure compliance to the said requirement, which is vital to ensure consumer protection and equity in trade.

The use of dual mode devices by some vendors and shopkeepers has continued to delay the transformation of the system of measurement from imperial to metric, since vendors and shopkeepers are determined to use the imperial units. As a result, the GNBS is only verifying metric devices and is working on developing Regulations to address this situation. Devices found to be in imperial unit or dual mode during surveillance inspections were seized and removed by Inspectors of the GNBS. These devices were subsequently converted to metric units, repaired and verified by the Bureau, prior to being returned to the vendors and shopkeepers. Also, the GNBS continued to encourage vendors and shopkeepers during surveillance visits to prepackage their commodities in metric quantities, in order to promote the use of the metric system.

In conducting surveillances inspections at shops and markets, Inspectors of the GNBS continue to encounter difficulties with irate vendors and shopkeepers as it relates to the seizing of their unstamped or illegal devices. Also, in some situations Police Officers were not available to accompany Inspectors during surveillance inspections, although prior arrangements were made with the Commissioner of Police and instructions were passed down to the Divisional Commanders. In one situation an Inspector of the GNBS was harassed by a Police Rank in Region #6 to seize an illegal device that belongs to one of his relatives. Although the matter was reported to the Commander nothing was done in relation to the incident.

### **Transportation Challenges**

Considerations must be given to the acquisition of additional transportation for the GNBS Head Office in the new year, in order to facilitate continuous inspections at shops throughout the year, since emphasis is currently being placed primarily at markets and much work is not presently being done at shops, due to the lack of transportation and the high cost incurred by the GNBS monthly, to hire vehicles in the Regions, to conduct field activities. In addition, it has been observed that devices used at shops are not being stamped as required and they are often found in deteriorating conditions, hence the need to conduct continuous inspections at sale outlets is vital for consumer protection and equity in trade. Further, there is need for better cooperation from stakeholders in submitting their devices for verification twice yearly, as is required by the Act and devices also need to be properly maintained periodically to consistently obtain accuracy when in use, stronger emphasis need to be placed on the on the application and use of devices in order to obtain accurate quantities.

### **1.6 Consumer Complaints**

During the year, three (3) complaints regarding the short weight of poultry meat, prepackaged bran(d) and cooking gas purchased were received by the GNBS. Investigations conducted on the complaints relating to the poultry meat revealed that the complainant purchased live weight instead of dead weight and the scale used was verified by the GNBS, while the cooking gas complaint investigation revealed that the mass of the bottles corresponded with the net contents stated on the labels, however, the supplier was informed of the complaint. Regarding the prepackaged bran(d) investigations carried out revealed that the brand was not labelled, as required, to reflect the net weight. As a result, the bran(d) was labelled and released for sale, in order to provide guidance to consumers purchasing same.

## **1.7 National Weights and Measures Monitoring Committee Meetings**

Monthly meetings of the National Weights and Measures Monitoring Committee, which comprises Weights and Measures Officers of the various Regions, Head, Legal Metrology and Standards Compliance Department (Chairman), and representatives from the Metrication, Public Relations and Metrology and Standards Compliance Departments, were held as scheduled throughout the year at the GNBS, with the exception of the month of November, since the last meeting was held in December. The objective of these meetings was to coordinate the effective execution of Weights and Measures activities countrywide according to the annual Work Programme, through open discussions and by obtaining direct feedback from Officers on activities executed in the Regions. Officers who attended the meetings provided feedback concerning the progress of activities conducted in the Regions for the various months, and reported on problems encountered during the execution of their duties in the Regions. In addition, work to be executed during the following month was scheduled and discussed at each meeting and difficulties encountered by Officers with the Regional Administrations were continuously highlighted at these meetings. Some of the difficulties encountered were the lack of transportation to conduct field activities, inadequate funding to attend monthly meetings and the provision of tools and basic facilities to conduct verification activities.

The difficulties highlighted by Officers were discussed with the respective Regional Executive Officers (REO) and Regional Chairmen of these Regions. As a result, some of the matters were resolved at the Regional Administration level. However, the provision of transportation to conduct field activities remained a major concern in most Regions, although commitments were received from the Regional Executive Officers of the various Regions to address same. As a result, much progress was not made in Regions # 1, 7 and 8, since some of the matters are yet to be addressed by the Regional Administrations. Recognising that much progress was not made at the Regional Administration level the GNBS convened a Meeting with the Minister of Local Government on the said matters and it was agreed that the GNBS should make representation to Cabinet for additional funding to employ its own Officers in Regions # 1, 4, 5, 7, 8 and 10, in order to obtain better outputs from these Regions and to have an effective Weights and Measures Programme operating in all Regions of Guyana. In addition, it was agreed that the Regional Administration would provide the necessary facilities to house the Weights and Measures Offices in these Regions. To date, the GNBS has submitted a Cabinet Memorandum requesting additional funding to employ its own Officers in Regions#1, 4, 5, 7, 8 and 10, to Cabinet through our Subject Minister and is awaiting a feedback on same.

In addition, matters discussed and agreed at the monthly meetings and activities carried out under the Programme were published in the media in the form of press releases, which is a new initiative implemented during to keep the public informed of the activities of the National Weights and Measures Programme. Further, public advisories and notices were published throughout the year, to sensitized stakeholders on the requirements of the Programme and to provide useful shopping tips.

### 1.7.1 Regional Visits

#### **Visits conducted to Regional Weights and Measures Offices in Regions #1 Mabaruma, #3 (Vreed-en-hoop & Leguan), #4 (Enmore), #5 Fort Wellington, #7 Bartica and #10 Linden.**

Visits were conducted to the Regional Weights and Measures Offices to ensure that the physical facilities, records, physical standards and equipment are properly kept and maintained and are easily retrievable, as required. Based on the checks carried out in Regions # 1, 5, 7 and 10, it was discovered that most of the Officers were generally adhering to the requirements as it relates to care and maintenance of equipment and records were properly kept, with the exception of Region #3 and 5 where several non-conformities were observed. The non-conformities observed were discussed with the Officers and were subsequently addressed. In addition, the work out in some Regions was unsatisfactory, primarily in Region #3. As a result, the respective Officers were cautioned and were advised to be more proactive in the execution of their duties, in order to obtain maximum outputs.

Despite several efforts made by the GNBS to address non-conformities observed during the GNBS visit to Region #3 and the low work output by the Officer in that Region, no progress was made. As a result, the GNBS had taken a decision to station a GNBS Officer in that Region, taking into account the number of stakeholders operating in that Region. The GNBS had since established its Office at the Regional Democratic Council Building and is operating in the Region satisfactory.

#### **Visits conducted to Regions #8.**

In the absence of a Weights and Measures Officer in Region #8 Inspectors of the Legal Metrology Department of the GNBS visited the Region once during the year to conduct the verification of petrol pumps used within the Region. Resulting in a total of 4 petrol pumps being verified. In addition, a meeting was convened with the Regional Executive Officer (REO) regarding the appointment of a Weights and Measures Officer within the Region, however, the REO reiterated the difficulties experienced within the Region to obtain employees, since most persons preferred to work in the mining industry because of the lucrative salaries. As a result, the GNBS had removed all the physical standards and equipment from the Region until an Officer is appointed within the Region.

### **Visit conducted to Region# 2, 6 and 9.**

Routine visits were conducted to the GNBS Branch Offices in Regions #2, #6 and #9 by the Head of the Legal Metrology Department of the GNBS and other Senior Officers to ensure that the physical facilities, records, seals, physical standards and equipment are properly kept and maintained, easily retrievable, and are accounted for by Officers, as required. It was observed that the requirements were generally met by the Officers; however, there is need for some repairs to the Office in Region #9, in order to ensure the safety of the physical standards and equipment. In addition, Officers raised concerns regarding the high cost for transportation in the region and the need for computers to do their work at the Branch Offices. Further, field visits were also carried out to determine the level of compliance and the effectiveness of the programmes in the Regions. The Officers were commended and urged to maintain the good work.

It is recommended that the concerns raised be addressed by the GNBS Head Office in the New Year and actions be taken to acquire vehicles for the GNBS Branch Offices, in order to facilitate the effective execution of activities in these Regions. Also, there is need for more frequent visits to be conducted during the New Year at the GNBS Branch Offices.

### **1.8 Public awareness**

Information gathered from field inspections, consumer complaints investigation and verification exercises, which were useful for the protection and guidance of consumers, were analyzed and prepared routinely throughout the year for publication in the form of releases, notices, newsletters, standard information bulletins etc. by the Communication Department. In addition, Senior Officers within the Department participated in live television interviews to provide guidance to consumers and stakeholders on the procedures involved in conducting the verification of devices, in order to increase their awareness of the services offered by the GNBS under the National Weights and Measures Programme and to sensitise them on the benefits of consumers in accessing these services. Further, notices informing vendors and shopkeepers on the dates and venues for the stamping of devices conducted in the various Regions were published by the Public Relations Department for the first and second half of the year, in order to provide guidance to stakeholders. Please see Section 6 for further details of these activities.

## **1.9 Training of GNBS Inspectors**

### **1.9.1 Internal Training**

During the year internal training was conducted only for new Inspectors joining the Department, in order to sensitise them of the various activities conducted by the Department, expose them to the practical execution of activities and to prepare them to function independently. The training conducted for Inspectors has proven to be very beneficial, since improvements in their performance was evident in the execution of their duties, which offered them greater flexibility in the execution of activities within the Department. In addition, it also provided Inspectors with the necessary knowledge and the approach required to effectively conduct their duties in a professional manner. Further, a special session was held in August with all Inspectors to discuss the first Draft of the New Metrology Act that was prepared by the Consultant working on its development and to make the necessary changes that are required to effectively address the various activities carried out under the Weights and Measures Programme.

**(Please see Administrative Department Report for further details).**

### **1.9.2 External Training and Meetings Attended.**

Senior Inspectors within the Department attended external meetings and were also exposed to training both within Guyana and overseas in the area of Legal Metrology during the year, as part of SIM, CARIMET, COPANT and CROSQ/PTB activities aimed at developing the Metrology Infrastructure within the Caribbean. As a result, training was conducted in the following areas listed below, to improve the competence of Metrology Personnel. In addition, local training was also conducted on Method Validation with funding provided by CROSQ to help Senior Personnel and Managers implement a basic Quality Management System within their Department and to better deal with problems affecting their day to day operations and seeking solutions to solve these problems:-

**Training on Data Acquisition on Solar Panel Equipment – GEA – Guyana.**

**Training on the Testing of Concrete Blocks – GNBS/GBS – Guyana.**

**Method Validation Workshop – GNBS – Guyana.**

**CARIMET and 10<sup>th</sup> EDF Metrology Planning Meetings – CARIMET/PTB - Costa Rica.**

**NMI User Relations Workshops and Meeting – CROSQ/PTB – Panama and Mexico.**

**COPANT Legal Metrology Training – COPANT – Cuba.**

**SIM Annual General Assembly Meeting – SIM - Costa Rica.**

**Training on Calibration of Standard Meters and the Verification of various types of Electricity Meters – SIM/INDECOPI - Peru.**

Please see **Section 10 Administration Department Report** for further details of External Training attended by Senior Inspectors of the Department.

**1.10 Other Activities**

**In addition to the routine activities conducted by the Department during the year based on the Annual Work Programme, several meetings were convened with various stakeholders and follow-up activities conducted to address the concerns raised by the said stakeholders and to facilitate the execution of activities outlined in the Annual Work Programme. As a result meetings were held with the following Agencies and Entities:-**

**Ministry of Education – Introduction of Metrology in Technical Institutions.**

**Guyana Oil Company – To Address concerns regarding the verification of Bulk Meters.**

**Guyana Power & Light (GPL) – Verification of Electricity Meters.**

**National Competitiveness Project – Acquisition of laboratory Equipment under the Project.**

**Food and Drugs Department – Verification of Weighing and Measuring devices, Sensitising Food Inspectors on the Weights and Measures Requirements and the Signing of a MOU.**

**Public Utility Commission & Guyana Water Inc. – Verification and Approval of Electricity Meters.**

**Guyana Rice Development Board – Difficulties encountered with the conversion of Weighbridge Scales used at Rice Mills.**

**Ministry of Local Government – Difficulties encountered with the execution of Weights and Measures activities in the Regions.**

Please see **Section 10 Administration Department Report** for further details on meetings Convened by the GNBS with Stakeholders.



### **1.10.1 Attendance of the National Conformity Assessment Committee Meetings**

The Legal Metrology and Standards Compliance Department, which is responsible for the Legal Metrology Programme continued to participate in the National Conformity Assessment Committee which was established to foster closer relationship with the various Regulatory Agencies operating in Guyana with the aim of improving the National Conformity Assessment Infrastructure in Guyana. The areas of engagement include standards management, conformity assessment activities, metrology (legal and scientific), information dissemination, training and metrication. The Head of Department was assigned the responsibility to represent the Department at the meeting. As a result, four meetings of the Committee were attended during the year and matters relating to the verification of devices used by stakeholders licensed by the various Regulatory Agencies were discussed with the relevant Agencies, in an effort to get the Agencies to ensure that devices used by stakeholders are verified by the GNBS, prior to being licensed by the relevant Agencies. As a result, follow-up discussions were held with the various Agencies, based on previous letters sent during the year 2009 seeking their cooperation in including the verification of devices as a requirement in their licensing process, in order to facilitate the verification of devices used by the business entities, twice yearly.

The GNBS continued to receive the cooperation of the Guyana Energy Agency, Guyana Rice Development Board and the Fisheries Department of the Ministry of Agriculture in implementing the said requirement, during the year. More recently, the Food and Drugs Department had supported the initiative and a MOU was signed between the GNBS and the said Department during the year, to formalise this new arrangement. During the New Year, the GNBS would be moving to formalise the existing cooperation with the GEA, GRDB and the Fisheries Department in the form of MOUs. However, on the other hand, despite several follow-up letters sent by the GNBS to the GGMC and the GFC on similar matters and constant enquires at the NCCA meetings, to date, no system was implemented by these agencies to effect the verification of devices used in these sectors. Nevertheless, the GNBS would continue to follow-up with them in the new year to address this matter, since the GNBS is moving to strengthen the Regulatory capacity and relationships among Regulatory Agencies, under the Regulatory Component of the NMI User Relations Initiative.

### **1.10.2 Acquisition of Equipment**

Based on funding provided in the **2012** Capital Budget, the Department obtained funding to purchase one 500L Test Measure on Trailer and a Test Truck. The Test Measure acquired would be used by the GNBS to conduct the verification of smaller petrol flow meters used by Petrol Terminals and private companies, and the Test Truck would be used to transport large capacity Test Masses to conduct the verification of weighbridge scales.

### 1.10.3 Calibration of Working Standards

The physical working standards (Volumetric and Masses) used by the GNBS to carry out the verification of devices for stakeholders were maintained and calibrated in house, twice during the year, by the Laboratory Services Department (LSD) to maintain accuracy and traceability to international standards. In addition, the Physical Standards used in the field by the various Regional Weights and Measures Officers were also calibrated for the year, as required.

### 1.10.4 Quality Management System

With the commencement of activities under the Metrology Component of the 10<sup>th</sup> EDF Project, which is expected to commence in **2013**, provisions have been made under the Project to develop the Quality Management Systems of the Metrology Laboratories of each NMI, with the aim of obtaining Accreditation to the ISO/IEC 17025 Standard. As a result, technical assistance would be provided to each NMI to develop its QMS. As a result, the GNBS is hoping to capitalise on this assistance in order to further develop its Draft Quality Manual and to commence the implementation of same in **2013**.

### 1.11 Monitoring and Evaluation

The primary activities scheduled in the Legal Metrology Annual Work Programme for **2012**, were achieved during the year, with the exception of the implementation of the ISO/IEC 17025 Quality Management System within the Department. Nevertheless, the Department continued to execute its activities according to the documented procedures. However, with implementation of the 10<sup>th</sup> EDF Project in 2013, this activity is expected to be addressed, since it is included in the Metrology Component of the said Project. The reviewing and updating of the 1981 Weights and Measures Act and preparation of Regulations for the said Act are presently ongoing and is expected to be completed in **2013**. Based on the above mentioned achievements, the Department was able to complete approximately **95%** of the activities outlined in the Legal Metrology Annual Work Programme for **2012**.

The GNBS would continue to work with the Consultant in the New Year to facilitate the completion of the reviewing and upgrading of the 1981 Weights and Measures Act, the development of Regulations and the enactment of the said Act. The checking of the net contents of prepackaged commodities at factories and distribution outlets would commence upon completion of the 1981 Weights and Measures Act, since the existing legislation does not make adequate provisions to execute same and this activity does generate revenue as the other Weights and Measures activities presently executed by the GNBS. As a result, it is not feasible for the GNBS to execute this activity presently until the appropriate Legislation is in place to facilitate the execution of same.

The status of completion of activities carried out under the Programme for the corresponding periods was determined through monthly evaluations of the report on activities conducted by the Department against the Annual Work Programme. The evaluations carried out revealed that activities were executed within the stipulated time frame as outlined in the Annual Work Programme on most occasions. In situations where activities were not carried out within the stipulated time frame due to unforeseen circumstances, these activities were rescheduled and subsequently executed, except for those activities that were not executed for the year.

### 1.12 Projections

The Department would continue its routine activities based on the Annual Work Programme for the New Year, since the nature of the activities carried out by the Department is regulatory-based, in order to provide consumer protection and equity in trade. Nevertheless, the Annual Work Programme for **2013** would be prepared based on guidance from the Strategic Plan developed by the GNBS in **2012**. Also, emphasis would also be placed on improving the quality of services offered to stakeholders during the New Year.

In addition, special emphasis would be placed on the further development of the Weights and Measures Programme in Guyana, with the aim of employing GNBS Officers in all the Administrative Regions to strengthen the Programme, conduct the verification of tanker wagon compartments primarily for private operators, conduct the verification of water and electricity meters prior to installation on consumers premises, participate in dispute resolution and the completion of the reviewing and upgrading of the 1981 Weights and Measures Act and the development of Regulations for the said Act, in an effort to strengthen the Weights and Measures Programme in the new year. Also, emphasis would be placed on developing the competence of Inspectors through continuous training and attachments to more developed National Metrology Institutions. The execution of these activities is critical to improve the effectiveness of the Weights and Measures Programme countrywide, thus ensuring transparency in commerce and the electricity, water and petroleum sectors. However, the execution of these activities would be heavily dependent on the support from policy makers and the provision of adequate resources to execute same during the New Year.

## 2.0 STANDARDS COMPLIANCE PROGRAMME

The Standards Compliance Programme is geared towards ensuring consumer protection and satisfaction. This is achieved through the monitoring of some **20** categories of commodities, locally-manufactured and imported to determine compliance with established National Standards. It involves the inspection of commodities at Ports-of-entry, Importers' Bonds and Warehouses and at retail sale outlets, based on Customs entries referred to the GNBS from the Customs and Trade Administration and information received from shipping manifests. This is facilitated by the positioning of a GNBS Inspector at Customs House on a daily basis, monitoring of consumer complaints received by the GNBS and intelligence information gathering.

The investigation of consumer complaints received from consumers in relation to the quality of products purchased and services provided is also conducted. As a result, product by product campaigns on commodities for which numerous complaints are received are also carried out at sale outlets to determine compliance with their respective national standards. Commodities monitored by the GNBS which are manufactured locally are also examined to determine compliance to established National Standards.

### 2.1.1 Registration of Importers

A total of **317** importers of commodities monitored by the GNBS under the Standards Compliance Programme were registered for the year 2012, as compared with **304** for 2011, **276** for 2010, **241** for 2009, **224** for 2008, **307** for 2007, **289** for 2006, **115** for 2005, **103** for 2004 and **85** for 2003. There has been an increase in the number of importers, who registered with the GNBS this year as compared with the previous year.s The increase in the number of importers registered with GNBS for the year 2012 is a demonstration of the effectiveness of the Standards Compliance Programme and a representation of the number of importers who would have imported consignments related to items monitored by the GNBS, since importers are required to be registered with the GNBS at the time of importation before inspections are carried out.

The TRIPS system implemented by Customs and Trade in 2010 continues to present challenges for the GNBS, since additional transportation and personnel are required to execute follow up examinations at importers bonds and warehouses. This has also created further difficulties for the GNBS, since in some instances commodities released to warehouse were sold by importers prior to the examination by the GNBS. In addition, the significant amount of time spent on carrying out follow up activities incurred as a result of the tap system has resulted in a significant reduction in the surveillance of commodities at sale outlets, since Inspectors were more involved in Ports-of-entry and follow-up inspections.

In addition, despite the commitment given by the Customs and Trade Administration (CTA) to support the activities carried out by the GNBS under the Standards Compliance Programme, in ensuring that examinations are carried out by the GNBS prior to the releasing of same, some Customs Officers stationed at the ports-of-entry continued to release customs entries relating to commodities monitored by the Bureau without examination by the Bureau. This was evident based on the monthly correlation of Customs entries held for examination against the number of inspections conducted. This matter was discussed with the Officer responsible for Wharves at the CTA who had promised to address same.

Further, in order for the Standard Compliance Programme to become more effective, there is need for the GNBS to conduct inspections based on the quality standards, since most of the complaints received by the GNBS are related to quality and not labelling. In addition, there is need for adequate testing facilities to support the inspection process.

Finally, the implementation of IEC/ISO 17020 QMS Standard for inspections activities would also serve to improve the quality of service offered under the Standards Compliance Programme and the general operational efficiency of the Department.

### 2.1.2 Registration of Used Tyre Dealers

A total **60** used tyre dealers registered with the GNBS for the year **2012**, as compared with **53** for 2011, **52** for 2010, **39** for 2009, **45** for 2008, **53** for 2007, **50** for 2006, **51** for 2005, **59** for 2004, **56** for 2003 and **50** for 2002. The increase in the number of used tyre dealers registered for **2012** could be attributed to the firm decision made by the GNBS to put all dealers' tyres on hold, pending the addressing of non-conformities and registration. This resulted in a positive reception by dealers to register, since they did not want to be deprived of the opportunity to sell same.

Inspections of used tyre dealer's premises were carried out during the first quarter and follow-up surveillance inspections were also conducted during the third quarter of the year. In addition, un-scheduled follow ups were also conducted for new dealers, as well as dealers for whom they were complaints regarding improper storage. The purpose of this exercise was to ensure continued compliance with the Code of Practice for the storage of tyres and to verify tyres offered for sale were of good quality and that they bore no evidence of visual defects, prior to the issuing of permits. As a result, permits were issued to dealers who met the licensing requirements. In situations where minor non-conformities were observed, dealers were given specific time-frames to take corrective actions, and follow up inspections were conducted to ensure compliance, prior to the issuing of permits. As a result of surveillance inspections conducted during the year **2012**, a total of a **145** premises were visited and **202** tyres were rejected and destroyed.

### 2.1.3 Registration of Cell Phones Dealers

The streamlining of the cell phone sector through the implementation of guidelines to govern the sale cell phones, is challenging. Numerous complaints were received by the GNBS regarding the performance and quality of the said commodity.

Among the guidelines implemented by the GNBS during the year, was the registration of cell phone dealers, which resulted in a total of **191** dealers being registered with the GNBS for the year **2012**, as compared with **153** dealers for 2011, **145** dealers for 2010, **75** dealers registered for 2009, **88** for 2008 and **91** dealers for 2007. There was significant increase in the number of dealers registered with the GNBS this year when compared with the previous years. This is attributed to the fact that a number of new cell phone businesses were established during this period based on the increase demand for the said product. As a result of registration conducted, a total of **312** inspections were conducted at sale outlets in Regions # 2, 3, 4, 5, 6, 7, 9 to determine compliance with established guidelines.

In addition, the GNBS convened a meeting with cell phones dealers during the year to sensitise them on the requirements of the new Consumer Protection Bill, the services offered by POR- TAB Repairs Inc. in determining the quality status of cell phones and after sale services offered by the said company and to discuss the difficulties encountered by the GNBS in the monitoring of cell phone dealers. Resulting, from the meeting held with dealers, the GNBS intensified its cell phone surveillance inspections at sale outlets, in order to ensure strict compliance with the established guidelines discussed at the meeting with dealers, and an effort to reduce the number of complaints it received regarding the quality of cell phones offered for sale and to facilitate the registration of all cell phone businesses countrywide. In achieving this objective, the GNBS had also adopted a much firmer approach this year i.e. in situation where dealers were not registered or had non compliances, their phones were placed on hold, pending the necessary corrective action. This resulted in a positive reception by dealers to register with the GNBS and to address non- conformities highlighted promptly, since they did not want to be deprived of the opportunity to sell their cell phones.

Most of the outlets visited were in compliance with the requirements of the GNBS. However, it was observed that some of the dealers were not offering warranty of sufficient duration that is in keeping with the Consumer Protection Legislation and as stipulated in the cell phone guidelines. Further, it was observed that although the GNBS continued the strict monitoring of the quality of cell phone imported and checked the operations at cell phone outlets, the number of complaints relating to the quality of cellular phones offered for sale this year has increased when compared with the year **2011**. This could be attributed to the fact that some persons are guilty of misusing their cellular phones, while on the other hand some unscrupulous dealers are deceiving consumers by selling them used phones as new. Whenever such mal practices were detected appropriate actions were taken by the GNBS to address same. However, there is need for further training of the GNBS on the examination and testing of cellular phones

and the need for stronger fines and penalties for dealers involved in unscrupulous practices.

## 2.2 **Standard Compliance Inspections**

### 2.2.1 **Import Inspections**

As a result of extensive Ports-of-entry and warehouse examinations carried out under the Standards Compliance Programme during the year, the GNBS was successful in conducting a total of **2343** inspections for **2012**, as compared **1479** for 2011, **1061** for 2010, **1273** for 2009, **139** for 2008, **2229** for 2007 and **1393** for 2006. Commodities examined were mainly new and used tyres, electrical appliances, toys, footwear, garments, furniture and gas stoves. Commodities were examined to determine compliance with their respective National Standards and were found to be generally in compliance.

Resulting from the Implementation of the Total Revenue Integrating Processing system (TRIPS) by the Customs and Trade Administration, the GNBS was forced to conduct **38 % (893)** of its examinations at importers' bonds and warehouses. In addition, commodities imported as disassembled, and found without certification marks or inadequately labelled were released to warehouse and placed on "Hold" at the importers' bonds or warehouse pending the necessary corrective actions i.e. assembling, re-labelling or the submission of the relevant Test Certificates. The number of inspections carried out for the respective commodities for the year and the related non conformities are outlined in the **Table 6 overleaf**.

**TABLE 6**  
**NUMBER OF INSPECTIONS CONDUCTED FOR 2012.**

COMMODITIES	NO. OF INSPECTIONS	NO. OF NON-CONFORMITIES
Garments	473	-
Footwear	415	1 container placed on hold
New & Used tyres	193	2786 pieces of used tyres destroyed
Cigarettes	44	
Electrical Appliances	646	5 containers and 39 freezers placed on hold
Fertilizers	31	-
Soap powder	57	-
Textiles	61	1 container placed on hold
Gas Stoves	125	1 container and 15 gas stoves placed on hold
Toys & Playthings	122	-
Cell Phones	24	-
Fairy Lights	12	-
Safety Matches	2	-
PVC pipes	14	-
Safety helmets	1	-
Furniture	115	3 containers and 26 chairs placed on hold
Devices	7	-
<b>Total</b>	<b>2343</b>	-

The non-conformities highlighted above were related mainly to the inadequate labelling of products and the absence of Certification Marks, except for used tyres where visual defects were found and tyres were rejected and destroyed.

Most of the commodities held were subsequently, re-labelled in accordance with requirements of their respective National Standards, or certificates of compliance and were submitted from independent third party testing bodies to the GNBS verifying the quality of the products, and the commodities were subsequently released.

In addition, a total of **2786** used tyres imported were rejected and destroyed during examinations conducted at the at importers' warehouses, since they had cracks on their side walls, damaged bead area, cracks within the treads, patches on side walls and were below the 4 mm thread depth. The increase in the number of tyres rejected is attributed to the increase in number of used tyre consignments imported for the year **2012**. It is useful to mention that there was a hundred and ninety five (**195**) tyre inspections conducted for **2012**, as against one hundred and sixteen (**116**) conducted for the year **2011**.



Presently the GNBS monitors some **20** categories of commodities to ensure compliance to their respective National labelling Standard, in order to provide guidance to consumers. However, in some instances the quality of commodities imported were verified through the presence of certification marks, as in the case of electrical appliances and test certificate were requested in the absence of certification marks to ascertain the quality of the products imported.

However, although these products were adequately labelled in accordance with their National Standards, numerous complaints were received from consumers regarding the quality of the products purchased; hence the need to conduct the testing of the commodities monitored by the GNBS has even become more necessary. As a result, the GNBS has acquired the necessary testing equipment to conduct the testing of garments, footwear, concrete blocks and textiles, since most of the complaints received were relating to these products and Technicians from the Laboratory Services Department were trained in the respective areas. In addition, the GNBS is in the process of acquiring the associated quality Standards to facilitate the testing of the said products. In the circumstances, the testing of these products would commence in first quarter of the New Year.

### 2.2.2 Surveillance Inspections

Surveillance inspections were carried out by the GNBS and its Branch Offices in Regions #2, 3, 6 and 9 on specific products based on numerous consumer complaints received, the acquisition of intelligence information and unfair competition to ensure that the said commodities were labelled in accordance with their respective National Standard, and for registration purposes, to ensure that used tyre dealers and cell phone dealers were in compliance with established Guidelines and Code of Practices during the operation of their businesses. Please see sections **2.1.2 “Registration of used tyre dealers”** and **2.1.3 Registration of cell phones dealers for further details**. Products examined during surveillance inspections included safety matches, used tyres, electrical appliances, garments, PVC pipes, footwear, soap powder, furniture, cigarettes, cellular phones, toys and play things, and fairly lights and decorative lighting outfits.

Resulting from inspections carried out at sale outlets on various commodities and on separate occasions, a total of **2552** inspections were conducted during the year **2012**, as compared with **1618** for 2011, **1506** for 2010, **1664** for 2009, **4014** for 2008, **1356** for 2007, **1,215** for 2006, **1338** for 2005, **1,326** for 2004, and **2497** for 2003, which indicates that there was an increase in the number of inspections carried out this year when compared with the year **2011**. As a result, most of the commodities examined during surveillance inspections were generally in compliance with their relevant National Standards, with the exception of some commodities. Please see **Table 7** for details on number of inspections carried out and commodities seized and removed or placed on hold pending corrective actions.

**TABLE 7**  
**NUMBER OF SURVEILLANCE INSPECTIONS CONDUCTED FOR 2012.**

COMMODITIES	NO. OF INSPECTIONS	NO. OF NON-CONFORMITIES
Electrical Appliances	45	-
Garments	32	1bale garment placed on hold for insufficient labeling information.
Footwear	13	1box footwear placed on hold for insufficient labeling information.
New & Used Tyres	145	504 pieces used tyres rejected & destroyed.
Furniture	21	-
Safety Matches	1325	-
Cigarettes	1719	1 cartoon cigarettes seized insufficient labeling information.
PVC Pipes	2	3267 PVC pipes placed on hold pending removal of GNBS mark.
Toys & Playthings	36	14 cartoon and 3 pieces toys placed on hold for insufficient labeling information.
Soap Powder	3	-
Cellular Phones	382	-
Christmas tree & decorative lights	30	15 boxes of fairy lights placed on hold for insufficient labeling information.
<b>Total</b>	<b>3753</b>	

### 2.2.3 Local Product Monitoring

#### Registered Products

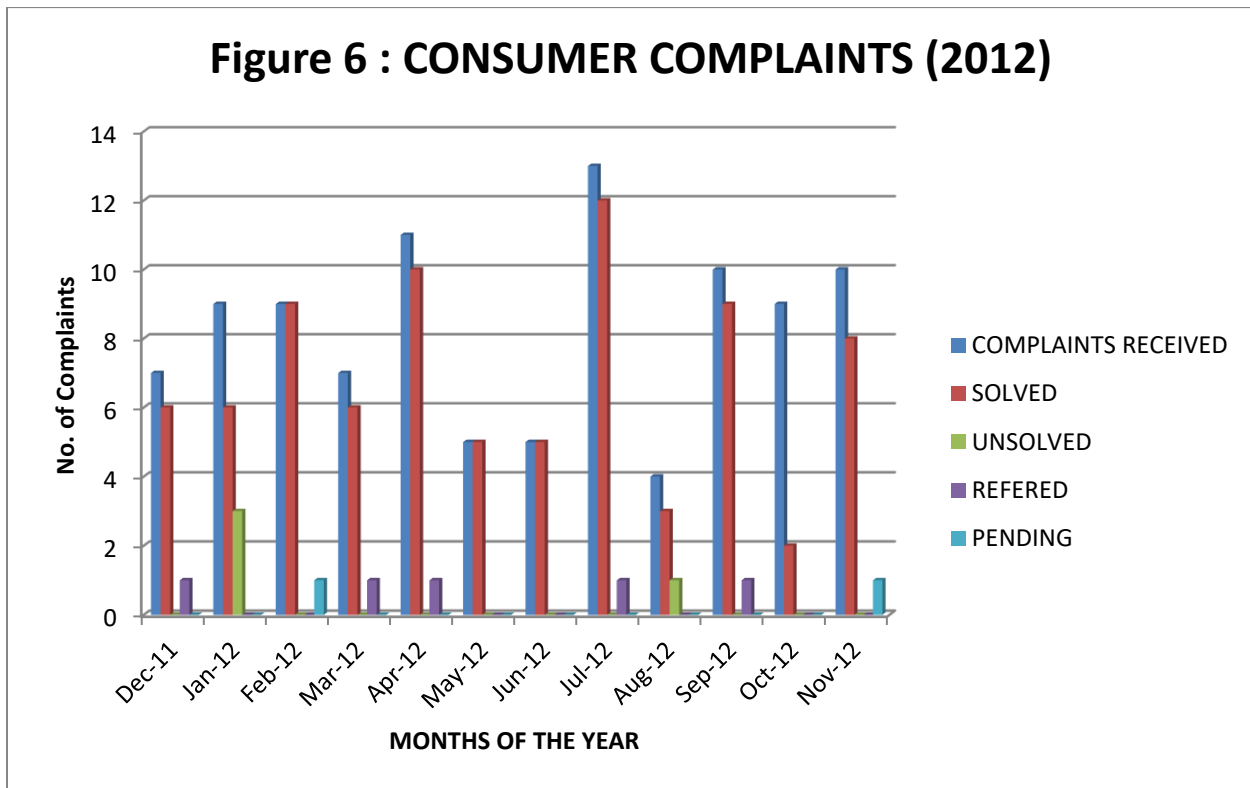
The monitoring of locally-manufactured products presented one of the biggest challenges to the Department during the year, since no manufacturer was registered with the GNBS for the year 2012. The lack of cooperation presented serious difficulty in streamlining this sector and ensuring consumer satisfaction and protection.

In addition, this was coupled with the absence of technical expertise at the GNBS, and the absence of mandatory National Standards for the products monitored. Therefore, the need for formal training of the GNBS Inspectors in the various related subject areas cannot be overstated, which is necessary for Inspectors of the GNBS to competently execute their duties.

In addition, the resuscitation of the National Standards Council is critical to facilitate approval of vital quality standards of locally manufactured products and to make existing standards mandatory, in order to strengthen enforcement arm of the GNBS. Further, the enactment of the revised GNBS Act and Regulations is crucial to facilitate the seizing of commodities not in compliance with their respective National Standards and the prosecution of manufacturers not registered by the Bureau, in the New Year. This is necessary, in order to send a strong signal to manufacturers of the importance of the Programme and the need to ensure that products manufactured locally are in full compliance with their respective National Standard. Also, the support of the Ministry of Tourism, Industry and Commerce is critical for the Programme to be effective in the New Year.

### 2.3 Consumer Complaints Investigation

During the year, **107** consumer complaints were received, as compared with **86** for 2011, **86** for 2010, **63** for 2009, **59** for 2008, **59** for 2007, **87** for 2006, **103** for 2005, **77** for 2004, **24** for 2003, **35** for 2002 and **57** for 2001. **Table 8** below shows a comparison of complaints received by the GNBS during the period **2001 to 2012**. There was an increase in the number of complaints received during the year **2012** when compared to the previous six years. However, the ratio of complaints received to the amount resolved remains consistent throughout the years as shown in Table 6. **Figure 6** below shows the number of complaints received by the GNBS monthly and their status of resolution.



In addition, during the year 2012, the GNBS has acquired independent technical personnel to facilitate testing and to provide technical guidance during the investigation of complaints; as a result the GNBS are now in a better position to make more confident recommendations regarding the resolution of consumer complaints. The technical support would have also resulted in a reduction of the number of complaints unresolved and the number of same referred to the Consumer Affairs Division of the Ministry of Tourism, Industry and Commerce.

Further, Inspectors of the Department had also benefited from training regarding the requirements of the new Consumer Protection Act and more specifically conditions of warranty. This has impacted positively on the investigation of complaints, since Inspectors of the Department are better equipped with the relevant knowledge required to dialogue with suppliers in resolving complaints received by the GNBS.

**Table 8**  
**INVESTIGATION OF CONSUMERS' COMPLAINTS**

<b>YEARS</b>	<b>COMPLAINTS RECEIVED</b>	<b>SOLVED</b>	<b>UNSOLVED</b>	<b>REFERRED</b>	<b>PENDING</b>
2001	57	52	2	-	3
2002	35	23	1	10	1
2003	24	22	2	-	-
2004	77	69	-	8	-
2005	103	90	2	7	4
2006	87	75	-	6	6
2007	59	50	-	8	1
2008	59	55	-	2	2
2009	63	54	4	4	1
2010	86	80	-	5	1
2011	86	82	-	4	0
2012	107	100	-	7	0

The commodities for which complaints were received; the nature of the complaints received and the manner of resolution are all outlined in **Table 9** below, which are primarily related to the quality of products purchased by consumers.

Most of the complaints received were for cell phones which represent **48%**, a large number of complaints were also received for electrical appliances which represent **37%** of the total amount of complaints received for the year **2012**, while the remaining **15%** represents complaints received for furniture, tyres, toys, gas stoves and footwear.

**TABLE 9**  
**COMMODITIES AND NUMBER OF COMPLAINTS RECEIVED.**

<b>COMMODITIES</b>	<b>NUMBER OF COMPLAINTS</b>	<b>NATURE OF COMPLAINTS</b>
Cell Phones	51	Phone not charging, blanking off, Battery problem, not holding charge, Speaker not working, poor signal, refurbish phone sold as new phone, freezing, cutting off during calls, not working at all and speaker problem.
Furniture	3	Furniture was made with the legs long and short, chair not properly aligned, no handles installed and visible scratch marks
Electrical appliances	40	TV shutting down, blender blade not spinning, DVD player not coming on, Freezer not freezing, Refrigerator not coming on, Television developed an audio output and channel selection problem, Buttons not working, Fan subsequently stopped working, Washer not spinning when put in use, blender started smoking while being in use, television not showing clear, lines running across screen.
toy	1	Toy car was not responding when placed in use.
Footwear	6	Loose sole & Sole fell out.
Tyres	3	Air escaping from tyre, cracks on side walls and Tyre started to burst at the side.
Gas stoves	3	Gas was not effectively flowing to all burners. Flames produced by stove were red, stove had a crack.
Total	107	

Although most proprietors of stores from which commodities were purchased cooperated with the GNBS in resolving consumer complaints, there were a few who were reluctant to address complaints drawn to their attention. On one such occasion the proprietor of one of the stores had taken the GNBS to Court during the year. This resulted in the complaints being referred to the Competition and Consumer Affairs Division for further investigation. In addition, there were a few situations where the consumers misuse the items, which resulted in the proprietors being reluctant to address these matters.

Further, in situations where complaints were received pertaining to defective electrical products, inspections were conducted at sale outlets and products not in compliance were placed on hold pending submission of Test Certificates. The results of these inspections conducted are reported under **2.2.2 “Surveillance Inspections”**.

It is recommended that proper testing facilities be available to conduct the testing of products for which complaints are received, in order to effectively determine the cause of the problem and to effectively carry out proper investigation of complaints.

## **2.4 Training of GNBS Inspectors**

### **2.4.1 Internal Training.**

As part of the GNBS in-house training conducted by Senior Officers to facilitate capacity building within the LMSC Department of the GNBS, Inspectors and Inspector Assistants of the Department were trained on the investigation of consumer complaints. This was necessary to facilitate the three new Inspectors who joined the Department during the year and other Inspectors who were not confident in investigating complaints. The Training carried out was beneficial, since Inspectors and Inspector Assistants are now competent in investigation Consumer Complaints received by the GNBS.

In addition, Inspectors were trained on the examination of Cellular Phones, which was conducted by Mr. Trevor Alleyne of Por-Tab Repairs Inc. on 2012-01-20. The training received was very informative and provided Inspectors with the knowledge required to effectively determine new, used and refurbished phones. The knowledge acquired was utilized by Inspectors during the year to effectively investigate complaints relating to cell phones.

Further, Inspectors of the Department were trained on the conditions of warranty and the requirements of the new Consumer Protection Act, as it relates to the investigation of consumer complaints, in order to sensitise staff on the new Consumer Protection Act. The training conducted was beneficial, since Officers were able to clarify doubts and uncertainties relating to warranties and other requirements governing the said Act.

Also, the LMSC Department has taken on a new approach in conducting internal training, i.e. rather than having the Senior Inspectors of the Department conducting training, as customary, Inspectors I of the Department were tasked with the responsibility of conducting presentations on various sections of the GNBS Standard Act. This new approach was adopted to improve the competence of Inspectors I in public speaking and interacting with members of the public. The new approach adopted increased Inspectors awareness of the activities carried out by the Department and provided a better understanding on the legal basis under which the activities are carried out. It also, helped to improve Inspectors public speaking capabilities.

#### **2.4.2 External Training and Meetings.**

Inspectors within the Department attended external meetings and were also exposed to external training within Guyana in the area of Standards Compliance and Consumer Affairs related matters during the year, in an effort to improve the effectiveness of the Standards Compliance Programme and to provide better Consumer Affairs services. As a result, training and meetings were conducted in the following areas listed below, to improve the competence of Inspectors.

**Identification of new cellular phones, as against used and refurbished cellular phones- Portab Inc - GNBS.**

**Consumer Protection Act, section 21 (warranty) Requirements- Competition & Consumer Affairs Commission – GNBS.**

**Revision of sections of the Consumer Protection Act - Competition & Consumer Affairs Commission – MTIC.**

**Labelling of Tyres and the identification of their defects – GNBS**

**Meeting with cell phones dealers to discuss Consumer Protect Bill, difficulties encountered by the GNBS and the services offered by Portab Repairs Inc. – Impeccable Hall.**

**Career fair participation in Region # 9 – Remote area medical – Lethem Region #9.**

**Goals and objectives of the Consumer Protection Act requirements regarding unfair business competition - Competition & Consumer Affairs Commission – Cara Lodge.**

**Sensitization on the Consumer Protection Act with the business community and consumer protection bodies - Competition & Consumer Affairs Commission – Cara Lodge.**

**Revision of warranty content and after sale service – Unicomer**

#### **2.5 Public awareness**

Information gathered from field inspections and consumer complaints, which were useful for the protection and guidance of consumers, were analyzed and prepared routinely throughout the year for publication in the form of releases, notices, newsletters, standard information bulletin etc. by the Communication Division. In addition, Senior Officers within the Department participated in radio programmes, live television programmes and interviews organized by the said Division.

## 2.6 Attendance at the National Tobacco Control Council and Sub- Committee Meetings

For the year **2012**, one meeting of the National Tobacco Control Council was attended in January by Mr. Shailendra Rai, Head of the Standards Compliance Department of the GNBS. The purpose of the meeting was to discuss the status of Tobacco Control in Guyana, status of the Caricom and Guyana Standards and the National Tobacco Bill. Among the things discussed at the meeting were the education of non- smokers, the implementation of smoke free zones and the finalization of the Caricom Standard, to strenghtened Tobacco Control in Guyana and facilitate the enforcement of graphic warnings on packages. However, it was reported that Guyana is still awaiting that approval of the Caricom Standard that was delayed due to concerns raised by some Member of States. Nevertheless, these concerns were addressed and the Standard was subsequently approved by **COTED** on **2012-12-11** and is expected to be enforced in the New Year.

In addition, Mr. Jermaine Softley, Chief Inspector of the Department attended a National Tobacco Control Council Meeting held on **2012-07-25** at the Cara Lodge Hotel. At the meeting members were updated on the progress of the Tobacco legislation and global and regional updates on tobacco control in general. Presentations were made by Ms. Lucy Anderson; Health Promotion Coordinator, Ministry of Health and Dr. Adriana Blanco Regional Advisor, PAHO.

## 2.7 Monitoring of GNBS Branch Offices and Regional Offices.

### Regions #2, 3, 6 and 9 Branch Offices

Visits were conducted at the GNBS Branch Offices in Anna Regina Regions #2, West Demarara, Region #3, New Amsterdam, Region #6 and at Lethem, Region #9 during the year, by Senior Inspectors and the Head of Department, in order to check on the records, equipment and facility at the said locations. The findings of the visits revealed that all records were properly kept and easily retrievable, equipment used was properly maintained as required and the Office was well organized and in a tidy condition.

## 2.8 Monitoring and Evaluation

The main activities conducted under the Standards Compliance Programme for the year **2012** were the registration of importers, licensing of dealers, monitoring of Customs desk, surveillance at sale outlets, examination of commodities at the Ports-of-entry and the investigation of consumer complaints, which were routine and in keeping with the Annual Work Programme for the year. Based on the activities executed by the Department during the year it is becoming increasingly important for the GNBS to focus on the quality of commodities monitored instead of labelling for the new year, since it has been observed that there is an increase in the importation of sub-standard quality of



commodities, which cannot be determined by the GNBS through visual examinations. As a result, there is need for adequate testing equipment and facilities to conduct testing to verify the quality of commodities imported and locally manufactured. Further, there is also need for performance standards for commodities monitored by the GNBS in order to facilitate testing and the training of Inspectors to conduct the testing of commodities. Based on equipment acquired by the Laboratory Services Department and training received by Technicians from the said department during the year, the GNBS would commence the testing of footwear, textiles and garments in the new year, to verify label claims and to determine the quality of the said commodities imported, prior to sale.

The status of completion of activities carried out under the Programme based on the Annual Work Programme for the corresponding period was determined through periodic meetings conducted by the Department. The meetings carried out revealed that the activities were executed within the stipulated time frame as outlined in the Annual Work Programme, since they were routine activities. In situations where activities were not completed due to the involvement of Inspectors in other departmental activities, the activities were rescheduled and executed subsequently. As a result, the department was successful in completing approximately **90%** of the activities outlined in the Standards Compliance Annual Work Programme for **2012**. Much work was not done on the examination of products monitored by the GNBS at sale outlets due to the lack of transportation and Inspectors within the Department and the involvement of Inspectors in conducting examinations at importers' bonds and warehouses. Also, no work was done on industrial surveillance of furniture and locally manufactured products due to the lack of training of Inspectors in this area, the absence of quality standards, lack of cooperation of manufacturers and the absence of technical expertise, which account for the remaining **10%** not being achieved.

## 2.9 Projections

The Department would continue its routine activities based on the Annual Work Programme for the New Year. The Annual Work Programme for 2013 would be prepared based on the Strategic Plan developed by the GNBS during the year 2012 and the National Standard Strategy which was developed. In addition, the department would continue to work with the Customs and Trade Administration, Commerce Department of the Ministry of Tourism, Industry and Commerce, the Georgetown Chamber of Commerce, the Competition and Consumer Affairs Commission and the Guyana Manufacturing Services Association, in order to improve the efficiency and effectiveness of the Standards Compliance Programme, in the New Year, since much cooperation was not received from some stakeholders during the year 2012. The department would be working closer with the Laboratory Services Departments to facilitate the testing of commodities imported and locally manufactured. Also, it is imperative for the GNBS to intensify surveillance inspections of commodities monitored by the GNBS at sale outlets, in order to ensure that quality products are offered to consumers and to address cross border smuggling of commodities.

The monitoring of commodities falling under the purview of the GNBS that are imported through Springlands, Charity and at Lethem, would also be intensified during the new year, since there has been indications that the importation would be further increased over the next few years.

### **3.0 LABORATORY SERVICES DEPARTMENT**

#### **Introduction**

The objective of the Laboratory Services Department is to provide industrial calibration and testing services to the manufacturing, commercial and public sector in the country. It provides these services in six areas, namely: Mass, Volume, Pressure, Dimensional, Electrical and Temperature for calibration activities and Gold Testing and Moisture Meter Verification. In order to provide these services, the GNBS has established three calibration laboratories to conduct mass, length, temperature, pressure and volume calibrations and two testing laboratories to facilitate the testing of gold and moisture meter verification. The gold testing laboratory analyses gold samples submitted by customers to ensure that the products sold are of the required quality and carat for the customer. The moisture meter verification is done by the GNBS, specifically for the rice industry.

The Gold Testing Laboratory tests gold for purity in conformance with GYS 50-2: 2003, Specification for gold articles- Part 2: Guidelines for manufacturing, alloying and testing. The testing activities support the Product Certification Programme of the GNBS which ensures that certified manufacturers produce and label gold articles with the required purity as specified in the standard and ensures that customers get the required value for their money. In addition, a service is extended to the general public for verification of the purity of gold articles purchased from the local market

These laboratories are manned by qualified and competent personnel, in order to obtain credible and reliable results. The calibration services offered by the department to industries provide traceable measurements to the National and International Standards, which ensure that measurements used by industries and laboratories are accurate in their production and testing activities are accurate. This will in effect allow products and services offered by industries and laboratories to be accepted at the national and international levels thus promoting free trade and reducing trade barriers.

In order to achieve the objectives of the Department and mandate of the GNBS, the department is staffed with four dedicated personnel who multi-task. The staff performed their assigned responsibilities with much enthusiasm despite the existing challenges.

### 3.1 Calibration of Weighing and Measuring devices.

During the year, a total of 799 devices were submitted by stakeholders internally and externally for calibration, as compared with 624 for 2011, 310 for 2010, 524 for 2009, 160 devices for 2008, 88 for 2007, 310 devices for 2006 and 146 for 2005 as is shown in table 1 below. The variation in numbers of devices calibrated over the eight years was attributed to the increase in submission of devices by companies for calibration. This year it is evident that the GNBS received the largest number of instruments submitted for calibration. This is mainly because companies are becoming more ISO/IEC 17025 and 9001 compliant which requires a functioning quality management system. Almost all the categories in the table below for 2012 have shown an increase in the numbers of instruments submitted for calibration. This is due to companies realizing the importance of calibration and ensuring the accuracy of these devices. Most of the devices calibrated were to establish traceability for companies that are certified and also those opting for certification. The devices were all calibrated and the necessary calibration certificates were issued. The calibration certificates issued indicate the accuracy of the devices calibrated within an acceptable tolerance, along with an uncertainty statement of confidence level within 95%.

#### Comparison of devices calibrated for the year 2005 to 2012.

Year	Calipers	Rules/Measuring Tapes	Micro meters	Pressure Gauges	Electronic Balances	Masses	Measures	Thermometers	Total
2005	2	2	3	-	4	129	6		146
2006	8	6	2	4	3	278	9		310
2007	4	1	1	10	5	65	2		88
2008	12	1	2	3	9	124	9		160
2009	15	1	3	1	27	459	15	2	523
2010	18	1	3	5	51	170	10	52	310
2011	22	10	11	8	65	442	17	49	624
2012	19	10	1	12	92	566	7	92	799

Most of the devices calibrated were masses which ranged from a class M3 to F1 and capacities, from a range of 1mg to 20kg. These classes are given by the International Recommendation OIML R 111; Weights of classes E1- M3, Part 1: Metrological and technical requirements. From the Dimension Laboratory a total **43** devices were submitted for calibration and they included calipers, micrometers, feeler gauges, depth gauge, rule and a thickness gauge. Also **92** electronic balances were calibrated and this was carried out in the Mass Laboratory and at the client's location. These electronic balances were submitted mainly from our manufacturing industries, health sector and other agencies for example the Guyana Rice Development Board and Guyana Geology and Mines Commission etc. The temperature laboratory had **92** instruments calibrated

which would have included liquid-in-glass thermometers, digital and dial thermometers. Finally our Reference Mass laboratory calibrated a total of **566** weights.

Also the Laboratory Services Department is expected to increase in 2013 the number of devices calibrated, through the National Committee on Conformity Assessment and the utilization of the results of the metrology survey carried out in 2009, which highlighted the needs for calibration of devices from the industries.

### **3.1.1 Stakeholders devices submitted**

Devices submitted externally for calibration by companies were generally to establish traceability to the National or International Standards. Also, it is required that all measuring equipment be calibrated once, depending on the frequency of use. The calibration of the measuring instruments and apparatus were carried out to establish that products and service conform to existing quality standards and this, in turn, gives an assurance of quality of the products and services offered to consumers.

### **3.1.2 Working Standards**

The working standards of masses, electronic balances and provers of the GNBS were calibrated using the secondary standards. The working standards are used by the Legal Metrology Department to verify Weighing and Measuring Devices nationally.

### **3.1.3 The Primary Standards**

The Primary Standards at the GNBS have the highest metrological qualities and are sent to the CARICOM region to be calibrated to maintain traceability to International Standards.

It is worthwhile to point out that the testing and calibration programme is developing gradually to reach its full capacity. For example, funds were approved from Capital allotment to purchase items budgeted for in 2011, so that we have the necessary reference materials for testing of textiles and a Concrete block testing machine. Also the GNBS, through other projects, has achieved additional equipment in the area of textiles testing and weight and dimensional calibrations to provide the basic and essential services needed in the industries.

## **3.2 Gold Testing**

During the year, a total of **35** gold samples were submitted both by the Product Certification Department and consumers as compared with 64 for 2011, 33 for 2010, 20 for 2009, 19 for 2008, 46 for 2007, 36 for 2006, 14 for 2005 and 8 for 2004 (Table 3). The samples were tested for customers to verify their purity and to support the Product Certification scheme of the GNBS. The Product Certification Officer advised

manufacturers whether the samples tested were within the expected specification or not, based on the results submitted.

Table 3 below shows that there has been a decrease in the number of gold samples tested for the year 2012 as compared with 2011. This decrease in the number of samples was mainly due to the external clients not submitting samples for testing internal clients under the Product Certification Scheme.

**TABLE 3: Shows a comparison of Gold Articles submitted for Testing for 2004 to 2012.**

<b>YEAR</b>	<b>NO. OF SAMPLES TESTED</b>
<b>2004 (October 2004)</b>	<b>8</b>
<b>2005</b>	<b>14</b>
<b>2006</b>	<b>31</b>
<b>2007</b>	<b>46</b>
<b>2008</b>	<b>19</b>
<b>2009</b>	<b>20</b>
<b>2010</b>	<b>33</b>
<b>2011</b>	<b>64</b>
<b>2012</b>	<b>35</b>

### **3.3 Verification of Moisture Meters**

A total of **125** moisture meters were verified for the year, as compared with 117 for 2011. 86 for 2010, 33 for 2009, these devices are submitted twice annually for verification. The moisture meters submitted were mainly from the rice millers. This verification is done using the international standard the ISO 712: Determination of Moisture in Cereal and Cereal Products. After the verification would have been completed a test certificate is issued with a correction factor with regards to the reference method being the hot air oven method.

### **3.4 Training/Workshop Attended.**

#### **Training on the Calibration of Non-automatic Weighing Instruments**

Guyana was represented by Mr. Vishnu Matbadal, Laboratory Technician 11 at a four day workshop titled “ SIM Guidelines on the calibration of non – automatic weighing instruments and intercomparison” , for laboratory personnel of CARICOM member states which was organized by CROSQ in collaboration with the German Metrology Institute (PTB)

The workshop took place at the Antigua Bureau of Standards (TTBS) during the period October 1 to 5 2012, and was held in order to develop the competency to perform balance calibrations in the respective countries and to harmonize the methods of calibration of non-automatic weighing instruments among SIM countries.

### **Training on the Testing of Hollow Concrete Block**

The Guyana National Bureau of Standards staff which participated and benefitted from the training on testing of concrete hollow blocks were: Mr. Kenrick Singh, Mr. Vishnu Matbadal, Mr. Quincy Gibson, Mr. Alwin Etwah and Mr. Edward Melville. This training was provided by the Grenada Bureau of Standards and was facilitated by Mr. Orlan Wech and Mr. Camilo Adnois at the Guyana National Bureau of Standards during the period August 6 to 10, 2012.

The training entailed an understanding of the technical requirements of the current block standards, thorough practical testing from samples preparation to compression and highlighting the critical importance and benefits of commercial Hollow Concrete Blocks specifications.

### **E-Learning Course: Training in Basic Metrology for the Caribbean Training of Mentors**

Mr. Edward Melville participated in a training programme held on September 24-28, 2012 at the National Institute of Metrology, Quality and Technology, (INMETRO) Brazil. This training was designed to prepare mentors for the pilot e-learning course in Basic Metrology. It was coordinated by CROSQ in association with the INMETRO Brazil and the German Metrology Institute (PTB) under the auspices of the Inter-American Development Bank project “*Development of a Demand Oriented Regionally Harmonised Quality Infrastructure in the Caribbean*” (RQI 1).

The general objective was to prepare the mentors to assist the main lectures from INMETRO to deliver and execute the course locally and virtually.

### **3.5 Developing the management system of the GNBS laboratories.**

The department has developed a new quality manual based on the gap analysis conducted on its 17025 quality manual. However, the quality manual is currently being implemented in the department.

### **3.6 Monitoring and Evaluation.**

The activities conducted under the Laboratory Services Department for this reporting period were based on requests received internally and externally for the calibration of instruments.

Requests received were promptly addressed and samples obtained were analysed routinely during the year. However, there is need for better cooperation from clients to submit their weighing and measuring equipment to the GNBS for calibration, as required. In addition, there is need for continuous training of Laboratory Technicians to facilitate capacity building within the Department, in order to achieve maximum output, primarily in the area of calibration.

Further, it is very critical that staff be proven competent in the activities of the department to promote self confidence and also gain confidence and support from customers. Competency is one of the underlying factors that contribute to accurate and reliable results that the customer requires. In addition, adequate environment, equipment, methodologies and measurement accuracy are crucial for the laboratory environment.

### 3.7 **Projections**

The department will continue its routine activities in the New Year as outline in it's Annual Work Programme. In addition, the department is expected to widen its scope in the area of testing to include textiles and concrete hollow block testing.

## 4.0 **CONFORMITY ASSESSMENT 2012 REPORT**

### 4.1 ***Consultancy Service (Technical Assistance)***

During the year 2012, the Conformity Assessment Department recognized the need for further promoting the use of standards in businesses in Guyana to boost their competitiveness both nationally and internationally. This concept was realized under the theme: *“Management systems, the Gateway to a value added business, powered for economic growth”* in 2011 and continued in 2012. This theme was used to encourage businesses to recognize that standards add value to their current operations and will guarantee them staying in business by being competitive. In order to facilitate fair trade, it is critical for the local businesses to be certified to management system standards such as the ISO 9001, ISO 14001, HACCP or ISO 22000 standards to demonstrate their ability to provide products of consistent quality and safety to their suppliers.

#### 4.1.1 **Quality Management Systems**

Consultancy service was provided to three (3) companies to facilitate the development of their quality management system to the ISO 9001:2008 standard. This was provided in the form of regular on site meetings, interpreting the requirements of the standard, and reviewing of policies and procedures completed by the company. This programme is focused on facilitating the registration of companies in Guyana to the ISO 9001:2008 standard in the drive to guarantee customer satisfaction and competitiveness of products and services provided.

#### 4.1.1.1 **Bounty Farm Limited (BFL)**

Six (6) meetings were conducted at Bounty Farm Ltd to discuss elements to be addressed in the quality management system documentation. Two reviews were completed for the quality manual and seven (7) procedures. For the quality manual and procedures minor changes are to be made, thereafter approval and implementation in 2013.

#### **Projections 2013**

It is anticipated that the company will approve system documentation and commence implementation and thereafter apply for certification in 2013.

#### 4.1.1.2 *Associated Packers Inc (API)*

Five (5) meetings were held with the company for the period as part of the technical assistance programme to establish the quality management system for ISO 9001 certification by June, 2013. Additionally, a plant tour was conducted for familiarity with the company's operations, an ISO 9001 gap analysis, awareness session and training on the ISO 9001 standard and development of process interaction diagram were completed. This company in 2013 is expected to document the policies and procedures required by the standard along with other documentation to facilitate implementation and certification.

#### 4.1.1.3 **MACORP**

Six (6) meetings were held at the company during the period. The GNBS completed three (3) awareness sessions for different levels of staff on the ISO 9001 standard, gap analysis of the company's operations and submitted a report on the gaps identified. Draft procedures were sent to the company to commence the documentation process. The completion of the company's documentation to the ISO 9001 standard will be completed in 2013.

#### 4.1.2 *Environmental Management System (EMS)*

##### 4.1.2.1 *Guyana Oil Company Limited (Guyoil)*

During the year 2012, eight (8) meetings were held with representatives of Guyana Oil Company Limited to provide technical assistance towards the development of the EMS for the purpose of certification. The year commenced with a meeting with the EMS team to evaluate the status of work completed in 2011 and to discuss plans and projections for 2012 to expedite the process. During the meetings held at the company, documents were reviewed and guidance was provided to staff to address clarifications on environmental management system.

The EMS policy manual and procedures were completed and reviewed by GNBS officers. Officers assigned to work along with this company were Mr. Al Fraser and Ms. Ramrattie Karan with the assistance of Ms. Candelle Walcott-Bostwick. GNBS Officers visited the terminal on December 05, 2012 to assess the status of the



implementation process. At that visit a plant tour was conducted and a proposed date for certification was discussed. The EMS team was advised that they needed to adhere to plan schedules if the company intends to acquire certification in 2013.

### **Projections for 2013**

This will include assisting the company to complete and review all outstanding documentation and this is anticipated to be completed by the end of January, 2013. This would be followed by strict monitoring of the implementation process for the process of certification which is scheduled for April, 2013.

Plans are on stream to make contact with additional companies and arrange site visits to provide awareness sessions, discuss the technical assistance programme of GNBS and convince these companies to come on board and pursue certification. Greater efforts will be made to work with the Ministry of Natural Resources and the Environment to promote the implementation of the EMS in the mining sector. Companies that attended the training programmes in 2011 and 2012 will be contacted first to assess the effectiveness of those training programmes.

One of the major challenges encountered over the period in review were the commitment of representatives to honor their obligations and meet establish time frames for the implementation process.

#### **4.1.3 Food Safety Management Systems**

##### **4.1.3.1 *Tandy's Manufacturing Enterprise (TME)***

The Technical Assistance Programme commenced at TME in March, 2012. Meetings were generally held weekly on Wednesdays and Thursdays at the TME location in the Industrial Estate, Eccles, East Bank Demerara. Mr. Al Donavon Fraser and Mr. Trumel Redmond were attached to this company to provide assistance. Eighty five (85%) of the activities scheduled for the year were accomplished. Presently the completed documentation is being reviewed and corrected after which a system for document control would be developed and the implementation process would commence fully.

A few of the major challenges encountered over the period in review includes obtaining sufficient information from certified producers and appropriate testing facilities for the final product, apart from those highlighted time and resource personnel were major contributing factors that hinder the completion of activities. Because the members on the HACCP team were directly involved in production a number of activities were not completed within the agreed time frame.

### **Projections for 2013**

This will include completion of all outstanding documentation, assisting the company with the implementation process after which the company would seek HACCP certification. This process should be completed by April 2013.

#### 4.1.3.2 *Major Food Manufacturing*

During the year 2012 representatives of Majors had formally written to GNBS indicating that the company was still in the construction process of the new plant, the representative also indicated that the company needed some time to sort out the way forward since the CEO passed away.

GNBS officers would formally approach the company in the New Year to determine their interest in pursuing HACCP.

During the year the GNBS had received requests from four (4) companies to participate in the HACCP Technical Assistance Programme which can be seen an impact of the training programmes conducted by the GNBS and the need for service providers to demonstrate that they are providing safe food for human consumption.

The GNBS will continue to conduct visits to companies which have benefitted from training programmes completed in 2011 to encourage the development of an appropriate management system.

#### 4.2 *Product Certification*

The goal of the product certification programme is to promote, implement and monitor product certification systems in industries in order to provide consumers with the assurance that locally-manufactured products conform to the requirements specified in Guyana Standards.

Through this scheme, manufacturers are permitted to use the National Standards Mark on their products once their manufacturing processes and products have been assessed as conforming to the relevant Guyana Standards on a continuous basis.

##### **Maintenance of Standards Mark**

Ten (10) surveillance audits and four (4) renewal audits were conducted at the premises of clients permitted to use the National Standards Mark under the Product Certification Scheme. Two (2) jewellers and two (2) Poly Vinyl Chloride (PVC) manufacturers are currently permitted to use the National Standards Mark on products certified to the respective national standards.

The gold jewellers are: King's Jewellery World, and Steve's Jewellery. The PVC manufacturers are: Plastic Products Limited and Guyana Thermoplastics Limited.

## Audits Completed at Certified Companies in 2012

Name of Client	Product	No. of Surveillance audits conducted	No. of Renewal audits conducted	Remarks
King's Jewellery World	Gold Articles	3	1	Certificate was renewed on December 19, 2012.
Steve's Jewellery	Gold Articles	2	1	Certificate was renewed on July 15, 2012.
Guyana Thermoplastics Limited	PVC pipes	3	1	Certificate granted on May 19, 2012
Plastic Products Limited	PVC pipes	2	1	Certificate granted March 01, 2012

### Symposium for Gold Jewellers

During the month of June 2012 sensitization of the public continued with the hosting of symposiums under the collaborative efforts of the GNBS and the Support for Competitiveness Programme. The gold jewellery sector was targeted. The symposium was held at the International Conference Centre (ICC).

Four main presentations were delivered to participants attending the symposium:

- The role and functions of the Guyana Geology and Mines Commission (GGMC) – Ms Sandrene Abrams, Senior Chemist, GGMC
- The role and functions of the Guyana Gold Board (GGB) – Mr. Anantram Balram, General Manager, GGB
- Benefits of the Product Certification Scheme – Ms Candelle Walcott-Bostwick, Head Conformity Assessment, GNBS
- Testing of Gold Jewellery – Mr. Vishnu Matbadal, Laboratory Technician II, GNBS

Projections for 2013 include contacting uncertified jewellery establishments and providing awareness sessions to these clients thereby convincing them to join the product certification scheme. Also officers of the GNBS will be proposing a meeting with GGMC to work on a strategy to regularize the bottom house jewellers.

### *Water Certification*

The Memorandum of Understanding for the joint venture of water certification between the GNBS and the GA/FDD was signed off by both parties in January 2012.

## **Challenges**

The GNBS was unable to adopt the Standards identified to be used for this programme because the National Standards Council for 2012 did not function as anticipated.

This has negatively impacted the functioning of this department in this area. The Government Analyst Department is ready to commence this programme as soon as possible since the quality of water sold in Guyana for human consumption is not up to the required quality standards.

## **Projections for 2013**

To collaborate with ten (10) additional jewellers to encourage participation in the Product Certification Scheme during the first six months of 2013. This collaboration will include visits, training and the development of a basic quality system to manage their operations. The development of an advertisement to promote the benefits of Product Certification to solicit more clients during the first quarter. To engage the Guyana Geology and Mines Commission to establish an agreement which will allow the GNBS access to jewellery establishments monitored by the GGMC and also facilitate the certification of jewellery before the purchase of gold to manufacture jewellery.

To revise the requirements for granting a Permit to facilitate the implementation of a basic quality management system meeting the requirements of the GYS 231 standard by all clients on the Scheme.

### **4.3 *Audit Service***

One request for audit service was received from the Art Williams and Henry Wendt Aeronautical Engineering School (AES) for ISO 9001 quality system.

#### **4.3.1 *Art Williams and Henry Wendt Aeronautical Engineering School (AWHWAES)***

A request was made by the Art Williams and Harry Wendt Aeronautical Engineering School (AES) for an ISO 9001:2008 internal audit. The audit was conducted by Ms. Ramrattie Karan and Ms. Rodlyn Semple. A report was prepared and submitted with the findings to the company. A follow up audit was done at the company to verify the implementation and closure of nonconformances.

Officers of the GNBS were also provided with the opportunity to observe ISO 9001 audits at Edward B Beharry and Company Limited and AWHWAES during the year. This exposure provided the Officers with some insight on how to conduct audits using different audit strategies.

## **Challenges**

The GNBS Auditors trained as ISO 9001, ISO 14001 and ISO/IEC 17025 Lead auditors were not able to complete their audit hours as scheduled in 2012 and as a result will not be able to be recognized as certified auditors. This will have a negative impact on the credibility of the Audit service programme of the GNBS. Conducting audits at different companies will give the GNBS auditors audit experience which is vital for ensuring the maintenance of their competence as auditors. This has been lacking over the last two years since only one company makes annual request for an ISO 9001 audit. Certification of our auditors would have allowed the GNBS to advertise its audit service programme with the recognized status of its auditors which would boost its programme.

## **Projections for 2013**

The Management of the GNBS will determine how this programme can be sustained by accessing funding to facilitate audit experience for the auditors.

### **4.4 *Accreditation***

#### **4.4.1 *Accreditation of Inspection Bodies***

In 2012, the GNBS continued its technical assistance programme in the area of Inspection accreditation. Technical assistance in the form guidance, interpretation, and review of ISO 17020:1998 standard and inspection management system documentation were provided to Inspection Agencies.

This programme enables Inspection Agencies to develop policies and procedures for the inspection management system for accreditation to the requirements of the ISO 17020 standard.

The Inspection Agencies participated in this programme included:

- (1) Guyana Rice Development Board (GRDB)
- (2) Guyana Tourism Authority (GTA)
- (3) Guyana Forestry Commission (GFC)
- (4) Environmental Protection Agency (EPA)
- (5) Government Analyst/ Food and Drug Department (Ministry of Health)

Letters were sent to inspection and certification agencies requesting information on their needs to facilitate implementation of the respective standards at their facilities.

##### **4.4.1.1 *Guyana Rice Development Board (GRDB)***

One review was completed for the ISO 17020 manual and three procedures were submitted to the GNBS. The corrections are to be addressed by the agency. This agency has placed the ISO 17020 system on hold since its ISO/IEC 1705 system was a priority.

#### 4.4.1.2 *Guyana Forestry Commission (GFC)*

One meeting was held with the company to discuss the gap analysis report and plan for implementation. The agency was unable to make submissions to the GNBS, due to number internal constraints.

#### 4.4.1.3 *Environmental Protection Agency (EPA)*

No submissions were made by the agency, however it was indicated that ISO 17020 documentation was at the Board level for review. Staff resignations affected the implementation completion of documentation and implementation.

#### 4.4.1.4 *Government Analyst/ Food and Drug Department (Ministry of Health).*

The GNBS reviewed the ISO 17020 quality manual along with twelve (12) procedures submitted by the agency during this period. Internal challenges with the review committee within the agency have affected the completion of corrections to the manual and procedures.

#### **Projections for 2013**

Visits with top management and continuing the provision of technical assistance to facilitate the accreditation process. Lack of resources were identified as one of the major challenges affecting the implementation process. The GNBS will convene meetings with the Permanent Secretaries and Senior Officers of these agencies to determine the way forward as it relates to the accreditation of their Inspection Bodies.

#### 4.4.2 *Accreditation of Certification Bodies*

The accreditation process for organisations to the ISO/IEC Guide 65, 'General Requirements for bodies operating product certification systems' is slowly proceeding. The GNBS communicated with the three (3) certification bodies GNBS in 2012, however due to challenges within these agencies and in some instance restructuring of agencies, no documentation was completed and submitted for review. These Certification Bodies are the Veterinary Public Health Unit, Guyana Tourism Authority and the Guyana Forestry Commission.

#### **Projections for 2013**

Visits to these agencies will be arranged to meet with top management to promote the need for implementation of the standard. Lack of resources were identified as one of the major challenges affecting the implementation process. The GNBS will convene meetings with the Permanent Secretaries and Senior Officers of these agencies to determine the way forward as it relates to the accreditation of their Inspection Bodies.

In addition, the GNBS Officers will require training on the ISO/IEC 17020:2012 and the ISO/IEC 17065: 2012 by the end of the first quarter of 2013 so that the GNBS can provide training on these standards to the Inspection and Certification bodies to facilitate updating of their current quality system documentation. In addition to the training the Officers will require the guidance of the Consultant to facilitate the application of the standard to these agencies.

The functioning of the National Standards Council is also important since the GNBS will be able to adopt these new standards so that these agencies can purchase these standards. A number of request to purchase were deferred in 2012 for this reason. The Management of the GNBS will have to make alternative decisions as it relates to having important standards available to stakeholders by the end of January 2013.

#### 4.5 *Laboratory Certification*

##### 4.5.1 **Certification of testing laboratories to the GYS 170: 2009 standard- Status of the completion of manuals to date.**

During 2012, nine (9) quality manuals along with the quality system procedures and sixty three (63) technical manuals were submitted by ten (10) laboratories. All of the reviews were completed and the laboratories are currently addressing the necessary corrective actions.

Laboratories submitting manuals were the Woodlands Hospital Laboratory, Multi- Tec Reference Laboratory, Medical arts Centre, St. Joseph Mercy Hospital, Dr. Balwant Singh Hospital, Georgetown Public Hospital Corporation Medical Laboratory, Eureka Medical Laboratory, Guyana Defence Force Medical Laboratory, New Amsterdam Hospital Laboratory and Sigma Labs.

There was an increase from 8 quality manuals to 9 quality manuals submitted for review when compared to 2011 and an increase from 32 technical manuals to 63 technical manuals when compared to 2011.

##### 4.5.2 **Maintenance of the Laboratory Management System to the GYS 170: 2009 standard.**

No	Name of Certified Laboratory	No. Surveillance visits	Renewal Assessments
1.	Dr. Balwant Singh Hospital Laboratory	2	Renewal completed May 2012. Delay in addressing corrective actions affected the surveillance schedule.
2.	Georgetown Public Hospital Corporation	1	Renewal assessment completed in June and follow up in November 2012. Renewal process to be completed January 2013. Delay in addressing corrective actions affected the surveillance schedule.
3.	Sigma Labs	1	Renewal assessment completed in September 2012, laboratory still

			addressing corrective actions. Delay in addressing corrective actions affected the surveillance schedule.
4.	Eureka Medical Laboratory	2	Renewal completed in May, 2012. Delay in addressing corrective actions affected the surveillance schedule.
5.	St. Joseph Mercy Hospital	2	Renewal completed in June 2012.
6.	Woodlands Hospital	1	Renewal completed in July, 2012. Delay in addressing corrective actions affected the surveillance schedule.
7.	National Public Health Reference Laboratory	2	Renewal assessment was rescheduled to January 2013 as requested by the laboratory.
8.	Georgetown Medical Centre	3	Renewal due 2013
9.	Guyana Rice Development Board	3	Renewal due 2013
10.	New Amsterdam Regional Hospital Laboratory	0	Granted certification October 2012. First surveillance scheduled for January 2013.
11.	Guyana Defence Force Medical Corps	0	Certification assessment was completed in November 2012, laboratory is addressing corrective actions.

### **Achievements**

There was an increase in the number of laboratories certified to the GYS 170: 2009 standard from 9 to 10 laboratories when compared to 2011.

#### **4.5.3 Certification of New Laboratories**

The New Amsterdam Regional Hospital Laboratory was certified in October 2012. This was the first Regional Laboratory to be certified in Guyana bringing the total to ten (10) laboratories being certified.

Two additional medical laboratories expressed an interest to join the Laboratory Certification Programme. Contact will be made with these laboratories to commence the application process in 2013.

### **Challenges**

The Ministry of Health has not enforced the Health Facilities Act and as a result, a number of medical laboratories remain uncertified. As it relates to the testing and calibration laboratories there is no legal requirement in place that requires these laboratories to operate at minimal standards. Efforts will be made to have testing and calibration laboratories operate at minimal laboratory standards available in Guyana in 2013.



Most of the laboratories certified were unable to maintain the certification period due to internal constraints which resulted in the delays for granting renewals of certification. This has resulted in extended breaks within the certification programme which will be addressed in 2013.

### **Projections for 2013**

The GNBS will convene a meeting with the top management of the certified laboratories to discuss the maintenance of the certification status, revised conditions for certification, timely payment of certification fees among other issues affecting the programme by the end of February 2013. New systems will be implemented to encourage laboratories to take timely corrective actions.

The GNBS will also be implementing systems to improve the quality of service provided to customers and also monitoring the impact of this programme on the society. It is also anticipated that at least three (3) additional laboratories are certified during 2013.

## **4.6 GNBS- Management Systems**

### **4.6.1 GNBS Quality Management System**

An internal audit of the GNBS QMS was completed in November, 2012 which has identified a number of nonconformances to be addressed by the GNBS. There were no management reviews or internal audits or internal training sessions during 2012 due to lack of commitment to the quality system.

### **Projections for 2013**

During the first quarter of 2013, an action plan will be established to facilitate the updating and effectiveness of the GNBS QMS, including addressing the corrective actions identified will be addressed, an internal training schedule and management review for the updated system will be established to facilitate the implementation and monitoring of the GNBS QMS.

An application for a pre-assessment audit will be completed in September 2013, to facilitate an external audit to determine the readiness for certification to ISO 9001.

### **4.6.2 GNBS Inspection Management System**

The documentation for the inspection management system was completed and implemented by the Standards Compliance Department. This system was not monitored in 2012.

### **Projections for 2013**

An action plan will be developed to update the inspection management system to the requirements of the ISO/IEC 17020: 2012 standard. This should be completed by June 2013. An audit of the current management system will be conducted during the second quarter, 2013.

#### 4.6.3 **GNBS Laboratory Management System**

The documentation for the laboratory management system was completed and implemented by the Laboratory Services Department.

##### **Projections for 2013**

An audit of the laboratory management system will be completed during the second quarter, 2013 to identify areas for improvement.

#### 4.6.4 **GNBS Certification Management System**

This GNBS Certification manual was implemented and monitored during the period. A number of corrective actions will be taken in 2013 to improve the certification process.

##### **Projections for 2013**

The Certification manual will be updated to the ISO/IEC 17065 standard by June 2013. An action plan for the improvement plan will be completed by January 2013 to facilitate implementation.

### 4.7 ***Training***

The Training Services offered by the Conformity Assessment Department aims at sensitizing businesses and consumers on the requirements of the ISO management system standards covered by its consultancy programme. Knowledge of the requirements by companies and other interested parties are critical for successful implementation of the respective management systems in companies. Training of internal auditors also allows the company to monitor and improve their current operations to ensure effectiveness and efficiency. The Department has seen an increase in the number of requests for training from companies which can be viewed that companies desire to know more about how standards can help their businesses to become more competitive.

During 2012, the GNBS conducted sixteen (16) out of eighteen (18) training programmes scheduled for 2012. The other programmes were not conducted due to low interested expressed by the target group. The GNBS conducted six (6) programmes in addition at organisations based on specific requests from those organisations. The total number of programmes conducted totalled twenty two (22).

#### 4.7.1 Training Courses completed

##### 4.7.1.1 *Food Safety Management System (ISO 22000:2005) Training Programme*

The Guyana National Bureau of Standards held a Food Safety Training Programme during the period February 13-16, 2012, at the Caricom Rice Mills Limited (CRML) of Anna Regina, Essequibo Coast. This course was facilitated by Ms Rodlyn Semple, Technical Officer II and Mr. Trumel Redmond, Technical Officer I, GNBS.

The company expressed an interest to improve its current quality management system to pursue the implementation of a food safety management system. Sixteen (16) of its employees participated in the training programme.

The objectives of the training programme were to:

1. explain the intent of the ISO 22000:2005 standard;
2. provide guidance on how to identify and evaluate food safety hazards;
3. provide guidance on how to implement an effective Food Safety Management System (FSMS); and
4. build on the foundation of the quality management system in the development of a FSMS.

The evaluation done by the participants are as follows: Course Administration – 87.6%, Course Material – 90.8%, Course Delivery – 93.63% and Course Content – 86.2%

##### 4.7.1.2 **Understanding the requirements of the Hazard Analysis and Critical Control Point (HACCP) system.**

Recognising the demanding schedules of businesses, particularly small business operators, the Guyana National Bureau of Standards for the first time presented a training programme conducted over a three (3) month period. The training programme was titled, "*Understanding the requirements of the Hazard Analysis Critical Control Point (HACCP) system in the Food Industry*". Over this 3-month period, twelve (12) sessions were conducted with four (4) sessions taking place during each month. Sessions were held during the following periods: **June 26-29, 2012; July 17-20, 2012; and August 14-17, 2012.** Sessions were conducted from approximately 14:30h to 17:30h. The training programme was conducted by three facilitators: Ms Candelle Walcott-Bostwick, Head, Conformity Assessment Department; Ms Rodlyn Semple, Technical Officer II; and Mr Trumel Redmond, Technical Officer II.

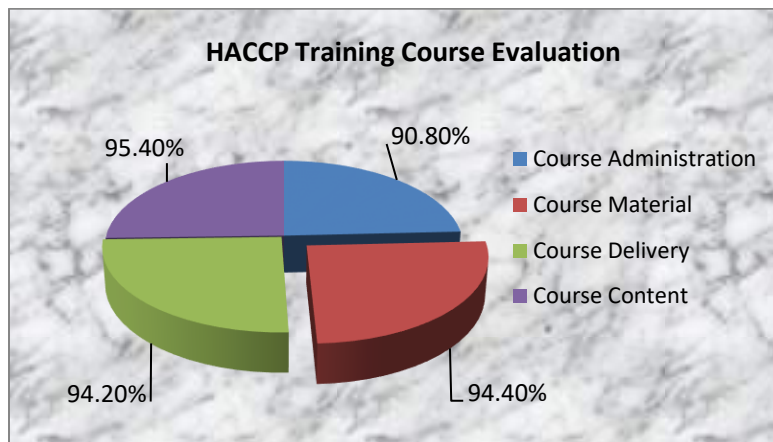
Some of the main objectives of this training programme allowed participants to;

1. identify the benefits of implementing a HACCP system in a food manufacturing and /or food service provider without the use of training notes;
2. explain the different categories of food safety hazards in the processing of food without the use of the training notes;
3. list two (2) examples of food safety hazards which can occur at their facilities;

4. describe how the principles of food hygiene can be applied to their food manufacturing or food service provider using a checklist;
5. describe how Good Manufacturing Practices can be monitored at their facilities using a checklist;
6. define how to monitor the prerequisite programmes for HACCP; and
7. explain the seven (7) HACCP principles with the use of the training notes among others.

Collaboration between the GNBS and the Government Analyst Food and Drug Department (GAFDD) continued as Ms. Stacey Alves, Senior Food and Drug Inspector, facilitated one of the sessions of the training programme. During the session, Ms. Alves examined the development of a floor plan as well as the Food and Drug Regulations for food manufacturers.

The average ratings for the four (4) areas evaluated by the participants are as follows:



The twelve (12) session HACCP training programme was successfully completed during the period June to August 2012. The objectives of the training programme were accomplished and participants should be more capable of developing and implementing a HACCP system within their operations.

#### 4.7.1.3 *Understanding the requirements of the GYS 170:2009 standard*

During the period **May 15-18, 2012**, the GNBS conducted training programme, **“Understanding the requirements of the GYS 170:2009 standard, General requirements for the operation of a Laboratory”**. This training programme was held in the Training Room of the GNBS. The programme was facilitated by Ms. Candelle Walcott-Bostwick, Head Conformity Assessment Department and Mr. Al Donavon Fraser, Technical Officer 1.

Sixteen (16) participants from Medical and Non Medical Laboratories attended this training programme.

The objectives of the programme were to:

- provide a thorough understanding of the requirements of GYS 170:2009 standard;
- provide guidelines on how to implement the laboratory management system in various laboratories for the purpose of certification;
- identify the benefits of laboratory quality;
- provide an overview of the laboratory management system;
- define the tools for laboratory improvement; and
- provide guidance on the implementation of an effective laboratory management system.

The course was evaluated as follows: Course administration 93%, Course material 96%, Course delivery (Candelle Bostwick) 97%, Course delivery (Al Fraser) 89% and Course content 89.6%.

#### 4.7.1.4 Laboratory Safety Requirements Training Programme

The Guyana National Bureau of Standards (GNBS) conducted the 3rd third Laboratory Safety Requirements Training Programme in collaboration with the CARICOM Regional Organisation for Standards and Quality (CROSQ) during the period April 17- 20, 2012. Ms. Candelle Walcott- Bostwick, Head Conformity Assessment and Ms. Rodlyn Semple, Technical Officer 11 of the Conformity Assessment Department GNBS facilitated this training. Twenty one (21) Laboratory Personnel from ten (10) laboratories attended this training.

Ensuring safety within the laboratory operations is critical since it assures the safety and health of staff, visitors and patients. Additionally, a safe environment contributes to the fulfillment of Occupational Safety and Health (OSH) requirements.

The objectives of this course was designed to provide participants with the knowledge, tools and techniques needed to develop a Safety Management System and conduct Audits in the Laboratory considering the GYS 235:2003 standard. Useful tools and techniques were enforced through the use of practical workshop sessions to address the needs of the laboratories.

At the end of this course, participants were expected to have sufficient knowledge to:

- (a) understand & appreciate the importance of safety to their operations,
- (b) identify hazards and associated risk to laboratory operations,
- (c) initiate, develop and implement a safety management system and
- (d) identify gaps to the current laboratory management system.

The results of the Course evaluation were as follows: Course Administration 90.15%, Course Material 97%, Course Delivery Candelle Walcott- Bostwick 91%, Course Delivery Rodlyn Semple 91% and Course Content 91.24%

Feedback from the participants indicated that the course was beneficial, the above ninety percent (90%) in all the areas evaluated, course administration, materials, delivery and content reinforced the achievement of the course objectives. It was observed that five (5) new laboratories participated in the training.

#### ***4.7.1.5 Understanding the requirements of the ISO 9001:2008 standard***

An ISO 9001:2008 training programme was held during the period May 22-25, 2012 in the Training Room of the Guyana National Bureau of Standards. Mr. Abidin Mohamed and Mr. Elton Patram Technical Officers II facilitated this training and eighteen (18) participants from nine (9) companies participated.

The objectives of the course were to provide the participants with an understanding of the requirements of the Quality Management System (QMS) and explain how a QMS can be used to improve the effectiveness and efficiency of an organization.

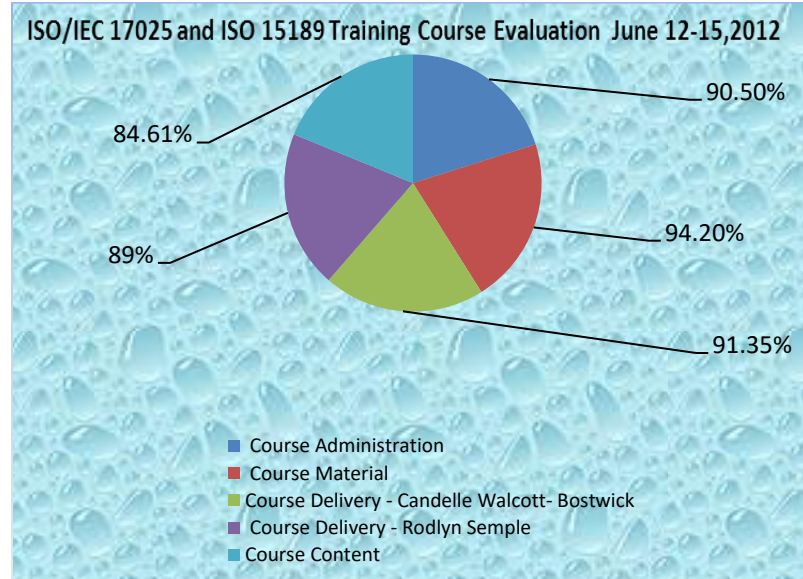
The programme utilized the ISO 9001 model for a QMS and explained the foundations on which the Standard was built. Additionally, it explained how the process-based QMS can be used to improve efficiency of operations, manage risks and costs, and help to set the strategic direction of the organization.

#### ***4.7.1.6 Understanding the requirements of the ISO 17025 and ISO 15189 standards training programme***

A training programme based on the requirements of the **ISO/IEC 17025 and 15189** standards was conducted during the period **June 12-15, 2012**, in the Training Room of the Guyana National Bureau of Standards. This training programme targeted Quality Managers, Laboratory supervisors, Internal auditors and other Laboratory personnel from Medical, Testing and Calibration Laboratories. Twenty four (24) participants from sixteen (16) laboratories participated in the training programme. Ms.Candelle Walcott-Bostwick, Head Conformity Assessment and Ms. Rodlyn Semple, Technical Officer II facilitated the programme.

This course was designed to provide participants with an understanding of the requirements of the ISO/IEC 17025 and the ISO 15189 standards and provide guidance on how to develop an effective laboratory management system as required by the standards to ensure the effective and efficient operations of a laboratory. An assessment was given to the participants to complete at the end of the course.

**The course was evaluated as follows:**



#### ***4.7.1.7 Internal Auditing for Laboratory Management Systems training programme***

In an effort to better equip laboratory personnel to carry out effective internal audits, the Guyana National Bureau of Standards (GNBS) in collaboration with the CARICOM Regional Organisation for Standards and Quality (CROSQ) hosted a four-day training programme on Internal Auditing of Laboratory Management Systems. The four-day programme was held during the period October 09-12, 2012 in the Training Room of the GNBS. Ms Candelle Walcott-Bostwick, Head, Conformity Assessment, and Mr. Trumel Redmond, Technical Officer II, instructed the training programme. Sixteen (16) persons comprising of Quality Managers, Medical Technologists and Regulatory Officers participated in the training programme. From the sixteen (16) participants, nine (9) or 56.3% were involved in medical testing, four (4) or 25% in non-medical testing and three (3) or 18.8% in regulatory activities.

The training material examined the nineteen-step audit cycle. Initiating, planning, evaluating, reporting and improving are the five (5) processes involved in the audit cycle that were examined. Through the exercises, participants were given hands-on experience in conducting internal audit activities such as the preparation of checklist questions, chairing opening meetings, interviewing personnel, writing nonconformance statements and preparation of audit reports. Participants appreciated these practical exercises that were done during the training programme.

**As a result of participating in the training programme, participants should be able to:**

- define the importance of conducting internal audits;
- develop an audit plan and schedule using quality system documents;
- prepare an audit checklist using quality system documents;

- list the responsibilities of the Quality Manager in auditing;
- use two (2) audit strategies while conducting internal audits;
- list the competencies of internal auditors;
- prepare audit reports using the findings of an audit; and
- evaluate audit outcomes.

#### 4.7.1.8 **Internal Auditing of an Environmental Management Systems**

The Guyana National Bureau of Standards conducted a four day training programme during the period of October 05-08, 2012 titled “**Internal Auditing of an Environmental Management System meeting the requirements of ISO 14001:2004 standard**”. Six (6) participants from the Environmental Protection Agency attended this training session. The objective of this programme was to provide participants with a thorough understanding of the internal auditing process so officers are better equipped with the knowledge and skills to conduct effective audits. This programme was conducted by Mr. Al Donavon Fraser, Technical Officer 1 and Ms. Ramrattie Karan, Head Standardization Department.

#### 4.7.1.9 **Understanding the requirements of ISO Guide 65 standard**

The Guyana National Bureau of standards held a three (3) day training programme on the ISO/IEC Guide 65 standard, “**Requirements for bodies operating a product certification systems**”, from May 08-10, 2012 in the Training Room of the GNBS. This training was facilitated by Mr. Abidin Mohamed (Technical Officer II), Seven (7) participants from three (3) Certification Agencies attended the training. The objectives of the course were to provide participants with an understanding of the requirements of the ISO/IEC Guide 65 standard and provide guidance on how to develop policies and procedures as required by the standard.

#### 4.7.1.10 **ISO/IEC 17020 training Programme for Inspection Bodies**

The Guyana National Bureau of Standards (GNBS), conducted a training programme titled, “Understanding the requirements of the ISO 17020:1998 standard for Inspection Bodies” during the period June 19-21, 2012 in the Training Room of the Guyana National Bureau of Standards (GNBS). Nine (9) participants from four (4) Inspection Agencies participated in this training. The GNBS in an effort to build capacity in Public Sector organisations executed this training workshop which was facilitated by Ms. Rodlyn Semple, Technical Officer II of the GNBS.

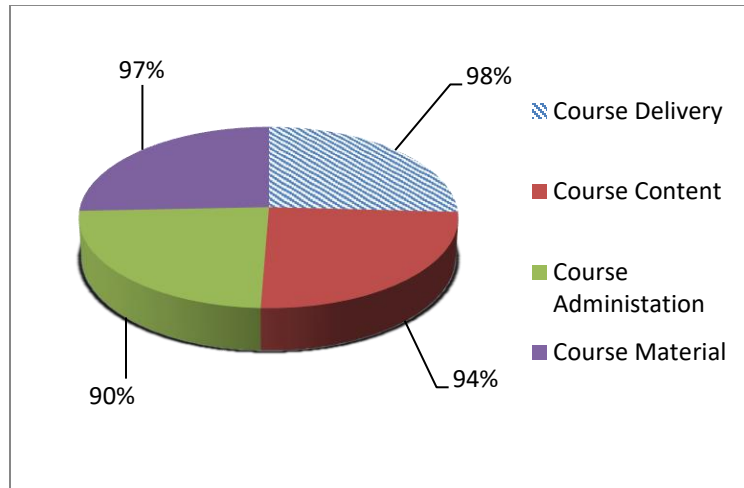
Accreditation of Inspection Bodies in Guyana will bring immense benefits to the country, overall it will instil confidence in the operations, eliminate barriers to trade and finally ensure competency in the inspection management system.

The ISO 17020 course was designed to provide participants with an understanding of the requirements of the ISO /IEC 17020:1998 standard and guidance on how to develop policies and procedures required by the standard.



Useful tools and techniques were enforced through the use of practical workshop sessions to address the needs of the inspection agencies represented. At the end of the course the participants were evaluated via a test. The purpose of administering this test was to ensure that the objectives were achieved and that the participants understood the requirements of the standard and how to develop policies and procedures. The target group for this training included Inspectors or Officers responsible for conducting the inspection of products or services.

**The course was evaluated as follows:**



**4.7.1.11 Method Verification and Validation for Laboratories as required by ISO/IEC 17025 & ISO 15189 standards**

The Guyana National Bureau of Standards (GNBS) with collaborative support from the CARICOM Regional Organisation for Standards and Quality (CROSQ) Inter-American Development Bank (IDB) / Physikalisch-Technische Bundesanstalt (PTB) Harmonised Regional Quality Infrastructure Project hosted a follow-up training programme on Method Verification and Validation for Laboratories as required by ISO/IEC 17025 & ISO 15189 standards. The training programme was held during the week of October 01-05, 2012. Ms Karlene Carolyn Lewis, Manager, Trinidad and Tobago Laboratory Accreditation Service (TTLABS), instructed the programme that was held at Regency Suites. Twenty-eight (28) participants successfully completed the training programme and were awarded Certificates of Participation.

#### 4.7.1.12 *Root Cause Analysis*

The Guyana National Bureau of Standards in collaboration with Delphi Consultants Limited, Trinidad and Tobago hosted a training programme titled 'Root Cause Analysis' from October 29-31, 2012 in the Training Room of the GNBS. This three (3) day programme facilitates the use of Root Cause Analysis as a tool for problem solving in organizations. This will enable the organization to systematically eliminate recurring and chronic problems and thus improve the effectiveness of their operations, create a culture of continual improvement, and enhance customer satisfaction.

The topics covered included Root cause analysis basics, problem definition, problem understanding tools, problem cause brainstorming tools, problem cause data collection tools, root cause identification tools and solution implementation tools. Twenty seven (27) participants attended this programme which included medical and testing laboratories, regulatory manufacturing and service organisations. The course was facilitated by Mr. Orett Campgell, Delphi Consultant and Ms. Candelle Walcott-Bostwick, Head Conformity Assessment Department, GNBS.

#### 4.7.1.13 *Data Analysis*

The Guyana National Bureau of Standards in collaboration with Delphi Consultants presented a two day workshop on November 01- 02- 2012, on Data Analysis to help organizations utilize the various analyzing tools and therefore allow them to operate more effectively.

The training was held in the Training Room of the GNBS. The facilitators were Orett Campbell, Delphi Consultant and Candelle Walcott- Bostwick, Head, Conformity Assessment Department, GNBS.

Twenty five (25) representatives from mainly medical and testing Laboratories attended the programme.

#### 4.7.1.14 *Registered Lead Auditor Course*

The Guyana National Bureau of Standards conducted its first Registered ISO 9001 Lead auditor course in collaboration with Delphi Consultants during the period November 05-09, 2012 in the Training Room of GNBS. The facilitator was Mr. Orett Campbell, Delphi Consultant on behalf of IRCA. This course was conducted based on the requirements stipulated by the IRCA Body to assure its credibility as a Registered course. Participants were evaluated daily and were required to complete individual and group assignments as stipulated by the course.

- performance of an effective management system audit in accordance with ISO 9001;
- development of an audit plan and checklist;
- evaluation of the business impact of the audit findings;

- communication skills in the presentation of audit findings; and
- continual business improvement through the use of corrective and preventative action programmes

A total of eight(8) participants attended the training programme. At the end of the course the participants wrote an examination which was assessed by the Registrar. Four (4) out of eight(8) participants have successfully completed the course.

#### **4.7.1.15 Conducting Effective Internal Audits**

Ms. Candelle Walcott-Bostwick, Head Conformity Assessment Department, conducted a training programme titled ‘Conducting Effective Internal Audits’ at the Dr. Balwant Singh Hospital Laboratory from May 30 to June 01, 2012. Two laboratory personnel were trained based on the request of the laboratory.

Some of the objectives of the course were designed to allow the participants to ;

- define the importance of conducting internal audits without the use of training notes;
- develop an audit plan and schedule using the laboratory’s quality system documents;
- prepare audit checklist using the laboratory’s quality management system documentation;
- list the responsibilities of the Quality manager in auditing without the use of the training notes;

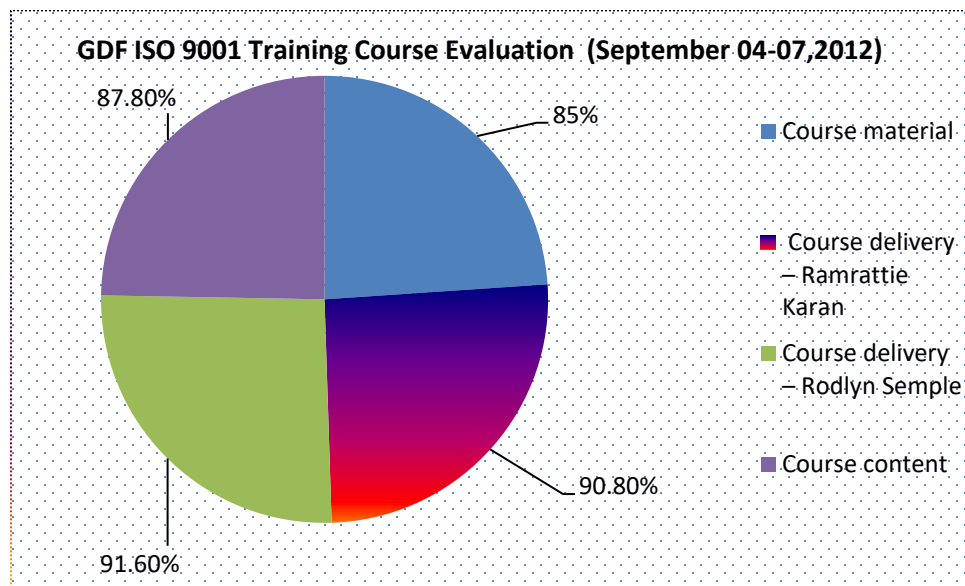
#### **4.1.7.16 ISO 9001 Course at the Guyana Defence Force**

The Guyana National Bureau of Standards (GNBS) conducted an ISO 9001:2008 Training Programme at the Guyana Defence Force (GDF) based on a request of the organization during the period September 04-07, 2012. This programme was facilitated by Ms. Ramrattie Karan, Head Standardisation Department and Ms. Rodlyn Semple, Technical Officer II, Conformity Assessment Department.

Nineteen (19) Officers from the GDF participated in this training programme which was held in the Training Room of the Medical Corp Guyana Defence Force, Base Camp, Ayangana. This training programme was designed to provide an understanding of what is a Quality Management System (QMS) and how a QMS can be used to improve the effectiveness and efficiency of an organisation.

Additionally, the programme utilized the ISO 9001 model for a QMS and explained the foundations on which the Standard is built. It also explained how the process-based QMS can be used to improve efficiency of operations, manage risks and costs, and help to set the strategic direction of the organisation. A pre course questionnaire was provided to the participants before the course and was discussed on the final day by the facilitators.

- At the end of the training programme and workshop, the participants were expected to:
- (i) define what is a quality management system and its importance within an organisation,
  - (ii) define the main processes that contribute to customer satisfaction within their operations,
  - (iii) describe the eight (8) quality management principles,
  - (iv) explain the requirements of the ISO 9001:2008 standard in their own words,
  - (v) apply the ISO 9001 requirements to their operations,
  - (vi) document the mandatory policies and procedures required by the standard, and
  - (vii) describe methods used to monitor and analyse their operations to ensure product conformity.



#### 4.1.17 Basic Skills in Delivering Training Programmes

Ms. Candelle Walcott-Bostwick, Head Conformity Assessment /NAFP conducted a training programme on 'Basic Skills in Delivering Training Programmes' at the request of CROSQ at the Caribbean Cooperation for Accreditation (CCA) meeting held on December 06, 2012 at the CROSQ Headquarters, Warrens, Barbados.

This course was designed to provide participants with the basic skills for designing, conducting and evaluating Training programmes. Methods of interactive discussions, workshop sessions and role plays were used to demonstrate the concepts taught. Eleven (11) NAFPs participated in this training programme as part of the 10 th EDF.

The benefits of this course were to allow participants to: design a basic training programme; write measurable objectives; organize material for training; and design an evaluation form.

At the end of the course participants should be able to; define what is training without the assistance of their training notes; describe the criteria used when writing training objectives without the use of the training notes; analyse the content of a training session of their choice using the Instructional Design Model; deliver a 10 minute training session for the topic selected using their training notes; and determine criteria for evaluating training programmes.

#### **4.7.2 *Staff Development Courses***

##### **4.7.2.1 *Marine Stewardship Council (MSC) stakeholder training Workshop***

Ms. Rodlyn Semple, Technical Officer II of the Guyana National Bureau of Standards attended a half day training session on the “Marine Stewardship Council (MSC) Fisheries Certification” programme at the Ocean View Convention Centre on March 16, 2012.

Approximately sixteen (16) persons were present at this session, the presenters were Dr. Nathalie Steins Manager Benelux (MSC) and Mr. Rodrigo Polanco, Latin America Fisheries Outreach Consultant.

Based on what was mentioned the MSC is seeking to introduce this programme to the fisheries industry in Guyana. Additionally, it was indicated that Suriname has successfully achieved this certification for its industries. To facilitate potential future fisheries certification projects in Guyana, the MSC organized this training workshop on the MSC Programme. The main focus was on the fisheries assessment process, the requirements that have to be met to achieve certification and how a fishery is scored. The Government of Guyana will have to give its approval if it intends to have the Fisheries sector implement this scheme.

##### **4.7.2.2 *Train the Trainer workshop on the requirements of ISO 50001***

During the period of March 12-16, 2012 the International Standards Organization (ISO) in collaboration with Barbados National Standards Institutional (BNSI) held a train the trainer workshop on Energy Management Systems (ISO 50001) standards. The training was held at the Savannah Beach Hotel Hastings, Christ Church, Barbados. Two participants from Guyana attended this training. They were Mr. Al Donavon Fraser (Guyana National Bureau of Standards) and Mr. Leon De Souza ( Guyana Energy Agency). The objectives of the training programme were:

- 1) To raise awareness and understanding among authorities and industry in the Caribbean about energy management and energy efficiency standards, business opportunities, existing best practices, implications and potential impact of the ISO 50001 Energy Management standard.
- 2) To inform about the requirements of the ISO 50001 standard.
- 3) To provide a platform for specialists from industry, government and academia in the region to share experiences and discuss issues related to the implementation of energy management and the ISO 50001 standard.

The training was delivered in two parts, the first session provided an in-depth understanding of the requirements of the standards. Forty (40) participants from Guyana, St. Lucia, Antigua and Barbuda, Dominican Republic, Dominica, Jamaica, Suriname, Barbados, Trinidad and Tobago, St. Vincent and the Grenadines attended this session. During the second session the trainers provided guidelines on good presentation skills. During these sessions participants were allowed to sit in groups and develop presentations given various topics. At the end of each presentation a different participant was allowed to present and the group critically assess the presentations and provided meaningful feedback on presentation skills. Twenty five participants attended these sessions. A training manual was provided to each participant for the course and at the end of the training participants were issued with a certificate of participation.

#### **4.7.2.3 *Water Processing Workshop***

A two-day workshop for water processors was held on July 12-13, 2012 at the Regency Suites Hotel. The workshop was hosted by the Government Analyst Food and Drug Department (GAFDD) and the GNBS was invited to deliver a presentation at the workshop. Mr. Trumel Redmond, Technical Officer II, delivered a presentation on Water Standards and Technical Regulations.

#### **4.7.2.4 *Webinar on new Canadian Food Legislation***

A webinar hosted by the Trade Facilitation Office Canada (TFO) was held on July 18, 2012. The webinar highlighted the requirements for Canadian importers of food products and particularly for exporters of food products to Canada. The webinar's main speaker, Ms Colleen Barnes, Executive Director, Canadian Food Inspection Agency (CFIA) shared on the Safe Food for Canadians Act. Mr. Trumel Redmond, Technical Officer II participated in this webinar.

#### **4.7.2.5 *Construction of a New Speciality Hospital***

Ms. Rodlyn Semple (Technical Officer II) and Mr. Iran Ali (Technical Officer I) represented the GNBS at Pre-Bid & Site Meeting for the Construction of the Specialty Hospital on April 23, 2012 in the Board Room of the Ministry of Health. The aim of this session was to provide comments and recommendations on the Project Report Document.

#### 4.7.2.6 *ISO Regional Conformity Assessment Workshop on Certification of Persons*

In the framework of the International Organisation for Standardisation (ISO) Action Plan for developing countries 2011-2015, and with regard to improving awareness on the role, benefits and use of International Standards in collaboration with ISO /CASCO Working Group (WG30), ISO conducted a Regional Conformity Assessment Workshop on Certification of Persons during the period October 07-09, 2012 in Bogotá, Colombia.

Forty four (44) participants from twenty five (25), National Standards Bodies NSB, Certification Bodies (CBs) and Accreditation Bodies (ABs) participated in this workshop.

This workshop was designed to: describe how the certification of persons can be of value to an individual, an employer and the public it described how the certification of persons can enhance an industry and professionalize an occupation; describe the purpose of ISO/IEC 17024 and the principles supporting the certification of persons; define the major components of ISO/IEC 17024; define the major terms associated with ISO/IEC 17024 and the certification of persons; identify the legal and contractual requirements of a body certifying persons; identify the structure and resource requirements of a body certifying persons; describe the records and information requirements of a body certifying persons and define the major components in the development and maintenance of a certification scheme for persons.

Dr. Cynthia Woodley Vice President, Chief Operations Officer and a psychometrician with Professional Testing Inc. and Dr. Roy Swift, Senior Director of personnel credentialing accreditation at the American National Standards Institute ANSI facilitated the training workshop. Both facilitators possess vast competencies in the area of personnel certification. All participants were given a certificate of participation at the end of the training workshop.

During the period October 10-12, 2012 Ms. Rodlyn Semple of the Guyana National Bureau of Standards attended the 2012 CASCO Open day at the AR Hotel Salitre Bogotá Colombia.

At the end of the open day, an introductory session on the CASCO plenary was organized for new participants. This session was intended to help new delegates take an active part in the plenary meetings.

Approximately seventy seven (77) personnel attended the plenary sessions over the two days and two hundred and forty one (241) working document reports were examined during the two day plenary session. Guyana was given Observer status at this meeting, where insight was provided on how the technical working groups for CASCO are convened and how issues of voting are done.

This Plenary meeting provided valuable information on how the CASCO meetings are convened and how the standard development process occurs. It was an opportunity to acquire first-hand information and access to ISO documentation which is not readily available. Additionally, it was an opportunity to learn of the accredited and certified bodies and how their traceability is linked to international standards.

#### **4.7.2.7 *Complying with FSMA's Food Import Regulations***

During the period **December 04-05, 2012** Ms. Rodlyn Semple, Technical Officer II of the Guyana National Bureau of Standards (GNBS), represented the GNBS at the Complying with FSMA's Food Import Regulations Conference held at the **Hilton Double Tree Hotel, Washington DC, United States of America.**

The Food Chemical News, the leading news service on food law and policy with more than fifty (50) years' experience of monitoring and reporting on Food and Drug Administration (FDA), United States Department of Agriculture (USDA) and other Federal and State agencies convened this conference.

The aim of this conference was to provide participants with the latest information from Top Officials at FDA charged with implementing FSMA's Import Rules to enable a better understanding of the regulations. Additionally, the conference addressed the following:

- (a) Assessment of the impact of FSMA on Customs and Border Protection.
- (b) Identification of the most common labelling mistakes made by importers, and how FSMA will further complicate labelling issues.
- (c) Examination of FSMA's new produce safety standards and preventive control measures which will affect importers.
- (d) Networking with other senior industry professionals to identify efficient ways to overcome shared problems.

Forty (40) participants from the following countries attended this conference: Brazil, Canada, China, Denmark, Guyana, Peru, United Kingdom, and the United States of America. No other Caribbean Territory was represented. Top US Food Manufacturers and Importers formed part of the US representation.

The second part of the final presentation was done via Web Conference.



During discussions it was noted that the FSMA is to be fully implemented and is not widely understood by many especially by food importers to the US. FSMA places emphasis on preventive controls which include the Hazard Analysis Critical Control Point (HACCP) system, accreditation process for third party auditors, laboratory accreditation, voluntary qualified importer programme, third party certification, records access and foreign supplier verification programme. Labelling of food imports to the US is also critical for exporters. A lot, more products than ever are being checked at ports of entry, as the Food Facility Registration Number makes it easier to target a specific category or Product.

The knowledge attained from this important conference will be utilised to provide guidance to local manufacturers exporting to the USA on the requirements of FSMA and its implications for the exporters. This will reduce the incidence of fines being imposed on exporters not meeting the requirements of FSMA. GNBS, early in the 2013 will meet with local manufacturers and exporters to share this knowledge.

#### 4.7.2.8 *Recognition of the Laboratory Certification Programme*

***Attendance to the Technical Workshop on Developing Criteria and Checklist for Each Tier Pilot Document within the PAHO/CDC Joint Initiative for Strengthening Quality Management Systems through Laboratory Networks.***

Ms. Candelle Walcott-Bostwick, Head Conformity Assessment Department was invited by Dr. Jean-Marc Gabastou, Advisor, Public Health Laboratory Services, PAHO to attend the Technical Workshop held at the PAHO Office in Trinidad and Tobago, June 28-July 01, 2012. The objective of this workshop was to achieve the following:

1. Revisit the Regional Framework for Medical Laboratory License and the basic requirements for licensing of laboratories within the Caribbean Region.
2. Develop criteria and checklists for each tier pilot document for the Caribbean Region.
3. Develop a draft Terms of Reference for the Technical Working Group for the implementation of the Quality Management Systems for Medical Laboratories in a step- wise approach in the Caribbean.

Agree on a recognition mechanism for each tier based on the discussions and recommendations from meetings held in Port of Spain in March and August, 2010

Guyana is recognized as one of the countries utilizing a step wise approach towards accreditation through its Laboratory Certification Programme which resulted in the participation of Ms. Candelle Walcott-Bostwick, Head, Conformity Assessment Department/ Laboratory Certification Officer/NAFP at this meeting to share the experiences in Guyana in this area.

Ms. Walcott-Bostwick, provided an overview of the Laboratory Certification Programme where she indicated how the programme commenced and how it has evolved over the years. It was pointed out that monitoring and mentoring of laboratories were critical factors for successful implementation. The successes, challenges and recommendations for laboratory improvement were also outlined. She provided the meeting with action plans currently being used in Guyana for Laboratory Improvement to facilitate the Accreditation Process.

On completion of the criteria for each tier and the model legislation, it is anticipated that each country will adapt these criteria to facilitate the implementation of the step-wise approach. This will be channeled through CROSQ to the member states.

#### **4.8 National Accreditation Focal Point (NAFP)**

The objective of the NAFP is to: promote improvement in laboratory quality in Guyana and facilitate the issue of accurate and reliable test results. The activities of the NAFP focus on strengthening the capabilities of laboratories through the implementation of laboratory management systems meeting the requirements of the ISO/IEC 17025 standard for testing and calibration laboratories, and the ISO 15189 standard for medical laboratories. The NAFP action plan for 2012 was implemented as planned with the exception of conducting pre assessments of laboratories which completed their quality system documentation and conducting a training programme on Measurement uncertainty.

##### **4.8.1 *Promoting Accreditation in Guyana***

###### **4.8.1.1 *The National Laboratory Accreditation Improvement Group***

The GNBS continued to provide Technical assistance to four(4) medical and seven (7) testing laboratories during 2012. Quarterly meetings were held where the laboratory representatives documented policies and procedures meeting the requirements of the respective laboratory standards. Guidelines for policy writing were among the activities of this group. The pre analytical and analytical phases were completed during 2012.

The following testing laboratories were represented at the meetings: GRDB Central Laboratory, GNBS Metrology Laboratory, Geology and Mines Commission, Pesticide and Toxic Chemical Control Board Laboratory, Government Analyst Food and Drug Department, Public Works Laboratory and the Guyana Livestock Development Authority Laboratory.

The following medical laboratories represented at the meetings: Dr. Balwant Singh Hospital Laboratory, National Public Health Reference Laboratory, St Joseph Mercy Hospital Laboratory, Medical Arts Centre, Eureka Medical Laboratory and the Georgetown Public Hospital Corporation Medical Laboratory. Meetings will continue in 2013.

#### 4.8.1.2 *The CROSQ/CDB-CART Funded Self - Assessment Workshop held January 16-17, 2012 in Bridgetown, Barbados*

The CARICOM Regional Organisation for Standards and Quality (CROSQ) recently signed on to a Grant Agreement from the Caribbean Development Bank (CDB), through its Caribbean Aid for Trade and Regional Integration Trust Fund (CART Fund), for the implementation of a project for strengthening regional testing laboratories.

The three year project, entitled "Strengthening the Capabilities of Testing Laboratories in the Caribbean to Reduce Technical Barriers to Trade", focuses on strengthening the capabilities of testing laboratories in CARIFORUM Member Countries so that they can provide reliable, competent, internationally recognized and affordable testing services to exporters. CDB, through the CART Fund, is contributing USD \$522,401 (87% of project costs) to the successful implementation of the project activities.

The launching of this project commenced with the Train- Trainers Workshop, 'Self - Assessment of an ISO/IEC 17025 Quality Management System'. This workshop was hosted by the CARICOM Regional Organisation for Standards and Quality (CROSQ) in collaboration with the Jamaica National Agency for Accreditation (JANAAAC) at the Headquarters of the Caribbean Development Bank (CDB), Wildey, St. Michael Barbados from January 16-17, 2012. The facilitators of the workshop were Ms. Claudette Brown, Technical Manager, JANNAC and Ms. Sonia Morgan, Senior Lead Assessor, JANNAC.

There were fifteen (15) participants representing St. Lucia, Suriname, Haiti, St. Kitts and Nevis, Belize, Grenada, Bahamas, Trinidad and Tobago, St. Vincent and the Grenadines, Antigua and Barbuda, Dominica and Guyana. Mr. Pat Paladino, Consultant, PTB and Dr. Anthony Richards, Project Coordinator, CROSQ/CDB-CART Fund were also present at the workshop.

The objectives of the workshop were to ensure that participants:

1. Understand ISO/IEC 17025 Laboratory Accreditation and its benefits.
2. Understand the intent the intent of the ISO/IEC 17025 standard.
3. Know the key indicators for successful ISO/IEC 17025 implementation.
4. Develop a set of criteria for the selection of the laboratories to be supported in their work towards accreditation.
5. **Develop a self-assessment instrument for use in assessing a laboratory's ISO/IEC 17025 Quality Management System (QMS).**
6. Guide laboratories on the use of a self-assessment form to perform an effective laboratory QMS evaluation.

Ms. Candelle Walcott-Bostwick represented the Guyana National Bureau of Standards and the National Accreditation Focal Point. In order for Guyana to benefit from this initiative, two testing laboratories were selected to participate in this project. The laboratories identified were the Government Analyst - Food and Drug Department and the Guyana Rice Development Board Laboratory. A meeting was held for key stakeholders in February, 2012 to define a mechanism for selecting the laboratories.

#### 4.8.1.3 *Planning meeting for the Caribbean Cooperation for Accreditation held on January 18- 19, 2012 in Bridgetown, Barbados*

The Guyana National Bureau of Standards member of the Caricom participated in the above meeting to review the operation plan for 2011 for the implementation of the CCA which included the Development and implementation of the CCA Scheme and the Institutional strengthening of the CCA stakeholders (National Accreditation Bodies, National Accreditation Focal Points, CCA Secretariat and Conformity Assessment Bodies).

Mr. Dereck Omar, Director, Trinidad and Tobago Bureau of Standards was the Chairman and representatives for PTB, Ms. Melanie Grad, Ms. Annett Czysch and Mr. Pat Paladino played a facilitatory role at the meeting.

There were fifteen (15) participants representing St. Lucia, Suriname, Haiti, St. Kitts and Nevis, Belize, Grenada, Bahamas, Trinidad and Tobago, St. Vincent and the Grenadines, Antigua and Barbuda, Dominica and Guyana. Ms. Candelle Walcott-Bostwick represented GNBS/NAFP.

#### 4.8.1.4 *Consultation for Exporters in Barbados held Friday January, 2012 in Bridgetown Barbados.*

The Guyana National Bureau of Standards member of the CARICOM Regional Organisation for Standards and Quality which collaborated with the CDB-UKAIDCART Fund launched a project in Bridgetown, Barbados at the CDB, Headquarters titled **‘Strengthening the Capabilities of Testing Laboratories in the Caribbean to Reduce Technical Barriers to Trade’**.

Dr. Anthony Richards, Project Coordinator for the Project provided an overview of the project to sensitise the Regional Exporters present at the meeting. It was indicated that the project was focused on having one testing laboratory accredited to support the export from CARICOM to the EU and other international markets. The purpose of session was to identify the needs of the exporters as it relates to exporters. Among the guest speakers were Ms. Cherianne Claeke, Growth Policy Advisor, DFID Caribbean/UKAID who provided an overview of the funding provided to the project to reduce technical barriers to trade, a representative from Angostura, Caribbean Development Bank, the EU help desk and the CEO of CROSQ.

**4.8.1.5 *Promoting Accreditation in the Construction Sector-Laboratory Accreditation: Good Accreditation Practices held on January 27, 2012 in the Training Room of the Guyana National Bureau of Standards.***

The Guyana National Bureau of Standards (GNBS) through the National Accreditation Focal Point (NAFP) is responsible for implementing the 'Best Accreditation Practices - Relations to Regulatory Agencies' programme within the Construction Sector. The objective of this programme is to strengthen the Sector, and the relationship between Accreditation Bodies and Regulatory Authorities within the Caribbean, South America, and Latin America. It is the intent to have the participation of our key stakeholders within the Guyana Sector.

It is also the intent of this programme to promote the requirements of Accreditation with the Regulatory Bodies and key stakeholders within this sector. This programme will strengthen the capabilities of the testing facilities and also identify the needs of the sector as it relates to meeting the requirements towards Accreditation.

In collaboration with the Inter-American Accreditation Cooperation (IAAC), Physikalisch – Technische Bundesanstalt (PTB) Germany, Trinidad and Tobago Laboratory Accreditation Service (TTLABS), and the Jamaica National Agency for Accreditation (JANAAC), this programme will provide Technical Support to strengthen cement testing and monitoring the quality of cement and other construction materials of interests in the CARICOM Region.

Ms. Walcott-Bostwick, Head Conformity Assessment / National Accreditation Focal Point, provided an overview of the IAAC-PTB workshop held in August, 2011 to provide a background towards the forming of the working group to examine, the role of the National Accreditation Focal Point and the benefits of accreditation to the construction sector. Copies of the presentation, Action plan for the NAFP and draft Terms of Reference were given to the members for future reference. On completion of the presentation the Plenary Session commenced.

This session was very interactive and informative since it encouraged discussion among those present. The General feedback indicated that indeed there were many malpractices within the Construction Sector resulting in poor quality work oftentimes being produced by practitioners like the concrete block makers. Some of the malpractices highlighted were the improper curing of the hollow concrete blocks after production, use of non-potable water to mix the cement, the inconsistent ratio of measurement of the cement: sand: water being used by hollow concrete block makers and the equipment used for measurements, and the use of contaminated sand for making concrete blocks. Reference was also made to the construction of buildings without adequate soil tests being done and also the laying of the foundation too close to the soil which may be acidic in areas which were once cane fields since there will be traces of chemicals used as fertilizers. It was felt that more monitoring was required within this sector to ensure that the practitioners were following the required standards of the practice.

Follow up meetings will be held with the other stakeholders of this sector who were not present to solicit their feedback on the deliberations of the meeting to include their comments.

#### 4.8.1.6 *Stakeholders' Consultation on Strengthening the capabilities of Testing laboratories in the Caribbean to reduce Technical Barriers to Trade.*

The Guyana National Bureau of Standards (GNBS) held a consultation on 'Strengthening the capabilities of Testing Laboratories in the Caribbean to Reduce Technical Barriers to Trade' on Friday February, 03, 2012 in the Training Room of the GNBS. The objective of this Consultation was to sensitise key stakeholders on the requirements of the CROSQ/CDB-CART Funded Project launched in January, 2012 in Barbados.

CDB, through the CART Fund, is contributing USD \$522,401 (87% of project costs) to the successful implementation of the project activities.

The CROSQ/CDB-CART Fund project seeks to ensure that the benefitting laboratories will provide the testing services that are needed by exporters and that there will be equal access to the services for both men and women. The project aims at ensuring safer products are made available in the region's markets, by improving access to less costly (approximately 50% saving on pre-intervention costs) and internationally accepted testing services within the Caribbean region for exporters and producers in the priority sectors. This will facilitate Caribbean exporters having improved access to EU, North American, Caribbean and other international markets.

Ms. Walcott-Bostwick, Head Conformity Assessment Department/NAFP provided an overview of the CART Funded project, and the need for one laboratory in Guyana to be identified to benefit from this Project. During the plenary session feedback was sought for the following:

- (1) Identification of products exported to the international Markets including the EU.
- (2) Identification of testing laboratories in Guyana supporting the products exported
- (3) Identification of challenges that can affect the Accreditation of laboratories in Guyana.
- (4) Identification of a mechanism for selecting the testing laboratory to benefit from the CROSQ/CDB-CART Funded Project.

The following were identified by the participants as key exports.

- (1) Fresh Fruits and Vegetables
- (2) Agro processed Foods
- (3) Seafood
- (4) Rice and Paddy
- (5) Sugar

Identification of products exported to the international Markets including the EU. Seafood was identified as the most critical of the lot by the participants, followed by agro processed foods.

The Government Analyst Food and Drug Department and the Guyana Rice Development Board Laboratories are currently benefitting from the CROSQ/CDB CART funded Project. During 2012, these laboratories would have developed action plans to facilitate accreditation, participated in a 20 Milestone Training programme and a Method Validation and Measurement uncertainty training programmes.

#### 4.8.2 *World Accreditation Day, 2012*

The Guyana National Bureau of Standards celebrated World Accreditation Day by hosting a symposium on June 08, 2012. In commemoration of World Accreditation Day which is observed globally on June 09, 2012. The symposium was held under the theme for WAD, “*Accreditation: Supporting safe food and clean drinking water*”. Regency Suites, located at 98 Hadfield Street, Georgetown was the venue for the symposium. Fifty one (51) representatives from agencies including Food Manufacturers, Water Producers and Regulators were in attendance. Among the main presentations delivered to participants of the symposium were:

- Providing safe food and clean drinking water – Mr Adrianus Vlugman, Senior Advisor, Sustainable Development and Environmental Health (PAHO/WHO)
- The Role of GWI in providing safe water – Ms Donna Canterbury, Scientific Services Manager, Guyana Water Incorporated
- Advocacy for a modern risk-based approach for food safety in Guyana – Ms Marilyn Collins, Director, Government Analyst Food and Drug Department
- Feature Address: International Laboratory Accreditation Cooperation (ILAC) and Inter American Accreditation Cooperation (IAAC) – Mr Peter Unger, Chair of ILAC and President of A2LA, USA
- Launching of the Caribbean Cooperation for Accreditation (CCA) Scheme in Guyana – Mr Pat Paladino, PTB Consultant
- Regional Projects supporting Accreditation in the Caribbean – Ms Candelle Walcott-Bostwick, Head Conformity Assessment, GNBS

#### 4.8.3 *Building the capacity of the NAFP*

The NAFP was able to successfully implement its action plan for 2011 where three (3) training programmes were conducted, gap analyses of laboratories were completed and the National Laboratory Accreditation Improvement Group was established.

#### 4.8.4 **Coordinating the first Proficiency Testing Round in Guyana**

CROSQ in collaboration with Quality Assurance Partners, Bolivia dispatched samples for the first Proficiency Testing for Drinking Water in December, 2011. The report on the PT was distributed in October 2012 and a meeting was held with most of the participating laboratories in Guyana to discuss their performance and the corrective actions taken. The representatives from the eight participating laboratories felt that the PT has helped them to improve their laboratory's operations and would welcome another PT.

#### 4.8.5 **Technical Implementation Group- Accreditation (TIG-A)**

Guyana will benefit from the 10 EDF since it will facilitate the strengthening of the capabilities of CABs in Guyana through the provision of Technical Assistance, Equipment, Training and Mentoring in the areas of laboratory quality and improvement tools.

#### 4.8.6 **Caribbean Cooperation for Accreditation Meeting**

The Caricom Regional Organisation for Standards and Quality (CROSQ), hosted fourth planning meetings during the period **December 05-06, 2012** at the **CROSQ Office, Warrens, Barbados**. The TOACA provided an overview of the objectives of the meeting while Mr. Pat Paladino, Consultant highlighted the roles and responsibilities of the CCA Actors. The CCA documents including the proposed logo for the CCA Scheme, the application form were discussed. The design of the CCA logo was discussed extensively, however, the legal ramifications are to be addressed by the Legal Officer before the logo is finalised.

A status of the 2012 operation plan was discussed and the components not addressed were included in the 2013 plan. The NAFP presented their achievements for 2012, challenges and projection for 2013 at the meeting.

An update on the harmonization on the two NABs was also discussed. It should be noted that JANAAC should receive feedback for international recognition by March 2013 while TTLABS has developed a Business Plan to be separated from TTBS.

On day two the TOACA held a session where the input for the CROSQ Marketing Plan was provided by the participants for promoting Accreditation in the Region. The plan detailed the target audience and the specific information to be disseminated to ensure its effectiveness.

The training for NAFPs 'Basic Skills in developing Training Programmes' was conducted by Ms. Candelle Walcott-Bostwick, NAFP Guyana.



#### 4.8.7 Caribbean Cooperation for Accreditation (CCA) Steering Committee Meeting

The Guyana National Bureau of Standards attended the first Steering Committee for the CCA which was held on December 07, 2012 at the CROSQ Secretariat, Warrens, Barbados. This meeting was attended by Ms. Candelle Walcott-Bostwick, NAFP, Guyana. The NAFPs representing the CARICOM member States including Haiti and the Dominican Republic were in attendance. This meeting was Chaired by Mr. Dereck Omar and Mr. Trumel Redmond (TOACA) was the Secretary.

The objective of this meeting was to discuss the Terms of Reference which were circulated and approved by the CROSQ Council held in April 2012. The adjustments made will be submitted to the next CROSQ Council meeting for ratification.

The status of the CCA plan for 2013 including the activities of the TIG-A were incorporated into the operational plan for 2013. Each NAFP was required to develop an action plan representing their national needs as well as the Regional initiatives to implement the CCA in the Region. The NAFPs were required to submit their completed action plans by December 14, 2012. These plans will be monitored by the TOACA to facilitate implementation and also to address some of the challenges highlighted in 2012. The objectives for 2013 include the initiation of the Regional Framework for Accreditation and developing guidelines for the operation of the CROSQ Secretariat, NABs and NAFPs.

#### **Projections for 2013**

The NAFP action plan will be incorporated into the work programme of the GNBS. The classification of the NAFP, strengthening the capabilities of the NAFP and support staff to address the accreditation needs in Guyana.

#### 4.9 *National Committee on Conformity Assessment*

Four meetings of the NCCA were held in 2012 on February 02, 2012; May 03, 2012; September 06, 2012 and November 22, 2012 respectively. Approximately fifteen (15) agencies were represented at the meetings held during the year. During the year, a presentation on *Building trust through a recognised Conformity Assessment system was presented, this* examined the goal and scope of the NCCA, strategies associated with the core functions of the GNBS, recommendations for legislation review, and project initiatives to support the Guyana National Quality Infrastructure (GNQI). Other activities included: review of the Terms of Reference (TOR) of the Committee, insight into the 10<sup>th</sup> European Development Fund (EDF) and an overview of the updated requirements for the ISO 17020 and ISO 17065 standards.

#### ***Projections 2013:***

Continue the quarterly meetings of the NCCA. Efforts will be made, through presentations, to enhance the meeting process by delivering relevant information to agencies present at meetings. Suggestions will also be sought from agencies for ways to enhance the meeting process.

#### 4.10 *National Laboratory Quality Committee*

##### *Clinical sub-committee*

During the period of January to December four quarterly Clinical Sub- Committee meetings were held in the conference room of the GNBS.

An average of twenty (20) representatives from medical laboratories attended the meetings. At each meeting the laboratory representatives provided progress reports on the completion of their quality manuals, quality system procedures and technical manuals addressing the requirements of the GYS 170:2009 standard. Representatives also used this opportunity to highlight challenges affecting the completion of their manuals and any issues affecting their profession. The GNBS then provided guidance to address the concerns raised by the laboratory representatives. Information was provided to laboratories at this forum in the form of presentations, handouts and open discussions to assist laboratories in the development and implementation of the laboratory management system.

##### **Projections for 2013**

The GNBS will continue its quarterly meetings to provide guidance on laboratory management and improvement, proficiency testing and accreditation. These meetings will also be used to address challenges experienced by laboratories. Guidance will also be provided to assist uncertified laboratories to become certified and the certified laboratories to aim for accreditation.

#### 4.11 *Projects*

##### *Competitiveness Project*

The Standards Acts and the Metrology Acts were revised during 2012 by the Consultant under the Support for Competitiveness Programme. The implementation of the communication strategy continued in 2012 where three GNBS advertisements were completed, Fact sheets were revised internally and symposia were held in different Regions of Guyana to promote standardization. The proposal for the training of GNBS Officers as Consultants and for six of its Auditors to receive audit experience, purchase of accessories for the burst pressure tester were not addressed in 2012.

The GNBS is awaiting an official feedback on these outstanding items for 2012.

## 4.12 **Monitoring and evaluation**

### 4.12.1 *Consultancy Service*

The GNBS saw an increase in the number of companies participating in its consultancy programme during the year. However, a few expressions of interest in the programme were seen from the food sector in the area of HACCP and ISO 9001. Three (3) companies are participating in the Consultancy programme for 9001 for 2012 when compared with one (1) for 2011. 60 % of the goals set for this programme were achieved.

### 4.12.2 *Product Certification*

Lack of testing facilities for locally-manufactured products continued to hinder the expansion of the Product Certification Scheme in 2012. The remaining components of the Burst pressure instrument were not acquired in 2012 as anticipated to accommodate the testing of PVC pipes at the GNBS. No new clients were certified in 2012.

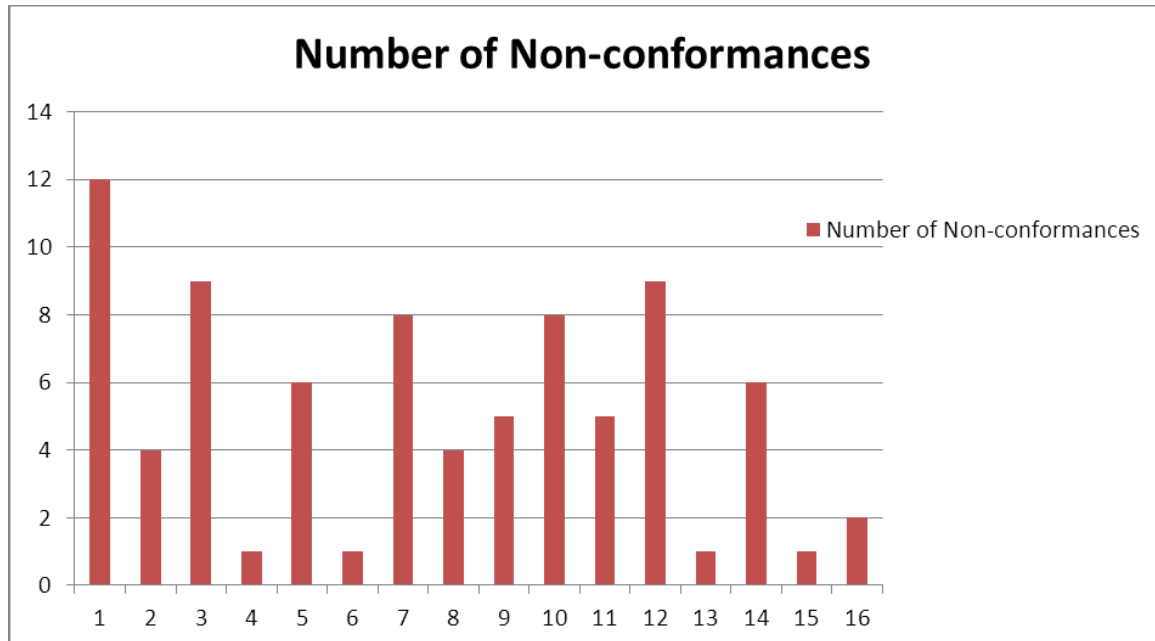
### 4.12.3 *Audit Service*

One audit was conducted during the period despite letters being sent to the eleven (11) certified companies.

### 4.12.4 *Laboratory Certification*

With reference to the Laboratory Certification Programme, the review of the quality manual indicated that 85% of the requirements of the GYS 170:2009 standard were addressed by the laboratory. The technical manuals reviewed had minor corrections to be made. The other laboratories are currently developing their quality system documentation. There are at least twenty (20) laboratories developing their quality systems. Two certification assessments were conducted in 2012 however only one additional laboratory was certified in 2012. The programme achieved 40% of its target set for 2012.

The following graph highlights the areas where laboratories failed to conform to the requirements of GYS 170 most frequently. Efforts will be made to improve these areas in 2013.



Number	Areas of the Standard
1	Management
2	Organization
3	Documentation
4	Subcontracting of Tests
5	Purchasing of Service and Supplies
6	Complaints
7	Corrective Action
8	Preventative Actions
9	Control of Records
10	Internal Audit
11	Management Review
12	Personnel
13	Accommodation
14	Equipment
15	Measurement Traceability
16	Reporting of results

#### 4.12.5 *GNBS –Management Systems*

The GNBS management system documentation was not reviewed in 2012 to the requirements of the ISO 9001:2008 standard as scheduled, however sixty percent (60%) of the QMS has been implemented for 2012. An action plan will be developed to facilitate the updating and monitoring of the GNBS QMS in 2013.

#### 4.12.6 *National Committee on Conformity Assessment*

This committee met in 2012 as scheduled and the Terms of Reference was updated. Sensitisation on Standards and Standards related matters has increased and the GNBS is receiving more cooperation from stakeholders in this area.

#### 4.12.7 *Projects*

The Competitiveness Project has continued to show commitment to through the completion of the GNBS Acts and the implementation of the Communication /strategy. However, the training of GNBS Officers to support local businesses by facilitating the implementation of standards and the certification of GNBS auditors was not addressed which can pose challenges for the GNBS in these areas. The Burst pressure tester is still not operational which could affect the credibility of the Product Certification Programme of the GNBS.

#### 4.12.8 *National Accreditation Focal Point*

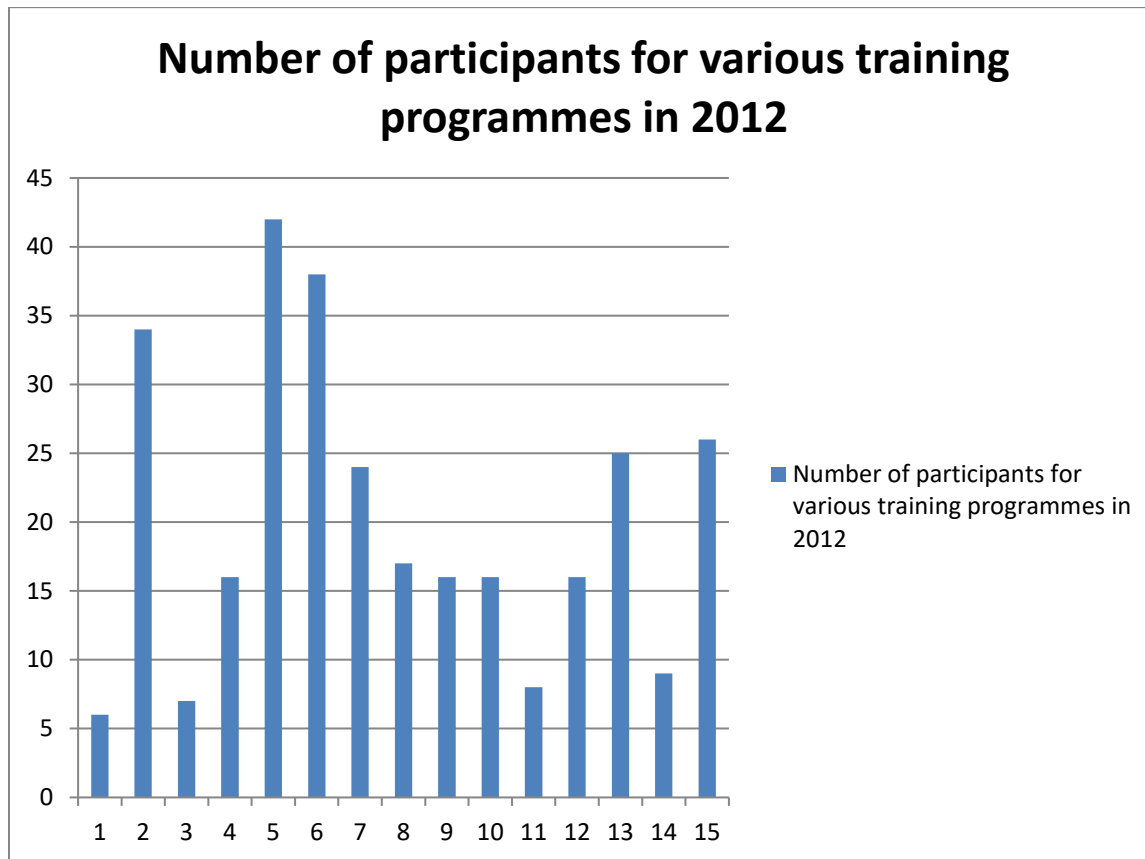
The NAFP has continued to promote accreditation activities in Guyana in the form of awareness sessions, training programmes and the provision of critical information on the GNBS website. An action plan was developed to facilitate the promotion of the accreditation of conformity assessment bodies in Guyana for 2012. Ninety percent (90%) of the activities planned under the NAFP were achieved in 2012.

#### 4.12.9 *National Laboratory Quality Committee*

The medical laboratories met during the year as scheduled and would have benefitted from professional development sessions included on the agenda of four (4) of the meetings. The GNBS was able to maintain the momentum of the laboratories as they continue to work towards Certification or Accreditation. The requirement of quarterly progress reports has prompted laboratories to improve their laboratory operations.

#### 4.12.10 Training Services

For 2012, this programme achieved 82% of its objective. Based on the customer evaluation of the courses completed the Course administration, Course material, Course delivery and Course content scored above 90% respectively on average for the seventeen (17) courses completed for 2012. The following graph highlights the number of participants trained for most of the courses completed in 2012.



Number	Title of Course
1	GYS 231
2	Laboratory Safety
3	ISO Guide 65 training
4	GYS 170
5	ISO 9001
6	Internal Auditing
7	ISO/IEC 17025 and 15189
8	HACCP
9	ISO 22000
11	ISO 9001- Registered Lead Auditors
12	Root Cause Analysis
13	Data Analysis

14	ISO/IEC 17020
15	Method Validation/ Verification

## 5.0 STANDARDISATION

The Standardisation Department of the Guyana National Bureau of Standards (GNBS) is responsible for planning, coordinating and facilitating the development of national standards. Standards are developed in a wide variety of fields by Technical Committees (See Appendix 1) comprising of experts in each field. Justification must be provided for any standards development project.

The Standards Development Programme (See Appendix 2) is spearheaded by four (4) Officers of the Standardisation Department. The Department works closely with various Technical Committees and other interested parties to develop and execute the standards development work programme, which includes, inter alia:

- (a) research activities and planning for identification of greater priorities for standardisation;
- (b) formulation of draft standards and identification of suitable regional and international standards for adoption as national standards;
- (c) review and maintenance of national standards;
- (d) periodic consultation with producers, service providers, government agencies, the private sector, consumer representatives, special interest groups and the general public to promote the concept and importance of standardisation in national development; and
- (e) participation in regional and international standardisation.

The standards development work programme of the GNBS focuses on the development, adoption and application of standards that will enhance product or service competitiveness, and ultimately the economic development of Guyana. These standards maybe developed from baseline information but such an approach is often time consuming. Also, there is always the very real possibility that the lengthy development process will culminate in no more than a re-invention of the wheel.

In view of this, the Standardisation Department encourages Technical Committees to adopt regional or international standards that will bring greater benefits to Guyana on a wider scale. Technical Committees operate on a consensus principle and the public is given the opportunity to examine and comment on all draft standards before they are adopted as national standards.

The Standardisation Department houses Guyana's WTO Enquiry Point which answers all reasonable enquiries from other Members and interested parties, as well as provides, inter alia, relevant documents regarding:

- (a) Technical regulations adopted or proposed within its territory;
- (b) Standards adopted or processed within its territory;
- (c) Conformity assessment procedures or proposed conformity assessment procedures, which are operated within its territory;
- (d) The membership and participation of the Member or of relevant instructions within its territory, in international and regional standardization bodies and conformity assessment systems; and
- (e) The membership and participation of the members or of relevant institutions within its territory in bilateral and multilateral arrangements within the scope of the Agreement.

The Standardisation Department also houses Guyana's Codex Contact Point which:

- (a) Acts as the link between the Codex Secretariat and member countries;
- (b) Coordinates all relevant codex activities nationally;
- (c) Receives all Codex final texts (standards, codes of practice, guidelines and other advisory texts) and working documents or Codex sessions and ensure that they are circulated to those concerned nationally;
- (d) Sends comments on Codex documents or proposals to the Codex Alimentarius and/or its subsidiary bodies and/or the Codex Secretariat;
- (e) Works in close cooperation with the National Codex Committee;
- (f) Acts as a channel for the exchange of information and coordination of activities with Codex members;
- (g) Receives the invitation to Codex sessions and inform the relevant chairpersons and the Codex Secretariat of the names of participation from Guyana;
- (h) Maintains a library of Codex final texts; and
- (i) Promotes Codex activities nationally.

## **5.1 Status of National Standards Development**

### **5.1.1 Standards Proposals**

No standards development work was done for the year 2012 due to the absence of a Standards Council.

### **5.1.2 Standards at Technical Committee Stage**

There are twenty (20) standards remaining on the work programme of the Technical Committees for 2012 from the year 2009. These standards are at various stages of standards development.

### **5.1.3 Standards approved by National Standards Council**

None. The National Standards Council was not reinstated for the period 2010 -2012.



## **5.2 Regional Standards**

### **5.2.1 Meetings of Technical Committee/Consultations on Caricom Standards**

Meetings of the Sub Committee – Rice were held to revise the CARICOM standard “Specification for Rice – sampling, testing and analysis”. Guyana facilitated the revision of the standard which was circulated for comments by CROSQ Secretariat to all Member States. The standard is currently for Member States voting as to whether it should be approved.

### **5.2.2 Votes on Regional Standards**

- (a) Labelling requirements for retail packages of Tobacco Products.
- (b) Specification for Poultry and Poultry Products.

### **5.2.3 Participation in CROSQ meetings**

Guyana submitted an update to the CROSQ Secretariat on the status of implementation of all the Caricom standard to date.

Ms. Ramrattie Karan attended two meetings of the CARICOM Regional Organisation for Standards and Quality (CROSQ) Technical Management Committee in Antigua and Saint Lucia respectively. Among the matters discussed at the meetings were status of standards under development, standards for approval by CROSQ Council, standards for approval by COTED, standards work programme 2012 and standards development procedures and/directive.

## **5.3 WTO/TBT Enquiry Point**

5.3.1 Guyana’s Standards Development Work Programme for January to June 2012 was prepared and submitted to the WTO Secretariat via the National Notification Authority (Ministry of Foreign Affairs).

5.3.2 The WTO/TBT Enquiry Point received enquiries. These were the request for information on:

- (a) A number of enquiries were received as it relates to national standards.
- (b) Guyana’s work programme for standardization.

These enquiries were promptly answered by the WTO/TBT Enquiry Point.

Ms. Ramrattie Karan attended a regional workshop on the World Trade Organisation Technical Barriers to Trade agreement. The workshop was held in Grenada on November 26-28 in collaboration with the WTO and the CARICOM Secretariat.

#### **5.4 Codex Activities**

5.4.1 Fifty (50) electronic copies of Codex documents were disseminated to the Ministries of Health and Agriculture for information purposes. The purpose for dissemination of these documents was to sensitise the stakeholders on the status of development of Codex standards, guidelines and codes.

5.4.2 Four quarterly editions of the Codex newsletter were disseminated to national stakeholders for information purposes. The purpose of these newsletters was to sensitise national stakeholders on current issues/practices related to food safety.

5.4.3 Guyana did not complete the Codex Trust Fund Application Form for 2013 since the Fund requires a prior commitment from the Guyana Government to attend meetings in 2013.

Ms. Andrea Mendonca attended the Codex Coordinating Committee for Latin American and the Caribbean (CCLAC) meeting in Costa Rica. The purpose of the meeting was to review the work programme, new work item, challenges/constraints and additional areas for development.

#### **5.5 National Building Code**

The National Building Code consisting of ten (10) parts were launched on March 05, 2012. The launching coincided with the testing period of six (6) months before implementation of the Code.

#### **5.6 Websites Monitoring**

5.6.1 The CROSQ Website was monitored for the uploading of new documents relating to regional standardization and Technical Management Committee meetings.

5.6.2 Daily monitoring of the WTO websites was conducted. There were no notifications/standards which required action by Guyana.

#### **5.7 Projects**

5.7.1 Mr. Elton Patram attended one meeting of the 10 EDF Technical Implementation Group – Standards (TIG-S). The purpose of the meeting was to develop a work programme in regards to regional standards and reducing Technical Barriers to Trade (TBT).

## 5.8 **Other Activities**

- 5.8.1 Mr. Iran Ali and Mr. Hemraj Sanichara represented the GNBS at five meetings of the Fire Advisory Board. The purpose of the Board is to review and set policies with regards to Fire Safety in Guyana. This Board reports to the Minister, Home Affairs.
- 5.8.2 Ms. Andrea Mendonca represented the GNBS at five meetings of the Central Board of Health. This Board reports to the Minister of Health, The purpose of the Board is to review and set policies with regards to Public Health issues.
- 5.8.3 Mr. Elton Patram was nominated to represent the GNBS on the Public-Private Council (P-PC). The P-PC serves as an advisory body and the final authority in approving/rejecting financial support to entrepreneurs participating in the Matching Grant Initiative (MGI) for private enterprise development and export competitiveness. Seven meetings were held to review applications submitted to Matching Grant Initiative.

## 6.0 **COMMUNICATION**

### **Overview**

The Communication Division is responsible for providing support services to assist in the successful execution of the various activities listed under the work programmes of the Bureau's six departments.

The year under review was a productive one and work progressed satisfactorily as the GNBS worked tirelessly to achieve its mandate and targets set. The Division was able to fulfill most of its objectives in a substantial way as it continued to provide support for technical departments, educate and sensitise stakeholders, organize GNBS participation in exhibitions and national events and give guidance and consumer advisories on matters pertaining to the selection of quality goods and services offered in Guyana. In addition to these aspects which were covered by the Division, considerable focus was placed on the execution of the Communication Strategy which was realized through funding from the Support for Competitiveness programme. Throughout the year, the Division employed a variety of strategies to effectively execute its duties.

### 6.1 **Programme Support**

One of the main functions of the Division is to provide vital programme support to the technical work programmes of the organization. This ensures that there communication inputs into key programme activities of the GNBS. Below are the major programme support activities which were undertaken and successfully executed:

### **6.1.1 Metric sensitization of stakeholders**

During 2012, significant focus was not placed by the Division on the Metric Sensitization activities since only a few opportunities were offered to it to inform and educate the various sectors, consumers, retailers and shopkeepers on the use of the metric system. The metric message was divulged to all stakeholders through notices, newspaper articles, visits to markets and supermarkets in the outlying Regions and through lectures to secondary school students countrywide. The GNBS recognizes the importance of having Guyana on par with rest of the world as it relates to the use of the metric system thereby facilitating the easy trade of goods and services domestically and internationally. However, stakeholders in the retail sector continue to use the imperial system even though the devices are all metric devices.

### **6.1.2 Lecture Sessions**

As a means of reaching out to school children with the message of standardization and to link its importance with quality, lectures were conducted by the Public Relations Officer with support from the Metrication Officer for approximately 360 students and teachers of secondary and tertiary schools in Regions 3, 4 and 10.

The lectures focused on a broad overview of the GNBS (including the main activities of the six departments), the importance of standards in trade, the relationship between standards and quality, metrication and career opportunities in standardization. Some of the lectures conducted included those executed during collaborated outreach visits between GNBS and the Consumer Affairs Division of the Ministry of Tourism, Industry and Commerce to outlying Regions. A number of questions regarding the above topics were asked by students and teachers, which were addressed accordingly.

A similar lecture was delivered to about 17 staff members of the Ministry of Tourism, Industry and Commerce during the month of March. The lecture also focused on activities conducted by the GNBS, the importance of the relationship between standards and quality, and the use of the metric system. Officers answered a number of questions posed by the participants who expressed their gratitude for our efforts to better educate them on activities of the GNBS as a agency falling under the Ministry and the role and importance of standardisation.

Schools covered in the lecture series were as follows:

**Table 1  
School Lectures 2011**

Region #	Name of School	Number of students attending lecture
Region three (3)	West Demerara Secondary	Approximately 75 Students
Region Four (4)	Guyana Industrial Training Centre (GITC)	A total of 85 students
Region Ten (10)	New Silver City Secondary Wismar Multilateral	A total of 200 students

## 6.2 Promotional Activities

As a means of publicizing GNBS activities under its various work programmes, the following activities were executed as shown in table:

**Table 2  
Promotional activities for the period: 2008 - 2012.**

No	Name of Activity	Year 2008	Year 2009	Year 2010	Year 2011	Year 2012
1	No. of press releases issued	30	13	9	5	7
2	No. of editions of Standards Advisory (Formerly Standards. Bureau and you)	-	-	4	1	3
3	No. of editions of Standards-Corner published	48	48	41	37	41
4	No. of notices published	42	34	29	28	46
5	No. of press briefings held	4	2	14	6	6
6	No. of school lectures held	18	9	12	5	4
7	No. of live Radio &/ TV programmes	8	2	12	3	4
8	No. of pre-recorded radio programmes	-	-	-	-	-
9	No. of Pre recorded Television programmes	-	10	6	-	-

The figures in the table above represent the number of promotional activities undertaken by the Communications Division over the last five years to support the programmes of the technical departments, help in the dissemination of information to stakeholders and promotion of significant events. The number of activities executed in the respective years varied as the need arose, the availability of resources, and according to events outlined in the respective work programmes. This is especially applicable to notices, press briefings, press releases and television programmes.

### 6.2.1 Radio Programmes

During the year, Officers of the GNBS participated in one (1) radio programme on NCN Radio – Voice of Guyana to provide information to citizens on a range of aspects and activities conducted by the organization. The programme was conducted during National Quality Week and interviews were done with the Executive Director (Ag), Public Relations Officer, and Heads of Department of the GNBS.

### 6.2.2 Live Television programmes

Officers within the Public Relations Division participated in five live television programmes to highlight planned activities of the GNBS and to share information to the consuming public. These programmes which focused on Weights and Measures, Standards Compliance and Consumer information were held primarily on NCN Channel 11 and HBTV Channel 9.

### 6.2.3 Standards Corner

The weekly Standards Corner feature continued to be published free of cost in the Guyana Chronicle, through the auspices of the Editor-in Chief. The column is used mainly to feature short articles on various aspects of standardization. During the year, thirty seven (37) of these articles were published. Below is a sample of the articles published:

- Understanding the functions of the GNBS as a Standards Institution
- Standards and their benefits
- Significance of World Standards Day
- Understanding the metric system – the unit of Mass
- Ensuring quality through product inspections
- Guidelines for purchasing used tyres.
- Guidelines for the storage of used tyres
- Standards the key to successful business
- Guidelines for the manufacture of furniture
- Importance of implementing the metric system
- The importance of measurement
- Warranties and Guarantees
- Expiry Dates – what they mean?
- Tips for purchasing paints
- Purchasing Electrical Appliances during the Christmas season
- The Quality of locally manufactured furniture must match those imported
- Product monitoring and its importance
- Laboratory Certification – Contributes to better quality health care
- World Consumer Rights day

#### **6. 2.4 Standards Advisories**

During the year, the GNBS repeatedly published three (3) standards advisories which focused on the quality of cellular phones offered for sale to consumers, the need for vendors and shopkeepers to use the recommended types of scales for commercial purposes and Weigh bridge scales that were verified by the GNBS for specific periods. The publishing of these advisories was necessary due to a increase in the number of complaints made to the GNBS regarding defective phones purchased, the continuous use of the domestic type of dial scales during commercial trade and the used of unverified weighbridge scales by some defiant millers. An advisory was also published regarding the sale of uncertified PVC pipes by Plastic Products Limited, which advised consumers that although the pipes were labeled with the GNBS standards mark, the particular specification (I inch) was not certified by the GNBS. Advisories are condensed bit of information that is published in the newspapers in the form of tips to guide consumers on a variety of consumer matters. This information is published as the need arises.

#### **6. 2.5 Press Releases**

Press releases were also effectively used as a means of advising and educating consumers on activities conducted by the Bureau and for highlighting faulty products and services offered to consumers. During the year, seven (7) releases were disseminated to media houses.

Releases were used to promote the National Standardisation Strategy and the workings of the Guyana National Quality Infrastructure (GNQI) to Senior Stakeholders of key Agencies in Guyana and also the Launch of the National Building Codes by the GNBS. A release was also used to inform the public that laboratories in Guyana are to benefit from funding for Accreditation under the CART – FUND. The need to desist from the use of unverified yard sticks and counter tops to measure fabric was also featured in a press release.

#### **6. 2.6 Notices and Advertisements**

A total of Forty six (46) notices were placed in the print and electronic media and the Government Advertising Website to highlight major activities and events organized under the work programmes of the Bureau. Notices, which were also published on the GNBS website, sometimes took the form of consumer alerts and advisories, vacancies or promotional advertisements for activities planned including the verification of weighing and measuring devices.

### 6.2.7 **Press Interviews**

During this year, the Bureau continued to hold press briefings to bring media houses up to date about matters of critical importance to the success of standardization. Officers of the Communications Division along with Technical Officers and Inspectors participated in a number of Television interviews and interviews with reporters in the print media regarding Cellular phone complaints received, National Quality Week, the Technical Assistance programme and devices recommended for commercial trade.

### 6.2.8 **Standards Feature**

The Public Relations Officer prepared an article for publishing in the GMSA Newsletter titled “**Building Codes are Pivotal to addressing deficiencies in the building and construction sector**”. The article was prepared on the heels of Building Expo which was held in July and sought to highlight how the use of the Building Codes could improve the quality of buildings in Guyana

The Division also managed to feature one standard as a communication strategy to create stakeholders awareness. The Standard for Organically produced foods was featured in an article carried in the Standards Corner of the Guyana Chronicle Newspapers.

## 6.3 **Campaign Activities**

During the year, the Division focused primarily on promoting the GNBS Technical Assistance Programme in order to encourage local companies and laboratories to become certified to the various ISO standards. The Division collaborated with the Conformity Assessment department through the hosting of a number of symposia and workshops to encourage businesses to implement international standards. This effort was primarily aided through funding from the Support for Competitiveness Programme under the approved Communication Strategy.

## 6.4 **Publications**

### 6.4.1 **Guest Articles**

Another strategy used to promote awareness of standards is the publishing of articles on standards related topics in the newspapers, in newsletters of stakeholders such as the Guyana Manufacturers and Services Association or in the weekly Standards Corner column.

The Public Relations Officer issued to the media an article prepared by CROSQ informing CARICOM States that it had celebrated its tenth Anniversary as a Standard Organisation.



#### 6.4.2 Newsletter

The GNBS continued to produce its quarterly newsletters. The articles captured the highlights of activities undertaken during the respective quarters of the year.

Electronic copies were distributed to stakeholders such as libraries, members of National Standards Council, Sister Bureaus, Government Ministries, other regulatory agencies, non-governmental bodies, certified laboratories and holders of the national standards mark, agencies working towards international certification and stakeholders in the legal sector. A copy of each newsletter was posted on the GNBS website.

It is hoped that the information shared will keep stakeholders informed about the major activities undertaken by the Bureau and their impact on regional and international trade.

#### 6.4.3 Standard Information Bulletin

The Division had the opportunity to prepare one (1) article for publishing as the Standards Information Bulletin. The article was titled **“Consumer Protection – a key focus of the GNBS”**. The bulletin was circulated to local consumer organisations, individuals and businesses which routinely benefit from the activities conducted by the GNBS.

#### 6.4.4 GNBS Website

GNBS website is one of the means of sharing information about the GNBS and its activities and the Division continued to use this medium to sensitize stakeholders and the general public on planned activities and standards and consumer matters. Copies of the newsletter, features in the Standards Corner, articles and planned events, standards for public comments, other notices and vacancies, brief reports from recently concluded activities and consumer alerts were placed on the GNBS website.

#### 6.4.5 Printed Materials

Factsheets, posters and brochures outlining the activities under the various work programmes are another means of disseminating information. New factsheets were developed, and some of the existing factsheets were edited and corrected for distribution at GUYEXPO, Occupation Safety and Health Day, and Building Expo 2012. Printed materials were also routinely disseminated to Importers, Consumers and other stakeholders. New posters highlighting information on the services offered by GNBS, including the requirements for the testing of Gold Jewellery, the Verification of Electrical and Water Meters, the Calibration of Devices and Importation requirements were developed. World Accreditation Day and World Standards Day posters were also reproduced to be used at Exposition and trade fairs, symposia and workshops.

During the year, the Division also organized the printing of 700 copies of three different pamphlets that were produced by the International Laboratory Accreditation Cooperation and focuses on Medical Laboratory Accreditation to the ISO 15189 standard. These pamphlets would be distributed to Laboratories as the Bureau continuously strives to have Laboratories certified and Accredited in Guyana.

#### **6.4.6 Other information**

During the year, the Division routinely addressed matters of members of the public via the use of television and radio interviews, lectures, participation in national exhibitions, telephone inquiries, and responses to letters in the press.

#### **6.5 Other support activities, meetings and training attended**

The Division also edited documents, arranged and participated in symposia, workshops and meetings, chaired opening and closing ceremonies for training courses and other events. These are as follows:

##### **6.5.1 The National Weights and Measures Monitoring Committee Meetings**

The Public Relations Officer continued to participate in the statutory meetings of the above Committee during 2012. These meetings were held on the last Thursday of every month. During the year, the Division provided support to the activities planned by the committee through the publishing of notices, press releases, the preparation of minutes, etc.

##### **6.5.2 NCCA meetings**

Officers of the Division attended quarterly meetings of the National Conformity Assessment Committee to give support to the efforts to have Regulatory agencies and Laboratories implement Quality Management Systems, which would efficiently aid the monitoring of products for local and foreign trade.

##### **6.5.3 Review Meetings**

The Executive Director (ag) convened review meetings with the Information Services Department to evaluate the activities executed by the Information Services Department which comprises the following four programmes: Communication, Metrication, Standards Information and Information Technology staff. The review sessions examined the successes, the percentage completion of the work programmes, (2) activities to be completed before the close of the year (3) challenges affecting the completion of work programmes (4) Department needs / staff welfare matters and (5) recommendations for improvement.

The agenda for meetings also addressed staff welfare matters and they were given the opportunity to make suggestions for improvement and highlight grievances, which were raised at management meetings. This approach provides for a comprehensive evaluation of the progress of work.

#### **6.5.4 GNBS Social Committee**

The Public Relations Officer was elected to serve as the Chairman of the GNBS Social Committee. He attended the monthly GNBS Social Committee Meetings and participated in the organizing of indoor and outdoor games, television show, a take away lunch fund raiser, blood donation drive and a number of other social and cultural events. The aim of the GNBS social Committee is essentially to have staff participate in social and cultural activities that would promote unity and fun outside of the realm of work.

#### **6.5.5 World Consumer Rights Day Essay Competition**

The Public Relations Officer participated in the marking of Essays submitted by secondary school students regarding the theme for World Consumer Rights 2012 “Our money, our rights: Campaigning for real choice in financial services.”. This Essay Competition was organized by the Consumer Affair Division of the Ministry of Tourism and Commerce.

#### **6.5.6 Preparation of 2013 communications work programme and budget**

The 2013 Communications work programme and budget were prepared. This was done in careful consideration to the communication activities to be conducted under the competitiveness programme. The Division is anticipating that for 2013 more resources will be made available to execute the various activities planned in the work programme.

#### **6.5.7 Launch of the National Building Codes**

Officers of the Division participated in the Launch of the National Building Codes on March 01, 2012 at the International Conference Centre, Liliendaal, ECD. The Launch came at a time when there is a boom in the Local construction Sector and there is a urgent need for builders and contractors to comply with the requirements of the codes.

#### **6.5.8 Editing of Documents**

The Division conducted the editing of the minutes of meetings, factsheets, letters and memoranda prior to their dissemination.

## **Regional Activities**

### **6.5.9 Regional Information Network (RIN) Online Meeting**

The PRO participated in the five online meetings of the RIN/MIKE Committee which were held during the year. Members were tasked with the establishment of a marketing and communication plan for Standards Bodies within the CARICOM Region and the CROSQ Secretariat to promote standardisation within and among member states. During meetings, terms of references for the committee and five established working groups were established, work plans for their specific working groups were prepared, and knowledge and information was shared.

### **6.5.10 Regional Information Network (RIN) Face to Face Meeting**

The PRO participated in a workshop and meeting of the RIN/MIKE Committee held at the Jamaica Pegasus, Jamaica. The workshop which lasted for two days focused on the development of a Marketing and Communication Strategic Plan for the RIN Committee. This plan was prepared with the aim of arriving at ways in which the Brand of CROSQ and the services offered by the Regional Standards Body could be promoted to all stakeholders. Further, the meeting, which was held on the third day focused on the election of the Chair and Vice Chair, the establishment of working groups and activities to be conducted by the committee in the short term. Representatives from eleven of the thirteen CARICOM countries participated in the workshop and meeting.

### **6.5.11 Knowledge Management Workshop**

The Public Relations Officer participated in a workshop for Knowledge Management held at the Hyatt Regency, Trinidad and Tobago during November, **26-27, 2012**. The workshop, which was facilitated by Ms. Devitra Maharaj – Dash, Consultant and former Librarian of the Trinidad and Tobago Bureau of Standards, focused in-depth on the whole discipline of Knowledge Management and how the knowledge and information currently existing within the CROSQ could be managed and utilized beneficially. The session was attended by all member states except, St. Vincent and the Grenadines and Bahamas.

### **6.5.12 Technical Implementation Group Meeting**

The Public Relations Officer participated in the first Technical Implementation Group (TIG) Meeting for Awareness and Information Technology. The meeting was held at the Hyatt Regency, Trinidad and Tobago during November, **28-29, 2012** and was facilitated by Ms. Nadia Corbin Babb, Technical Officer from the CROSQ Secretariat. The meeting focused on the development of an Implementation Plan for Awareness and Information Technology within and amongst CROSQ and the Secretariat. The plan was developed and will be finalized shortly at a scheduled virtual meeting.

## 6.6 **Outreach visits**

### 6.6.1 **Visit to Region # 10**

The Division collaborated with the Consumer Affairs Division of the Ministry of Tourism, Industry and Commerce to conduct one outreach visit to Region 10 during which lectures were made to students of three secondary schools and convene a meeting was convened with the town council to garner support in the provision of consumer and pricing information. Visits were made to the McKenzie market and a number of shops in the community.

The Lectures were done to educate students and teachers on Standardisation Consumerism and Metrication and the visits to shops and markets were done to determine whether vendors and shopkeepers are using the Metric System. Price checking and the examination of weighing and measuring devices to ensure that they were approved for trade were also conducted.

## 6.7 **National Events and Exhibitions**

### 6.7.1 **University of Guyana Career Fair**

Despite making the effort to participate in the University of Guyana Career fair, the Guyana National Bureau of Standards was not given the opportunity to showcase itself and the array of career opportunities that are available in the field of standardisation. This was due to strike actions by staffers of the university which resulted in the cancellation of the 2012 Career Fair.

### 6.7.2 **World Consumer Rights Day**

World Consumer Rights day was celebrated on **Thursday, March 15, 2012** under the theme **“Consumers for fair financial Services”**. To mark the day, information surrounding the theme was published in the GNBS weekly Standards Corner column in the Guyana Chronicle. In addition, the Communication Division collaborated with the Consumer Affairs Division of the Ministry of Tourism, Industry to host an Essay competition for Secondary school students. The response by students was good and prizes were awarded for the three most outstanding Essays.

### 6.7.3 **World Metrology Day**

World Metrology Day 2012 was celebrated on **May 20** under the theme **“Metrology for Safety”** and the GNBS had planned to have a live panel discussion on NCN to discuss the issue surrounding the theme. Unfortunately, the GNBS was unsuccessful in acquiring a slot on NCN in a timely manner and the initiative had to be cancelled. However, the Standards Corner in the Guyana Chronicle was used to share pertinent information with the public.

#### 6.7.4 World Accreditation Day, 2011

As part of World Accreditation Day which was celebrated on **June 09, 2012**, the GNBS held a Conference for Regulators and other stakeholders in its Training Room under the theme, *Supporting the work of Regulators*'. This session was attended by thirty three (33) representatives from inspection, testing, certification and insurance agencies.

#### 6.7.5 Participation in Occupation Safety and Health Exhibition

On April 26 and 27, the GNBS participated in the Occupation Safety and Health Symposium and Exhibition which were held at the Umana Yana as part of a week of activities. Occupation Safety and Health Day was celebrated worldwide on **April 28, 2012**. At the exhibition, the GNBS took the opportunity to demonstrated its consideration for safety in the workplace by showcasing the various safety gears and protective equipment which are used by staff

#### 6.7.6 GUYEXPO, 2012

An in- house committee comprising mainly of the Management and Senior Staff met and planned GNBS participation in GUYEXPO 2012 which was held under the theme **“Strengthening the tradition, embracing the new”**.

This year, the GNBS booth was set up in the Patio of the Office building and the GNBS featured the cellular phone as one of the commodities monitored by the Bureau, aspects of the Weights and Measures Programme, the various Building Codes, the Gold Testing and certification programmes, and how it handles the investigation of consumer complaints. This was done through the design and display of posters, the printing and dissemination of factsheets to visitors to the booth, and the display of copies of the various building codes around the model building with was previously constructed for the Building Expo. Quality and substandard concrete blocks were also on display at the GNBS booth to allow visitors to observe the differences.

Visitors to the booth were also given the opportunity to see the various weighing and measuring devices that are approved and those that are not approved for commercial trade.

#### 6.7.7 NATIONAL QUALITY WEEK, 2012

The Guyana National Bureau of Standards (GNBS) designated October 14 – 19, 2012 as National Quality Week. The week's celebrations coincide with World Standards Day which was commemorated internationally on Sunday October 14, 2012 under the theme: **“Less Waste, Better Results - Standards Increase Efficiency”**.

As is customary, the GNBS conducted a number of activities during National Quality Week which included a live panel discussion on NCN Channel 11 on the theme, publishing a supplement in the newspapers and the GNBS website which contained messages by the Honourable Minister of Tourism, Industry and Commerce (Ag), and the Executive Director (ag) and the message from the International Standards Setting Bodies. The Long Service Award Ceremony and Staff Appreciation Day were also commenced and the first Regional Hospital Laboratory was also certified to the National Laboratory standard during National Quality Week

### **Live Panel Discussion**

On the evening of Monday, October 15, 2012 a live panel discussion was conducted on NCN television on the theme for this year. The panelists included Ms. Candelle Walcott Bostwick, Head Conformity Assessment Department of the GNBS and Ms. Seeranie Ramnauth, Quality Assurance Officer of Banks DIH Limited and the Moderator Ms. Evadnie Ennis, Executive Director (Ag) of the GNBS. Ms. Saudia Hussein, Occupation Safety and Health Officer of the Guyana Oil Company was solicited to attend but could not for reason beyond her control.

### **Certification of the New Amsterdam Regional Hospital Laboratory**

For the first time, the GNBS certified a Regional Hospital Laboratory, New Amsterdam Hospital Laboratory after the Laboratory met the requirements of the National Laboratory Standard. The Lab was certified during a ceremony held in the Hospital Boardroom on Thursday, October 18, 2012. In attendance were a number of Regional and Senior Health Officials who made presentations which mainly congratulated Laboratory Personnel for the milestone they have reached and encouraged them to strive to maintain certification. The Certificate was signed and handed over to the Hospital by the Executive Director (Ag) of the GNBS, Ms Evadnie Ennis.

### **Long Service Awards and Staff Appreciation Day**

On the final day of National Quality Week, the GNBS held its annual Award Ceremony and Staff Appreciation Day where staff members who had served the GNBS for 5, 10, 15 and 25 years were awarded. This year nine staff received awards. The ceremony was specially attended by the Honourable Minister of Tourism, Industry and Commerce (Ag) Mohamed Irfaan Ali.

## **6.8 Competitiveness Project – Communication Strategy**

During the year, activities under the GNBS Communication Strategy which is funded by the Support for Competitiveness Programme commenced. As a result, the GNBS website was updated, four Staff members were trained in graphic designing, symposia were held countrywide to educate businesses on available National and International standards and to encourage them to implement Quality Management Systems.

## **GNBS Website Updated**

The GNBS completed the upgrade of its website to better capture the interest and satisfy the needs of stakeholders seeking information regarding its programmes and activities. This initiative, which started during the last quarter of 2011 and completed in the first quarter of 2012 resulted in the addition of new features including video and photo galleries, translations, and the overall rearrangement of the website. The site was also upgraded in consultation with Staff members of the GNBS and it is now more user-friendly.

## **Production of GNBS Advertisements**

Considerable effort was placed on the production of the three GNBS advertisements, which were successfully completed. The advertisements namely, a Corporate Advertisement (60 seconds), a Metrology Advertisement (45 seconds), and a Training and Consultancy Advertisement (30 seconds) were produced to promote the GNBS and the various activities it conducts to its stakeholders countrywide. The relevant documentation seeking funding from the project to air these advertisements was completed and submitted for approval.

## **Staff Members complete Graphic Design Course**

Four Staff members benefitted from training in Graphic Designing from Global Technology as a result of funding acquired under the GNBS Communication Strategy. Training was provided to the Public Relations Officer, two Registry staff members and the Receptionist in the areas of Corel Draw, Advanced Corel Draw and Photoshop.

## **Standards Awareness sessions held countrywide**

The Guyana National Bureau of Standards (GNBS) in collaboration with the Support for Competitiveness Programme (SCP) held symposia for stakeholders in Regions # 2, 4, 5, 6. These symposia which were conducted by Technical Officers of the GNBS, targeted stakeholders in the Food sector, Jewellery sector, Environment Management and Small and Micro Enterprises (SMEs).

## **Outstanding Activities**

After a prolonged tendering process, two suppliers were also selected to design and print the GNBS factsheets and brochures and to produce the twenty pre-recorded television programmes to highlight activities of the GNBS. These activities will commence in January 2013.

Further, a countrywide survey to garner feedback on the services of the GNBS and visits to companies which have indicated their interest in implementing standards will also be conducted in the New Year to conclude the GNBS Communication Strategy.



## 6.9 **Monitoring/ Evaluation**

Evaluation was conducted on a weekly basis at management meetings following which the monthly reports were prepared. Quarterly review meetings were also convened by the Executive Director (ag) during which progress of work was checked, percentage completion of activities, challenges faced and needs of the programme. In addition, a half year report was done and at the end of the year and an annual report is prepared.

At management meetings, there was information exchange and sharing of ideas to ensure improvement where necessary and targets were set and monitored against the work programme for the current year.

This programme continued to function as one of the core programmes of the Bureau and is one of the main means through which the programme activities, promotional events and achievements of the organisation are disseminated to its many stakeholders across the country.

Each year, new initiatives are undertaken to achieve the goals set and notwithstanding the challenges, the objectives targeted are achieved as fresh ideas are injected.

It is hoped that in the coming year, the message of standardization could be spread nationwide especially with the available funding that is provided to the GNBS under the communication strategy project.

## 7.0 **STANDARDS INFORMATION**

The aim and objectives of the Technical Standards Information Unit (TSIU) is to ensure that information acquired its organized, disseminated and is easily retrievable in a timely manner for patrons/users. These activities are the primary achievements of the department.

### 7.1 **Automation of TSIU**

Acquisitions of the department were recorded manually. This method is substituted, until the documentation centre is able to acquire resource necessary to be fully automated.

New documents obtained were indexed, classified, labelled and/or lettered and interfiled/shelved by their specific subject, title or reference/call numbers in logical sequence, to ensure accessibility and traceability.

These activities are continuous in TSIU. When an appropriate automation system is employed in TSIU it will foster the library's collection development, which will enhance a better library climate.

## 7.2 Creating a database for TSIU activities

This activity will commence when a system agreed on use by the libraries of the Caribbean Regional Organisation for Standards and Quality (CROSQ) members.

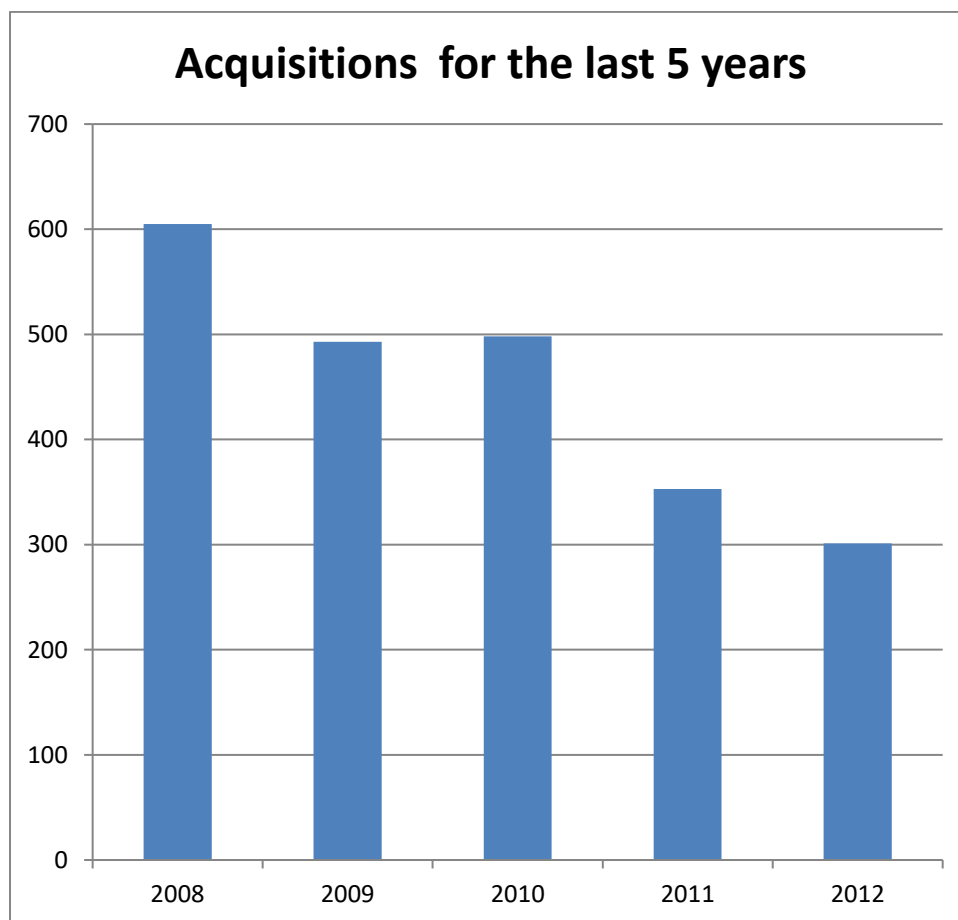
## 7.3 Upgraded Collection

Statistics shown below represent new acquisitions obtained during the last five (5) years (2008 – 2012)

**Table 1**

<b>Year</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>	<b>2012</b>
<b>Acquisitions</b>	<b>602</b>	<b>493</b>	<b>498</b>	<b>353</b>	<b>301</b>

### DOCUMENTS ACQUIRED FROM 2008 TO 2012



The statistics shown above highlight increases and decreases of documents acquired between the years 2008 – 2012 in the Technical Standards Information Unit. For the period 2008-2009 represents a decline of 22.11% while 2009 – 2010 demonstrate an increase of 1%; 2010 – 2011 highlighted a massive decrease of 41.1% and 2011 to 2012 showed a reduction of 17. 26%.

Should more financial resources be allocated to relevant text books in 2012, it would assist in fostering the collection development of this documentation centre.

Within this period under review, it was detected that students from the University of Guyana, Faculty of Technology and Environmental Studies made use of this Information Centre.

More finances should be made accessible to purchase textbooks, other periodicals and relevant standards needed by officers to conduct activities on their planned work programmes. Also staff and the general public could make better use of the collection and at the same time enable the TSIU to meet the National Documentation Centre level.

Another reason for the major decline in acquisitions is the non-functioning of the National Standards Council and hence the stalling of standards development activities. Note it is the technical committees that often make requests for the purchase of new standards.

#### 7.4 **PRODUCING CURRENT AWARENESS BULLETIN ON A MONTHLY BASIS**

Within this period under review, four hundred (400) copies of Standards Information Bulletin (SIB) were produced and disseminated by the Technical Standards Information Unit. Nine (9) articles were prepared and sent to various agencies, clients, organisations, institutions and Sector Committees. Articles on the various subjects are represented in **table II**. Technical Officers prepared the topics that are related to their planned work programmes, and the Senior Information Officer coordinated that activity.

**Table II: Standards Information Bulletin Topics Reproduced in 2012 were as follows:**

<b>Month</b>	<b>Title of Articles</b>
JANUARY	Management systems for records(MSR) Part I
FEBRUARY	Consumer protection: a key focus of the GNBS
MARCH	Management systems for records(MSR) Part II
APRIL	Warranty
MAY	Energy management (EM): the key to energy efficiency
JUNE	The role of standards in society
JULY	The international language: how safety signs and graphical symbols help reduce risk to people.
AUGUST	Safety standards for the protection of lives in the work place
SEPTEMBER	The role of metrology in the health sector

Articles published were informative to industries, agencies, and stakeholders. Many of the clients expressed the optimal benefits they derived from reading the various topics sent to them on a monthly basis.

## 7.5 Profile of Activities

The result of the performances attained by the Technical Standards Information Unit during 2012 is summarized in **Table III**.

#	ACTIVITIES	Jan.	Feb	Mar.	Apr.	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.	Total
1	Acquisitions	18	41	21	14	41	25	53	27	05	-	39	17	301
2	Articles placed in information corner	10	-	14	15	-	22	-	07	-	-	-	-	68
3	Book bound	05	04	08	08	06	05	-	-	06	-	-	-	42
4	Book catalogued	-	12	-	08	18	04	-	-	-	-	-	-	42
5	Book lettered	-	-	05	08	06	04	-	-	-	-	-	-	23
6	Catalogue card cut	-	55	20	43	40	130	35	-	50	-	-	-	373
7	Catalogue cards filed	-	44	41	43	18	15	-	-	12	-	-	-	173
8	Catalogue cards written	-	45	45	43	18	15	-	-	12	-	-	-	178
9	CD's indexed	-	10	-	06	-	08	-	01	06	13	-	-	44
10	CD's lettered	-	-	11	06	-	08	-	08	06	13	-	-	52
11	Copy right pages printed	30	50	20	33	50	25	08	-	54	-	-	-	270
12	Codex documents sorted	-	185	-	-	-	-	12	95	-	-	-	-	292
13	Correspondence handle	10	11	18	12	12	09	02	07	10	09	-	-	100
	-Local	-	-	13	-	04	01	-	-	-	-	-	-	
	-Overseas	-	-	05	12	08	08	-	-	-	-	-	-	
14	Documents dusted	300	656	-	-	-	08	-	-	-	-	-	-	964
15	Documents file	-	-	-	-	-	-	02	31	20	-	24	10	64
16	Documents printed in TSIU (pages)	100	26	04	570	310	86	-	-	08	-	163	-	1267
17	Documents re-shelved	44	61	105	66	181	93	213	191	258	167	772	23	2175
18	Documents shelved	22	35	27	07	15	168	51	58	100	53	53	7	595
19	Documents scanned	10	13	60	08	15	15	-	-	-	-	-	5	126

#	ACTIVITIES	Jan.	Feb	Mar	Apr	Ma y	June	July	Aug.	Sept	Oct.	Nov	Dec.	Total
20	Documents sorted for shelving	35	147	86	265	-	-	-	-	-	-	52	-	585
21	File cover created and printed	11	06	27	11	13	21	07	22	40	-	31	-	189
22	Files interfiled	10	49	43	11	13	15	-	-	-	-	24	-	165
23	Files labels created and printed	-	-	145	10	10	21	07	-	-	-	38	-	231
24	Files opened	07	-	16	11	03	21	02	10	-	-	-	-	70
25	GNBS 2010/2012 catalogue printed	-	-	-	03	-	-	-	-	-	-	-	-	03
26	ISBN checked to ascertain if ISBN is present in standards	-	-	-	-	-	-	-	-	-	231	-	-	231
27	ISBN paste in standards	-	-	-	-	-	-	133	61	164	394	260	-	1012
28	ISBN recorded for typing	-	-	118	320	60	133	-	45	108	326	636	-	1746
29	ISBN typed	-	-	-	-	-	-	-	65	172	394	-	-	631
30	ISO boxes sorted	-	-	-	-	-	-	17	-	-	-	-	-	17
31	Loans	11	21	14	02	16	-	14	11	10	08	19	5	131
	• External	-	13	-	-	-	-	14	11	-	-	-	-	38
	• Internal	11	08	14	02	16	-	-	-	10	08	19	5	93
32	Magazine boxes sorted	25	-	-	54	-	-	14	79	-	-	12	-	184
	Magazines boxes labeled	-	-	-	-	-	-	-	-	-	-	47	-	-
	Magazines boxes labels created and printed	-	-	-	-	-	-	-	-	60	-	12	-	-
33	Newspaper clipping placed into respective files	04	-	02	16	07	02	-	03	-	08	18	-	60
	Newspaper clipping cut	-	08	08	16	07	02	09	02	-	30	16	01	99

#	ACTIVITIES	Jan.	Feb	Mar	Apr	Ma y	June	July	Aug.	Sept	Oct.	Nov	Dec.	Total
34	New paper index forms printed	-	-	-	14	-	-	-	-	-	-	-	-	14
35	Pages collated to facilitate binding of standards	84	384	594	-	238	120 8	-	-	97	-	-	-	2,605
36	Pictures placed into GNBS album	-	-	35	35	-	-	-	-	-	-	-	-	70
37	Queries	12	29	22	13	21	14	06	36	08	24	27	12	224
	• External	06	23	14	08	12	10	03	14	07	08	04	8	117
	• Overseas	-	03	02	03	08	04	-	-	-	-	23	04	47
	• Internal	06	03	06	02	01	-	03	22	01	16	-	-	60
38	Reminder notices dispatches to staff	-	-	-	-	-	-	-	-	12	-	-	-	12
	Sale of standards slip printed	-	-	-	-	-	-	-	-	50	-	-	-	50
39	Standards bound	41	73	21	23	58	47	10	54	117	-	-	-	444
40	Standards catalogue	-	-	05	-	-	-	-	-	-	-	-	-	05
44	Standards checked to ascertained ISBN	-	-	130	-	-	-	-	-	-	-	-	-	130
45	Standards covers printed	30	54	21	16	80	57	10	54	147	-	-	-	459
46	Standard information bulletin printed	-	-	-	-	104	-	-	218	-	-	78	-	400
47	Standards issued free to agency	-	18	01	01	-01	-	01	-	01	-	-	-	23
49	Standards printed internal	-	-	06	-	-	-	-	27	07	-	-	-	40
50	Standards photocopied internal	11	18	50	30	55	20	-	-	-	-	-	-	157
51	Standards received	4	3	-	-	-	-	-	-	-	01	06	-	14
	• International	4	3	-	-	-	-	-	-	-	01	06	-	

#	ACTIVITIES	Jan.	Feb	Mar.	Apr.	May	June	July	Aug.	Sept.	Oct.	Nov	Dec	Total
52	Standards requested • International	08 08	- -	02 02	- -	07 07	-	-	-	-	01 01	06 06	-	22
53	Standards Sold	03	07	18	31	68	46	14	27	07	03	07	01	232
54	Stocking of standards in cabinet	-	-	-	-	-	-	1,188	1,010	-	-	-	-	2,198
55	Standards withdrawn	11	-	-	-	-	-	-	-	-	-	-	-	11
56	Subject heading ticked	269	12	-	-	-	-	-	-	-	-	-	-	281
57	Visitor(s)	07	06	10	06	02	10	06	03	02	13	08	01	74
58	Weekly forms printed	20	20	30	20	20	30	08	-	04	-	08	-	160



Table IV

YEAR	2008	2009	2010	2011	2012
STANDARDS SOLD	186	219	175	223	232

The figure above demonstrated how standards were sold in the last five (5) years. Between the years 2008-2009 showed a growth in the sales figure by 15.1%; 2009-2010 reflected a decline by 25.14%; 2010-2011 demonstrated an increase of 27%, while 2011-2012 showed a slight increase of 4%.

The standards sold this year figure a total of one million, six hundred and fifty four thousand, eight hundred and forty (1,654,840.00) dollars. This figure reflects an increase of 7% for the same period last year.

### 7.8 **Comments and Observations**

In the year 2013, it would assist greatly if the collection is upgraded with modernized textbooks among other reading materials. This would help also to provide officers with their daily activities and the Technical Standards Information Unit collection of more updated reading materials.

It was noted that due to training conducted by the Conformity Assessment Department the sales figure for standards in the quality management, laboratories and building codes categories reflected an increase this year more than the previous years.

Due to the absence of National Standards Council relevant standards to boost the collection development has decline drastically. For example, the International Organization for Standardization (ISO) has revised several standards, which can assist in fostering a greater output in some depart work programmes. Thus, it is essential that NSC perform its roles to bring more revenue of sale standards in 2013.

### 7.9 **Monitoring and Evaluation**

Most of the activities planned on the work programme were executed with the exception of having the Technical Standard Information Unit automated. This activity is presently being done manually by the officers of TSIU until a decisive decision is made on whether the database required is one that will be used by CROSQ.

### 7.10 **Conducting other activities on behalf of the GNBS**

Ms. Roxan Bourne, Senior Information Officer represented the GNBS in St. Lucia on the topic "Marketing the promotion of International Standards for a duration of three (3) days in April, 2012.

## 8.0 INFORMATION TECHNOLOGY (IT)

Over the past year, the GNBS IT programme made steady progress. Information technology played an integral part in the programme activities of the Bureau and helped staff to carry out their functions effectively. The Information Technology programme provides technical support to all programme activities of the GNBS and assists staff in carrying out their functions effectively. The network system allows staff to share files, folders and help them to communicate over the intranet and internet. The GNBS will move with the latest updated technology to provide support to internal and external stakeholders. For an organization to improve its business process using technology, an IT department is mandatory for management and support of the infrastructure.

### 8.1 Network & Internet Connectivity

During this year, the Bureau suffered **internet-downtime** of approximately **eleven (11) days** in total and internal network intranet downtime of 5 hours. The internet-downtime was due to our Internet Service Provider (GT&T). The network downtime was due to a desktop system loopback to network switch. Even though the Bureau is using GT&T DSL internet service with data speeds of **1.5 Mbps download and upload 512 Kbps** steps were taken & still being looked at to acquire faster & more stable internet service than the current.

### 8.2

## Significant Achievements for 2012

Date	Achievement	Benefit
April	Installed Windows Server Update Services	Downloads critical updates for Windows and deploys them over the local network, saving bandwidth from individual workstations all having to download updates.
February	Launched improved GNBS website	Added the ability for users to find available training schedules, information and application forms. Also many cosmetic improvements.
March	Upgraded backup services	System now runs data backups automatically on a daily basis.
Ongoing	Employee support	Maintain all workstations in working order, including updating virus protection, backups, required software and updates, email accounts and hardware issues.
Ongoing	Upgraded Clients PCs from Windows XP to Windows 7	Many client workstations were upgraded to Windows 7 Operating System which offers improved system performance and security.
June	Restructuring of Shared Folders to use Active Directory permissions	Ensures file security for shared folders within GNBS domain for each specific user.

### 8.3 Maintenance of GNBS networks

**In order to provide quality service to GNBS staff, the following activities were carried out during the year to maintain the network system:**

- ❖ Production of scheduled backup sheets.
- ❖ Resetting IP addresses on GNBS computers.
- ❖ Running daily virus scans on server to prevent attacks by viruses.
- ❖ Backing up was done on a weekly and monthly basis.
- ❖ Updating of Antivirus Software along with downloading virus definitions for Antivirus Clients.
- ❖ Contacting support from Fatcow for web-hosting and email support for **www.gnbsgy.org**.
- ❖ Installing network cards
- ❖ Upgrading the hardware of various computers to suit the needs of users.
- ❖ Resetting user passwords.
- ❖ Configuring & creation of @gnbsgy.org email addresses for all staff.
- ❖ Creating , deleting & modifying of user accounts
- ❖ Sharing files for all staff over the network
- ❖ Troubleshooting computer network problems.
- ❖ Running Anti Spy ware software on all computers.
- ❖ Fixing networking services which include DNS & DHCP server
- ❖ Fixing Firewall Router
- ❖ Resetting IP address on the Router
- ❖ Adding client computers to the network
- ❖ Changing DHCP IP address
- ❖ Changing of network, power & USB cables.

### 8.4 IT Improvement initiatives

- (1) Have permanent, on-going support, training and maintenance (hardware, software and Windows 2008 Server) as the IT environment becomes more complex.
- (2) Installation of new electrical outlets throughout the Bureau which are connected to Main UPS located in IT Room, many systems are connected directly to raw power, even though they have their own small UPS backup, safest way is output from UPS itself.
- (3) Replacement of some client computer systems which run with only (1) processor in a day and age of desktops that are mostly quad core and dual core. Since they only have one processor, many programs can't be run simultaneously and there's lag in system performance.
- (4) Installation of Wall Mount Cabinets to house the network switches which would ensure longevity of the network switches.

## 9.0 **ADMINISTRATION ANNUAL REPORT**

On January 03, 2012 the first quarterly staff meeting was held in the Training Room of the GNBS Ms. E. Ennis, Executive Director (Ag.) who chaired the meeting extended best wishes for the New Year to all staff members and expressed gratitude for their contribution made during 2011. She urged staff to reflect on mistakes in 2011 as we commenced the beginning of the New Year. Heads of Department also briefly reflect on their achievements and proposed projections for 2012.

### 9.1 **Staff Training**

#### 9.1.1 **Overseas Training**

9.1.2 Ms. Candelle Walcott – Bostwick, Head, Conformity Assessment Department attended a Train Trainer workshop on “Gap Analysis and Regional Consultation on the Caribbean Cooperation for Accreditation” on January 16 -17 and 18 -19, respectively in Bridgetown, Barbados. The workshop jointly organized by the Caricom Regional Organisation for Standards and Quality (CROSQ) and the Caribbean Development Bank (CDB) equipped participants with the requisite skills to conduct self assessments of laboratories and provided an understanding of the operations of the Regional Scheme for Accreditation.

9.1.3 Ms. Evadnie Enniss, Executive Director (Ag.) and Ms. Candelle Walcott – Bostwick, Head, Conformity Assessment Department attended a three day Evaluation Workshop and Planning Meeting for the second phase of the RQI – 3 project in St. George’s Grenada on February 22 to 24, 2012. The workshop was arranged by the Caricom Regional Organisation for Standards and Quality (CROSQ ) in association with the Physikalisch – Technische Bundesantalt (PTB) RQI – 3 project “Development of Demand – Oriented and Regional Harmonized Quality Infrastructure (QI) in the Caribbean”. The agenda of the workshop was to bring together the Directors of National Standards Bureaux (NBSs) and key personnel from each programme area of QI to assist in the development of the 10<sup>th</sup> EDF Technical Barriers to Trade (TBT) component and the second phase of the RQI3 project.

9.1.4 Ms. Candelle Walcott – Bostwick, Head, Conformity Assessment Department/ National Focal Point participated in a in a workshop on “Experience Exchange on Best Practices” in Accreditation on March 08 -09, 2012 in Santiago, Chile. The workshop which was organized by the Inter American Accreditation Cooperation (IAAC) and the Physikalisch Technische Bundesanstalt (PTB) was designed to create a forum to exchange experiences among IAAC member bodies on technical and Administrative topics related to strengthening the relationship of accreditation bodies with regulatory agencies , increase developing members competence and strengthening the basis for MLA implementation and identify further cooperation opportunities among IAAC bodies.

- 9.1.5 Mr. Al Donovan Fraser, Technical Officer 1 of the Conformity Assessment Department attended the International Organisation for Standards (ISO) Regional Training of Trainers seminar and training on Energy Management Systems and ISO 50001 on March 12 -16, 2012 in Christ Church, Barbados. The objective of the seminar/ training was to raise awareness and understanding among participants on energy management and energy efficiency standards, business opportunities, existing practices and potential impact of the ISO 50001 Energy Management Standard.
- 9.1.6 Ms. Roxan Bourne, Senior Information Officer of the Information Services Department attended a workshop on Marketing and Promotion of International Standards during the period April 16-18, 2012 in Castries, Saint Lucia. The workshop organized by the International Organisation for Standardisation (ISO) addressed matters which provided a framework for NBSs to find the best approach to develop and strengthened promotion and marketing of International Standards.
- 9.1.7 Mr. Alwin Etwah, Senior Inspector of the Legal Metrology and Standards Compliance Department attended a training attachment internship on the calibration of standard electricity meters using a radian reference meter and verification of advance electricity meters used in Guyana in Peru during the period April 16 -27, 2012. The training organization by the Inter – American Metrology System in collaboration with the SIM-OAS Project exposed participants to calibration of various types of electricity meters imported and used by consumers.
- 9.1.8 Mr. Shailendra Rai, Head, Legal Metrology and Standards Compliance Department attended the Pan American Standards Commission (COPANT) Regional Metrology Workshop during the period May 16-18, 2012 in Havana, Cuba. The workshop which was organized by the Pan American Standards Commission (COPANT) in collaboration with the National Bureau of Standards of the Republic of Cuba (NC) was designed to renew technical committees for metrology within the Region and facilitate further development of Metrology at the Regional and National levels while fostering the implementation of standardisation in Metrology.
- 9.1.9 Mr. Lloyd David, Public Relations Officer of the Information Services Department participated in the third meeting/ workshop of the Caricom Regional Organisation for Standards and Quality (CROSQ) MIKE committee. The Marketing and Communication Workshop was held during the period June 6-8, 2012 in Kingston, Jamaica. The objective of the meeting / workshop was to develop a better networking Communication and Marketing relation among Regional Standards Bureaux.

- 9.1.10 Mr. Vishnu Matbadal, Laboratory Technician 11 of the Laboratory Services Department attended a three day workshop and two day meeting of the Chemical Metrology Working Group during the period July 09 -13, 2012 in Macoya, Trinidad. The workshop/ meeting were organized by the Caricom Regional Organisation for Standards and Quality (CROSQ) in collaboration with Cariment, the Caribbean Sub – Regional body of the Inter - American Metrology System (SIM). The meeting /workshop was designed to serve as a means for advancing the development of the region’s Chemical Measurement Infrastructure to optimize the human resources at the GNBS, allowing for critical services in the area of industrial Metrology.
- 9.1.11 Mr. Vishnu Matbadal, Laboratory Technician 11 of the Laboratory Services Department attended a practical workshop on the Calibration of Non - Automatic Weighing Instrument during the period October 1 -5, 2012 in Antigua and Barbuda. The training the fourth (4<sup>th</sup>) in a series of workshop was hosted by the Caricom Regional Organisation for Standards and Quality (CROSQ) in conjunction with the Physikalisch – Technische Bundesanstalt (PTB) and was designed to develop confidence of the participants in providing Calibration of Non Automatic Weighing Instruments for industries.
- 9.1.12 Ms. Rodlyn Semple, Technical Officer 11 of the Conformity Assessment Department participated in a regional workshop and plenary meeting during the period October 7 - 12, 2012 in Bogota, Colombia. The International Organisation for Standards (ISO) who convened the activities examined ways of improving awareness on the role, benefits and use of International Standards and best practices on certification of persons and the promotion of the revised ISO/IEC 17024:2012 standard.

## 9.1.2 **Local Training**

- 9.1.2.1 Ms. Candelle Walcott –Bostwick, Head of the Conformity Assessment Department and Ms. Ramrattie Karan , Head of the Standards Development Department attended a half day workshop on “Potential Impact of the United States Food Safety Modernization Act” on January 25, 2012 at the Inter – American Institute for Cooperation (**IICA**) Headquarters, Brickdam. The workshop arrange jointly with the Agricultural Health and Food Safety Programme and the Food and Drugs Administration (**FDA**) was designed to raise awareness among government officials, the private sector, and the IICA’s technical staff in the Caribbean Region on the possible impact of the FSMA and its regulations, and methods of approach to face challenges.

- 9.1.2.2 Mr. Alwin Etwah, Senior Inspector of the Legal Metrology and Standards Compliance Department and Mr. Iran Ali, Technical Officer 1 of the Standards Development Department participated in a Joint Inspection Group (JIG) Training during the period February 07 -10, 2012 in the Board Room of the Guyana Energy Agency (GEA).The training was facilitated by Mr. David Burchell, aviation fuel handling Consultant and a member of the International Air Transportation Association (IATA) from Florida United States of America. The object of the training which took the form of an awareness and practical inspection of fuel depots was to expose participants to several methods of identifying fuel.
- 9.1.2.3 Ms. Rodlyn Semple. Technical Officer, 11 of the Conformity Assessment Department attended a half day training workshop on “Martine Stewardship Council (MSC) Fisheries Certification” on March 16, 2012 at the Conference Centre of the Ocean View International Hotel. The workshop was organized by the Guyana Association of Trawlers and Seafood Processors and discussed several areas of the Marine Stewardship Council programme, progress and benefits and several topics on the fisheries assessment process.
- 9.1.2.4 Mr. Al Donovan Fraser, Technical Officer 1 of the Conformity Assessment Department attended a Clean Energy Workshop “Sustainable PV Investment in the Development World” on March 21, 2012 at the Cara Lodge Hotel. The workshop was jointly hosted by the USAID and the Arizona State University and facilitated by the Guyana Energy Agency. The participants at the workshop examined sustainable PV Technology, Planning, Implementation and Operations and Socio – Economic Viability and Capacity Building.
- 9.1.2.5 Ms. Natasha Jarvis, Assistant Accountant of the Accounts Department participated in a one day seminar on Forensic Auditing on April 18, 2012 at the Regency Suites and Hotel. The seminar organized by the Institute of Internal Auditor Guyana Chapter was facilitated by Mr. Collin Greenland, Chairman of the IIA Jamaica Chapter Board of Governor. The main objective of the seminar was to equipped and enhanced participants with the necessary tools and Techniques to conduct an effective Forensic Audit.
- 9.1.2.6 Mr. Al Donovan Fraser, Technical Officer 1 of the Conformity Assessment Department attended a two day Energy Audit Workshop on May 02 -03, 2012 at Cara Lodge. The workshop was hosted by the Improving Health Infrastructure (IHI) project funded by the USAID and facilitated by the Guyana Energy Agency. The workshop allowed participants to gain an understanding of energy audit work from both theoretical and practical perspectives.
- 9.1.2.7 Ms. Tarla Parasram, Stenographer of the Administration Department commenced a twelve weeks certificate training programme for “Administrative Professional” on May 07, 2102 at the Queens’s College Compound .The training organized by the University of Guyana Institute of Distance and Continuing Education was organized to upgrade the skills of administrative professionals.

- 9.1.2.8 Mr. Dillon Beckles, Senior Inspector of the Legal Metrology and Standards Compliance Department at the invitation of the National Competitiveness Strategy Project (NCSP) participated in a four days workshop during the period May 10 -14, 2012 at the Board Room of the Ministry of Tourism. The objective of the workshop was to revise section five (5) of the Consumers Affairs Act.
- 9.1.2.9 Mr. Alwin Etwah, Senior Inspector, of the Legal Metrology and Standards Compliance Department attended a one day workshop on June 25, 2012 in the Board Room of the Guyana Energy Agency. The workshop was hosted by the Guyana Energy Agency in collaboration with the United Nations Development Programme (UNDP) and facilitated by the Mr. Henri Horn, Clean Energy Specialist.
- 9.1.2.10 All members of staff participated in a two (2) day training on “Telephone Etiquette” from July 05 -06, 2012 in the Bureau’s Training Room. The training was facilitated by Ms. Joyce Sinclair, A.A., M.P.A. and covered several methods of communication and Office Etiquette.
- 9.1.2.11 Ms. Allison Nelson and Ms. Caroline Homer, Maid Cleaners of the Administration Department attended a one day comprehensive housekeeping training programme for cleaners and auxiliary staff on August 16, 2012. The programme organized by the Ministry of Tourism, Industry and Commerce was facilitated by Ms. Mavis Benn of Zoywins Consultancy firm. The training held under the team “Excellence is Never an Accident” was designed to empower participants for improved job performance.
- 9.1.2.12 Mr. Dillon Beckles, Senior Inspector of the Legal Metrology and Standards Compliance Department participated in a one day training programme organized by the Competition and Consumer Affairs Commission on September 04, 2012 in the Board Room of the Ministry of Tourism Industry and Commerce. The meeting was chaired by Mr. Massimiliano Gangi, Consumer Affairs Advisor who examined several unfair Commercial Practices as it relates to the Guyana Consumer Affairs Act.
- 9.1.2.13 Mr. Trumel Redmond, Technical Officer 11 of the Conformity Assessment Department attended a two day workshop on ‘Food Risk Analysis’ during the period September 29 to October 10, 2012 at the Government Analyst Food and Drugs Department. The workshop organised by the United States Department of Agriculture (USDA) in collaboration with Washington State University (WSU) was conducted by Professors Dr. Richard Dougherty and Dr. Kareb Killinger of the WSH School of Food Science. The objective of the workshop was to discuss the U.S Food Safety Modernization and implementation of the Food Safety Act.



- 9.1.2.14 Mr. Alwin Etwah, Senior Inspector of the Legal Metrology and Standards Compliance Department attended a follow up aviation training during the period October 01 -05, 2012 at the Guyana Energy Agency. The objective of the training was to review the existing systems, procedure and guidelines for the handling, transporting, storing and testing of Jet A1 and Avgas 100LL in Guyana. The training was facilitated by Mr. Burchell.
- 9.1.2.15 Ms. Ramattie Karan, Head, Standards Development Department attended a “Stakeholders Workshop on National Integrated Water Resources Management (IWRM) Policy and Road Map” on October 11 -12, 2012 at the Guyana International Convention Centre, Liliendaal. The workshop organised by the Ministry of Housing in collaboration with the Global Water Partnership – Caribbean was geared towards developing a National Policy and Road Map in IWRM through a participatory and thematic group consultations.

### 9.1.3 **IN -HOUSE –TRAINING**

- 9.1.3.1 Senior and junior staff of the Legal Metrology and Standards Compliance Department attended a half day training on the examination of cellular phones on January 20, 2012 in the Training Room of the GNBS. The training was conducted by Mr. Trevor Alleyne, Managing Director of the Pro- Tap Repairs Inc. and designed to assist the staff of the Department in indentifying new, used and refurbished cellular phones imported into Guyana for the purpose of retail.
- 9.1.3.2 Senior and Junior staff of the Legal Metrology and Standards Compliance Department attended a half day training on the investigation of consumers’ complaints on March 29, 2012 in the Conference Room of the GNBS. The training which was conducted by Mr. Dillon Deckles, Senior Inspector of the Department explained several techniques to be used in evaluating information from a consumer.
- 9.1.3.3 Senior and Junior staff of the Legal Metrology and Standards Compliance Department attended a half day training on “the Conditions of Warranty” in the Training Room of the Bureau on April 26, 2012. The training which was conducted by Ms. Seema Rambarran, of the Competition and Consumer Commission outlined the requirement of the Consumer’s Protection Act and various condition and duration of warranty.
- 9.1.3.4 The Administration Department as part of staff awareness programme arranged a lecture on “Traffic Regulations’ on May 04, 2012 in the Training Room of the GNBS. The session was facilitated by Mr. Calvin Brutus, Deputy Superintendent of the Guyana Police Force.
- 9.1.3.5 On May 18, 2012 Mr. Devon Lewis, First Aid Coordinator of the Guyana Red Cross Society explained to staff the contents of a First Aid Kit and its importance in an organization in the Conference Room of the GNBS.

- 9.1.3.6 Senior and Junior Inspectors of the Legal Metrology and Standards Compliance Department attended an half day awareness session of the GNBS Standards Act sections 20 -23 on May 31, 2012 in the Bureau's Training Room.
- 9.1.3.7 Mr. Lorenzo Gill, Inspector 11 of the Legal Metrology and Standards Compliance Department conducted training on the Standards Acts on June 28, 2012 in the Board Room of the Bureau. The aim of the training was to provide participants with the knowledge, to improve their performance.
- 9.1.3.8 The Executive Director, Heads of Department and other staff members attended an awareness session on the correct use of files and sharing of folders on the Bureau's Network on June 29, 2012 in the Bureau's Training Room. The awareness session was facilitated by Mr. David Cummings, Network Administrator.
- 9.1.3.9 Five officers, Messrs. Edward Melville, Vishnu Matbadal, Kenrick Singh, Alwyn Etwah and Quincy Gibson of the Laboratory Services and Legal Metrology and Standards Compliance Departments, respectively participated in a five days training on the testing of Hollow Concrete Blocks during the period August 06-10, 2012. The training was facilitated by Mr. Orland Welch and Mr. Camilo Adonis of the Grenada Bureau of Standards. The main objective of the training was to impart the knowledge and skills to participants, as the department seeks to expand its scope to include the testing of Hollow Concrete blocks.
- 9.1.3.10 Senior and Junior Inspectors within the Legal Metrology and Standards Compliance Department together with Regional Inspectors attended a one day awareness session on August 30, 2012 in the Bureau's Training Room. The objective of the training was to sensitize members of staff and Regional Officers on several aspects of the revised Weights and Measures Act.
- 9.1.3.11 Several members of staff from both the Technical and Non technical sections, within the organization benefited from an awareness session on "Energy Management Systems ISO: 50001 Standards" on July 13, 2012 in the Training Room of the Bureau. The session which was conducted by Mr. Al Donavon Fraser, Technical Officer 1 of the Conformity Assessment Department provided a summary of the ISO 50001:2011 Standards and various types of energy audits.
- 9.1.3.12 Senior and Junior Inspectors within the Legal Metrology and Standards Compliance Department attended a half day training on July 26, 2012 in the Bureau's Training Room. The training was conducted by Mr. Quincy Gibson and Mr. Lionel Schultz, Inspector 11 / 1, respectively. The objective of the training was to sensitize members of staff within the department of Section 30 & 31 of the Standards Act.

#### 9.1.4 **Overseas Conference/meetings**

- 9.1.4.1 Mr. Jermaine Softley, Chief Inspector and Mr. Keemo Fyfee, Senior Inspector of the Legal Metrology and Standards Compliance Department participated in the second phase of the “NMI- Metrology User Relations” group planning meeting during the period January 09-11, 2012 in Mexico. The meeting which was organized by the Inter – American Metrology System (SIM) was planned to raise awareness on the NMI’s relevance for users and to strengthen relationship between the NMI and the users through development of particular services.
- 9.1.4.2 Ms. Ramattie Karan, Head, Standards Development Department represented the Bureau at the Twentieth meeting of the Caricom Regional Organisation for Standards and Quality (CROSQ) Technical Management Committee meeting on February 27 -28, 2012 in Antigua and Barbuda. The purpose of the meeting was to discuss the reports of Members States in relation to Standard Development activities.
- 9.1.4.3 Ms. Evadnie Enniss, Executive Director (Ag.) Attended the Twentieth Meeting of Council of the Caricom Regional Organisation for Standardisation and Quality (CROSQ) during the period April 23- 27, 2012 in Bridgetown Barbados. The agenda of the meeting was to discuss the reports on the organization efficiency, reports from the Finance and Human Resources Committees and CROSQ/PTB Strategic Planning Workshop.
- 9.1.4.4 Mr. Jermaine Softley, Chief Inspector and Mr. Keemo Fyffe, Senior Inspector of the Legal Metrology and Standards Compliance Department, attended a follow-up meeting for National Metrology Institutes (NMI) within the Caribbean and Latin America hosted by the Inter American Metrology System (SIM) in collaboration with the German Metrology Institution (PTB) during the period August 08 – 10, 2012 in Panama City, Panama. The agenda of the meeting was to exchange experiences to strengthen the relationship with NMI users and stakeholders: Regulators, Secondary laboratories and the Education sectors; Examine and develop skills to improve the relationship with NMI Users and Exchange of good practices for the development and consolidation of services for NMI Users.
- 9.1.4.5 Mr. Edward Melville, Laboratory Technician 111 of the Laboratory Services Department represented the Bureau as a mentor of the e- Learning training for the Caribbean in Basic Metrology during the period September 24 -28, 2012 at INMETRO, Brazil. The mentors were being trained to help in the delivery of the pilot course scheduled for a duration of seven (7) weeks which was organised by the Caricom Regional Organisation for Standards and Quality (COSQ) in association with the National Institute of Metrology, Quality and Technology (INMETRO) and the Physikalish – Technische Bundesanstalt (PTB), to help junior metrologists at Regional Bureaux.

- 9.1.4.6 Ms. Ramattie Karan, Head, Standards Development Department attended the Twenty First meeting of the Caricom Regional Organisation for Standards and Quality (CROSQ) Technical Management Committee during the period September 25 -27, 2012 in St. Lucia. The agenda of the meeting was to examine a range of Regional standards, including the reviewing of existing Caricom standards submitted to COTED for approval, standards presently under consideration by CROSQ, adoption of certain strategic international standards and new standards for consideration by CROSQ.
- 9.1.4.7 Ms. Evadnie Enniss, Executive Director (Ag.) and Ms. Ramattie Karan, Head, Standards Development Department attended the “Summit Meeting of the World Trade Organisation Technical Barriers to Trade (WTO /TBT ) Notification Authority/ Enquiry point of Americas” in Brazil during the period October 29 – November 01,2012. The agenda of the meeting was to examine TBT matters at a technical level, including activities relating to the role of standardisation in removing market access barriers.
- 9.1.4.8 Mr. Shailenda Rai, Head of the Legal Metrology and Standards Compliance Department attended the Annual General Assembly of the Inter-American Metrology System (SIM) and the 10<sup>th</sup> European Development Fund (EDF) Technical Implementation Group for Metrology (TIG-M) and Caribbean Metrology Cooperation (CARIMET) meetings during the period 05-10 November 2012 in Costa Rica. The meeting provided a forum for the country representatives to identify, areas for training and capacity building, to harmonise measurements Nationally and Regionally, and to build trust in the measurements being made throughout the Americas.
- 9.1.4.9 Ms. Ramattie Karan, Head, Standards Development Department attended the World Trade Organisation Regional Workshop on the Technical Barriers to Trade on November 21, - 25, 2012 in Grenada. The objective of the workshop/ training was to sensitise Caricom Members Countries on the Technical Barriers to Trade Agreement and review Technical Barriers Trade (TBT) Cases.
- 9.1.4.10 Ms. Andrea Mendonca, Technical Officer 1 of the Standards Development Department attended a Regional Workshop on “Risk Management to Reduce Food Safety Problems within National Food Control Systems” and the Codex Coordinating Committee for Latin America and the Caribbean (CCLAC) Meeting on November 19-23, 2012 in Heredia, Costa Rica. The Workshop/Meeting was hosted by the Food and Agriculture Organisation (FAO) of the United Nations and the World Health Organisation (WHO). The purpose of the meeting was to address issues relevant to the Commission, FAO/WHO and the Trust Fund’s role in enhancing participation at Codex meetings and the strategic plan of the Codex Alimentarius Commission.

- 9.1.4.11 Mr. Lloyd David, Public Relations Officer of the Information Services Department attended the 1<sup>st</sup> meeting of the Technical Implementation Group (TIG) for Awareness and Information Communication Technology (ICT) and a Workshop on “Knowledge Management” for period November 26 – 29, 2012 in Trinidad and Tobago. The Meeting/Workshop was hosted by the Caricom Regional Organisation for Standards and Quality (CROSQ) in collaboration with the Physikalisch Technische Bundesanstalt (PTB) and the Ministry of Trade, Dominican Republic (DIGENOR). The aim of the meeting was to develop an operational plan to sensitise members of the ICT information component of the 10<sup>th</sup> European Development Fund/Caribbean Regional Indicative Programme and the Technical Barriers to Trade (EDF-CRIP, TBT), the Knowledge Management Workshop was designed to identify several methods of dissemination and managing information.
- 9.1.4.12 Ms. Candelle Walcott -Bostwick, Head, Conformity Assessment Department, attended the first meeting of the 10<sup>th</sup> EDF Technical Implementation Group for Accreditation (TIG –A) and a Regional Accreditation Workshop on December 03 - 07, 2012 in Barbados. The meeting convened by the Caricom Regional Organisation for Standardisation and Quality (CROSQ) in collaboration with PTB and Digenor discussed several matters impacting the implementation of the Caribbean Cooperation for Accreditation and the Development of conformity assessment bodies .
- 9.1.4.13 Ms. Rodlyn Semple, Technical Officer 11 of the Conformity Assessment Department participated in a Conference on Food Safety Modernisation Act (FSMA) during the period December 05 -05, 2012 at the Hilton Double Hotel, Washington DC in the United States of America. The agenda of the meeting was to implement and harmonise effective Food Safety Controls in Guyana in collaboration with Ministries with responsibility for Food Safety.

## 9.2 **Local Representation at meetings/workshops, etc.**

- 9.2.1 Ms. Evadnie Enniss, Executive Director (Ag.) represented the Bureau at the National Stakeholders Consultation Forum of the National Resources Sector on January 16, 2012 at the King’s Plaza Conference Room. The Consultation was arranged by the Environmental Protection Agency in association with the Ministry of Natural Resources and the Environment. The overall objective of the forum was to highlight the mission, vision, objectives and the technical and administrative structure of the Ministry.
- 9.2.2 Mr. Shailendra Rai, Head, Legal Metrology and Standards Compliance Department attended the sixteen meeting of the National Tobacco Control Council, Guyana on January 18, 2012 at the Board Room of the National AIDS Programme Secretariat. The agenda of the meeting arranged by the Ministry of Health examined the reports of the Technical Committee. The reports included the Caricom/Guyana Standard and the Global Tobacco Survey conducted in Guyana.

- 9.2.3 Mr. Abidin Mohamed, Technical Officer 11 of the Conformity Assessment Department represented the Bureau at a meeting on February 17, 2012 at the office of the Delegation of the European Union (EU). The purpose of the meeting was to sensitize the public and private sector of the upcoming signing of the Financing Agreement of the Economic Partnership Agreement (EPA).
- 9.2.4 Ms. Roxan Bourne, Senior Information Officer of the Information Services Department represented the Bureau at the private sector awareness Luncheon on February 29, 2012 at the Regency Suites Hotel. Mr. Irwin Larocque, Secretary General of Caricom delivered the feature address.
- 9.2.5 Ms. Ramrattie Karan, Head Standards Development Department represented the Bureau at the preliminary session of the United National Conference on Sustainable Development (Rio + 20) on March 10, 2012 at the Umana Yana. The session provided stakeholders with an opportunity to understand the context of Rio and the main finding and conclusion of the Stock – taking report.
- 9.2.6 Mr. Jermaine Softley, Chief Inspector and Mr. Dillon Beckles, Senior Inspector of the Legal Metrology and Standards Compliance Department at the request of the Guyana Police Force conducted an one day training on Mach 16, 2012 on the Labelling of tyres and their effects and the use of speed guns, Breathalyser and Metrication at the Felix Austin Police College, Eve Leary.
- 9.2.7 Ms. Ramrattie Karan, Head Standards Development Department represented the Bureau at the COTEC Meeting on “Environmental Health Surveillance System” on March 21, 2012 at the Pan American Health Organisation (PAHO). The agenda of the meeting was to discuss the proposed collaboration project.
- 9.2.8 Mr. Iran Ali, Technical Officer 1 of the Standards Development Department represented the Bureau at the stakeholders meeting on March 28, 2012 at the Board Room of the National Trust. The purpose of the meeting was to effectively plan and execute activities in observance of the “International Day for Monuments and Sites” with special attention on the Building Codes in the heritage sector.
- 9.2.9 Ms. Evadnie Enniss, Executive Director (Ag.) represented the Bureau at the opening Ceremony of the 13<sup>th</sup> Annual Caribbean Conference on Sustainable Tourism Development on April 15, 2012 under the theme “Keeping The Right Balance Sustaining Our Resources” at the Guyana International Conference Centre.
- 9.2.10 Mr. Lloyd David, Public Relations Officer of the Information Services Department represented the Bureau at the “Youth Consumer Essay Judging Contest.” The day’s activities were planned in collaboration with the Consumer Affairs Division in observance of World Consumer Rights Day.

- 9.2.11 Mr. Iran Ali, Technical Officer 1 of the Standards Development Department represented the organization at the opening of a special exhibition for International Day for Monuments and Sites. The Exhibition which was held under the Theme "World Heritage and Sustainable Development:" The Role of Local Community was held on April 18, 2012 at the Guyana National Museum.
- 9.2.12 In observation of Occupational Safety and Health month. the Guyana National Bureau of Standards (GNBS) in collaboration with the Ministry of Labour, Human Services and Social Security participated in a two (2) days Occupational Safety and Health Fair on April 26, 27, 2012 at the Umana Yana.
- 9.2.13 As part of the National Medical Laboratory Professional Week 2012 activities nine (9) employees of the organization participated in the Blood Drive on April 23, 2012 at the Blood Bank of the Georgetown Hospital
- 9.2.14 Ms. Rodlyn Semple, Technical Officer 11 of the Conformity Assessment Department at the invitation of the University of Guyana Institute of Distance and Continuing Education represented the Bureau at the opening of the "Occupational Safety and Health Certificate Course" by discussing the "Occupational Safety and Health Standards" on May 03, 2012 at the Queen's College Compound.
- 9.2.15 Mr. Vishnu Matbadal, Laboratory Technician 11 of the Laboratory Services Department the Bureau at a Business Luncheon organized by the Guyana Manufacturing and Services Association (GMSA) at the Regency Suites Hotel on May 17, 2012. During the luncheon Mr. Nikolay D.Smirnow, Ambassador, of the Russian Federation discussed the "New Russian, Economics and Politics"
- 9.2.16 Ms. Joyann Fanfair, Administrative Officer represented the Bureau at a meeting of the International Labour Organisation (ILO) on May 22, 2012 at the Board Room of the Ministry of Labour, Human Services and Social Security. The agenda of the meeting was to sensitise participants of key agencies of the functions of the organization and the need for submission of important data.
- 9.2.17 Ms. E. Enniss, Executive Director (Ag.) and Ms. Ramattie Karan, Head Standardisation Department represented the Bureau at the launching ceremony of the Caribbean Regional Fund for Wastewater Management/ Guyana Wastewater Revolving Fund on May 31, 2012 at the Board Room of the Guyana Water Incorporated (GWI).
- 9.2.18 Mr. Hemraj Sanichara, Metrification Officer of the Information Services Department represented the Bureau at the Annual National Policy Programme for trainees of the Guyana Industrial Training Centre by delivering a lecture on the topic "Learning about Metrication" on May 17, 2012 at the Training Centre.

- 9.2.19 Mr. Dillon Beckles, Senior Inspector of the Legal Metrology and Standards Compliance Department represent the Bureau at the Career Day Fair at the St. Ignatius Secondary School Compound on June 29, 2012. The objective of the fair was to sensitize members of the public of the various activities and career opportunities available at the Bureau.
- 9.2.20 Mr. Dillon Beckles, Senior Inspector of the Legal Metrology and Standards Compliance Department represented the Bureau at a Business Seminar for business and legal communities in Guyana. The seminar hosted by the Competition and Consumer Affairs Commission (CCAC) was held on August 22, 2012 at the Cara Lodge Hotel." The topic discussed was "The goals of competition Law and the Advantages of the competition and Fair Trading Act (CFTA)." The discussion was facilitated by Ms. K. I. Menns, Director of Menns SPRL.
- 9.2.21 Mr. Lloyd David Public Relations Officer of the Information Service Department represented the Bureau at a business luncheon on September 20, 2012 at the Regency Suites Hotel. Mr. Puran Mal Meena, Indian High Commissioner and guest speaker delivered a brief presentation on the topic: "The Growing Indian Economy and Bilateral Relations"
- 9.2.22 Ms.Candell Walcott- Bostwick, Head, Conformity Assessment Department represented the Bureau at a meeting of the IICA on September 21, 2012 at the Guyana Manufacturing and Services Organisation (GMSA) Office. The meeting organized by the IICA in collaboration with Trade Facilitation Office (TFO) of Canada in the implementation of capacity building activities was designed to increase Guyana's market access to Canada through the involvement of the Ministry of Agriculture, New Market Cooperation and Guyana Manufacture and Services Orgainsation (GMSA). Phase two of this program took the form of an awareness session.
- 9.2.23 Mr. Hemraj Sanichara, Technical Officer 1 of the Standards Development Department represented the Bureau at the Forestry Product Development and Marketing Council, Guyana Manufacturer Services Association and the Forest Producers Association meeting on October 30, 2012 in the Board Room of the Forest Products Development and Marketing, Kingston. The agenda of the meeting was to review Section 7 of the Building Code "Use of Guyana's Hardwood in Construction".
- 9.2.24 Ms. Candelle Walcott-Bostwick, Head of the Conformity Assessment Department attended the Guyana National Shipping Corporation Limited ISO Award Ceremony Held at Cara Lodge on November 02, 2012. The recently certified company to the ISO 9001-2008 Quality Management Standard expresses appreciation to the GNBS for their contribution through many training, seminars and periodic advice in achieving the certificate.



- 9.2.25 Ms. Joyann Fanfair, Administrative Officer of the Administration Department attended a meeting on November 06, 2012 at the Guyana Forestry Commission. The meeting organized by the Ministry of Labour examined several methods of integrating key agencies in data collection and data sharing.
- 9.2.26 Inter-American Institute for Cooperation on Agriculture (IICA) under the Carambola Fruit Fly Control and Eradication Supporting Project (CFF/CESP) implemented in Brazil, Guyana and Suriname and coordinated IICA/Suriname held a five day session on the application of the Performance, Vision and Strategy assessment tool (PVS) for National Plant Protection Organisations during the period October 29 – November 02, 2012. Ms. Andrea Mendonca, Technical Officer 1 of the Standards Development Department participated in an interview on October 29, 2012 at the NARI Board Room and the Common Visioning Session on November 02, 2012 at the Regency International Hotel.
- 9.2.27 Ms. Sheron Daniel, Administrative Assistant of the Administration Department attended a half day workshop hosted by the National Road Safety Council in collaboration with the Pan American Health Organisation on November 08, 2012 at Regency Hotel. The purpose of the workshop was to identify priorities for road safety in Guyana.
- 9.2.28 Ms. Candelle Walcott-Bostwick, Head of the Conformity Assessment Department attended a “Disaster Risk Reduction Self Assessment Workshop” hosted by the Pan American Health Organisation/World Health Organisation (PAHO/WHO) in collaboration with the Ministry of Health (MOH) on November 21, 2012 at Cara Lodge Hotel. The purpose of the workshop was to conduct a Self Assessment exercise of Disaster Risk Reduction of the Health Sector.
- 9.2.29 Ms. Ramrattie Karan, Head of the Standards Development attended a follow-up meeting hosted by the Inter-American Institute for Cooperation in Agriculture (IICA) on November 29, 2012 in ICCA Conference Room. The purpose of the meeting was to discuss the way forward in terms 5 agro-processors and 5 fresh food producers to attain the required standards and re-certification for exporting in Canada.
- 9.2.30 Mr. Al Donavon Fraser, Technical Officer 1 of the Conformity Assessment Department attended the Guyana Manufacturing and Services Association Limited annual presentation of Awards and Dinner on November 29, 2012 at the Princess Hotel Guyana. The event was to recognize the achievements of several outstanding entrepreneurs in the manufacturing sector and wider business community.

9.2.3.1 Ms. Ramrattie Karan, Head of the Standards Development Department represented the Bureau at a one day Stakeholder Seminar on PAHO/WHO's Technical Cooperation with Guyana on December 7, 2012 at the Regency Suites Hotel. The objective of the seminar which was organised by the Pan American Health Organisation and the World Health Organisation (PAHO/WHO) in collaboration with the Ministry of Health present the findings of the recently conducted mid – term review of the PAHO/WHO Guyana Country Cooperation Strategy (CCS) 2010 -2015.

9.2.3.2 In observance of World Consumer Rights Day Mr. Hemraj Sanichara, Technical Officer 1 of the Standards Development Department participated in a public meeting on consumer's rights and responsibilities on December 11 -12, 2012 in Region number 10. The meeting was organized by the Consumer Affairs Division of the Ministry of Tourism

### 9.3 **Personnel Matters**

The staff appreciation Day and Long Service Award Ceremony was held on October 19, 2012. At a simple ceremony held in the Training Room of the Bureau and attended by the Honourable Minister Mohamed Irfaan Ali, Ministry of Tourism Industry and Commerce (Ag.), Deputy Permanent Secretary and other special invitee's. Nine (9) members of staff were honoured for their long and dedicated service to the GNBS. The Honourable Minister in congratulating the awardees noted their sterling contribution made to the organization over the years and urged recipients to continue to maintain the image of the Bureau.

9.3.1 **Employment**

During the reporting period the following persons were employed:

<b>Name</b>	<b>Department</b>	<b>Designation</b>	<b>Effective date of employment</b>
Ms.Natasha Jarvis	Accounts	Assistant Accountant	March 12, 2012
Mr.Neville Holder	Administration	Vehicle Driver	March 23, 2012
Mr. Lionel Schultz	Legal Metrology and Standards Compliance	Inspector 1	May 14, 2012
Mr. Deon Thegg	Administration	Vehicle Driver	May 15, 2012
Mr. Ryan Wintz	Legal Metrology and Standards Compliance	Inspector 1	June 18, 2012
Mr. David Denny	Legal Metrology and Standards Compliance	Inspector 1	June 18, 2012
Ms. Tashi Melville	Conformity Assessment Department	Technical Officer 1	September 03, 2012
Ms. Anjali Lowatan	Laboratory Services	Laboratory Technician 1	October 22, 2012

9.3.2 **Confirmation**

The following employees were confirmed as mentioned hereunder:

<b>Name</b>	<b>Department</b>	<b>Designation</b>	<b>Effective date of confirmation</b>
Mrs. Natasha Jarvis	Accounts	Assistant Accountant	July 16, 2012
Mr. Deon Thegg	Administration	Driver	August 27, 2012
Ms. Tashi Melville	Conformity Assessment	Technical Officer 1	December 04, 2012
Mr. Lionel Schultz	Legal Metrology and Standards Compliance	Inspector 1	December 06, 2012
Mr. David Denny	Legal Metrology and Standards Compliance	Legal Metrology and Standards Compliance	December 10, 2012

### 9.3.3 **Resignation**

During the reporting period the following resignations were submitted

<b>Name</b>	<b>Department</b>	<b>Designation</b>	<b>Effective date of resignation</b>
Mr. Marlon Rose	Accounts	Assistant Accountant	April 22, 2012
Mr. Abidin Mohamed	Conformity Assessment Development	Technical Officer 11	May 11, 2012
Mr. Iran Ali	Standards Development	Technical Officer 1	May 11, 2012
Mr. Trumel Redmond	Conformity Assessment	Technical Officer 11	December 14, 2012
Patrick Abrams	Administration	Driver	May 23, 2012 (Retired)

In addition the service of Mr. Ryan Wintz, Temporary Inspector 1 was terminated with effect from December 31, 2012.

### 9.3.4 **Promotion**

The following persons were promoted during the year at caption:-

<b>Name</b>	<b>Department</b>	<b>From</b>	<b>To</b>	<b>Effective Date</b>
Mr. Andrew Kertzious	Legal Metrology and Standards Compliance	Inspector 1	Inspector 11	March 01, 2012
Mr. Qunicy Gibson	Legal Metrology and Standards Compliance	Inspector 1	Inspector 11	March 01, 2012
Mr. Trumel Redmond	Conformity Assessment	Technical Officer 1	Technical Officer 11	June 01, 2012
Mr. Hemraj Sanichara	Information Services	Metrication Officer	Technical Officer 1	June 18, 2012

### 9.3.5 **Transfer**

As management continues to improve the service to consumers Mr. Andrew Kertzious, Inspector 11 of the Legal Metrology and Standards Compliance Department was transferred to Region Number 3 in a Supervisory capacity with effect from March 01, 2012.

### 9.3.6 **Annual Leave**

With a few exceptional circumstances Annual Vacation Leave was taken as scheduled.

## 9.5 **Rendering Administrative Support**

### 9.5.1 **Registry**

A total of 1,417 correspondences were dispatched, 670 typed and 588 filled during the year in review.

### 9.5.2 **Meetings**

Forty two (42) meetings were held during the period under review. In addition, Administrative support was rendered to the twenty first (21<sup>st</sup>) Council Meeting of the Caricom Regional Organisation for Standards and Quality (CROSQ) hosted by the organization during the period October 22 -25, 2012 and several other activities planned activities of the Bureau.

## 9.6 **Maintenance**

### 9.6.1 **Vehicle Maintenance**

General servicing and repairs were done to the Bureau's fleet of vehicles during the reporting period:

- PFF 6922
- PLL 4989
- GJJ 3011
- GJJ 3011
- Purchase of one distributor kit for vehicle PHH 5986
- Engine and carburetor to vehicle PLL 4989;
- Purchase of 14 tyres for vehicles;
- Renewal of vehicle insurances and licenses

In additional Vehicle Number PEE 883 was sold by public tender and removed from the premises on December 17, 2012.

### 9.6.2 Building Maintenance

As management continued to improve the working conditions of staff and stakeholders the following work was under taken:-

- the floor of the kitchen and sections of the Scientific Laboratory and the walk way to the sanitary block was tiled and a bathroom constructed in the gents wash room;
- A concrete drive way constructed at the entrance of the garage;
- The floor of the Registry Department was carpeted and grill doors installed at the main entrance and the Generator Room at the eastern side of the building;
- Two (2) water tanks installed at the western side of the building to facilitate the flow of water during the calibration of tanker wagons. (Water meter test bench.);
- The concrete block testing laboratory was completed;
- The building at the northern side of the building was painted and one security light was installed;
- The Accounts, Conformity Assessment , Standards Development and the Public Relations Departments were carpeted ;
- Fire extinguishers and all Air conditioning Units were serviced ;
- The entire building sprayed to destroy roaches and other insects.

## **APPENDIX 1**

### **TECHNICAL COMMITTEES OF THE GUYANA NATIONAL BUREAU OF STANDARDS**

Standards are formulated by the work of Technical Committees comprising persons from various interest groups such as producers, consumers, technologists and professionals from private and public sectors. This type of partnership allows for transparency, openness and consensus to be achieved in the development of the standard. This approach, although time consuming, allows for adopted standards to be more readily accepted by all parties.

The following Technical Committees currently operate under the auspices of the Bureau:

**Table 1**

#### **Technical Committees**

<b>Technical Committees (TC) Number</b>	<b>Technical Committee</b>
TC 1	Agriculture
TC 2	Foods
TC 3	Chemical
TC 4	Electro technical Engineering
TC 6	Mechanical Engineering
TC 7	Consumer Products
TC 9	Laboratory Management
TC 10	Civil Engineering
TC 12	Tourism
TC 13	Wood Products
TC 14	Environment
TC 15	Management Systems

## **APPENDIX 2**

### **STANDARDS DEVELOPMENT PROCESS**

Guyana's standards are developed in accordance with the WTO's Code of Good Practice for the Preparation, Adoption and Application of standards. The following outlines the process undertaken:

The preparation of standards is undertaken upon the National Standards Council's Authorisation. Recommendations are made to the Council based on requests from National Organisation, the general public, existing Technical Committees, or Bureau staff.

On approval of the new work item, it is assigned to a Technical Committee. In the absence of a Technical Committee, a new Technical Committee is formed. A Technical Committee comprises of experts and stakeholders in the relevant field and a Bureau staff member serves as Secretary.

The draft document is then made available for general public comments. All interested parties, by means of a notice in the press, are invited to comment within a sixty (60) day period. In addition, copies are sent to strategic stakeholders on the subject.

The Technical committee considers all the comments received and amends the draft accordingly. The final draft is then recommended to Council. On Council's approval, notice of the standard is published in the local newspapers, and copies are placed for sale.

If compliance with the standard is deemed critical for the health and safety of consumers, Council may recommend to the Minister, Tourism, Industry and Commerce to declare the standard compulsory. The compulsory standard is then sent to the Attorney General Office for vetting and final review to ensure compliance with current legislation.

A national standard is reviewed and updated every five years in an effort to reflect the latest developments in safety and technological advancement, as well as current realities in the marketplace and consumer demands.

Amendments to, and revisions of standards formally require the same procedure as is applied to the preparation of the original standard.





## *Audit Office of Guyana*

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AG/114/2018

21 May 2018

**REPORT OF THE AUDITOR GENERAL**  
**ON THE GUYANA NATIONAL BUREAU OF STANDARDS**  
**ON THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 DECEMBER 2012**

Chartered Accountants PKF Barce los Narize and Company have audited on my behalf the financial statements of the Guyana National Bureau of Standards, which comprise the statement of financial position as at 31 December 2012, and the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, and a summary of significant accounting policies and other explanatory notes as set out on pages 3 to 11.

#### *Management's Responsibility for the Financial Statements*

Management is responsible for the preparation and fair presentation of these financial statements in accordance with International Financial Reporting Standards, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

#### *Auditor's Responsibility*

My responsibility is to express an opinion on these financial statements based on my audit. I conducted my audit in accordance with International Standards on Auditing (ISAs) issued by the International Federation of Accountants (IFAC), the International Standards of Supreme Audit Institutions (ISSAIs) and the Audit Act 2004. Those standards require that I comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial statements 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 entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

As required by the Audit Act 2004, I have reviewed the audit plan and procedures, working papers, report and opinion of the Chartered Accountants. I have also had detailed discussions with the Chartered Accountants on all matters of significance to the audit and had carried out additional examinations, as necessary, in arriving at my opinion.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my audit opinion.

#### *Opinion*

In my opinion, the financial statements present fairly, in all material respects, the financial position of Guyana National Bureau of Standards as at 31 December 2012, and its financial performance and its cash flows for the year then ended.

#### *Emphasis of Matter*

I wish to draw attention to the following four (4) matters. My opinion is not qualified in respect of these matters.

##### Submission of Audited Financial Statements

The Guyana National Bureau of Standards Act (Cap. 90:16) Section 38 requires the submission of the Audited Financial Statements within six (6) months after the year end. The Corporation is non compliant with the Act, which can impact funding from Parliament.

##### Financing from Government of Guyana

The Corporation has a balance of G\$135.98M, from the Government of Guyana, classified as Equity. I was unable to determine when and why this was given to the Bureau. International Accounting Standard Rule 20 requires that grant given should be matched against the expenses it was intended for on a systematic basis.

##### Pension Scheme

The Corporation contributes to a Pension Scheme for its employees and they are obligated to settle all expenses towards managing and administering the Scheme. The Scheme requires an actuarial valuation every three years. No evaluation was presented to me to determine if the Scheme is fully funded.

Benefits and Allowances

During the year, the Corporation paid tax free allowances amounting to G\$16.52M, without the approval of the Guyana Revenue Authority, which may assess for Income Tax up to the full amount. The amount of tax if fully assessed would be G\$4.96M.



AUDIT OFFICE  
63 HIGH STREET  
KINGSTON  
GEORGETOWN  
GUYANA

GUYANA NATIONAL BUREAU OF STANDARDS  
STATEMENT OF FINANCIAL POSITION  
AS AT DECEMBER 31, 2012

	Notes	G \$	G \$ 2011
<b>ASSETS</b>			
<b>Non Current Asset</b>			
Property Plant and Equipment	3	56,229,724	60,188,524
<b>Current Assets</b>			
Debtors	4	3,462,292	3,264,292
Cash in Bank/Hand	5	<u>35,786,903</u>	<u>21,252,303</u>
		<u>39,249,195</u>	<u>24,516,595</u>
<b>Total Assets</b>		<u>95,478,919</u>	<u>84,705,119</u>
<b>FINANCED BY:</b>			
Government of Guyana		135,984,951	128,316,951
Accumulated Deficit		<u>(42,054,630)</u>	<u>(44,728,125)</u>
		93,930,321	83,588,826
<b>Current Liabilities</b>			
Creditors	6	1,567,387	1,135,882
Suspense Account		<u>(18,789)</u>	<u>(19,589)</u>
		<u>1,548,598</u>	<u>1,116,293</u>
<b>Total Equity and Liabilities</b>		<u>95,478,919</u>	<u>84,705,119</u>

The financial statements have been approved for issuance by Management.....

ACCOUNTANT—Guyana National Bureau of Standards: .....

DIRECTOR—Guyana National Bureau of Standards: .....

GUYANA NATIONAL BUREAU OF STANDARDS  
STATEMENT OF COMPREHENSIVE INCOME  
FOR THE YEAR ENDED DECEMBER 31, 2012

	Notes	G \$	G \$ 2011
<b>Operating Income</b>			
Government Subvention	7	112,042,000	111,391,645
Income	8	<u>70,039,347</u>	<u>55,945,208</u>
		182,081,347	167,336,853
<b>Operating Expenditure</b>			
Employment Cost	9	98,245,817	91,549,450
Office Expenses	10	13,679,699	13,086,469
Other Admin Expenses	11	16,450,713	17,594,190
Others Goods and Services	12	34,337,501	22,705,681
Depreciation		<u>16,694,122</u>	<u>15,842,446</u>
		<u>179,407,852</u>	<u>160,778,236</u>
Net Surplus for the year		<u><u>2,673,495</u></u>	<u><u>6,558,617</u></u>

GUYANA NATIONAL BUREAU OF STANDARDS  
STATEMENT OF CHANGES IN EQUITY  
FOR THE YEAR ENDED DECEMBER 31, 2012

	Government of Guyana G \$	Accumulated Deficit G \$	Total Equity G \$
Balance as at 1 January 2011	119,286,951	(51,286,742)	68,000,209
Funds From Resources	9,030,000	-	9,030,000
Net Surplus for the year	<u>-</u>	<u>6,558,617</u>	<u>6,558,617</u>
Balance as at 31 December 2011	<u>128,316,951</u>	<u>(44,728,125)</u>	<u>83,588,826</u>
Balance as at 1 January 2012	128,316,951	(44,728,125)	83,588,826
Funds From Resources	7,668,000	-	7,668,000
Net Surplus for the year	<u>-</u>	<u>2,673,495</u>	<u>2,673,495</u>
Balance as at 31 December 2012	<u>135,984,951</u>	<u>(42,054,630)</u>	<u>93,930,321</u>



GUYANA NATIONAL BUREAU OF STANDARDS  
STATEMENT OF CASH FLOWS  
FOR THE YEAR ENDED DECEMBER 31, 2012

	G \$	G \$ 2011
<b>Cash Flow from Operating Activities</b>		
Net Surplus for the year	2,673,495	6,558,617
<b>Adjustments for:</b>		
Suspense	(18,789)	(19,589)
Depreciation	<u>16,694,122</u>	<u>15,842,446</u>
<b>Operating Profit Before Working Capital</b>	19,348,828	22,381,474
<b>Working Capital Changes</b>		
Debtors	(198,000)	(1,191,818)
Creditors and Accruals	<u>431,505</u>	<u>(503,264)</u>
	<u>233,505</u>	<u>(1,695,082)</u>
<b>Net Cash Flow Generated from Operations</b>	19,582,333	20,686,392
<b>Cash Flow from Investing Activity</b>		
Purchase of Tangible Fixed Assets	<u>(12,735,322)</u>	<u>(15,720,903)</u>
<b>Net Cash Outflow from Investing Activity</b>	6,847,011	4,965,489
<b>Cash Flow from Financing Activity</b>		
Funds from Other Resources	<u>7,668,000</u>	<u>9,030,000</u>
<b>Net Increase in Cash and Cash Equivalents</b>	14,534,600	13,998,509
Cash and Cash Equivalents - January 1	<u>21,252,303</u>	<u>7,253,794</u>
Cash and Cash Equivalents - December 31	<u>35,786,903</u>	<u>21,252,303</u>
<b>Analysis of Cash in Hand and Bank as at December 31</b>		
Cash on Hand	50,006	50,006
Bank	<u>35,736,897</u>	<u>21,202,297</u>
	<u>35,786,903</u>	<u>21,252,303</u>

GUYANA NATIONAL BUREAU OF STANDARDS  
NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED DECEMBER 31, 2012

1. Incorporation and Principal Activities

The Guyana National Bureau of Standards (GNBS) was established in March of the year 1984 under Act No. 11 of Parliament in the same year.

At the time the Bureau was located in the Ministry of Works compound, Fort Street, Kingston, until April, 1987, when the operations were moved to 77 West ½ Hadfield Street, Werk-en-Rust. The Bureau remained until the month of June in 1996 when the GNBS Office was located to Flat 15, National Exhibition Complex, Sophia, Greater Georgetown.

The Bureau has the legal status of a statutory corporation or a semi-autonomous agency. It is governed by a National Standards Council, whose members are appointed by the subject Minister. i.e. Ministry of Tourism, Industry and Commerce. Members of National Standards Council are drawn from organisations such as the Chambers of Commerce, University of Guyana, Guyana Manufacturers' Association, Regulatory bodies etc.

The Council meets monthly in order to carry out the work of the organisation which is executed through the various Technical Committees appointed by the National Standards Council. The Chairpersons of the respective technical committees are members of the council.

**GNBS Mission Statement**

To promote standardisation for economic development and consumer protection through standards development and consumer protection in partnership with key sectors through Standards, Metrology and Conformity Assessment.

**GNBS Objective**

The objective of the Guyana National Bureau of Standards is to promote standardization and quality systems in the production and importation of goods and services for the protection of the consumer and to advance local and thereby improving the quality of life for the people of Guyana, outlined in the Guyana National Bureau of Standards Act 11 of 1984.

2. Summary of Significant Accounting Policies

**(a) Accounting Convention**

The Financial Statements were prepared using the accrual basis and is in accordance with the General Accepted Accounting Principles.

**(b) Depreciation**

Depreciation is calculated using straight-line basis at the rates specified below which are estimated to write off the assets over their estimated useful lives.

Motor Vehicle	10%
Office Equipment	20%
Office Furniture	10%
Sundry Equipment	10%/20%

A full year's depreciation is charged on all assets purchased during that year.



GUYANA NATIONAL BUREAU OF STANDARDS  
 NOTES TO THE FINANCIAL STATEMENTS  
 FOR THE YEAR ENDED DECEMBER 31, 2012

3. Property, Plant & Equipment	Sundry Equipment and Office Furniture & Equipment G \$	Motor Vehicle G \$	Total G \$
Cost			
January 01, 2011	147,277,415	14,075,000	161,352,415
Additions	<u>15,720,903</u>		<u>15,720,903</u>
Cost/Valuation January 1 2012	<u>162,998,318</u>	<u>14,075,000</u>	<u>177,073,318</u>
Additions during the year	<u>12,735,322</u>	-	<u>12,735,322</u>
December 31, 2012	<u><u>175,733,640</u></u>	<u><u>14,075,000</u></u>	<u><u>189,808,640</u></u>
Depreciation			
January 01, 2011	92,959,848	8,082,500	101,042,348
Charged for the year	<u>14,854,946</u>	<u>987,500</u>	<u>15,842,446</u>
January 01, 2012	107,814,794	9,070,000	116,884,794
Charged for the year	<u>15,866,622</u>	<u>827,500</u>	<u>16,694,122</u>
December 31, 2012	<u><u>123,681,416</u></u>	<u><u>9,897,500</u></u>	<u><u>133,578,916</u></u>
Net Book Values			
December 31, 2011	<u><u>55,183,524</u></u>	<u><u>5,005,000</u></u>	<u><u>60,188,524</u></u>
December 31, 2012	<u><u>52,052,224</u></u>	<u><u>4,177,500</u></u>	<u><u>56,229,724</u></u>

GUYANA NATIONAL BUREAU OF STANDARDS  
 NOTES TO THE FINANCIAL STATEMENTS  
 FOR THE YEAR ENDED DECEMBER 31, 2012

4. Debtors	G \$	G \$ 2011
Debtors	<u>3,462,292</u>	<u>3,264,292</u>
5. Cash in Bank/Hand		
Cash in Bank A/C #: 688-109-8	6,963,040	6,158,006
Cash in Bank A/C #: 688-746-7	28,773,857	15,044,291
Cash in Hand	<u>50,006</u>	<u>50,006</u>
	<u>35,786,903</u>	<u>21,252,303</u>
6. Creditors		
Accruals	1,542,420	1,110,930
PAYE (C. Bacchus)	8,561	8,561
NIS (C. Bacchus, M. Peters etal)	11,212	11,212
Union Dues (A. Nelson)	700	700
Pension	8	(7)
Health Insurance	<u>4,486</u>	<u>4,486</u>
	<u>1,567,387</u>	<u>1,135,882</u>

7. Government Subvention

Income is derived principally from contribution secured from Central Government.

8. Income

Income earned during the year from such activities as registration of importers, course fees and verification of devices.

GUYANA NATIONAL BUREAU OF STANDARDS  
 NOTES TO THE FINANCIAL STATEMENTS  
 FOR THE YEAR ENDED DECEMBER 31, 2012

9. Employment Cost	G \$	G \$ 2011
Administrative Salary	13,195,023	9,387,346
Senior Technical	10,381,476	10,381,478
Other Technical and Craft Skilled	32,473,020	32,364,478
Clerical and Office Support	10,864,405	10,958,006
Semi-Skilled and Unskilled	4,521,454	4,468,990
Contracted Employee	-	282,775
Overtime	141,000	135,000
Employers, Contribution to NIS	4,872,502	4,842,458
Pension, Gratuity & Health Scheme	5,268,339	4,313,798
Benefits and Allowances	<u>16,528,598</u>	<u>14,415,121</u>
	<u>98,245,817</u>	<u>91,549,450</u>
10. Office Expenses		
Drugs and Medical Supplies	17,685	-
Field Materials and Supplies	719,794	259,754
Office Materials and Supplies	3,890,532	4,746,954
Print and Non-Print	167,648	897,671
Travelling and Subsistence, etc.	6,958,730	6,475,858
Postage and Telex	799,573	87,368
Janitorial and Cleaning Expenses	<u>1,125,737</u>	<u>618,864</u>
	<u>13,679,699</u>	<u>13,086,469</u>

GUYANA NATIONAL BUREAU OF STANDARDS  
 NOTES TO THE FINANCIAL STATEMENTS  
 FOR THE YEAR ENDED DECEMBER 31, 2012

11. Other Administrative Expenses	G \$	G \$ 2011
Maintenance and Rental of Building	5,083,699	5,046,289
Telephone and Electricity	7,815,797	7,599,984
Equipment Maintenance	1,786,992	4,174,004
Security Services	675,000	270,000
Others Service (184)	1,089,225	503,913
	<u>16,450,713</u>	<u>17,594,190</u>
12. Other Goods and Services		
National & Other Event	2,354,569	-
Fuel and Lubricants	5,878,831	4,944,305
Motor Vehicle Spares and Repairs	3,474,088	4,577,039
Overseas Conference	2,077,061	788,992
Refreshments and Meals	4,548,656	3,397,023
Training	3,125,714	65,000
International Organization	2,637,801	-
Others (194)	10,240,781	8,933,322
	<u>34,337,501</u>	<u>22,705,681</u>

