

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 2010

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 2010, 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 Metrology)	-	Weights & Measures (Legal 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

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EXECUTIVE SUMMARY

HIGHLIGHTS OF ACHIEVEMENTS FOR 2010

During the year 2010, 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 1,039 scales, 2,033 masses, 23 measures and 2087 electricity meters being initially verified for accuracy. For subsequent verification, 7,381 scales, 12,135 masses and 81 measures were verified for accuracy. At filling stations and bulk terminals 1512 petrol pumps, 107 bulk meters, 47 wagon compartments and 17 storage tanks were verified.

Inspectors also conducted surveillance activities and visited 9, 152 stalls/premises countrywide to ensure that all weighing and measuring devices used in commercial trade were verified and stamped. During these exercises, 1,312 scales, 935 masses and 53 measures 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 145 verifications on weighbridge scales used at sugar estates, rice industry and retail sectors and 89 Test Masses for the year 2010. Devices which were inaccurate were repair and re-verified to ensure accuracy is maintained.

For the year 2011, special emphasis would be placed on the further development of the Weights and Measures Programme in the various Regions, the verification of tanker wagon compartments primarily for private operators, the verification of water and electricity meters and 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, the reviewing and upgrading of the existing 1981 Weights and Measures Act and the development of Regulations for the said Act are 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 276 importers, 52 used-tyre dealers, 145 cellular phone dealers and 7 local manufacturers were registered with the GNBS for the importing, retailing and manufacturing commodities monitored by the GNBS.

The GNBS was successful in conducting a total of 1061 inspections at importers' bonds and warehouses for 2010. Commodities examined were mainly new and used tyres, electrical appliances, fertilisers, toys, furniture, cell phones, footwear, garments, paints, water pumps, bicycles, 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.

Further, a total of 23 industrial inspections were conducted at garments and furniture manufacturers' premises during the year to determine compliance with their respective National Standards. Most of the commodities examined were in compliance with their respective labeling requirements and where non-conformities were found, the manufacturers were sensitized on same so that corrective actions could be taken.

During the year, 86 consumer complaints were received by the GNBS, predominantly for electrical appliances and cell phones. Ninety-three percent 93% of the complaints were favourably resolved, 5 complaints were referred to the Ministry of Tourism, Industry and

Commerce for further investigation and 1 complaint is still pending further investigation by the GNBS.

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(3) Laboratory Services

During the year, Laboratories Services Department provided calibration services to industries, as 200 weights , 52 thermometers, 51 electronic balances, 18 calipers, 3 micrometers, 5 guages, 1 metre rule and 16 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 (33) gold samples were submitted both by the Product Certification Department and consumers to determine the purity of gold.

A total of 86 moisture meters were verified for the year. The moisture meters submitted were mainly from the rice industry.

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

Technical Assistance was provided to four (4) 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, five (5) to the ISO 15189 standard and three (3) to the ISO /IEC 17025 standard.

Technical assistance 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. Each company representative was responsible for ensuring that the non conformances identified during the review were addressed within an agreed time frame.

Five (5) 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, two (2) Poly Vinyl Chloride (PVC) pipe manufacturers and one (1) polypropylene pipe manufacturer are currently permitted to use the National Standards Mark on products certified to the respective national standards.

With respect to Accreditation programme, technical assistance was provided to five (5) inspection agencies, four (4) certification agencies and three (3) testing laboratories. Two critical factors affecting the completion of the management systems for certification and inspection bodies are training on the requirements of the respective standards and a clear indication of the roles and functions of inspection and certification bodies operating in Guyana.

For the laboratory Certification Programme, sixteen (16) quality manuals, and sixty two (62) technical manuals were submitted by thirteen (13) laboratories for review.

Five (5) renewal audits were conducted at Dr. Balwant Singh Hospital Laboratory, Eureka Medical Laboratory, Sigma Labs, Woodlands Hospital Laboratory and Georgetown Public Hospital Corporation Medical Laboratory for the year. The laboratories continue to meet the requirements of the standard hence; their certificates were renewed for another two years.

The National Public Health Reference Laboratory was certified on December 22, 2010 bringing the number of laboratories certified to six. The certification issued to the Georgetown Medical Centre Laboratory was withdrawn by the GNBS in March, 2010 due to major nonconformances within the laboratory's management system. During the year the GNBS ISO 9001 quality system was implemented in most Departments.

Ten (10) training programmes were executed by the department during the period to promote the implementation of management system standards and quality improvement tools in various organisations.

(5) Standardisation

During the year 2010, forty two (42) standards were approved by the National Standards Council. Twenty one (21) proposals for the development of national standards were approved by National Standards Council. The total amount of standards produced by the GNBS to date is five hundred and fourteen (514).

Forty eight (48) Technical Committee meetings were held for the following Draft National and Caricom Standards - Guidelines for noise emission into the environment; Labeling of retail packages of tobacco products; Specification for cassava bread; Specification for furniture – wooden; Specification for furniture – Indigenous (other than wood); Specification for Amchar/Kuchela; Code of practice for Bed and Breakfast facilities; Specification for polypropylene pipes wire and Guyana Legality Assurance System.

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Guyana was assigned the Regional Technical Committees for the revision of the Caricom Standard “Specification for the sampling, test and analysis for rice”.

Standard in the Gold jewellery sector were promoted through Small and Micro Enterprise workshops. National Building Codes were promoted through the Building Expo.

Awareness training were conducted for Business Support Organisations on “Standards and Conformity Assessment” and for Regulatory Agencies on “Good Regulatory Practices”

(6) Communication

The Division was able to execute most of its objectives as it continued to provide support to the technical departments, educate and sensitise stakeholders about the GNBS activities, organize GNBS participation in exhibitions and national events and give guidance and consumer advisories on matters pertaining to the selection of quality goods. During the year, the Division employed a number of communication strategies to effectively execute its duties. These include two (2) outreach visits to Region 7 and 9 as part of the efforts to provide information and garner feedback from residents of these outlying regions and participation in events such as: World Consumer Rights Day, World Metrology Day, GUYEXPO, National Quality Week, and University of Guyana Career Fair.

In 2010, the Division also issued nine (9) press releases, four (4) standards Advisories, Forty one (41) editions of the standards corner, twenty nine (29) notices, held fourteen (14) press briefing, twelve (12) school lectures for secondary school students, twelve (12) radio and television programmes and produced and published six (6) pre-recorded television programmes.

(7) Metrification

Sector Activities

Fifty five (55) sectors were visited in order to solicit their support in implementing the metric system in Guyana, determine their training needs and the status of metrification in their respective organizations.

The Agencies/ Organizations are listed below in the metrification section of the annual report.

Metrication Training

Ten (10) organizations benefited from metrication training in 2010 and there were also three (3) farmers' workshops in Regions 3, and 4. Where necessary, training was tailored to suit their respective work situations. Table below shows the organizations that received metrication training. In total **363** persons were trained.

Market Surveillance/ Intelligence

Listed below are the areas covered for the year 2010

2	Supernaam -Queenstown, Anna Regina Market, Charity market, Charity to Coffee Grove, Lima-Henrietta, Suddie Market, Supernaam-Anna Regina	598
3	Parika, Good Hope, arm, Meten-meer-zorg, Zeeburg, Leonora, V/Hoop, La Jalousie, Enterprise, La Bagatelle, Belfield, Ruimzeight, Maryville, Hague, Anna Catherina, Tuschen, Louisiana-Phoenix.	25
4	Supermarkets – Guynaz, C & F, Bonny's, Bounty chain, Nigel's, N & S Mattai, Guyana Stores, Fogarty's, MFK Trading, , Textile importers, Hardware dealers, Paints Dealers, Seafoods, Municipal markets – La Penitence, Kitty, Bourda, Stabroek, and Commercial areas around Georgetown	504
5	Bushlot, Bath Settlement, Hope Town	176
6	New Amsterdam, CWC- # 43Village, East Canje,	240
7	Bartica Markets, Bartica Shops	157
10	Central Mc Kenzie, Amelia's Ward, Old Kare Kora, New Kare Kora, West Wetouka, Burnham Drive, C/bug, Blue Berry Hill, Canvas City, Half Mile, One Mile, Block 22, Wismar, Hospitals, Health Clinics,	158
Total		1858

National Metrication Committee

Four (4) National Metrication Committee meetings were convened.

Metrication units Misuse

Twenty two (22) letters were sent to various stakeholders informing them about the use and the misuse of the Metric System.

Summary

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| (1) | Sector Visits | = | 55 sector Visits were conducted |
| (2) | Metrication Training | = | 14 Training Sessions were conducted |
| (3) | Surveillance/ Sensitisation | = | 1858 Stalls/Premises |
| (4) | NMC Meeting | = | four were convened |
| (5) | Metric Misuses | = | 22 Letters |

An article was also prepared for the Standards Information Bulletin.

(8) Standards Information

The Technical Standards Information Unit (TSIU) provided information to staff, university students, children, clients and stakeholders, so that they can be equipped to execute their tasks in a timely and efficient manner. Patrons had access to all reading materials, which were found to be beneficial and informative.

(10) Administration

During the year in review eighteen (18) employees from the Legal/Scientific Metrology, Standards Development and Conformity Assessment and the Finance Departments were exposed to overseas training .The training covered several areas in Metrology, Conformity Assessment Infrastructure, Supporting Trade, Management Practice for SMEs ,Quality Management Systems and Financial Management. Heads, of Department, personnel attached to the Conformity Assessment Department and other senior staff within the organization benefited from twenty eight (28) local training and 8 in- house sessions, designed towards staff development and improved performance. Further, an awareness session on the development of a Standardization Strategy for Guyana was held by Ms. Camella Rhone, Consultant from Jamaica through the Competitiveness programme.

Eight (8) Officers represented the Bureau at various overseas Conferences and Meetings during the year in review. While twenty nine (29) employees attended meetings/workshops, forums, business luncheon and projects on behalf of the organization.

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The staff appreciation and Long Service Award Ceremony during the last quarter of the year saw nine (9) members of staff honoured for their long and dedicated service to the GNBS at a simple ceremony held in the Training Room and attended by the Minister of Tourism Industry and Commerce, Chairman of the National Standards Council and Council members. The former Executive Director, Dr. Chatterpaul Ramcharran after sixteen years of delegated services to the development of the organization demitted office on June 01, 2010.

As the organization continued to improve the services provided to stakeholders one Inspector (1) was employed for the Lethem Office. In addition, two (2) employees of the Legal Metrology and Standards Compliance Department, and two (2) from the Administration and Finance Department were confirmed in their respective position.

Three (3) personnel of the Administrative Department, two (2) from the Conformity Assessment Department and one (1) from the Laboratory Services Department were promoted during the year at caption.

Three (3) employees were separated from the Bureau, two (2) through resignation and one (1) dismissal during the year under review.

As management continued to improve the working environment for staff and services to, stakeholders. Air Conditioning units were installed in the entire building and several other repairs were undertaken in both the interior and exterior of the Bureau.

REPORT FOR THE YEAR 2010

1.0 LEGAL METROLOGY PROGRAMME (Weights and Measures)

The main activities executed this year under the Legal Metrology (Weights and Measures) Programme were routine and in keeping with the Annual Work Programme for the year. These activities included the initial verification of devices manufactured locally and imported to determine compliance with manufacturing and importation requirements and accuracy prior to use i.e. the inspection and testing of new scales, weights, measures and metre rules before they are approved for use in commerce. Included also, was the subsequent verification of devices twice yearly, to ensure accuracy is maintained i.e., the inspection and testing of devices already in use in commerce. Among these activities were the verification of petrol pumps, bulk meters and tanker wagon compartments and calibration of storage tanks. In addition, surveillance of devices 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 facilitate the effectiveness of the programme.

Other activities such as In-house training, capacity building and public awareness were also carried out during the year for the professional development of GNBS Officers. Officers also attended meetings, conduct regional visits, attended metrology Seminars and Workshops overseas, participated 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 2010, four (4) manufacturers were licensed with the GNBS to manufacture scales and masses, and to convert devices from imperial to metric units, as compared with five (5) manufacturers of scale and masses for 2009, four (4) for 2008, five (5) for 2007, five (5) for 2006, five (5) for 2005, six (6) for 2004, nine (9) for 2003, and eight (8) for 2002. However, no manufacturer of measures was licensed during the period 2008-2010. The number of manufacturers licensed with the GNBS over the past five years had decreased but remained fairly consistent over the last five years. Further 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.

Inspection of premises 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 were generally adhering to manufacturing requirements stipulated by the GNBS and generally, devices manufactured locally by licensed manufacturers were submitted to the GNBS for verification prior to sale. In some situations minor non-conformances such as, the improper storage of working standards and unverified test masses were observed. However, these non conformities were drawn to the attention of the manufacturers and the necessary corrective actions were taken to address same.

Based on a decision taken by the National Weights and Measures Monitoring Committee in 2007 to ban the use of all inferior quality dial scales commonly used on the local market to conduct commercial trade, effective from January 01, 2008, since the said scales were not manufactured to be used for commercial purposes, were in both metric and imperial units, and the sale of the same were creating unfair competition for local manufacturers, who are required to manufacture only metric devices. Inspectors of the GNBS have continued surveillance inspections at sale outlets during the periods of April to June and October to December for the first and second half of the year, respectively and all unapproved dial scales seized during surveillance exercises were confiscated and disposed. The quantity of unstamped devices seized is reflected in **Table 4** under '**Surveillance Inspections**'.

Since the metric system is the only legal system of measurement in Guyana, it is recommended that only metric devices be manufactured and imported for use in trade. As a result, Inspectors of the GNBS conducted surveillance inspections at outlets selling new devices and in situations where new commercial devices were being offered for sale in both imperial and metric units, the devices were placed on hold and dealers were advised to convert same to metric and submit them to the GNBS for verification, prior to sale. In addition, devices that were not verified or approved by the GNBS were also seized and removed.

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

The initial verification of devices involves the inspection and testing of new 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 2010, **1039** scales, **2033** masses and **23** measures were initially verified during the year. **Figure 1 below shows** the monthly initial verification of devices verified for 2010, which indicate 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 June, August, September 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.

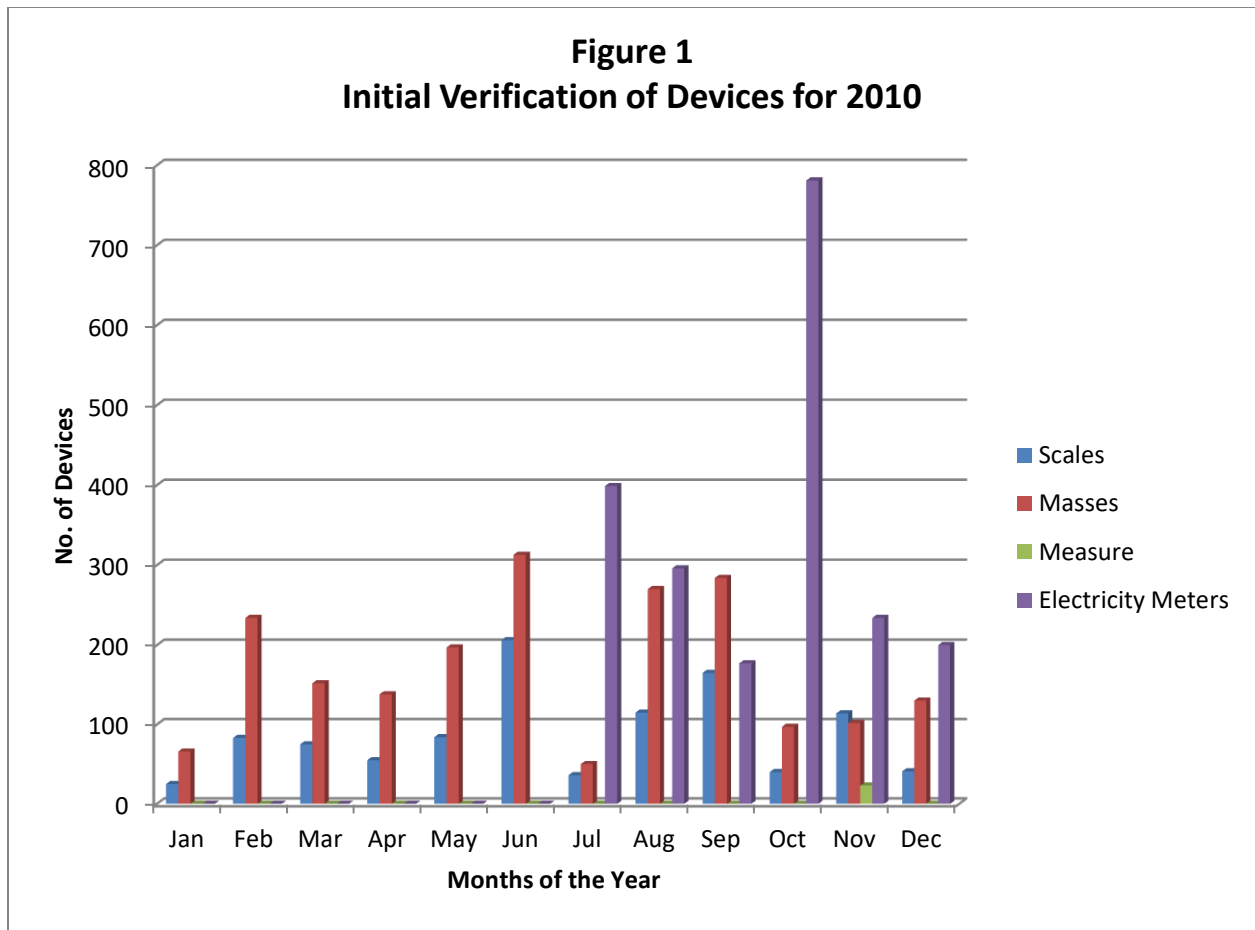


Table 1. below shows a comparison of devices initially verified for the years 2001 to 2010. The table shows that there has been a decrease in the number of scales, masses and measures initially verified this year, as compared with the years, 2001 to 2009. However, the number has remained consistent with figures for the years 2004, 2005, 2006, 2007 and 2008, 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.

The decrease in the number of devices initially verified clearly indicates that there has been an decrease in the demand for same on the local market, which could have been attributed mainly to fact that most vendors and shopkeepers would have already acquired devices and the fact that the equal arm scales which are locally manufactured are known to last for long periods, once they are properly used and maintained.

The fact that no metre rule was submitted for verification during the year is a clear indication that importers are not importing same for resale purposes and dealers are reluctant to use metre rules in their operation, as recommended by the GNBS.

The GNBS continued to experience difficulties with dealers and wholesalers of products sold by length. They hardly use verified metric rules, since consumers were 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 created unnecessary work for Inspectors of the GNBS to seize and remove such devices during surveillance inspections. In addition, the GNBS has experienced difficulties in getting dealers to import and stock metric rules, in order to create the availability of same on the local market and to eliminate the use of unverified imperial rules by dealers.

As a result, the GNBS would need to take appropriate legislative and enforcement actions to address this situation during the upcoming year through the reviewing and upgrading of existing Weights and Measures Legislation and the continued surveillance inspections of devices used for measuring textiles at sale outlets, in order to streamline this area of measurement. Further, the GNBS would continue to work with dealers in getting them to stock metric rules and greater efforts would be made to identify a manufacturer of measures to facilitate the availability of measures on the local market, since there is no existing manufacturer of measures.

**TABLE 1
INITIAL VERIFICATION OF DEVICES**

YEARS	SCALES	MASSES	MEASURES	METER RULES
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	-

Rejected devices were returned to manufacturers for rectification and further adjustments. Non-conformities identified during verification were highlighted to manufacturers at the time of verification to prevent a re-occurrence of same in the future. Some of the non-conformities identified included the improper finish of scales, adjusting cavities were beyond the required specification, the bottom of the masses were not securely affixed to the top and the manufacturer's identification and denominations on the masses were not clear. In situations where the rejected devices could not be rectified, the devices were scrapped and reworked by the manufacturers.

The GNBS continued to implement the revised specifications for the approval of new devices used in commercial trade, based on an agreement by importers and manufacturers of devices at a meeting held during the year 2008 to comply with the new specifications. Devices imported during the year for commercial purposes were subjected to approval against the new specifications and were initially verified by the GNBS prior to sale. Also, during the year, the GNBS conducted inspections at the ports-of-entry and sale outlets to ensure that devices imported and offered for sale are verified by the Bureau as required. Commercial devices offered for sale which were not verified were seized and removed. Manufacturers and importers have generally complied with the new requirements in the execution of their business as agreed at the meeting with the GNBS.

In addition, a special meeting with manufacturers of scales and masses was convened last September to discuss the manufacturing of masses with aluminum due to the scarcity of lead. As a result, samples of the masses were submitted for examination and after intense discussions, it was agreed that manufacturers would be allowed to manufacture masses with the lead and aluminum and aluminum only in situations where lead cannot be obtained locally at an affordable cost.

1.2.2 Verification of Electricity Meters.

The verification of electricity meters imported and installed on consumers' premises by the Guyana Power and Light (GPL) was re-commenced by the GNBS earlier in the year to ensure that meters installed on consumers' premises were reading accurately, as was required. Resulting from verifications conducted on a batch of **5480** meters imported and meters refurbished by the GPL Electrical Laboratory during the year, a total of **2087** meters were tested, of which **740** had to be calibrated and re-verified, since they were out of the 2% acceptable tolerance applied to electricity meters. The continuation of this activity during the year resulted from the acquisition of a new 110V/ 240V Test Bench by the GNBS and a meeting convened between the GNBS and GPL Loss Reduction Manager to establish an effective system to have all meters imported and installed on consumers premises verified by the GNBS prior to installation. Some of the matters discussed at the meeting were the traceability of meters imported to the timely payment of the GNBS for services rendered, the batch testing and sealing of meters verified by the GNBS to prevent tampering, the storage of meters imported by GPL and the installation of meter on consumers' premises that were unverified by GNBS.

The successful acquisition of the 110V Electricity Meter Test Bench, based on funding provided by International Development Bank (IDB) through the Prime Ministers' Office and the conversion of the GNBS existing 240V test bench to test both 110V and 240V electricity meters, had created the opportunity for the GNBS to re-commence this activity. However, after a short period of usage the new 110V Test Bench recently acquired started to malfunction and had to be re-shipped to its supplier to be repaired, which had resulted in the GNBS being unable to verify certain types of meters. Nevertheless, it is anticipated that this matter would be addressed shortly and the GNBS would be in a position to re-commence the testing of both 110V and 240V electricity meters imported by GPL. 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.

1.3 Subsequent verification of devices

The subsequent verification of devices involves the inspection of devices already in commercial use 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 **7, 381** scales, **12, 135** masses and **81** measures were subsequently verified for the year 2010. **Figure 2** shows the monthly subsequent verification of devices for 2010, 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 March, September and April, 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.

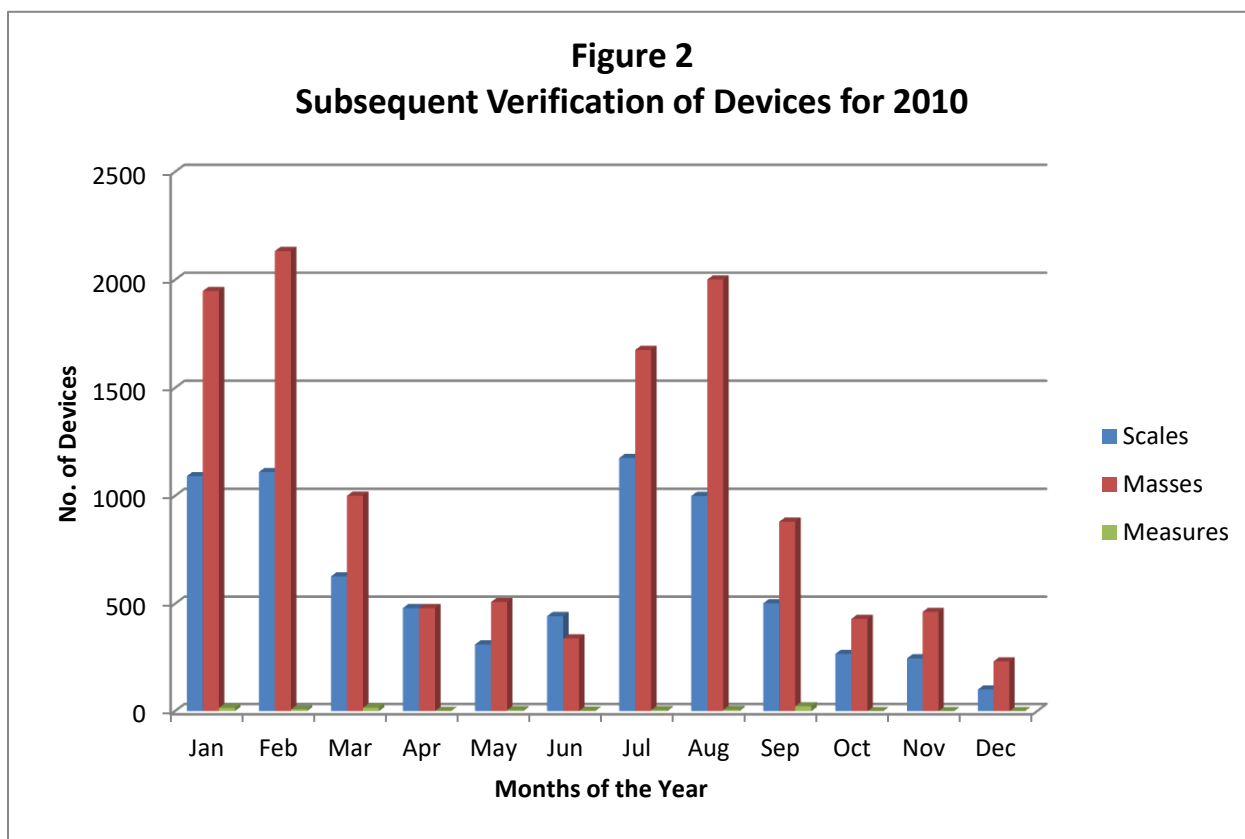


Table 2, below shows a comparison of devices subsequently verified for years, 2001 to 2010. There has been a slight decrease in the number of scales, masses and measures subsequently verified this year when compared with the previous year. However, the number of devices subsequently verified remains fairly consistent over the past six years except for Regions #1 and #8, where there are no Weights and Measures Officers.

It must be highlighted that inspite of efforts made by the GNBS to reach out to vendors and shopkeepers to facilitate the stamping of devices 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 reluctant to submit their devices for verification. 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 were using imperial masses on their metric scales. Further, in some situations devices submitted were in unacceptable condition and had to be rejected by Inspectors of the GNBS.

In light of the above, it is recommended that the 1981 Weights and Measures Act be urgently reviewed and updated to address the concerns highlighted and Regulations be developed to facilitate the effective implementation of the said Act. In addition, 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 and increased public awareness is heavily dependent on the availability of additional transportation for Inspectors of the GNBS, appropriate facilities to conduct verification activities, adequately trained personnel and the acquisition of additional tests masses and other relevant equipment that are essential in facilitating the timely and effective execution of verification activities.

The subsequent verification of devices used in trade has impacted significantly on commerce in Guyana and has facilitated the trade of products regionally and internationally, since at least 90% of devices in use were verified during the year thus, ensuring that overseas buyers and consumers receive the correct quantities of goods purchased. Additionally, with the acquisition of the necessary resources 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.

TABLE 2
SUBSEQUENT VERIFICATION OF DEVICES

YEAR	SCALES	MASSES	MEASURES
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

1.3.2 Verification of Weighbridge Scales and Large Capacity Test Masses.

The verification of weighbridge scales used 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, **145** verifications of weighbridge scales were carried out and on **41** occasions scales tested had to be calibrated, since they were found to be inaccurate. The Bureau was successful in verifying **3** weighbridge scales used at sugar estates, **36** weighbridge scales used in the rice industry and **27** known weighbridge scales used in the other industries, for the first and second half of the year, respectively, as compared with 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. There has been a slight decrease in the number of verifications carried out by the GNBS this year as compared with the year 2009. The slight decrease in verifications carried out could be attributed to the fact that 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 was found to be accurate based on tests carried out; however, those that were found to be inaccurate were subsequently adjusted and re-verified to obtain accuracy. Some of the scales were also found in deplorable conditions, which often result in their inaccuracies after testing and as such, they were subsequently serviced and re-verified.

In addition, a total of **89** Test masses were verified by the GNBS at Demerara Sugar Terminal for 11 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.

However, 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 late acquisition 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 better transparency in the rice industry.

In addition, it is worthwhile to note that although all the scales used in the rice industry were fitted with electronic indicators, based on the new Regulations enacted by the GRDB in 2007 under the Paddy and Rice Grading Act, which stipulates that all scale with a capacity in excess of two metric tonnes must be fitted with an electronic display to show the weight in kilogram, some millers were still operating with electromechanical scales, which are subject to tampering and becoming inaccurate after continuous usage over a period of time of weighing. As a result, some level of irregularities was experienced by farmers during the year.

In light of these concerns raised by the Guyana Rice Development Board (GRDB) and the Rice Producers Association (RPA) and numerous complaints received from farmers and other consumers, regarding short weight received in commerce during the year 2009. The GNBS had since reviewed its verification procedures to render it more effective by using the weight of the Test Truck along with the test masses to test weighbridge scales at a higher capacity, in the interim, until additional test masses could be acquired. Further, the GNBS has written to millers using electromechanical scales to take urgent actions to have their scales convert fully to electronic, however, the Bureau has been experiencing difficulties in addressing this matter due to the lack of updated Weights and Measures Act and Regulations. Also, the GNBS was successful in acquiring ten tonnes of test masses through the Competitiveness Project and has budgeted for a high capacity Test Truck and Electronic Balance in the 2011 budget, to facilitate the calibration and transportation of test masses to conduct verification activities in the New Year.

The actions taken by the GNBS is 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 Electronic Balance and a proper functioning test truck with at least 20 tonnes carrying capacity, to credibly perform the verification of weighbridges scales used in industries.

Further, there is need for stronger penalties to 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, 512** petrol pumps, **17** storage tanks, **47** tanker wagon compartments and **107** bulk meters verifications were carried out during the year for company-owned stations belonging to Sol, Guyoil and Texaco Petrol Companies, and private stations countrywide, of which, **411** petrol pumps were calibrated for the various petrol companies and private stations countrywide for the first and second half of the year, 2010, of the 411 pumps calibrated **283** were over delivering and **128** were under delivering, while of the **70** bulk meter calibrated **43** were over delivering and **27** were under delivering. **Figure 3** shows the monthly verification of volumetric devices for 2010, 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 3
Verification of Volumetric Devices for 2010

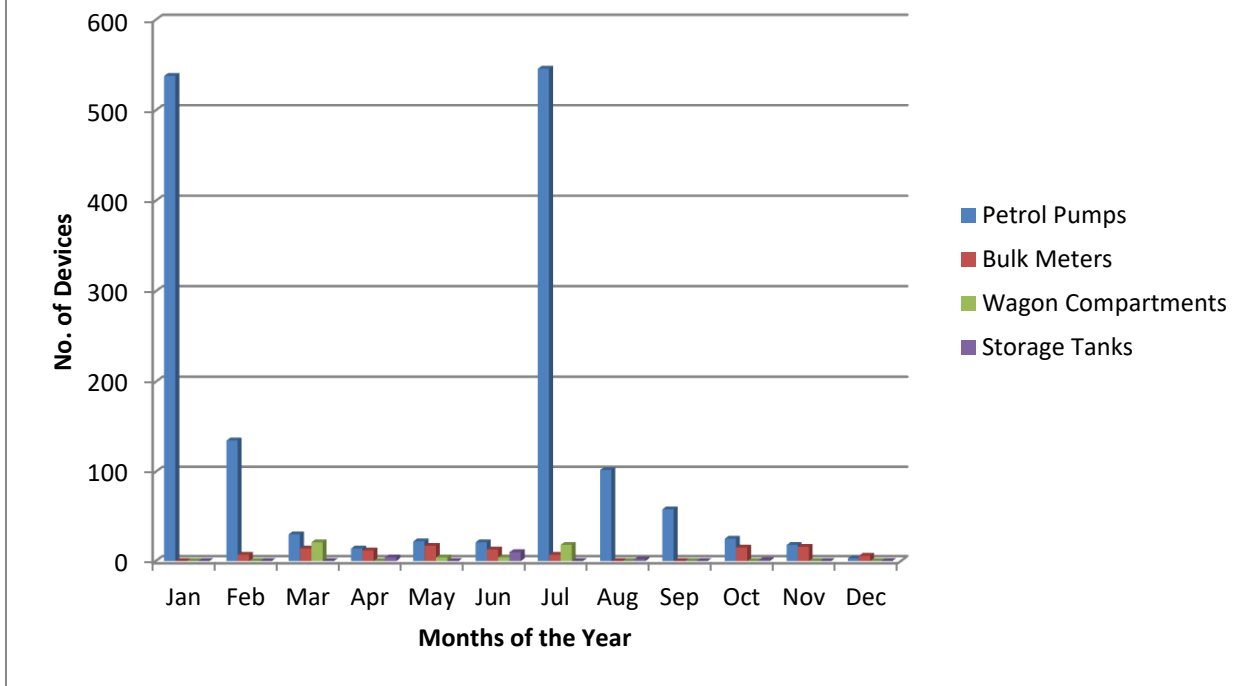


Table 3, below shows a comparison of petrol pumps, bulk meters, wagon compartments and storage tanks verified for the years, 2001 to 2010. The GNBS recorded the highest number of petrol pumps, bulk meters, wagon compartments and storage tanks verified this year when compared with the previous years. The increase in petrol pumps could have been attributed to the opening of new service stations by companies and private owners over the years 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 installation of new meters, maintenance of existing meters and the acquisition of new tanker wagons by Petrol Terminal 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, which were experienced by companies.

It was observed that there was an increase in the number of pumps and meters calibrated this year when compared with the year 2008. This is an indication that petrol pumps and meters used by service stations and at Petrol Terminals are deteriorating due to continuous use and the wearing of parts. Dealers were advised to conduct periodic maintenance of petrol pumps and meters and take the necessary corrective actions, to replace old and defective meters and pumps where necessary. This is essential in order to maintain the accuracy of the meters and to ensure consumer protection and equity in trade. Also, it was noted that most of the petrol pumps and bulk meters that had to be calibrated were over delivering in favour of the consumers and dealers.

The verification of petrol pumps twice yearly is a very significant activity that impacted primarily on vehicle owners since at least 98% of petrol pumps in use in Guyana were verified, thus ensuring that they receive the correct quantities of fuel purchased from service stations. In addition, the verification of bulk meters and tanker wagon compartments at petrol terminals, which was formally commenced by the GNBS in 2007, was conducted routinely during the year, which also provided assurance to petrol dealers in receiving the correct quantities of product purchased from 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 visited for corrective actions to be taken. Follow up inspections conducted by GNBS Inspectors revealed that non-conformities highlighted previously were addressed in most situations. 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 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.

Some dealers and technicians continued to remove security seals from the adjusting mechanism of pumps verified without obtaining permission from the GNBS, to allegedly carry out repairs. In such situations the dealers and the parent company were seriously cautioned in writing to desist from such malpractice or face prosecution. No prosecution was filed on those occasions since the 1981 Weights and Measures does not make provisions for such misconduct by dealers and the penalties and fines stipulated in the said Act are insufficient. In addition, based on the fluctuation in the prices of fuel on the international and local markets, some dealers were advertising their products in imperial units (as per gallon), although their pumps are verified and are operating in metric quantities (litres).

Further, the GNBS had encountered problems at Petrol Terminal to effect the verification of bulk meters at the Jetty, since it was not possible for the GNBS Test Measure to gain access to the meters positioned at the Jetty where the products are dispensed into boats to effect verification. As a result, in some situations where it was not possible meters were not verified. Also, the GNBS continued to experience difficulties with 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 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. Nevertheless, the GNBS was successful in completing the verification of bulk meters at Petrol Terminals, twice yearly despite the challenges encountered.

In light of the above, petrol companies and private owners of petrol stations were encouraged by the GNBS to ensure the continuous maintenance of petrol pumps, bulk meters and tanker wagons in use, since they are mechanically operated and tend to become inaccurate after continuous usage due to the wearing of parts and other factors. However, in situations where maintenance was carried out, the GNBS must be notified in order to remove the security seals and effect the re-verification of the petrol pumps or bulk meters after repairs and calibration. This is necessary to ensure pumps are delivering accurately and to avoid consumers from being cheated. In addition, pumps are required to be properly labelled with the total sale, price per litre and volume in order to provide guidance to consumers when purchasing products. Further, products must be advertised and sold in metric quantities, since pumps are verified and are operating in metric units. The reviewing and upgrading of the 1981 Weights and Measures Act to make provisions for persons found tampering with GNBS security and approval seals, to ensure the effective use of only the metric system and to prevent petrol companies from using non conforming devices and defective tanker wagons in their operation, although not verified by the GNBS, it is vital for the GNBS to improve the efficiency and effectiveness of its services provided and to enhance safety in the petroleum sector.

Realising the challenges faced to effectively carry out the verification of bulk meters at Terminals, the GNBS had incorporated the additional time spent by GNBS Inspectors at the Petrol Terminals into its cost for the services provided and had written to the petrol companies highlighting the difficulties encountered and seeking their cooperation in facilitating the verification of bulk meters at petrol terminals and facilitating corrective actions in a timely manner. Also, the GNBS continued to seek funding from the Competitiveness Project to review and update the 1981 Weights and Measures Act, since this activity is critical to its operations.

It should be noted that petrol pumps in operation in Region 1 were not verified by the GNBS for the year due to the absence of a Weights and Measures Officer in the Region during the year and the lack of funding to visit the Region periodically, as is required to execute such activity. It is therefore necessary for the GNBS to be provided with adequate resources in its Annual Budgetary Allocation to enable the Bureau to effectively carry out the verification of petrol pumps operating in all the Regions of Guyana, in order to ensure consumer protection and equity in trade.

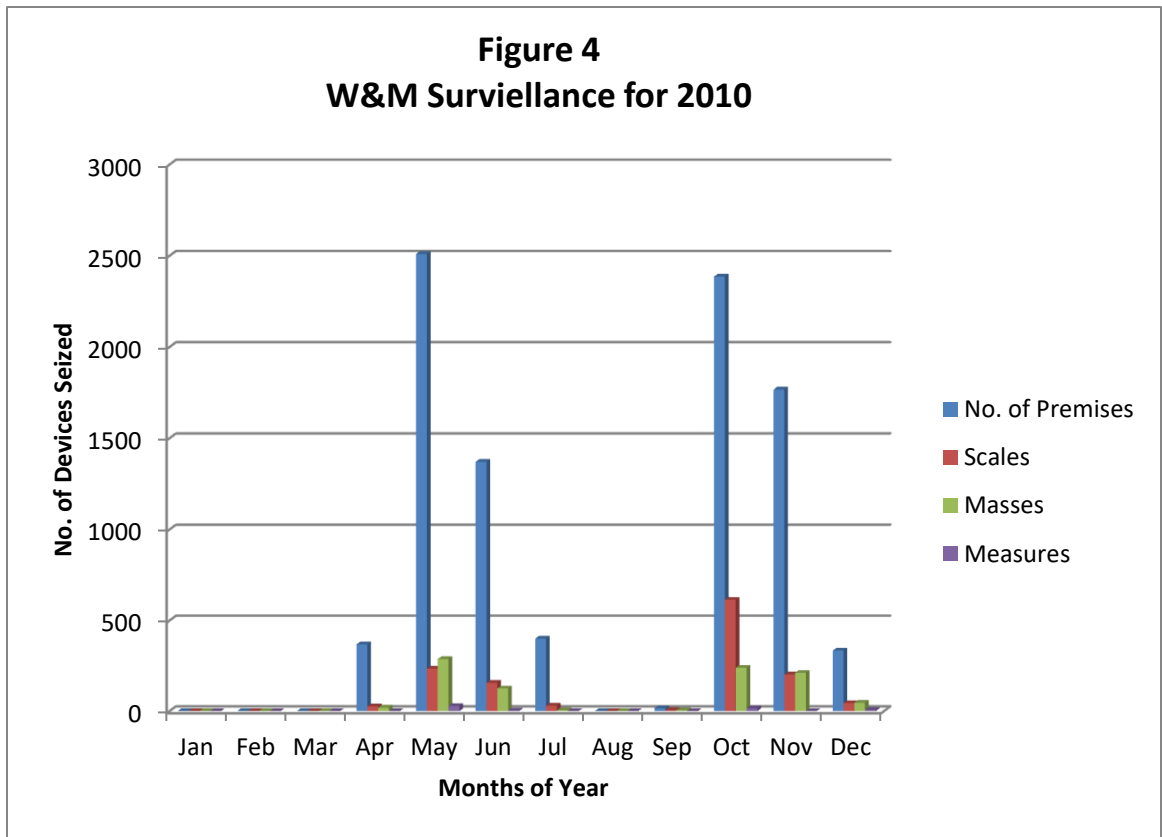
TABLE 3
VERIFICATION OF PETROL PUMPS

YEARS	PUMPS TESTED	PUMPS CALIBRATED	BULK METERS	WAGON COMPARTMENTS	STORAGE TANKS
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

1.5 Surveillance inspections

Surveillance activities involve the inspection of devices used at shops and markets to ensure that devices used for trade are stamped and are in good condition as required by the GNBS. These activities are 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 are not verified for the current period and in a deplorable condition are seized and removed and the necessary corrective actions are taken before the devices are verified and returned to the vendor or shopkeeper.

Based on surveillance exercises carried out for the year 2010, a total of **9, 152** stalls/premises were visited, as compared with 9,900 stalls/premises for 2009, 372 stalls/premises visited for 2008, 6,593 premises/stalls visited for 2007, 7,524 premise/stalls visited for the year 2006 and 5,151 premises/stalls visited for the year 2005. **Figure 4** shows the monthly surveillance of devices for 2010, 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.



Resulting from surveillance exercises conducted at markets and shops during the year 2010, a quantity of **1, 312** scales, **935** masses and **53** measures were seized and removed, since they were found to be unjust or defective, in comparison with 1,300 scales, 1,199 masses, 24 measures and 2 rules were seized and removed in 2009, 937 scales, 1,348 masses and 38 measures seized and removed in 2008, 1,054 scales, 1,248 masses, 47 measures and 35 rules seized and removed in 2007, 969 scales, 1,480 masses, 54 measures and 16 rules seized and removed in 2006 and 950 scales, 1,309 masses, 237 measures and 172 rules seized and removed in 2005. **Table 4**, shows a comparison of Weights and Measures surveillance inspections conducted for the years 2001 to 2010. There was a slight decrease in the number of surveillance inspections carried out in 2010 when compared with the previous year, which is attributed to the absence of Weights and Measures Officers in Regions #1 and #8 and the lack of cooperation from the Regional Administration, hence no surveillance activities was carried out for the first and second half of the year in these Regions, in order to ensure devices used in trade are verified, as required.

Although there was a decrease in the number of devices verified this year when compared with the previous years, the number of scales and measures seized and removed during surveillance inspections for the year 2010 had increased. However, the quantity of masses and rules seized and removed had decreased. The increase in the number of scales and measures are still reluctant to have their devices verified, while the decrease in masses seized is an indication that vendors and shopkeepers are using more verified metric masses instead of unverified imperial masses and the continuous seizing of unverified imperial masses from sale outlets over the previous years had result in a decrease in the use of same in trade. Nevertheless, at least 85% of the masses seized during surveillance exercises carried out by the GNBS for the year were un-verified imperial masses, although the GNBS has been continuously seizing and removing these weights from the various sale outlets over the past six years and are disposing of them in manner that vendors and shop keepers cannot have access to 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, which had contributed to the increase in the number of scales seized and removed during surveillance inspections conducted for the year. As a result, these devices become inaccurate, although they might be stamped for a particular period. This has resulted in the seizure of all unstamped and defective devices, which were found at markets and shops during surveillance inspections. The quantity of unstamped and defective devices seized is reflected in **Table 4** under 'Surveillance Inspections'. Devices seized 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 adapt 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, vendors and shopkeepers must desist from using imperial masses on metric scales and selling imperial quantities on metric scales.

As a result of the reluctance of vendors and shopkeepers to adhere with 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. This initiative was introduced effective from January 01, 2009, to address the existing problem of vendors and shopkeepers not submitting their devices for verification. 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 the need for stronger fines and penalties to ensure compliance to the said requirement, which is vital to ensure consumer protection and equity in trade.

The use of dual mode devices 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 surveillance inspections at shops and markets, Inspectors of the GNBS had continued to encounter difficulties as it relates to the lack of cooperation of Police Officers, since they were reluctant to intervene in situations where Inspectors were obstructed from carrying out their duties and as a result, the exercise had to be discontinued. Also, in some situations 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 some instances, the number of Inspectors used to execute surveillance inspections was inadequate and as a result the exercises were not effective, as expected.

Consideration must be given to the employment of additional Inspectors for the GNBS Head Office in the new year and for the acquisition of additional transportation 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 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.

The numerous difficulties encountered by Inspectors in the execution of Weights and Measures activities in the field, throughout the various Regions Guyana, has created the need for urgent attention to be given to the revision of the 1981 Weights and Measures Act and the development of Regulations to facilitate the effective enforcement of the said Act. This is necessary, since the existing penalties are too small and vendors and shopkeepers are capitalising on the situation by cheating consumers through the use of unverified and defective devices, which is affecting the effectiveness of the Legal Metrology Programme in Guyana. Therefore, there is need for stronger penalties to be instituted on importers, dealers, manufacturers, vendors and shopkeepers found selling and using unverified devices.

TABLE 4**WEIGHTS AND MEASURES SURVEILLANCE OF DEVICES**

YEAR	NO. PREMISES/STALLS	SCALES	MASSES	MEASURES	RULES
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	-

1.6 Consumer Complaints

During the year, four complaints regarding the short weight of salt fish and grocery purchased and paddy supplied to Millers were received by the GNBS. Investigations conducted on the complaints relating the salt fish and grocery revealed that the net weight of the fish was below the stipulated quantity, however, the weight of the fishes offered for sale was corrected and actions were taken by the Supermarket to prevent a re-occurrence. The scale used to weigh the grocery was found to be inaccurate and was not verified by the GNBS for the corresponding period. As a result, the scale was seized and removed and was subsequently verified and return to the shopkeeper.

Regarding the short weight of paddy supplied to rice mills in Region #2, visits were conducted by the GNBS Representatives in Region #2 at the Mills and contact was made with the GRDB Representatives present. The procedures relating to grading, moisture determination and weighing of paddy were discussed with the Representatives and the various scales in use were checked to verify accuracy. It was observed that the scales checked were weighing accurately and the various procedures were being followed at the Mills. The farmers who complained were advised to raise any discrepancy observed during the selling process with the GRDB Representative present at the Mill, since no discrepancy was found at the time of the GNBS visit.

1.7 National Weights and Measures Monitoring Committee Meetings

Monthly meetings of the National Weights and Measures Monitoring Committee, which is constituted of Weights and Measures Officers of the various Regions, Director of the GNBS (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 December. The objective of these meetings was to facilitate open discussions on matters relating to weights and measures and metrication activities and to obtain 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, according to the National Work Programme 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. The GNBS had made several attempts to address some of the concerns raised at the meetings, through the Regional Executive Officer (REO) and the Regional Chairman of these Regions. As a result, the GNBS was successful in having some of the matters resolved at the Regional Administration level. However, although commitments were received from the Regional Executive Officers of the various Regions these activities were not sustained in the Regions. As a result, much progress was not made in some Regions and some of the matters are yet to be addressed by the Regional Administrations. In addition, matters discussed and agreed at the monthly meetings 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.

The GNBS continued to experience difficulties with Regions #1 and 8, since the Weights and Measures Officers in these Regions had resigned and the Regional Administration is not active in appointing new Officers to facilitate the execution of activities in these Regions. As a result, no weights and measures activities are presently being executed in these Regions. This matter would be addressed in the New Year.

1.7.1 Regional Visits

Visits conducted to Regional Weights and Measures Offices in Regions #3 (Vreed-en-hoop & Leguan), #4 (Enmore), #5, #7 and #10.

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 it was discovered that some Officers were guilty of not adhering to the requirements and, as a result, equipment and records were not properly kept and the work output in some Regions was unsatisfactory. As a result, the respective Officers were cautioned on the issues and meetings were convened with the Regional Executive Officers of these Regions to discuss the non-conformities and the possible resolutions. Nevertheless, most of the non-conformities were subsequently addressed; however, it is recommended that the GNBS conduct more frequent visits to these Regions in the New Year to ensure the effective functioning of the Regional Weights and Measures Offices.

Visits conducted to Regions #1 and #8.

As a result of the absence of a Weights and Measures Officer in Region #8 Inspectors of the Legal Metrology Department of the GNBS visited Region during the year to conduct the verification of scales, masses, Measures and petrol pumps used in trade within the Region. Resulting in a total of 4 scales and 4 petrol pumps being verified. In addition, stakeholders were sensitised on the use of the metric system and devices recommended for trade, since most shopkeepers were using the unapproved dial scales. During the visit a meeting was convened with the Regional Executive Officer and a range of matters affecting the execution of Weights and Measures activities in the Region were discussed.

No visit was conducted to the Region #1, since the appointed Weights and Measures Officer had resigned and the Region is in the process of appointing a new Officer through the PSC. Presently no weights and Measures activities are conducted in the Region.

Visit conducted to Region# 2, 6 and 9.

Routine visits were conducted at the GNBS Branch Offices in Regions #2, #6 and #9 by the Head of the Legal Metrology Department of the GNBS 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 Offices in Regions #6 and #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 regions 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 recording and interviews organized by the said Department 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

Continuous internal training was conducted for Inspectors of the Department throughout the year in various subject areas, in order to increase their knowledge of the various activities conducted by the GNBS and to improve their competency on the job. Some of the main subject areas covered during the year were the procedure for the operating principles of weighbridge scales, calculation of maximum permissible error (MPE) for scales, record keeping, new fee structure, testing procedures for non-automatic weighing instruments, types, components and operational procedures of bulk and flow meters, determining the net contents of prepackaged goods, tanker Wagon Compartments used at Petrol Terminals using the 2000L Seraphin Test Measure and Metrication. The training conducted for Inspectors has proven to be very beneficial, especially the new Inspectors joining the Department during the year, since improvements in their performance were evident in the execution of their duties, which offered greater flexibility in the execution of activities within the Department. In addition, it also provides Inspectors with the necessary knowledge and approach required to effectively conduct their duties in a professional manner.

The Department was also involved in the training of new Inspectors and Inspector Assistants who were appointed during the year. The training conducted for these Officers were both theoretical and practical and provides Officers with the basic knowledge to effectively carry out their Weights and Measures and Standards Compliance duties. **(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 external training within Guyana and overseas in the area of Legal Metrology during the year, as part of SIM, CARIMET and CROSQ/PTB activities to develop 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 Quality Management Systems based on funding provided by the Competitiveness Project to help Senior Personnel and Managers to implement the Quality Management Systems within the Department and to better deal with problems affecting their day to day operations and how to solve these problems:-

Quality Management Systems ISO/IEC 17025- GNBS - Guyana.

Lead Auditor Quality Management Systems ISO/IEC 17025- GNBS - Guyana.

Safety Management of Laboratories – GNBS – Guyana.

Estimation of Uncertainty – GNBS/CROSQ – Guyana.

NMI User Relations Workshops – CROSQ/PTB – Dominica.

**CARIMET Workshop on the Verification of petrol pumps and weighing machines-
GNBS/CROSQ – Guyana.**

Measurement Toolkit – GNBS/CROSQ – Guyana.

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:-

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

CARIMET – Caricom Member of States – Discuss Carimet Activities

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

Western Scientific Co. Ltd. – Purchasing of Equipment.

Local manufacturers – Discuss requirements for the manufacturing of scales and masses.

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 at the National Conformity Assessment Committee which was established to foster closer relationship with the various Regulatory Agency 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, three 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 favourable responses from the Guyana Energy Agency, Guyana Rice Development Board and the Fisheries Department of the Ministry of Agriculture who cooperated with the GNBS in implementing the said requirement, during the year. However, despite several follow-up letters sent by the GNBS to the GGMC, GFC and the Food and Drugs Department on the said matter and meetings held seeking their cooperation, to date, no system was implemented by these agencies to effect the verification of devices used in these sectors. The GNBS would follow-up with these agencies in the new year to address same.

1.10.2 Acquisition of Equipment

Based on funding provided in the 2010 Capital Budget, the Department was successful in purchasing one 20L and one 5L Seraphin Test Measures and one 250 ml, one 500 ml, one 1000 ml and one 2000 ml Measuring Cylinders from Scientific Supplies and Technology in the USA. The 20L and 5L Test Measures acquired was handed over to the GNBS Branch Office in Region #9 to conduct the verification of petrol pumps at service stations operating in that Region, while the measuring cylinders would be used by the GNBS Head Office to conduct internal verification of liquid capacity measures and wagon compartments at Petrol Terminals.

In addition, two 250 kg, two 500 kg and two 1000 kg Test Masses were acquired from the Western Scientific Company in Trinidad and six 250 kg, four 500 kg and eight 1000 kg Test Masses were fabricated locally by the Brass Aluminium and Cast Iron Foundry Ltd, from funding acquired from the National Competitiveness Project. The Test Masses acquired would be used by the GNBS to enhance the verification of weighbridge scales used in industries.

Further, one Reference Energy Meter and one Fully Certified Master Meter were purchased during the year based on funding acquired from the National Competitiveness Project and is expected to arrive in Guyana shortly. The Reference Energy Meter would be used to calibrate the meters on the two existing Electricity Meter Test Benches used by the GNBS and for other clients desirous of obtaining similar services, while the Fully Certified Master Meter would be used to conduct the verification of bulk meters used at Petrol Terminals.

Also, the GNBS had purchased one 10 L and one 20 L stainless steel Test Measures to facilitate the setting up of the Water Meter Test Bench, to test water meters imported by GWI prior to the installation on consumer's premises and one Electrical Chain Hoist along with the required steel structures to accommodate the use of the Chain Hoist.

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

Based on discussions held with several Quality Management Systems Consultants, it was decided that the verification activities of the Department would be certified to the ISO/IEC 17025 Quality Management System Standard, in order to obtain accreditation and to improve the operational efficiency and better serve stakeholders. As a result, the Department made considerable stride in preparing the relevant procedures and working instructions for the various activities conducted under the Legal Metrology Programme. However, the Department is presently working on the Quality Manual in collaboration with the Laboratory Services Department, in an effort to complete same and to facilitate implementation. The procedures were prepared in accordance with the ISOIEC 17025 standard and were approved by the Conformity Assessment Department and are presently being implemented within the Department.

1.11 Monitoring and Evaluation

The primary activities scheduled in the Legal Metrology Annual Work Programme for 2010, which included the initial and subsequent verification of weighing and measuring devices, Weights and Measures surveillance inspections at shops and markets for the first and second halves of the year in order to ensure that devices used for commerce were verified for the corresponding periods, regional development and metric sensitization activities to facilitate the use of the metric system and to educate stakeholders on activities conducted under the Legal Metrology Programme were achieved during the year, with the exception of the reviewing and updating of the 1981 Weights and Measures Act, preparation of Regulations for the said Act, the setting up of the Water Meter Test Bench and the Calibration Rack and the checking of net contents of prepackaged goods, except for complaints relating to net contents of products purchased by consumers and farmers not receiving the correct weight for paddy supplied to rice mills which were addressed during the year. Nevertheless, the Department was able to complete approximately 90% of the activities outlined in the Legal Metrology Annual Work Programme for 2010.

The reviewing and updating of the 1981 Weights and Measures Act, preparation of Regulations for the said Act, the setting up of the Water Meter Test Bench and the Calibration Rack and the checking of net contents in prepackaged goods, which accounts for the remaining 10%, were not achieved mainly due to the delay in completion of the National Standard Strategy Project, which is expected to provide recommendations for the reviewing and upgrading of the 1981 Weights and Measures Act and the development of Regulations to facilitate the enforcement of the said Act, and the involvement of Inspectors in the execution of other activities within the Department. The GNBS would continue to seek assistance from the Competitiveness Project in providing the

necessary funding to facilitate the reviewing and upgrading of the 1981 Weights and Measures Act and the development of Regulations for the said Act, based on the recommendations emanating from the National Standards Strategy Project. The GNBS would also explore the possibility of using the Dominica Model Act to assist in the reviewing and upgrading of the 1981 Weights and Measures Act and the development of Regulations for the said Act, in the New Year.

The checking of the net contents of prepackaged commodities is not adequately addressed in the existing 1981 Weights and Measures Act and 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. However, in situations where complaints relating to short weight were received by the GNBS the necessary investigations were carried out and appropriate corrective actions were taken to address same.

The setting up of the Water Meter Test Bench and the Calibration Rack was further delayed due to the late acquisition of critical components to facilitate the installation of same. However, the Water Meter Test Bench and the Calibration Rack would be in full operation by January, 2011, which would facilitate the verification of water meters imported by GWI and the calibration of private Tanker Wagon Compartments.

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.

However, there is need for the acquisition of a larger capacity Test Truck and a 2500 kg mass comparator to transport and calibrate the 1000 kg capacity test masses, respectively, additional 20 kg cast iron standard test masses for the Regional Weights and Measures Offices to test platform scales used in the various Regions, computers for the Department, thermometers for the 2000L seraphin` test measure, remolding of the existing **500 kg** test masses into approved standard masses and safety gears for Inspectors to work in the field. In addition, the completion of the setting up of the calibration rack is necessary to facilitate the calibration of the 2000L seraphin and the verification of tanker wagon compartments in the New Year.

1.12 Projections

The Department would continue its routine activities based on the Annual Work Programme for the New Year, since the activities carried out by the Department regulatory-based, in order to provide consumer protection and equity in trade. The Annual Work Programme for 2011 would be prepared based on guidance from the Strategic Plan developed by the GNBS based on recommendations by the Consultants who executed the Public Management Modernisation Programme (PMMP) in 2008 and the National Standard Strategy, in order to improve the

efficiency in Statutory Bodies and Semi- Autonomous Agencies in Guyana, of which the GNBS was selected to be among the 10 Agencies identified.

In addition, special emphasis would be placed on the further development of the Weights and Measures Programme in the various Regions, the verification of tanker wagon compartments primarily for private operators, the verification of water and electricity meters and 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, the reviewing and upgrading of the existing 1981 Weights and Measures Act and the development of Regulations for the said Act are vital for the effective execution of Weights and Measures activities in Guyana, thus ensuring consumer protection and equity in trade.

2.0 STANDARDS COMPLIANCE PROGRAMME

The Standards Compliance Programme is geared to ensure consumer protection and satisfaction through the monitoring of some 20 categories of commodities, locally-manufactured and imported, falling under the purview of the GNBS, in order to ensure compliance with their respective national standards. It involved the inspection of commodities at Ports-of-entry, Importers' Bonds and Warehouses and at sale outlets, based on Customs entries referred to the GNBS from the Customs and Trade Administration and information received from shipping manifests, which is facilitated by the positioning of GNBS Inspector at Customs House on a daily basis.

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

The GNBS previously monitored 25 categories of commodities, however, five (5) of the commodities namely bicycles, seat belts, paints and Paint products, animal feeds and fluorescent lamp ballast were removed from the list of commodities monitored, since animals feeds are now monitored by the Ministry of Agriculture and Paints and paint products are monitored by the Pesticides and Chemical Board. The other products are quarantined by the Guyana Police Force and are not required to be monitored by the GNBS since the Traffic laws and the Electricity Sector Reform Act make provisions for same.

2.1.1 Registration of Importers

A total of **276** importers of commodities monitored by the GNBS under the Standards Compliance Programme were registered for the year 2010, as compared with 241 for 2009, 224 for 2008, 307 for 2007, 289 for 2006, 115 for 2005, 103 for 2004, 85 for 2003 and 94 for 2002. There has been an increase in the number of importers, who registered with the GNBS this year as compared with the previous year. The increase in the number of importers registered with GNBS for the year 2010 is a demonstration of the effectiveness of the Standards Compliance Programme and a representation of the number of 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 by the GNBS.

The implementation of the TRIPS system by the Guyana Revenue Authority (GRA) to expedite the clearing of commodities at Ports-of-entry has resulted in extensive warehouse inspections carried out by the GNBS during the year. As a result, the surveillance of commodities at sale outlets had reduced significantly, since Inspectors were more involved in Port-of-entry and follow-up inspections. However, the new TRIPS system implemented by the GRA has created unnecessary burden on the GNBS to provide additional transportation and personnel to execute examination at importers bonds and warehouses and had proven to create some 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, despite the commitment given by the Customs and Trade Administration (CTA) to support the activities carried out by the GNBS in holding customs entries for GNBS examination prior to the releasing of same, some Customs Officers stationed at the ports-of-entry were releasing entries for commodities monitored by the Bureau whether stamped “Hold for Inspection” or not without inspection by the GNBS. 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. In addition, the detaining of commodities by CTA at the Ports-of-entry to facilitate examination by the GNBS, for importers who the GNBS had experienced difficulties with in the past regarding the examination of commodities at bonds and warehouses, was also discussed with CTA Representative. Correspondences were sent to the Commissioner (ag) detailing the difficulties encountered and requesting corrective actions be put in place to address same.

In light of the fact that the Standards Compliance Programme is a vital programme of the GNBS with regards to the generation of revenue and the protection of consumers from sub standard quality goods imported and locally manufactured. It is therefore recommended that actions be taken by the GNBS in the New Year to obtain better cooperation from the Chambers of Commerce, the Guyana Manufacturer’s Association, the Guyana Revenue Authority and Importers, Manufacturers and Dealers.

In addition, there is need for more supervisory checks to be conducted in the field to ensure that Inspectors conduct themselves in a professional manner in the execution of their duties, verify that activities carried out are in compliance with the standard operating procedures of the Department and to conduct re-verifications to ensure that Inspectors are not involved in corrupt practices, which is a global challenge and can only be addressed if systems are implemented to monitor and control same.

Further, Inspectors of the Department need to be trained on the identification of counterfeit certification marks and the testing of products monitored. Also, in order to consolidate on the limited human resource available at the GNBS there is need for the re introduction of only Ports-of-entry inspections to facilitate the examination of products at the time of importation, rather than to tract down products at the sale outlets after they would have already been cleared from the Ports-of-entry, as presently being done with the introduction of the TRIPS system, which requires additional human resources and transportation to execute same. This approach had proven to be ineffective in the past since products placed on hold by the GNBS were sold out without the non-conformity being addressed and in some situations the products were sold out without inspection by the GNBS even before the GNBS visited the importers bonds and warehouses.

There is also an urgent need for the reviewing and upgrading of the GNBS Act and the development of Regulation to facilitate the effective implementation of the said Act, in order to enforce stronger penalties and fines on persons found in breach of the said Act and Regulations.

Finally, the implementation of IEC/ISO 17020 QMS Standard for inspections 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

Regarding used tyres, **52** dealers were registered with the Bureau for 2010, as compared with 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 figures above indicate an increase for the year 2010, the increase could be attributed to the fact that new used tyre businesses has been established and are now in operation and the intensified work conducted by Inspectors of the Department, which has resulted in greater cooperation from dealers as it relates to registration and compliance with the storage requirements for tyres. Further, base on the limited spending power of vehicle owners, the used tyre market has been sustained, since the majority of consumers cannot afford to buy new tyres which are sold at exorbitantly high prices.

Inspections of the premises of registered tyre dealers were carried out during the first quarter of the year and in some situations at the time of registration, in order to ensure that tyres offered for sale are in compliance with the relevant quality requirements, for example, free from cracks on sidewalls, and were stored in accordance with the requirements outlined in the Code of Practice for the Storage of Tyres. Permits to sell used tyres were issued to the registered 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. In addition, periodic follow up inspections were carried out during the year to ensure that the quality and storage requirements were maintained by dealers registered with the GNBS.

However, the number of periodic inspections conducted at sale outlets to determine compliance during the year was reduced due to the limited personnel, transportation and the involvement of Inspectors in other activities. In addition, the extensive examination of tyres at the Ports-of-entry and at importers bonds and warehouses prior to being sold to dealers for retail sale has reduce the need to conduct frequent inspections at sale outlets, since tyres offered for sale were previously examined at the time of importation. Nevertheless, a total of 81 inspections were conducted throughout the year and a quantity of 195 defective tyres was destroyed, as compared with 333 for 2009, 376 for 2008, 487 for 2007, 300 for 2006, 225 for 2005, 377 for 2004, 440 for 2003 and 449 for 2002.

The quantity of tyres destroyed has decreased this year when compare with the previous years, which is mainly attributed to the examination of tyres at the time of importation, the importation of better quality tyres by importers, as previously mentioned. In addition, new dealers registered with the GNBS were advised at the time of registration to acquire the respective quality and storage Standards for tyres, in order to ensure compliance. However, the slow sale of tyres by some dealers has contributed to the further deterioration of the quality of tyres, which result in the destruction of same during surveillance inspections conducted by Inspectors of the GNBS.

2.1.3 Registration of Cell Phones Dealers

Based on continuous consumer complaints received by the GNBS regarding the quality of cellular phones offered for sale on the local market over the past Five years, the GNBS had continued the registration of cell phones dealers during the year 2010, in order to streamline this sector and to improve the quality of phones imported and offered for sale to consumers. As a result, a total of **145** dealers were registered with the GNBS for the year and a quantity of **184** inspections were carried at sale outlets in Regions #2, 3, 4, 5, 6, 7, 9 and 10, as compared with 75 dealers registered for 2009, 88 for 2008 and 91 dealers for 2007. It is useful to mention that 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 quite a few new cell phone businesses was established during this period.

In addition, the GNBS intensified its cell phone surveillance inspections in order to reduce the number of complaints received for cell phones and to facilitate the registration of all cell phone businesses country wide. Further, the GNBS recognises the cooperation received from this sector, which has impacted significantly on the increase in the registration of cell phones dealers with the GNBS.

Further, the demand for cell phones on the local market has been the major contributory factor for the increase in the number of cell phone outlets in Guyana, since some consumers are moving to upgrade their instruments by buying new and updated models of phones, the prices on the older models are constantly being reduced as a result of competition and a lost interest in the older models phones as a consequence of having the new and up dated models on the market. Therefore, cell phones prices have a wide extended range that serves to accommodate any consumer pocket.

Most of the outlets visited were in compliance with the requirements of the GNBS and the phones on display were labelled as required. In situations where non-conformities were observed the dealers were advised to take the necessary corrective actions. Nevertheless, no major non conformity was observed during inspection, except in some situations where used phones were offered for sale were not properly labelled and consumers were not given written warranty. However, based on immediate actions taken by the GNBS these non-conformities were subsequently addressed by the relevant dealers. Further, it was observed that the number of complaints relating to the quality of cellular phones offered for sale this year has increased when compare to the number of complaints received during the year 2009. 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.

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 **1061** inspections for 2010, as compared with 1273 for 2009, 139 for 2008, 2229 for 2007 and 1393 for 2006. Commodities examined were mainly new and used tyres, electrical appliances, fertilisers, toys, cell phones, footwear, garments, textiles, cigarettes, soap powder, furniture and gas stoves. Commodities were examined to determine compliance with their respective national standards and were found to be generally in compliance.

In situations where commodities were imported disassembled or inadequately labelled they were released to warehouse and placed “on hold” at the importers’ bonds 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 1** below.

TABLE 1
NUMBER OF WAREHOUSE INSPECTIONS CONDUCTED FOR 2010.

COMMODITIES	NO. OF INSPECTIONS	NO. OF NON-CONFORMITIES
Garments	213	2 containers & 31 packages.
Footwear	212	-
Used tyres	65	1850 rejected & destroyed.
New tyres	37	-
Cigarettes	29	1 container.
Electrical Appliances	278	12 containers.
Fertilisers	24	7 containers
Soap powder	35	2 containers.
Textiles	32	-
Gas Stoves	30	2 containers & 208 pieces.
Toys & Playthings	34	2 containers.
Cell Phones	14	-
Fairy Lights	3	-
Safety Matches	7	1100 cartons.
PVC pipes	5	-
Safety helmets	2	-
Furniture	40	4 containers.
Devices	1	-
Total	1061	-

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 defects were found.

Most of the commodities held were subsequently assembled, re-labelled in accordance with requirements of their respective national standards, or certificates of compliance 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 **1850** 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 decrease in the number of tyres rejected is attributed to the conscious effort being made by importers to import quality used tyres since, they are very cognisant of the fact that defective tyres imported would be destroyed which would ultimately result in loss of revenue. This would have resulted in greater consulted dialogue between the GNBS and importers regarding the requirements of the GNBS National Standard for tyres.

In some cases, importers were reluctant to allow Inspectors to destroy defective tyres found during examination at importers bonds and warehouses. As a result, meetings were convened with the relevant importers and they had promised to cooperate with GNBS Inspectors in the future. Further, it was agreed at the meetings convened that if such situations continued to exist, the GNBS would conduct the examination of tyres at the ports-of-entry for importers who are not willing to cooperate with the GNBS.

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, and in some instances the quality of commodities imported are verified through the presence of certification marks, as in the case of electrical appliances and test certificate are requested in the absence of certification marks to ascertain the quality of the products imported. In the situation of used tyres, the tyres imported are visually examined for compliance to the national standard; defective tyres identified are rejected and destroyed by cutting the side walls.

However, although these products are adequately labelled in accordance with their National Standards, numerous complaints are received from consumers regarding the quality of the products; hence the need to conduct the testing of the commodities falling under its purview of the GNBS has become imperative. As a result, the GNBS has acquired the necessary testing equipment to conduct the testing of garments, footwear and textiles, since most of the complaints received by the GNBS 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 Standards to facilitate 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 on specific products based on numerous consumer complaints received and unfair competition. These products included safety matches, cigarettes, gas stoves, toys and play things, and fairy lights and decorative lighting outfits.

Resulting from complaints received examinations of the above mentioned products were carried out at sale outlets on separate occasions, and a total of **1506** inspections were conducted during the year 2010, as compared with 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 a decrease in the number of inspections carried out this year when compared with the year 2009. As a result, a total of 6 cartons of cigarettes, 8 gas stoves which were found to be inadequately labelled and of poor quality, were seized and removed. The other commodities examined during surveillance inspections were generally in compliance with their relevant National Standards. Details of used tyres and cell phones surveillance conducted at sale outlets are featured under **2.1.2 “Registration of used tyre dealers”** and **2.1.3 “Registration of cell phone dealers”**.

2.2.3 Local Product Monitoring

Registered Products

The monitoring of locally-manufactured commodities continued during the year, being a requirement of the WTO/TBT Agreement to monitor both locally- manufactured and imported commodities, in order to ensure consumer satisfaction and protection. As a result, seven (7) manufacturers had registered with the GNBS for 2010, as compared with 10 for 2009, 15 manufacturers for 2008, 19 for 2007, 9 manufacturers for 2006, 14 manufacturers for 2005, 3 for 2004 and 9 for 2003. This reflects a continuous decrease in the number of manufacturers registered with the GNBS over the past three years. The manufacturers registered with the GNBS were mainly manufacturers of garments and furniture. The decrease in the number of manufacturers registered with the Bureau for the year 2010 is a clear indication that local manufacturers are reluctant to participate in the programme and meet the requirements of the National Standards. In addition, the absence of technical expertise at the GNBS and training in the area of furniture has also continued to affect the effectiveness of the programme. As a result, there is need for the quality standards of the locally manufactured products to be made mandatory, in order to strengthen enforcement actions, such as, the seizing of commodities not in compliance with the respective Guyana National Standards and the prosecution of manufacturers by the Bureau in the New Year, in order to send a strong signal to the other manufacturers who were not registered with the GNBS for the year 2010 of the importance of doing so and the need to ensure that products manufactured are in compliance with the respective Guyana national standard. Also, there is need for the GNBS Inspectors to be properly trained in the various subject areas in order to facilitate the execution of their duties competently.

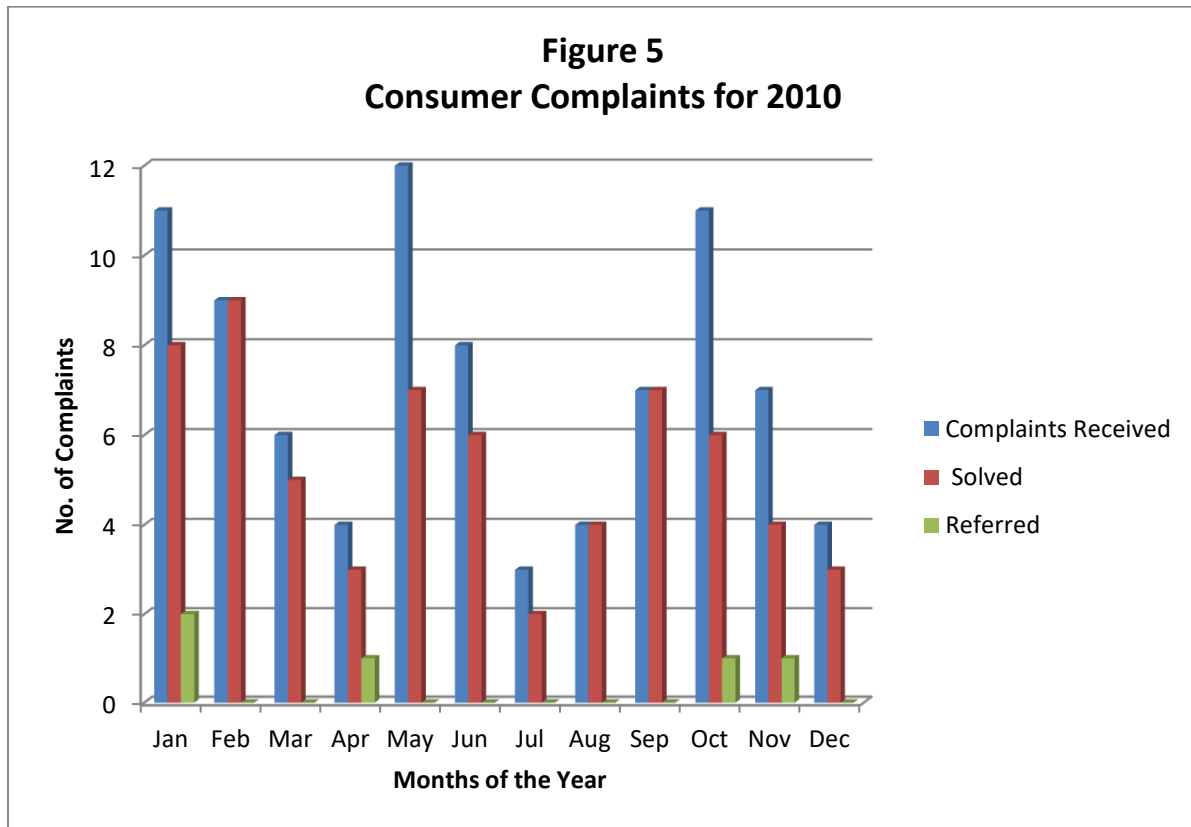
The examination of commodities manufactured by the registered and unregistered manufacturers was carried out routinely throughout the year, resulting in a total of 5 inspections for garment and 18 for furniture being conducted. Commodities examined were generally in compliance with their respective national standards. However, in situations where commodities were not in compliance with the respective national standards, the manufacturers were advised accordingly in order to facilitate the compliance of products manufactured. This approach was used to assist manufacturers to produce products of acceptable quality, instead of applying enforcement actions. Some of the defects found during the examination of furniture manufacturers were:-

- Some manufacturers were storing their furniture in direct sunlight, which had resulted in the deterioration in the quality of the products.
- Defects such as over spray, absence of draw slides, and doors not sliding properly were evident on some products offered for sale.
- Some of the products were not adequately labeled as required by the national standard and the manufacturers were not registered with the GNBS for the year 2008.
- The materials used by manufacturers were not properly dried, which resulted in creases on the finished products.

As a result, these non conformities were drawn to the attention of the manufacturers and they were advised to take the necessary corrective actions.

2.3 Consumer Complaints Investigation

During the year, **86** consumer complaints were received, as compared with 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 6** below shows a comparison of complaints received by the GNBS during the period 2001 to 2010. There was an increase in the number of complaints received during the year 2010 when compare with 2009 and 2008. However, the ratio of complaints received to the amount resolved remains consistent throughout the years as shown in table 6. Complaints that were pending from each month were resolved the following month, with the exception of one complaint pending for December. **Figure 5** below shows the number of complaints received by the GNBS monthly and their status of resolution.



In addition, during the year 2010, 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, it should be noted that complaints were referred to the Ministry of Tourism mainly because the GNBS was unable to have same resolved, as a result of stalemate between the complainants and suppliers. Equip only with moral persuasion, Inspectors of the GNBS had no other alternative but to referred the matters to the Ministry of Tourism for further investigations.

Table 6
INVESTIGATION OF CONSUMERS' COMPLAINTS

YEARS	COMPLAINTS RECEIVED	SOLVED	UNSOLVED	REFERRED	PENDING
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

The commodities for which complaints were received; the nature of the complaints received and the manner of resolution are all outlined in **Table 7** below, which are primarily related to the quality of products purchased by consumers.

Most of the complaints received were that for cell phones which represent 46%, a large number of complaints were also received for electrical appliances which represent 34% of the total amount of complaints received for the year 2010 and the remaining 20% represents complaints received for furniture, Tyres, garments, gas stoves and footwear.

**Table 7
COMMODITIES AND NUMBER OF COMPLAINTS RECEIVED.**

COMMODITIES	NUMBER OF COMPLAINTS	NATURE OF COMPLAINTS
Cell Phones	40	Phone locked, not charging, blanking off, foreign language, not holding charge, not reading both SIM, damage camera, poor signal, defective display; refurbish phone sold as new phone, absence of manual, freezing, cutting off during calls, not working at all and speaker problem.
Furniture	7	Chair was deteriorating, suite was shaking, wooden furniture was shrinking and spaces between the doors were widening, and clothes placed in drawers were stained.
Electrical appliances	29	Item was shutting off, iron not getting hot, TV shutting down, manufacturers' defect, CD not playing, volume problem, blender blade not spinning, DVD player not working, computer overheating, freezing and keypad not working, burnt motor, amplifier not functioning properly, callers ID not working, freezer not freezing, defrosting refrigerator not defrost ice, refrigerator not coming on, fan blade fell off on consumer.
Garments	1	Garment tore when complainant attempted to wear same.
Footwear	3	Loose sole, dry rot of shoes, tearing of the upper part of shoes and loose heel.
Tyres	4	Tyres had bulge on side walls, loose treads & cracks on side walls and tyre went flat while in use.
Gas stoves	1	Gas stove became engulfed in flame when put in use.
Cement	1	Mislabeling of cement bags and inaccurate weight.
Total	86	

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. This resulted in the complaints being referred to the Ministry of Tourism, Industry and Commerce 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. In addition, there is urgent need for the Consumer Protection Bill to be passed in Parliament and to be enforced by the relevant Regulatory Agencies, in order to ensure the proper protection of consumers, instead of depending on moral persuasion, which has proven to be ineffective in the past.

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 Inspector Assistants 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, training was conducted on other matters relating to the operation of the Department, which include; record keeping, customs operations, requirements for commodities monitored by the GNBS, the examination of products and the registration process, for the new Inspectors Assistants joining the Department, during the year, in order to improve the operational efficiency of the Department. The training received was beneficial to the Inspectors and Inspectors Assistants, since they are better equipped to execute their duties in the respective disciplines which they were trained. Also, this would enable them to provide better quality of service to stakeholders and improve the operational efficiency of the Department.

2.4.2 External Training.

Senior Inspectors within the Department attended external meetings and were also exposed to external training within Guyana and overseas in the area of Standards Compliance during the year, in an effort to improve the effectiveness of the Standards Compliance Programme. As a result, training was conducted in the following areas listed below, to improve the competence of Senior Inspectors. In addition, local training was also conducted on Quality managements Systems based on funding provided by the Competitiveness Project to help Senior Personnel and Managers to implement the Quality management Systems within their Department and to better deal with problems affecting their day to day operations and how to solve these problems:-

Packaging and labelling of products to be exported- GMSA - Guyana.

Quality Management Systems ISO/IEC 17020- GNBS - Guyana.

Product Identification (Cigarettes) – Demtoco - Barbados.

Detecting Ozone Depleting Substances – GRA - Guyana.

Determining the quality of Safety Matches – Ansa Mcal – Trinidad.

Regulatory Impact Assessment – GNBS/CROSQ – Guyana.

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 Department. In addition, Senior Officers within the Department participated in live television interviews and radio programmes organized by the said Department to provide guidance to consumers on the purchasing of cell phones, to increase their awareness of the services offered by the GNBS, the benefits of consumers in accessing these services, tips for purchasing electrical appliances, fairy lights and toys and to keep the public informed on the various activities carried out by the GNBS.

2.6 Other Activities

In addition to the routine activities conducted under the Annual work Programme for the year, several meetings were convened with stakeholders and follow-up visits were conducted at Companies to address various concerns raised by stakeholders based on the implementation of Mandatory Standards under the Standards Compliance Programme of the GNBS, in order to increase awareness and to strengthen the Programme. As a result, meetings were convened with the following agencies and entities:-

Meeting held with Representatives of Demerara Tobacco Company – Labelling of Cigarettes and counterfeit products.

Meetings held with Ansa Mcal Trading – Quality of Matches.

Meeting with GRA – Monitoring of Products.

Meeting with Cell Phones Dealers – Discuss complaints.

GCCI Annual Dinner and Award Ceremony – Public Service Award of Excellence.

Please see Section 10 Administrative Department Report for further details.

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

For the year 2010, two meetings of the National Tobacco Control Council were attended in April and December, respectively by the Head of the Standards Compliance Department of the GNBS.

At the meetings, it was reported that the National Standard on the packaging and labelling of tobacco products was finalized by the Consumer Products Technical Committee in July, 2009 and was approved by the National Standard Council as a National Standard. In addition, the standard was subsequently sent to the Minister of Tourism, Industry and Commerce to be taken to Cabinet to be made mandatory, in order to facilitate effective implementation. However, the Honourable Minister of Tourism, Industry and Commerce had subsequently decided that Guyana would wait on the Caricom Standard to be approved by COTED instead of making the Guyana National Standard mandatory.

In addition, the Caricom standard was finalized by the Technical Committee of CROSQ, and was submitted to COTED in May 2010 for approval. However, based on arguments submitted by Trinidad, Dominica and Grenada at the COTED meeting, the standard was not approved and CROSQ was tasked with the responsibility of revising the existing Regional Standard to satisfy the concerns of all Member of States. To date, the CROSQ Standard is yet to be finalized.

Further, the Minister of Health had requested a copy of the finalised Guyana National Standard which was provided by the GNBS. However, Guyana's major concern at this point in time is the compliance to Article 11 of the FCTC, since the December 2009 deadline has expired.

Nevertheless, the National Tobacco Control Council continued its fight against the use of tobacco products in Guyana with the execution of other activities, such as the creation of smoke free environments, tobacco use and dependence program and a number of tobacco surveys. In addition, a number of tobacco prevention activities were scheduled and executed for World No Tobacco Day observed on May 20, 2010. As a result, the University of Guyana and the Teacher's Training College has been declared smoke free zones. Also, an official launch was held at the University of Guyana. And satellite table activities were held in Georgetown, Linden and on the West Coast of Demerara.

The primary focus of the National Tobacco Control Council for the year 2011 would be to have the Regional Standards finalized and approved by COTED, promote tobacco education in schools, World No Tobacco Day activities, the expansion of smoke free spaces, the development of Tobacco Legislation, increase awareness of tobacco control in Guyana through various campaigns and to conduct an adult survey on tobacco use.

2.6.2 Attendance at the Fire Advisory Board Meetings

During the year, five meetings of the Fire Advisory Board were attended by the Head of the Compliance Department of the GNBS. Despite support demonstrated by the Honourable Minister of Home Affairs for the work of the Board at the first meeting of the Board chaired by the Minister and efforts made by the new Chairman to obtain full attendance at Board meetings, the absence of Representatives from various agencies continued to affect the work of the Board.

Nevertheless, at the meetings attended members reviewed the Fire Reports submitted by the Guyana Fire Service (GFS) and gave their comments. In addition, a small sub-committee was established to prepare a Report consisting of the recommendations for fire prevention, which was submitted to the Minister for his endorsement and subsequent implementation. To date, no feedback was received from the Minister; as a result, the implementation of the recommendations would be effected in the New Year, based on the Minister's approval of same.

Further, it was evident that members are not taking a proactive role in addressing tasks assigned at the meeting and as a result, matters to be addressed, primarily by the Fire Service Department, kept reoccurring in the minutes. In the circumstances, it was agreed that the Secretary would play a more proactive role in reminding members of the tasks to be executed, prior to convening meetings, in order to obtain fruitful discussions. Also, it was evident that the GFS is not stipulating a specific time frame in their Fire Reports issued to persons for corrective actions to be taken, in addressing non-conformities observed during inspections carried out by the Department. Members are of the view that the Fire Act needs to be revised and be updated to address current technology and the necessary Regulations need to be develop to facilitate the implementation of the Act. In addition, there is need for stronger collaboration between the relevant government agencies, in order to engineer effective fire prevention techniques and to promote fire prevention activities in Guyana.

2.6.3 Attendance of the Consumer Products Technical Committee Meetings

Senior Inspectors of the Department continued to attend meetings of the Consumers Products and Civil Engineer Technical Committees during the year 2010, in order to participate in the development of standards to be implemented by the Department and standards relating to the operations of the Department. As a result, the Department participated in the development of the Guyana Standards specifications for Zinc sheet, toilet tissue, panty hose and the Transportation of Petroleum Products, which were developed by the Consumer Products and civil Engineering Technical Committees during the year.

2.7 Monitoring of GNBS Branch Offices and Regional Offices.

Region #2 and 6 Branch Offices

Visits were conducted to the GNBS Branch Office at Anna Regina in Regions #2, the GNBS Branch Office at New Amsterdam, Region #6 and the GNBS Branch Office at Lethem, Region #9 during the year, by the Head of Department, in order to check on the records, equipment and facility at the said locations. The findings of the visit 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. However, there was need for minor repairs to be conducted on the Offices in Region #6 and 9, in order to strengthen security at the said Offices. The said repairs are expected to be conducted early in the New Year.

2.8 Monitoring and Evaluation

The main activities conducted under the Standards Compliance Programme for the year 2010 were the registration of importers and manufacturers, licensing of dealers, monitoring of Customs desk, surveillance at sale outlets, industrial inspections, 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. However, in light of the new TRIPS system implemented by the GRA during the year, 2009 emphasis was placed on the examination of commodities and at importers bonds and warehouses. However, this new system has created the increased need for additional transportation and personnel to conduct examinations at importers' bonds and warehouses in a timely manner. Regarding the investigation of complaints received by the GNBS for poor quality products falling under the purview of the Bureau which are imported and offered for sale on the local market, the GNBS was successful in obtaining the service and cooperation of three independent Technicians, one for cell phones, one for refrigerators and one for electrical appliances, to examine defective products for which complaints are received and to provide the GNBS with reports of their findings, which were subsequently used to facilitate the investigation of complaint received by the Department.

In addition, based on the nature of complaints received by the GNBS 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 determine 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 2010. 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 significant amount of 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 2011 would be prepared based on the Strategic Plan developed by the GNBS based on recommendations by the Consultants who executed the Public Management Modernisation Programme (PMMP), in order to improve the Efficiency and Accountability in Statutory Bodies and Semi- Autonomous Agencies in Guyana, of which the GNBS was selected to be among the 10 Agencies identified and the National Standard Strategy presently being developed. In addition, the department would work closer with the Commerce Department of the Ministry of Tourism, Industry and Commerce, in order to effectively monitor the quality of commodities imported and locally manufactured, in the New Year, since much cooperation was not received from local manufacturers during the year 2010. Further, the implementation of the TRIPS system by the GRA has continued to affect the operations of the GNBS, since the number of inspections carried out at the Ports-of-entry has reduced significantly. As a result, more inspections were carried out at importers' bonds and warehouses. This new approach would require additional transportation and personnel to facilitate the examination of products at the Ports-of-entry and importers' bonds and warehouses in a timely manner. 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 an increase in the importation of commodities imported through these ports during the year 2010 and 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 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 meters. The gold testing laboratory analyses gold samples submitted by customers to ensure that the products sold are of the required quality and carat. 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 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 310 devices were submitted by stakeholders internally and externally for calibration, as compared with 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 five years was attributed to the increase in submission devices by companies for calibration and also, the GNBS's capacity in 2007 to operate fully as a mass laboratory. The GNBS was only offering mass calibration within the range of 1mg – 200g, until the acquisition of a mass comparator with a capacity of 20 kg. This achievement now makes the GNBS fully capable to provide the required services in mass calibration. As is reflected in 2009, there was a significant increase in the area of mass calibration and this is due to the GNBS being capable of

providing calibration of masses within the range 1mg – 20 kg. Also showing a significant increase in 2010 are electronic balances and thermometers, which 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 accredited and also those opting for accreditation. 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 2009

Year	Calipers	Rules/Measuring Tape	Micro meters	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

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 27 devices were submitted for calibration and they included calipers, micrometer, feeler gauge, depth gauge, rule and a thickness gauge. Also 47 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.

Also the Laboratory Services Department is expected to increase in 2011 the number of devices calibrated in 2010, 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 Standard Compliance 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 laboratories in the United States of America or 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 2010 so that have the necessary reference standard pressure gauges and temperature probes can be acquired. Also the GNBS, through other projects, has achieved additional equipment in the area of temperature calibration to provide the basic and essential services needed in the industries.

3.3 Gold Testing

During the year, a total of thirty (33) gold samples were submitted both by the Product Certification Department and consumers as compared with 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 the purity of samples 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 obtained.

Table 3 below shows that there has been a slight increase in the number of gold samples tested for the year 2010 as compared with the previous years 2009, 2008 and 2006. This increase in the number of samples was mainly due to the consumer complaints regarding under carating of gold articles sold to them.

TABLE 3: Shows a comparison of Gold Articles submitted for Testing for 2004 to 2010.

YEAR	NO. OF SAMPLES TESTED
2004 (October 2004)	8
2005	14
2006	31
2007	46
2008	19
2009	20
2010	33

3.4 Verification of Moisture Meters

A total of 86 moisture meters were verified for the year, as compared with 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.

3.5 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” , 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 Trinidad and Tobago Bureau of Standards (TTBS) during the period February 22 to 26 2010, 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.

It also assisted member states in expanding their services for calibration of weighing machines and having their metrological quality confirmed by calibration. The workshop also aimed to introduce participants to SIM Guide SIM MGW7/cg-01 v.00, provide participants with the necessary tools and knowledge to implement a calibration service for weighing machines, help them develop a calibration procedure for weighing machines, and introduce uncertainty measurement for weighing machines.

Footwear and Textile Training

Mr. Vishnu Matbadal, Laboratory Technician 11 and Mr. Chandradat Persaud, Technician 1 participated in a three week training programme which aimed at improving knowledge and skills necessary for conducting testing activities in the area of textiles and footwear. At the end of the training they were able to conduct preliminary identification of fibre types by burning and microscopy, conduct quantitative analyses of fibre types in blended and mixed fabrics, write technical reports detailing findings from analyses, do visual and textile examinations of fabrics to make assessment of possible fibres in the fabric composition, do preliminary assessment to determine identification of footwear material in constructed footwear and conduct relevant tests as required by the applicable standard for footwear. This training will increase the capacity of the Guyana National Bureau of Standards to monitor the compliance of textiles and footwear with National Standards.

Calibration of Hand Held Multimeters

Mr. Edward Melville took part in a two week training program on the calibration of Hand Held Digital Multimeters (DMM) at the The National Institute for the Defense of Competition and Protection of Intellectual Property (Indecopi) during the period November 15 – 25, 2010 in Peru. The objectives of the training were to develop a draft calibration procedure and calculate an uncertainty budget for the evaluation of uncertainty values with respect to the calibration. Also, practical exercises on the calibrations of DMM were successfully achieved.

Estimation of Uncertainty in Measurements for Laboratories

Mr. Vishnu Matbadal, Mr. Chandradat Persaud and Kenrick Singh participated in a two day workshop on Measurement Uncertainty on July 26-27, 2010 at Regency Suite. The workshop was aimed at explaining the use of the principle of measurement uncertainty as an indicator of measurement capability for accreditation and proficiency testing by laboratories and to calculate and develop measurement uncertainty budgets for the evaluation of uncertainty values with respect to the calibration and testing processes.

Train the Trainer Course on ISO/IEC 17025:2005

Mr. Edward Melville, Mr. Vishnu Matbadal, Mr. Chandradat Persaud participated in the Train The Trainers Course held at the GNBS training room from September 27 to 30, 2010. This course was to give participants a better interpretation and understanding to assist companies in developing their quality manual to the above standard.

3.6 The acquisition of new equipment by the GNBS through capital funds and projects

Ten pieces of 10 equipment were purchased through capital funds and the competitiveness project in the areas of temperature and Pressure calibrations.

The lists of equipment purchased by capital funding was as follows:

- 4 Thermometers
- 4 Pressure Guages
- 1 Concrete Block Tester

Under the competitiveness project, a **Hydrostatic Pump** was purchased and will be used to determine the bursting pressure of PVC pipes which will support our Product Certification Program to monitor the pipes to meet the requirements relevant national and international standards.

3.7 Developing the management system of the GNBS laboratories.

The department benefited from a gap analysis conducted on its ISO 17025 quality system and a number of areas have been identified as weaknesses that will have to be addressed in order to develop the QMS. It was carried out by Mr. Deenish Maharaj, Regional Technical Coordinator for the RQI Project under CROSQ on June 21-22, 2010, The department is currently working to make the changes to the quality system.

3.8 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 working to be carried out.

Requests received were promptly addressed and results 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 is 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 the 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.

3.9 CARIMET-Inter-comparison

The GNBS participated in its first inter-comparison in the area of mass calibration within the Caricom region. This activity was carried out during the period February 15-17, 2010 where the travelling standards were calibrated and a calibration certificate prepared.

This Inter-comparison was organized within the framework of the project “Harmonized Regional Quality Infrastructure for Improving Market Access and Competitiveness”, to have the national metrology institutes within the Caricom region to gain more experience in the organization and preparation of this type of activities and for registering their comparison results.

The countries participated were Trinidad and Tobago, Guyana, Grenada, St Lucia and St. Vincent and the Grenadines and Jamaica being the pilot laboratory.

3.10 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 and calibration to include footwear and textile testing and the calibration to Hand Held Digital Multimeters.

4.0 CONFORMITY ASSESSMENT 2010 REPORT

4.1 *Consultancy Service (Technical Assistance)*

During the year 2010, the Conformity Assessment Department recognized the need for 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”***. 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 making them more 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 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 services were provided to the companies listed below 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. Each company representative was responsible for ensuring that the nonconformances identified during the review were addressed within an agreed time frame. 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.

- (1) Guyana Stockfeeds Limited (GSL)
- (2) Brass Aluminum and Cast Iron Foundry (BACIF)
- (3) Pomeroon Oil Mill Inc (POMI)
- (4) Bounty Farm Limited (BFL)

4.1.1.1 *Guyana Stockfeeds Inc (GSF)*

Four (4) meetings were held during this year. The review of the Feedmill manual was completed and is awaiting approval by the Chief Executive Officer. The review of the Hatchery manual is to be reviewed by the company before final approval. The Quality system of this company is about 90% completed.

The GNBS requested a gap analysis audit of the company's operations to evaluate the level of implementation and determine the target date for registration. The GNBS is still awaiting a formal response from this company. During the first quarter of 2011, it is anticipated that the Company's quality system documentation will be completed to facilitate ISO 9001 registration by June, 2011.

4.1.1.2 *Bounty Farm Ltd (BFL)*

A Gap analysis was conducted at the Company in June 08, 2010 to determine the gaps in the company's operations to the ISO 9001 standard. A report on the gap analysis was completed which highlighted the areas to be addressed by the company. Two meetings were conducted to discuss the findings of the gap analysis. In August 2010, two representatives were trained on the requirements of the ISO 9001: 2008 standard to expedite the completion of the Quality system documentation and implementation. The Quality system of this Company is about 65% completed. During the first quarter of 2011, it is anticipated that the Company's quality system documentation will be completed to facilitate ISO 9001 registration by June, 2011.

4.1.1.3 *Brass Aluminum and Cast Iron Foundry (BACIF)*

A Gap analysis was conducted according to the ISO 9001:2008 standard by the GNBS in May, 2010 to determine the status of the Company's operations to the standard. A report on the gap analysis, along with the updated proposal and implementation schedule were completed and submitted to the company for review and approval. An awareness session was also held with key members of the company to outline the benefits of being ISO 9001 certified. The GNBS is awaiting a feedback from this company to commence the consultancy service. The GNBS will determine the Company's commitment to ISO 9001 registration by February, 2011.

4.1.1.4 *Pomeroon Oil Mill Inc (POMI)*

A Staff Awareness Session on the ISO 9001: 2008 standard was completed for some members of POMI's top management in June, 2010. A report on the visit conducted was prepared. This exercise formed part of an Awareness Session that was conducted in the Essequibo Region. The GNBS is still awaiting a response from this company on its intention to become ISO 9001 registered by February, 2011 and utilize the technical assistance offered by the GNBS.

4.1.2 **Environmental Management System (EMS)**

4.1.2.1 *Guyana Oil Company Limited (Guyoil)*

During the year, a number of meetings were held with representatives of Guyana Oil Company to provide technical assistance towards the development of the EMS for the purpose of registration. On April 22, 2010 a documentation audit was conducted at the Head Office to determine the level of implementation of the Environmental management system.

The draft EMS documents prepared by the GNBS are being reviewed and finalized by the company. A request was made to the company to submit an implementation status report which is still pending. This is to facilitate the training of internal auditors at the company. The GNBS will continue to work with this company in 2011 to facilitate registration by July, 2011.

4.1.3 Food Safety Management Systems

4.1.3.1 *Caricom Rice Mills Limited (CRML)*

An ISO 22000 Food Safety Management System awareness session was conducted for thirteen (13) employees at the Caricom Rice Mills Limited on June 23, 2010, in Anna Regina Essequibo Coast, Region 2. A tour of the operations was completed.

The objective of this awareness session was to sensitize the company about the ISO 22000 standard, its importance, benefits and implementation which would lead to a commitment from the company to utilise consultancy services from the GNBS.

Two Officers from GNBS attended this session namely Trumel Redmond and Rodlyn Semple. Ms. Rodlyn Semple, Technical Officer II, conducted the awareness session in the training room of CRML.

The company expressed interest in ISO 22000 certification, however it raised concerns regarding lack of the requisite testing infrastructure in Guyana and requested the intervention of the GNBS in this area. CRML intends to be ISO 22000 certified by 2012.

4.1.3.2 *Tandy's Manufacturing Company*

During the year Tandy's manufacturing Company had expressed interest in the technical assistance programme indicated a target date for certification as December, 2011. An Awareness session was provided to representatives of the company in June, 2010. A gap analysis was conducted in July, 2010 to identify the gaps within the company's operation to the ISO 22000: 2005 standard. The company representative indicated that they will commence the establishment of the food safety management system in January, 2011. This programme is projected to be completed by the end of August, 2011 so that the company could seek certification on or before December, 2011.

Awareness session

An awareness session for Linden under the theme "**Management systems, the Gateway to a value added business, powered for economic growth**" on June 11, 2010, to sensitize businesses on the need to implement standards. This is based on a request from the Linden Enterprise Network Inc. This programme featured the ISO 9001, ISO 14001, ISO 22000 and the GCP 28: 2010, Code of Practice for Bed and Breakfast standards. Twenty six (26) persons attended this session.

Follow up activities will be scheduled in 2011 to encourage the implementation of at least one management system in interested companies. A target group of ten companies will be provided with additional assistance to implement the respective management systems.

Consultancy Programme and Training Services

Letters were sent out to a number of Companies informing them of the training programmes scheduled for 2010 and also the technical assistance programmes available at the GNBS. Contact was made with these agencies and confirmation of participation was expected during the first week of March. However, the response was not as expected and the programmes were not conducted as scheduled. Courses were held at companies expressing an interest in having their staff trained.

Projections for 2011

Ten (10) officers of the GNBS were trained as trainers and lead auditors on each of the following standards: ISO 9001, ISO 14001, ISO 22000, HACCP and ISO/IEC 17025 standards which will boost the capacity of the GNBS to provide consultancy services to companies in Guyana. In 2011, ten companies will be targeted for implementation of each. A series of awareness sessions will be conducted to sensitise companies on the importance of implementing management systems to boost competitiveness and reduce technical barriers to trade. Visits to companies will be scheduled to showcase how standards can aid in their competitiveness. Sectors for target include food manufacturers and agro processors, seafood processors, rice mills, furniture manufacturers, hotels, restaurants and supermarkets. The GNBS Officers will be assigned to companies interested in improving their business through the implementation of standards.

Achievements

When compared to last year no additional company was certified to any of the management system standards. None of the companies have fully completed their documentation to the respective management system as of December 31, 2010.

4.1 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

Five (5) surveillance audits and five (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.

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

Audits at Certified Companies

Name of Client	Product	No. of Surveillance audits conducted	No. of Renewal audits conducted	Remarks
King's Jewellery World	Gold Articles	1	1	Certificate granted on May 19, 2010.
Steve's Jewellery	Gold Articles	2	1	Certificate granted on July 15, 2010.
Jewellery by Niko's	Gold Articles	0	0	Request to withdraw certification, January 2010.
Plastic Products Limited	PVC pipes	1	1	Certificate granted on August 05, 2010.
Guyana Thermoplastics Limited	PVC pipes	1	1	Certificate granted on May 19, 2010.

Gold Jewellery Workshops

The Guyana National Bureau of Standards (GNBS) in collaboration with the Caribbean Regional Organisation for Standards and Quality (CROSQ) conducted two (2) workshops on 'Promoting Competitiveness in the Gold Jewellery Sector' in the following areas Civic Centre, Corriverton, Berbice on Monday, April 19, 2010 and Training Room, GNBS, Georgetown on Tuesday, April 20, 2010. A third workshop was conducted on Tuesday, August 31, 2010 in the Boardroom of the Regional Democratic Council, Anna Regina. All workshops were poorly attended even though all the necessary promotion and invitations were done prior to the event.

However, one participant from Corriverton seemed very interested. In Georgetown, a suggestion was put forward to address testing since it was pointed out that the time taken for testing was a hindrance to jewellers. The suggestion was made to have jewellers do their testing at a recognised laboratory such as the GNBS.

These workshops saw the attendance of five gold jewelers from Georgetown, four gold jewelers from Berbice and eight gold jewelers from Essequibo. The GNBS will continue to promote the Product certification scheme using new initiatives to encourage more jewelers to be certified. The GNBS will arrange a meeting between the Minister of Tourism, Industry and Commerce and a group of jewelers in 2011 linking the jewellery sector to tourism.

Clients withdrawn from the Product Certification Scheme

The Chief Executive Officer of Jewellery by Niko's submitted a letter dated January 31, 2010 indicating that he would no longer be in operation due to unforeseen circumstances. However, the GNBS would be informed when the business resumes operation.

Water Certification

A Memorandum of Understanding for a joint venture of water certification between the GNBS and the GA/FDD was signed off by both parties in September, 2010. The GNBS and the Government Analysis Food and Drug Department will meet by February, 2011 to discuss the implementation of this programme for packaged water producers. This initiative is intended to ensure that packaged water meets the requirements of the National standard to assure safety and quality of packaged water.

New client for Product Certification

Global Hardware Inc.

Global Hardware Inc. was certified to the GYS 465: 2010, 'Specification for the polypropylene pipes' on December 17, 2010. This is the third manufacturer of pipes and the first manufacturer of polypropylene pipes to be certified by the GNBS.

Potential Clients for Product Certification scheme

Four (4) potential clients; **Seemangal Jewellery, R. Sookraj, Topaz Jewellery and Michael's Business Enterprise** expressed interest in becoming certified under the Product Certification Scheme. Follow up actions will be taken during the first quarter of 2011 to determine the level of commitment towards certification.

Projections for 2011

A review of this programme will be completed during the first quarter to determine how to improve its effectiveness and to solicit more clients to participate. It is anticipated that the meeting scheduled with the Minister of Tourism Industry and Commerce will have an impact on an improved clientele. Clients on the Product Certification Scheme will be encouraged to implement a basic management system using the SME standard to improve effectiveness and efficiency of their operations. At least one training programme will be held with the clients on the Product Certification programme during the first quarter of 2011. This will facilitate updating of the requirements for Product Certification.

The GNBS will continue routine surveillance visits to ensure maintenance of the requirements for product certification and conduct audits as required by companies for the purpose of certification

Achievement

One new client was added to the scheme, however when compared to last year the number of clients remained at four.

4.3 Audit Service

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

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

An audit of the Quality Management System at AWHWAES was conducted to determine the level of conformance to the requirements of the ISO 9001:2008 standard in preparation for this company's ISO 9001 renewal of certification. A number of nonconformances were identified and reported to the client. These nonconformances were addressed by the agency.

Achievement

One external audit was completed which was the same as in 2009. Letters were sent out to companies indicating that the GNBS has a cadre of trained Lead auditors who could be used to conduct their internal audits.

Projections for 2011

During the first quarter of 2011, follow up meetings will be held with these companies to utilize the services of the GNBS in 2011. The GNBS will continue to promote the availability of its auditors to solicit more clients.

4.4 Accreditation

4.4.1 *Accreditation of Inspection Bodies*

In 2010, 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 (GA/FDD, Ministry of Health)

Letters were sent to inspection agencies requesting the submission of action plans in August, 2010 and July, 2010. These action plans will be monitored by the GNBS in 2011.

4.4.1.1 *Guyana Rice Development Board (GRDB)*

The review of the ISO 17020 documentation submitted by GRDB was completed in July, 2010. The implementation of this management system will be monitored in 2011.

4.4.1.2 *Guyana Tourism Authority*

The ISO 17020 manual was submitted to the GNBS along with the following, hotel, resort, tour guides, and tour operator inspections forms for review in June, 2010. The Officer completed review of the clauses 1.0 -7.1 of the quality manual and all inspection forms.

4.4.1.3 *Guyana Forestry Commission*

The Commissioner is the final person to review and approve the ISO 17020 documentation; thereafter the GNBS will receive the same to review.

4.4.1.4 *Government Analyst/ Food and Drug Department*

No documentation was submitted by this agency for 2010. A training programme on the requirements of the ISO 17020 standard was held in November, 2010 for the Department. Each participant was assigned a policy and/or procedure to be completed and submitted to the GNBS for review by December, 31, 2010. The GNBS will continue to follow up with this agency in 2011.

4.4.1.5 *Environmental Protection Agency*

An awareness session was held in May, 2010, with the new alternate to provide an understanding of the standard at the EPA Office.

A list of all the 17 outstanding procedures was forwarded to the agency for completion. Eight procedures were submitted by this agency for review. These includes: assessment of suppliers, non conformances, maintenance of equipment, purchasing, reporting of results, sample preparation and identification, complaints and internal audit in June, 2010. These reviews were completed by the GNBS in 2011.

Achievement

Three inspection bodies have completed most of their quality system documents to the requirements of the ISO 17020 standard. During the training programme held in July, 2010, each inspection body was expected to provide an action plan indicating the target dates for completing their outstanding documentation. The GNBS is still awaiting a feedback from these agencies.

Projections for 2011

Follow up meetings will be done in January, 2011 to have the action plans submitted which will be monitored by the GNBS. The implementation processes for the agencies completing their documentation will be monitored by the GNBS. The GNBS will hold monthly sessions with these agencies to guide them with the completion of their outstanding documentation which should be completed by June, 2011.

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. Three (3) certification bodies collaborated with the GNBS in 2010. These Certification Bodies are the Veterinary Public Health Unit, Guyana Tourism Authority and Guyana Forestry Commission.

4.4.2.1 *Veterinary Public Health Unit*

The review of the certification manual is to be conducted by the Director of the VPHU. The manual was completed in 2009. This Agency has completed 65% of its documentation.

4.4.2.2 *Guyana Tourism Authority*

Two meetings were held with a representative of GTA. A draft certification manual was established. The review of clause 1.0-4.14 was completed. The agency has completed 35% of the review of documents completed.

4.4.2.3 *Guyana Forestry Commission*

One meeting was held with a representative of GFC. In the meeting, clauses 1.0-4.5 were completed and submitted for review. The agency has completed 45% of the review of the documents completed.

Achievement

No certification body has completed its quality system documents to the requirements of the ISO Guide 65 standard. During the training programme held in July, 2010, each certification body was expected to provide an action plan indicating the target dates for completing their documentation. The GNBS is still awaiting a feedback from these agencies. Follow up meetings will be done in January, 2011 to have the action plans submitted which will be monitored by the GNBS.

Projections for 2011

Follow up meetings will be done in January, 2011 to have the action plans submitted which will be monitored by the GNBS. The implementation processes for the agencies completing their documentation will be monitored by the GNBS. The GNBS will hold monthly sessions with these agencies to guide them with the completion of their outstanding documentation which should be completed by June, 2011.

4.5 Laboratory Certification

4.5.1 *Certification of testing laboratories to the GYS 170: 2003 standard- Status of the completion of manuals to date.*

During 2010, sixteen (16) quality manuals along with the quality system procedures were submitted by thirteen (13) laboratories. Reports on these reviews were completed by the GNBS and submitted to the respective laboratories. The laboratories are currently addressing the final set of nonconformances identified.

Sixty two (62) technical manuals were submitted by the same laboratories. All of the reviews were completed and reports sent to the laboratories for corrective actions.

Laboratories submitting manuals were Georgetown Medical Centre, Eureka Medical Laboratory, New Amsterdam Hospital, St Joseph Mercy Hospital, Georgetown Public Hospital, Sigma Labs, Guyana Rice Development Board, Spectrum Laboratory, Guyana Defence Force Medical Corps, Multi Tec Reference Laboratory, National Public Health Reference Laboratory, Guyana Responsible Parenthood Association and Dr. Leslie Persaud Diagnostic Centre.

During the month of March, 2010, letters were sent to the Directors of sixteen (16) laboratories which comprised fourteen (14) medical laboratories and two (2) testing laboratories requesting the submissions of their manuals by May, 2010 with a target date for certification by July, 2010 along with the certification fees. None of the laboratories have responded to the target dates set for certification.

Another letter was sent out to eleven (11) laboratories encouraging them to be certified by June, 2011. This letter made reference to the Regulations made under the Health Facilities Act of 2007 which states that ‘...**all medical laboratories must be certified by the GNBS...**’. It is anticipated that laboratories will recognize their obligations to provide quality testing and confirm to the regulations.

Observation

There was a reduction from 19 quality manuals to 16 quality manuals submitted for review when compared to 2009 and a reduction from 136 technical manuals to 62 technical manuals when compared to 2009.

4.5.2 Maintenance of the Laboratory Management System to the GYS 170: 2003 standard.

Two (2) surveillance visits were conducted at the Dr. Balwant Singh Hospital Laboratory, one (1) at the Georgetown Medical Centre Laboratory, one (1) at the Woodlands Hospital Laboratory. The results of these audits indicated that these laboratories had consistently implemented a laboratory management system meeting the requirements of the GYS 170: 2003 standard with the exception of the Georgetown Medical Centre Laboratory whose certification was withdrawn. The remaining laboratories took the necessary corrective actions to facilitate implementation of the laboratory management system.

Four (4) renewal audits were conducted at Eureka Medical Laboratory, Sigma Labs, St. Joseph Mercy Hospital and Georgetown Public Hospital Corporation Medical Laboratory respectively for the year. These laboratories continue to meet the requirements of the standard hence; their certificates were renewed for another two years.

The Certification for the Georgetown Medical Centre Laboratory was withdrawn in February, 2010 since they were not addressing non-conformances. This laboratory has not applied for recertification.

Achievement

There was the reduction in the number of laboratories maintaining certification from 7 to 6 laboratories when compared to 2009.

4.5.3 Certification of New Laboratories

The National Public Health Reference Laboratory was certified in December, 2010 bringing the number of laboratories certified to seven.

A certification audit is scheduled for the Guyana Rice Development Board in January, 2011.

Achievement

One additional laboratory was certified which remained the same when compared with 2009.

Projections for 2011

The GNBS will schedule bimonthly meetings with uncertified laboratories to provide guidance to facilitate completion of their quality system documentation and implementation process from February, 2011. The GNBS anticipates the commitment from the top management of laboratories. The GNBS will continue routine surveillance visits to ensure the maintenance of the requirements for certification and conduct audits as required by laboratories for the purpose of certification.

4.6 GNBS- Management Systems

4.6.1 *GNBS Quality Management System*

During the year the GNBS ISO 9001 quality system documentation was implemented on an average of 50% in all Departments. No in- house sessions were held due to the pressing activities of the Conformity Assessment Department. The audit scheduled for September was also cancelled.

Two Management reviews were conducted during the year, however, due to the lack of implementation of the QMS the reviews conducted could not determine the effectiveness of the quality system since no data required by the QMS for analysis were analysed to determine effectiveness. The scope of the GNBS QMS was revised to include programmes of the Conformity Assessment, Standardisation and Information Services Departments. The QMS documents will be updated to the ISO 9001:2008 standard in the first quarter of 2011.

Projections for 2011

For 2011, awareness sessions will be held to further sensitise staff on the benefits of the GNBS being certified by June, 2012. A pre assessment audit will be scheduled for the first quarter of 2012. Reviews of processes to ensure customer satisfaction will be completed during the first quarter of 2011 to ensure effectiveness and monitoring of the QMS.

4.6.2 *GNBS Inspection Management System*

The documentation for the inspection management system is currently being reviewed and updated by the Standards Compliance Department.

Projections for 2011

The review and updating of the documentation should be completed by the end of the first quarter of 2011.

4.6.3 *GNBS Laboratory Management System*

A gap analysis of the GNBS LMS was conducted by the CROSQ/RQI project and the recommendations made are currently being addressed by the Laboratory Services Department. The scope of the LQMS now includes verification activities.

Projections for 2011

The review of the LQMS should be completed by the end of the first quarter of 2011 under the NAFFP activities. Implementation and monitoring will be completed thereafter.

4.6.4 *GNBS Certification Management System*

This GNBS Certification manual is currently being updated to ensure effectiveness of the certification process. Implementation and monitoring will commence thereafter.

Projections for 2011

The review should be completed by the end of the first quarter of 2011. Implementation and monitoring will commence thereafter.

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 in becoming more competitiveness.

4.7.1 External Training

4.7.1.1 *GNBS conducts Food Safety Training for staff at Pritipaul Singh Investments*

A five-day Training Programme on *Understanding the requirements of the ISO 22000:2005 standard* was held in the Board Room of Pritipaul Singh Investments Inc. (PSI), Mc Doom, East Bank Demerara in August 2010. Ms. Rodlyn Semple, Technical Officer II, and Mr. Trumel Redmond, Technical Officer I, were the Instructors for the Training Programme. Mr. Hemraj Sanichara, Metrication Officer, was an Observer at the Programme to view the training process. Twelve persons from PSI were trained which included Supervisors and Quality Control Officers.

During the course of the Training Programme, seven modules were covered which provided the participants with an understanding of the requirements of the ISO 22000 standard which included HACCP and the prerequisite requirements to facilitate the implementation of a Food Safety Management System at the company.

4.7.1.2 *Understanding the requirements of the ISO 9001:2008 standard.*

A Training Programme on the ISO 9001:2008 standard was held at the Blairmont Sugar Estate, Berbice during October 19-20, 2010. The programme focused on the requirements of the standard. Ms. Ramrattie Karan and Mr. Trumel Redmond were the Instructors of the programme. Seventeen (17) managers from the Blairmont, Albion, Rose Hall, La Bonne Intention, Wales, Enmore and Uitvlugt Sugar Estates were present at the two-day training. At the short Opening Ceremony, Blairmont's Factory Manager indicated that it was GUYSUCO's intention to have all their estates ISO 9001 certified.

4.7.1.3 *Understanding the requirements of the ISO 9001:2008 standard*

The Guyana National Bureau of Standards held a training programme on the ISO 9001:2008 standard, 'ISO 9001:2008 Standard: Concepts, Requirements and Use' from August 10-13, 2010 at the Training Centre of the Guyana National Shipping Corporation, Lombard Street, Georgetown.

This training programme was in response to a request made by GNSC to provide training to its personnel. The objective of this course was to provide participants with a thorough understanding of the requirements of ISO 9001:2008 standard and its underlying key principles, and provide guidance on how to implement the ISO 9001 requirements within their organizations for the purpose of certification. Four (4) personnel from GNSC along with one (1) representative from Geddes Grant, Edward B. Beharry and Sons Limited and two (2) representatives from Bounty Farm Limited participated in this course.

This course was designed to allow the participants to apply the requirements of the standard to their operations through workshop sessions. The representatives from Edward Beharry and Geddes Grant shared their experiences in implementing the ISO 9001 QMS at their operations which were currently certified. The participants from GNBS and Bounty Farm Limited were encouraged to develop an action plan to address the current gaps in their QMS. Participants used this opportunity to clarify concerns regarding the implementation of the standard. This course was conducted by Ms. Candelle Walcott-Bostwick, Head Conformity Assessment Department, GNBS.

4.7.1.4 Accreditation of Certification bodies

A training programme on the ISO Guide 65 standard was completed on July 20-23, 2010 in the Training Room of the GNBS. This training was conducted by Ms. Candelle Walcott-Bostwick and Ms. Rodlyn Semple. Ms. Semple conducted the training on day one while Ms. Bostwick conducted the sessions thereafter.

This course was designed to provide participants with an understanding of the requirements of the ISO /IEC Guide 65:1996 standard and guidance on how to develop policies and procedures required by the standard. At the end of the training programme the participants were expected to complete an action plan to address the outstanding documentation for the ISO Guide 65 standard.

Participants from the Guyana Rice Development Board, Fisheries Department, Guyana Tourism Authority, Guyana Forestry Commission and the Veterinary Public Health Unit attended this course.

The GNBS will continue to work with these organizations to facilitate the completion of their documentation by the end of the first quarter of 2011.

4.7.1.5 Accreditation of Inspection Bodies

A training programme was conducted by Ms. Rodlyn Semple, Technical Officer II, of the Conformity Assessment Department during the period July 13-16, 2010, in the Training Room of the Guyana National Bureau of Standards.

This training 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.

At the end of the training programme the participants were expected to complete an action plan to address the outstanding documentation for the ISO 17020 standard.

Participants from the Guyana Rice Development Board, Fisheries Department, Guyana Tourism Authority, Guyana Forestry Commission, Plant Health Services, Animal Health Services, Environmental Protection Agency and the Veterinary Public Health Unit attended this course.

The GNBS will continue to work with these organizations to facilitate the completion of their documentation by the end of the first quarter of 2011.

4.7.1.6 *Training Workshop on the Requirements for the operation of Inspection Bodies*

The GNBS held a training workshop on the Requirements for the operation of inspection bodies using the ISO/IEC 17020 standard for fifteen (15) Officers of the Government Analyst Food and Drug Department from November 24-26, 2010 at the Department.

This course was designed to provide participants with an understanding of the requirements for the operation of Inspection Bodies using the ISO /IEC 17020:1998 standard and providing guidance on how to develop policies and procedures required by the standard.

This training provided participants with the knowledge required to review their current inspection management to facilitate the accreditation process. Each participant was responsible for developing a policy to the assigned clause of the standard.

This course was presented by Ms. Candelle Walcott-Bostwick and Mr. Abidin Mohamed.

4.7.1.7 *Training on internal auditing of a laboratory management system*

An internal auditor training programme, '**Internal auditors for a Laboratory management system meeting the requirements of the ISO/IEC 17025 standard**' requested by the Government Analyst Food and Drug Department was conducted in two phases from April 27-30, 2010 and June 01-04, 2010 at the Department. This training programme was facilitated by Ms. Candelle Walcott-Bostwick, Head, Conformity Assessment Department. Twenty nine (29) Officers which included inspectors and laboratory personnel participated in the programme.

The objective of this course was to provide the participants with a thorough understanding of how to conduct internal audits using principles outlined in the ISO 19011 standard, **Guidelines for quality and environmental management systems auditing**.

During the course the participants were exposed to a number of exercises to reinforce their understanding of the thirteen modules presented.

At the end of the course participants were involved in a semi audit which was used to allow them to practice interviewing skills, preparation of checklists, and writing of nonconformances and audit reports. The audit report and the nonconformances were submitted at the end of the course as a final evaluation.

4.7.1.8 *GNBS/Delphi Consultants Limited training on Data Analysis and Root Cause Analysis for staff of the Government Analyst Food and Drug Department, September 06-09, 2010.*

The Guyana National Bureau of Standards in collaboration with Delphi Consultants Limited conducted two training programmes during the period **September 06-09, 2010** on Root Cause Analysis and Data Analysis for twenty two (22) personnel of the Government Analyst Food and Drug Department, one (1) personnel from Demerara Oxygen Company, Edward B. Beharry and Sons Limited, Geddes Grant Limited and Ainlim Associated Industries Limited also benefitted from these courses. Both courses were conducted by Mr. Orett Campbell, Delphi Consultant of Trinidad and Tobago.

4.7.1.9 *Root Cause Analysis Course*

This two (2) day programme facilitated 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 its operations, create a culture of continual improvement, and enhance customer satisfaction. The target group for this course was Management Representatives, Managers and senior Supervisors who are involved in providing solutions to recurring problems and implementing corrective actions on nonconformities found during audits and inspection activities.

During the course, the following topics were addressed through power point presentations, group work and interactive sessions: Definitions for Root Cause Analysis, Defining the problem, Root Cause Analysis Basics, Working in Teams, Overview of Root Cause Analysis Tools, Problem understanding tools etc.

4.1.8.10 *Data Analysis Course*

This two (2) day programme provided an understanding of data analysis principles and practices. The goal of the training programme was to provide attendees with a set of tools and techniques to enable them to collect the right type of data, analyze the data they have collected and prepare useful summary reports for management and other interested parties. The course was structured so that the use of the techniques did not require any detailed knowledge of mathematics beyond the ability to perform simple arithmetic calculations. The course included workshops and exercises geared towards ensuring an understanding of the topics presented.

The target group was Departmental Managers and Supervisors, ISO 9001 Management Representatives, Marketing and Sales personnel, Laboratory and Quality Assurance personnel and other staff involved in production, quality assurance, sales and marketing.

During the course, the following data analysis tools were addressed through power point presentations, group work and interactive sessions: Graphs, Pie charts, Radar charts, Run charts, diagrams, Histograms, Pareto charts and Surveys.

The application of these tools to the clauses of the ISO 9001:2008 standard was also addressed to facilitate continual improvement within organizations.

Based on the feedback of these courses, participants felt that the tools would assist them in improving problem solving techniques and analysis of data at their respective operations.

Projections for 2011

The GNBS will issue a comprehensive training schedule in February, 2011, which will provide training on the key management system standards such as ISO 9001, ISO 14001, ISO 22000, HACCP, ISO Guide 65, ISO 17020, ISO/IEC 17025, ISO 15189 and ISO 26000 standards to representatives of key companies involved in export, and interested manufacturing and service providers. Awareness sessions will also be arranged for Regions 10, 6 and 3 to solicit new clients for the consultancy programme.

Based on the feedback from the awareness sessions, the GNBS will conduct brief sessions with members of top management to get their commitment to implement a respective management system for the purpose of business improvement and competitiveness.

4.8 National Accreditation Focal Point (NAFP)

4.8.1 The Guyana National Bureau of Standards celebrated World Accreditation Day under the theme, **Global Acceptance**, on June 09, 2010 and used the opportunity to launch the NAFP. Guest speakers were from the GMSA, PSC, and Caricom Rice Mills. The Minister of Health, Dr. Leslie Ramsammy delivered the feature address. Thirty four (34) representatives from the public and private sector attended this session. Features from this session can be obtained from the GNBS website at www.gnbsgy.org.

The National Accreditation Focal Point is now fully operational and is managed by Ms. Candelle Walcott- Bostwick, Head of the Conformity Assessment Department. During the year the NAFP benefitted from a number of training programmes provided under the CROSQ/CLAS Project to boost its capacity to facilitate in accreditation of laboratories in Guyana. A work programme for the NAFP was developed and will be implemented in 2011.

4.8.2 Promoting Accreditation in Guyana.

The Guyana National Bureau of Standards held its first stakeholder's meeting to provide sensitisation on Accreditation in Guyana on **Wednesday August 18, 2010** in the Board Room of the Ministry of Tourism Industry and Commerce.

The objective of this meeting was to sensitise key stakeholders which included the Ministry of Health, Ministry of Agriculture, Guyana Manufactures and Service Association, Environmental Protection Agency, Guyana Forestry Commission, Guyana Office for Investment, Guyana Water Inc., the Private Sector Commission and key testing laboratories on the importance of having accredited testing facilities in Guyana to support Trade and the Tourism sector.

Ms. Candelle Walcott- Bostwick, Head, Conformity Assessment Department with the responsibility of the National Accreditation Focal Point, used this opportunity to reiterate the role of testing and calibration laboratories in supporting Government regulations, trade and tourism and the need for these facilities to be accredited to reduce technical barriers to trade and support competitiveness. Emphasis was also focused on the need for an Accredited National Conformity Assessment Infrastructure in Guyana to boost competitiveness of the local industry thus reducing technical barriers to trade.

It was also pointed out that the accuracy of testing of key products, especially those exported, and also the measurements used cannot be guaranteed due to the lack of accredited facilities in Guyana. The quality and safety of goods and services cannot be guaranteed since the testing capabilities have not met international requirements. The report on this meeting will be sent to the Minister of Tourism Industry and Commerce for consideration at the cabinet level.

4.8.3 **Building the capacity of the NAFP**

4.8.3.1 ***Train the Trainer Workshop on Laboratory Management Systems***

A four-day Workshop on *Train the Trainer on Laboratory Quality Management Systems* was held at the Kapok Hotel, St. Clair, Trinidad and Tobago during August 16-19, 2010. Mr. Trumel Redmond, Technical Officer, Conformity Assessment Department represented the NAFP for Guyana.

The Workshop was done through the Caricom Regional Organisation for Standards and Quality (CROSQ) in collaboration with the Trinidad and Tobago Laboratory Accreditation Service (TTLABS). The Workshop sought to develop a pool of experts who can act as in country trainers/ mentors for Laboratory Quality Systems development and Accreditation towards ISO/IEC 17025 and ISO 15189 standards. The European Development Fund (EDF) Caribbean Laboratory Accreditation Services (CLAS) Project and the Inter-American Development Bank (IADB) Regional Quality Infrastructure (RQI) Project sponsored the Workshop. A total of eighteen (18) participants attended the Workshop. The number of participants per country was as follows: Antigua and Barbuda (2), Barbados (1), Grenada (1), Guyana (1), Haiti (3), Jamaica (3), St. Kitts and Nevis (1), St. Lucia (1), St. Vincent and the Grenadines (1), Suriname (1) and Trinidad and Tobago (3).

Mr. Manfred Kindler, Accreditation Expert and Consultant, and Ms. Giselle Guevara, Project Coordinator, CLAS, were the two main facilitators for the Workshop. Guest lecturers included Ms. Wendy Kitson-Piggott, Training Manager, Medical Laboratory Strengthening Project and Ms. Valerie Wilson of Creative Quality Associates. Participants, Ms. Sonia Morgan, Senior Lead Assessor, Jamaica National Agency for Accreditation (JANAAC) and Ms. Karlene Lewis, Manager, TTLABS, delivered presentations related to the Accreditation process and Laboratory Assessments respectively.

4.8.3.2 *Workshop on Documenting & Developing the Quality Management System for the Medical Laboratory from May 26-28, 2010 in St. Kitts.*

Mr. Al Fraser, Technical Officer, Conformity Assessment Department, attended a Caribbean Laboratory Accreditation Service (CLAS) Workshop on Documenting & Developing the Quality Management System for the Medical Laboratory from May 26-28, 2010 in St. Kitts.

The aim of this workshop was to provide participants the tools and techniques needed to plan the structure of the Quality Management System and develop effective documentation while fulfilling the requirements of Accreditation. This course presented a comprehensive overview of procedure writing.

Topics presented included; Systems and Controls, Good writing tips for Documents, Writing Effective Policies, Procedures, Instructions, and Methods, Manuals and Procedures, Procedure Writing, Reviewing and Revising, Remaining Compliant and a Working session on document production

Upon completion of this training programme the following learning objectives were achieved:

- Recognition of the types of documentation required for the Quality Management System.
- Increase demonstrated understanding of the role of written procedures in maintaining effective and compliant business activities.
- Ability to write process documents confidently and determination of how to make the documents clear and logical including, using procedure templates.
- Knowledge of how to review and revise documents.
- Acquire practical experience developing SOPs and test methods for effective lab implementation.

4.8.3.3 *Safety Management for Laboratories during the period April 28-30, 2010 in Kingston Jamaica*

The Caricom Regional Organisation for Standards and Quality (CROSQ) and CLAS Project with assistance from the European Union under the 9th EDF Project Funding, conducted a training workshop on **Safety Management for Laboratories during the period April 28-30, 2010 in Kingston, Jamaica.**

Ms. Rodlyn Semple of the Conformity Assessment Department represented the NAFP - Guyana National Bureau of Standards at this Workshop.

Twenty five participants from the following countries were present; Guyana, Jamaica, Dominica, Suriname, St. Lucia, Antigua and Barbuda, Trinidad and Tobago, Haiti, Grenada and St. Kitts and Nevis.

The facilitators were Ms. Giselle Guevara, CROSQ/CLAS Project Coordinator, Mr. Robert Taylor, Mr. Hermon Edmondson and Mr. Clayton Osbourne. A pre course questionnaire was completed by all participants which sought to access the legal Environmental, Health, Safety and Health requirements (Laws and Regulations) with which their respective organizations (the Laboratory) should comply with.

The aim of this training was to provide participants with the knowledge, tools and techniques needed to develop a Safety Management System and conduct Safety Audits in the Laboratory.

This training course focused on the creation and implementation of a health and safety (H&S) program and addressed key topics including measuring H&S performance and setting up a functional system.

This training will now enable the GNBS to provide training and technical support to laboratories to facilitate the implementation of a safety management system.

4.8.3.4 ***CROSQ Workshop on Measurement Uncertainty Workshop attended by Ms. Candelle Walcott-Bostwick and Mr. Trumel Redmond***

Collaboration between the CARICOM Regional Organisation for Standards and Quality (CROSQ) and the Guyana National Bureau of Standards (GNBS) held a Workshop on the “Estimation of Uncertainty in Measurements for Laboratories”. This two-day Workshop, held on July 26 and 27, 2010, was convened at the Regency Suites Hotel, Hadfield Street, Werk-en-Rust, Georgetown. Dr. Mariana Arce-Osuna of the American National Institute of Standards and Technology (NIST) and previously of Centro Nacional de Metrologia (CENAM) was the facilitator of the Workshop. Six objectives were to be achieved at the end of the Workshop:

- Describe and determine the factors which contribute to uncertainty in measurements when performing test methods,
- Explain the use of measurement uncertainty as an indicator of measurement capability for accreditation and proficiency testing by laboratories,
- Identify the steps to be taken in preparing a measurement uncertainty budget,
- Calculate and develop measurement uncertainty budgets for the evaluation of uncertainty values with respect to the testing processes,
- Monitor the factors which contribute to error and uncertainty in the testing process, and
- Apply a working knowledge of the methods needed to compute measurement uncertainty for chemical analyses using ISO GUM methods.

Calibration, Testing and Medical Laboratories; Academia; Quality Professionals; Quality Managers and Metrologists were part of the target audience for this Workshop.

This Workshop was well attended with thirty-three participants. The Workshop commenced with a focus on the basics of measurement uncertainty and quickly built on that foundation until participants were engaged in small groups to gain practical experiences in determining measurement uncertainty. The *Microsoft Excel* software programme was used in the practical sessions to apply formulas and perform calculations in ascertaining measurement uncertainty.

The Workshop was informative. It would be good for another Workshop of this nature to be held so that persons who were unable to participate in this one are given such an opportunity. Added to that, entities that perform similar activities can be grouped together for future Workshops. This would aid in the practical sessions where similar calculations related to actual operations would be carried out.

4.8.3.5 ***Regional Seminar on Utilising Proficiency Testing as a Tool for Laboratory Improvement.***

The Caricom Regional Organisation for Standards and Quality (CROSQ) and the Caribbean Laboratory Accreditation Service (CLAS) 9th EDF Funded Project in collaboration with the IDB FUNDED HARMONISED REGIONAL QUALITY INFRASTRUCTURE held a Regional Seminar on Utilising Proficiency Testing as a Tool for Laboratory Improvement from November 04-05, 2010 in Bridgetown, Barbados.

The aim of this seminar was to train persons involved in laboratory testing (Calibration, Chemical and Medical) to obtain a clearer understanding of the principles of Proficiency Testing and its application in ensuring that test results are accurate, precise and reliable. Participants were required to fully participate in the workshop, using their own experiences as examples for practice in the use of the methods elaborated.

At the end of the Workshops participants were be able to:

- Describe and determine the factors which contribute to successful Proficiency testing programmes
- Explain the use of the ISO 17043 Standard in developing, planning and conducting PT for accreditation and proficiency testing by laboratories
- Identify the steps to be taken in reviewing and interpreting PT results
- Investigate the root cause for unsatisfactory results and prepare effective corrective actions
- Monitor the factors which contribute to error and uncertainty in the Proficiency testing process

During the course, the fundamentals of Proficiency testing, interpreting Proficiency testing results and using these results for laboratory improvement were presented. The requirements of the ISO 17043 standard, Conformity Assessment- General requirements for proficiency testing, were discussed with the participants. Mr. Keith Parris, Coordinator of the Proficiency Testing Programme, Ministry of Health in Guyana, Dr. Haidi Tjon-Kon-Fat-Bronstein, Ministry of Health Suriname and Ms. Imilce Zuta from Peru presented on the Proficiency testing experience in their respective countries. This

was used to encourage other countries to participate in Proficiency Testing which helped these countries in improving laboratory quality.

Ten (10) countries participated in this Regional seminar: Trinidad and Tobago (1), Grenada (2), Antigua (3), Barbados (5), Guyana (2), St. Kitts (1), St. Vincent (1), Dominica (1), Suriname (2) and St. Lucia (1).

The facilitators were Jane Gun Munro, Canada, and Imilce Zuta Chong, Peru, who shared their experiences as PT providers and assessors to the participants. The GNBS was represented by Ms. Candelle Walcott-Bostwick.

4.8.4 *NAFP meetings*

Two meetings for NAFPs were held for 2010 to establish the framework for the operation of the NAFPs across Caricom.

4.8.4.1 *NAFP meeting in Grenada on April 15-16, 2010.*

The CROSQ/CLAS 9th EDF funded project held a meeting for National Accreditation Focal Points (NAFP) from April 15-16, 2010 in St. Georges, Grenada. The purpose of this meeting was to create a network of national representatives supporting the development of the regional system, the Caribbean Laboratory Accreditation Service (CLAS) and to facilitate teamwork among representatives. There are fifteen (15) NAFPs across the region which represent Caricom countries without an accreditation body. The Five (5) NAFPs represented at this meeting were from Guyana which was represented by Ms. Candelle Walcott-Bostwick, Grenada, St. Vincent and the Grenadines, Dominica and Haiti. Representatives from the Trinidad and Tobago Accreditation Body were in attendance. Each participant was required to present a summary report of the laboratory situation in their respective country and an action plan for the next six months, in addition, a summary report of the activities completed by the NAFP from 2008-2010, successes and challenges, future activities and needs were also presented at the meeting.

This meeting was facilitated by Ms. Giselle Guevara, CROSQ/CLAS Project Coordinator, who provided guidance to the NAFP on how to improve their operations. The Terms of Reference of the NAFPs and the Project indicators were also reviewed at the meeting. The Coordinator also presented the sixteen milestones for the NAFP to monitor their performance. There were also discussions on World Accreditation Day scheduled for June 09, 2010 where all representatives were tasked with the responsibility of celebrating this day in country. NAFPs were also reminded that this project will end in December, 2010 and should send in their requests for training or other assistance as soon as possible so that they can be addressed before the end of the project.

4.8.4.2 *NAFP meeting in Antigua, October, 2010*

The Caricom Regional Organisation for Standards and Quality (CROSQ) and the Caribbean Laboratory Accreditation Service (CLAS) 9th EDF Funded Project held its second and final meeting for the National Accreditation Focal Points (NAFPs) from **October 11-13, 2010** at the Heritage Quay Hotel, St. John's Antigua.

The objectives of this meeting were:

1. To create a network of national representatives supporting the development of a regional system, the Caribbean Laboratory Accreditation Service (CLAS).
2. To facilitate teamwork among the representatives and enable them to share their present approaches in country with raising awareness of Accreditation.

At the end of this meeting, NAFPs were to be able to:

- Intensify sensitization of policy-makers and other stakeholders nationally with respect to the accreditation of Laboratories.
- Develop proposals and seek resources needed to support their national process.
- Provide guidance to laboratories for implementation of ISO/IEC 17025 and ISO 15189 standards.
- Prepare and execute action plans and continue work with the Laboratory Quality Systems group (LQMS).
- Utilize tools provided to improve their interaction with Laboratories and stakeholders.

This meeting was facilitated by Ms. Giselle Guevara, CROSQ/CLAS Project Coordinator, who was assisted by a number of guest speakers.

Each NAFP was required to prepare an action plan for 2011 to continue to promote the accreditation of laboratories in their respective countries and also ensure that laboratories in their countries access relevant information, training and technical assistance to facilitate the accreditation process in their respective countries.

Twelve (12) out of fifteen (15) NAFPs participated in this meeting. The NAFPs represented were from Antigua and Barbuda, Suriname, Trinidad and Tobago, Grenada, St. Lucia, Belize, Dominica, St. Vincent, Jamaica, Guyana and Haiti. Ms. Candelle Walcott-Bostwick, represented the NAFP for Guyana.

4.8.4.3 *The first Caribbean Cooperation for Accreditation (CCA) Meeting of CROSQ, JANNAC and TTLABS held September 02-03, 2010 in Kingston, Jamaica*

The Caricom Regional Organisation for Standards and Quality (CROSQ), Jamaica National Agency for Accreditation (JANAAAC) and the Trinidad and Tobago Laboratory Accreditation Service (TTLABS) hosted a meeting for the operationalising of the First Caribbean Cooperation for Accreditation on **September 02-03, 2010 in Jamaica.**

The purpose of this meeting was to plan for the operationalising of the Caribbean Cooperation for Accreditation (CCA) which will serve to create a Regional Accreditation Body. This meeting sought to define ways of harmonizing the two regional accreditation bodies; TTLABS and JANNAC and also institutionalize the NAFPs in the Bureau of Standards. The NAFPs represented were from Guyana and Grenada. Guyana was represented by Ms. Candelle Walcott-Bostwick, Head Conformity Assessment Department.

The two day meeting took the form of moderated discussions in plenary and group sessions which was facilitated by Mr. Uwe Weihart with the assistance of Mr. Deryck Omar. The first day of meeting was committed to the conceptualization of the characteristics of an appropriate model of operation for the current to medium term as well as a proposed model for the long term within the context of a Regional Quality Infrastructure (RQI).

The second day of meeting involved group work in which participants were strategically divided into three groups, NABs, NAFPs and CROSQ representatives. Each group was required to identify gaps to be filled through training, resources etc and consolidation of ideas for the development of an action fiche.

The models discussed at the meeting should be tabled at the COTED meeting where the operations of the Regional Accreditation Bodies, National Accreditation Focal Points and CROSQ should be clearly defined. This will facilitate an understanding of the need for harmonization and policy changes at the Regional level to facilitate the regional accreditation process.

The two Regional NABs should continue to work together to realize a Regional Accreditation body before the next 15 years.

The operationalising of the NAFPs should be addressed urgently to facilitate the accreditation process in each country. The NAFPs should be provided with the resources required to promote accreditation activities in their respective countries.

The concept of the establishment of the CCA should be further discussed to ensure that the roles and functions of the partners involved are clearly defined to facilitate harmonization of the Regional Accreditation process.

This meeting has demonstrated that a number of benefits can be derived from the implementation of a Caribbean Cooperation for Accreditation. However, there is need for the promotion of the importance of accreditation in the Region with special emphasis for ensuring that Heads of Government recognize the benefits of providing the required infrastructure required to support accreditation in their respective countries. These changes are inevitable if products and services across the Region are to be competitive regionally and internationally.

4.8.5 Training services conducted in collaboration with the CROSQ/CLAS Project

4.8.5.1 *Safety Management for Laboratories*

The Guyana National Bureau of Standards (GNBS), in collaboration with the (CROSQ) / Caribbean Laboratory Accreditation Service (CLAS) Project conducted a training Workshop on Safety Management for Laboratory during September 14-17, 2010 in the Training Room of the GNBS.

Ms. Rodlyn Semple (Technical Officer) of the Conformity Assessment Department conducted this workshop. 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 ISO 15190 standard and other relevant safety standards. Additionally, this training was held due to Safety and its significance, since it will enable the laboratory personnel to effectively improve the current safety operations and meet the requirements for accreditation.

Useful tools and techniques were enforced through the use of practical workshop sessions to address the needs of the laboratories represented.

Seventeen (17) personnel from the various laboratories listed below were present at this training. These included the Institute of Applied Science and Technology, Guyana Geology and Mines Commission, Government Analyst Food and Drug Department (Ministry of Health), St. Joseph Mercy Hospital, Guyana National Bureau of Standards, Ministry of Health (National Public Health Reference Laboratory), Dr. Balwant Singh Hospital, Pathology Laboratory (Georgetown Public Hospital Laboratory), Sigma Labs, Georgetown Public Hospital Medical Laboratory, Eureka Medical Laboratory, Davis Memorial Hospital and the Guyana Rice Development Board.

At the end of this training, participants were expected to:

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

During the training programme, participants were introduced to benefits and the requirements of implementing a laboratory safety management system. During the presentations, the facilitator used examples and exercises to demonstrate how the requirements could be applied to the laboratories. The group exercises facilitated brainstorming and application of the requirements for safety, development of policies and procedures and conducting risk assessments.

At the end of the programme each participant received a certificate of participation.

This training programme provided a foundation for laboratories in Guyana to implement a laboratory safety management system and also evaluate their current operations with regards to safety.

4.8.5.2 *Laboratory Accreditation Requirements*

The Guyana National Bureau of Standards (GNBS) in collaboration with the Caricom Regional Organisation for Standards and Quality (CROSQ) hosted a five-day training programme under the theme, “*Accreditation: the key to adding value to Laboratory Services to boost National competitiveness and Tourism*” with the subtheme: ‘*Complying with Accreditation Requirements*’, from September 20-24, 2010 in the Training Room of the GNBS. This training programme was facilitated by Ms. Giselle Guevara, Ms. Lynette Hardy and Ms. Candelle Walcott-Bostwick.

The main objectives of this training programme were to provide participants with guidance on how to apply the requirements of the ISO/IEC 17025:2005 (General requirements for the competence of testing and calibration laboratories) and ISO 15189: 2007 (Medical laboratories – Particular requirements for quality and competence) standards to their laboratories to facilitate the accreditation process.

The programme will facilitate improvement in the current testing and measurement infrastructure in Guyana which is a key component of conformity assessment in Guyana.

Sixteen (16) participants from thirteen laboratories (seven medical and six testing laboratories) including one GNBS personnel participated in this training programme.

The purpose of this training programme was to provide participants with an understanding of how to implement the Laboratory Management system for the purpose of Accreditation and also to provide examples of applying the requirements of the standard. This programme was designed to encourage key laboratories in Guyana to add value to their current management system to assure accurate and reliable test and calibration results.

This course commenced with a brief opening ceremony where the top management of the participating laboratories and Permanent Secretaries of the Ministry of Health and Agriculture were invited. The objective of this session was to sensitise the top management and key stakeholders on the importance of accrediting laboratories in Guyana. Ms. Giselle Guevara used this opportunity to provide the representatives and participants with an update of the CROSQ/ CLAS project and Global prospective on Accreditation and its benefits. Seven (7) representatives from the participating laboratories attended this session.

During the training programme, participants were introduced to benefits of the laboratory quality management system, understanding and applying the requirements of the ISO/IEC 17025 and the ISO 15189 standards to their respective laboratories. During the presentations, the facilitators used examples and exercises to demonstrate how the requirements could be applied to the laboratories. The group exercises facilitated brainstorming and application of the requirements of the standards in laboratories.

The GNBS anticipates cooperation from the management of these laboratories to facilitate the Accreditation of laboratories in Guyana.

This training programme has provided a foundation for laboratories in Guyana to improve on their current laboratory management systems to achieve the requirements for Accreditation to the ISO/IEC 17025 or the ISO 15189 standard.

4.8.6 *Accreditation of Testing Laboratories*

A schedule to conduct Gap analysis at the nine (9) laboratories opting for Accreditation was completed and sent to the laboratories in April 2010. Eight gap analyses were conducted and the results of the gap analysis were discussed with the respective laboratories.

Projections for 2011

Commencing in February, 2011, these laboratories will be provided with the necessary guidance to address the gaps and be ready for accreditation by December, 2011. This will require the commitment of top management to provide the necessary resources to implement the laboratory management system to the ISO/IEC17025 or the ISO 15189 standard. Critical laboratories such as the Pesticide and Toxic Chemical Laboratory, Government Analyst Food and Drug Department, Institute of Applied Science and Technology, National Agriculture Research Institute, Guyana Water Inc, National Public Health Reference Laboratory, Eureka Medical Laboratory, Dr. Balwant Singh Hospital Laboratory, St. Joseph Mercy Hospital Laboratory, Woodlands Hospital Laboratory and any other interested laboratory.

The NAFP work programme for 2011 will be implemented to facilitate awareness on the importance of the accreditation of conformity assessment bodies in Guyana.

4.8.7 **National Committee on Conformity Assessment**

Three meetings of the NCCA were held during the year on March 18, 2010; June 17, 2010 and October 07, 2010. At the June 17 meeting, Ms. Candelle Walcott-Bostwick, Head Conformity Assessment Department assumed the chairmanship of the NCCA following the retirement of the previous Chairman, Dr. Chatterpaul Ramcharran. An average of twelve agencies was represented at the three meetings during the year. In July, five agencies received training on the ISO 17020 standard while three agencies received training on the ISO Guide 65 standard to assist them in the preparation of their manuals and procedures. These meetings were used to discuss matters relating to the operations of conformity assessment bodies and the identification of areas for improvement and collaboration.

4.8.1 *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 170:2003 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.

At the first quarterly meeting a total of seven laboratories were highlighted to become certified before the ending of December, 2010, however only one laboratory was certified.

During the clinical meetings, laboratory representatives were provided with detail guidance on how internal audits and management review should be conducted. They were also given guidance on how to improve their system. All quality system documents submitted to the GNBS were reviewed and returned to laboratories. All uncertified laboratories were encouraged to buckle up and complete their documentation and become certified.

Projections for 2011

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.

4.8.2 *Projects*

Competitiveness Project

The capacity of the GNBS to provide training, auditing, consultancy, communication and laboratory services to organizations in Guyana was boosted with a series of training programmes, training equipment, laboratory equipment and IT equipment received under the Support for Competitiveness programme.

Eighteen (18) officers benefited from one or more of the courses as detailed below.

4.8.3 *Training courses conducted during 2010*

4.8.3.1 *ISO 9001: 2008 Quality Management Systems- Train the Trainer course*

The ISO 9001: 2008 Quality Management Systems- Train the Trainer course was completed on January 18-19, 2010 at the Guyana National Bureau of Standards. This course was facilitated by Dr. Horacio Martirena, Certified QMS and EMS auditor, IRCA-UK.

During the course, participants were provided with an understanding of the requirements of the ISO 9001:2008 standard and its underlying key principles, and guidelines on how to implement them in a wide range of organizations for the purpose of certification. During the programme participants became aware of some of the challenges that may arise during their future work as consultants.

Before attending the course, each participant was assigned a section of the ISO 9001:2008 standard to prepare a presentation. The participant was provided the opportunity to present their presentation during the course where their skills as trainers were evaluated.

The course facilitator used this opportunity to provide feedback to the participants on how to improve their presentation. Each participant had to complete a pre course questionnaire which was used to homogenize the level of understanding of the requirements of the standard to facilitate an effective delivery of the course.

One week after completing the course, participants were provided with the opportunity to discuss any challenges on the ISO 9001 standard or its implementation and also to receive feedback on their performance privately with the facilitator by Skype Conference. This added much value to the course and most of the participants were satisfied with the delivery and feedback provided by the facilitator.

All ten (10) of the participants had successfully completed the written exam at the end of the course. The participating Officers were Mr. Abidin Mohamed, Mr. Trumel Redmond, Mr. Al Donavon Fraser, Ms. Ramrattie Karan, Ms. Evadnie Benfield, Mr. Elton Patram, Ms. Andrea Thom, Mr. Iran Ali, Ms. Rodlyn Semple and Ms. Candelle Walcott-Bostwick.

4.9.1.2 *Certified ISO 9001:2008 Lead auditor course*

This Certified Lead auditor course was conducted from February 01-05, 2010 by Mr. Carmine Liuzzi, a Certified Lead auditor, of Sai Global Training and Improvement Solutions. The course was based on the ISO 9001:2008 and the ISO 19011:2002 standards issued by ISO. The principal aim of this course was to provide the participants with a thorough understanding of the requirements to conduct quality management systems audits in accordance with the ISO 19011: 2002 standard, Guidelines for quality and/or environmental management systems auditing. Participants learned auditing processes and procedures required to carry out QMS audits from preparation and evaluation to reporting and corrective action.

At the end of the programme participants obtained a sound appreciation of:

- How to perform an effective management system audit, with reference to the requirements of ISO 19011,
- How ISO 9001:2008 relates to the business management system,
- How to construct an audit programme checklist
- How to effectively lead a QMS audit
- Evaluation of the business impact on audit findings
- Business improvement through the use of corrective and preventive action programmes.

Participants were required to complete a pre-course questionnaire on Quality Management Systems, Management System audits and Leading Management system Audit Teams. This questionnaire had a set of questions related to the topics which constitute the body of knowledge of a QMS auditor.

The course was delivered as planned and focused on attendee attainment of three sets of defined competencies: auditing skills, quality management systems and team leader skills.

Ten (10) GNBS personnel participated in this training programme and successfully completed the programme. The GNBS is now equipped with ten (10) trained Lead auditors for the ISO 9001 QMS.

The participating Officers were Mr. Abidin Mohamed, Mr. Trumel Redmond, Mr. Al Donavon Fraser, Ms. Ramrattie Karan, Ms. Evadnie Benfield, Mr. Elton Patram, Ms. Andrea Thom, Mr. Iran Ali, Ms. Rodlyn Semple and Ms. Candelle Walcott-Bostwick.

4.9.1.3 *ISO 22000: 2005 Train the trainer programme*

The ISO 22000: 2005 Food Safety Management System- Train the Trainer course was completed on February 17-19, 2010 at the Guyana National Bureau of Standards. This course was facilitated by Mr. Carlos Rocha, Executive Director of Rocha and Asociados Management Solutions.

During the course participants were provided with an understanding of the requirements of the ISO 22000: 2005 standard and its underlying key principles, and guidelines on how to implement them in a wide range of organizations for the purpose of certification. During the programme participants became aware of some of the challenges that may arise during their future work as consultants.

Before attending the course, each participant was assigned a section of the ISO 22000: 2005 standard to prepare a presentation. The participant was provided the opportunity to present their presentation during the course where their skills as trainers were evaluated. The course facilitator used this opportunity to provide feedback to the participants on how to improve their presentation. Each participant had to complete a pre course questionnaire which was used to homogenize the level of understanding of the requirements of the standard to facilitate an effective delivery of the course.

One week after completing the course, participants were provided with the opportunity to discuss any challenges on the ISO 22000 standard or its implementation and also to receive feedback on their performance privately with the facilitator by Skype Conference. This added much value to the course and most of the participants were satisfied with the delivery and feedback provided by the facilitator.

The participating Officers were Mr. Abidin Mohamed, Mr. Trumel Redmond, Mr. Al Donavon Fraser, Ms. Ramrattie Karan, Ms. Rodlyn Semple, Mr. Elton Patram, Ms. Andrea Thom, Mr. Iran Ali, Mr. Hemraj Sanichara and Ms. Candelle Walcott- Bostwick. Based on the course evaluation, all of the participants had successfully completed the written exam at the end of the course.

4.9.1.4 *Certified ISO 22000:2005 Lead auditor course*

This Certified Lead auditor course was conducted from March 08-12, 2010 by Mr. Tassos Metaxas, AQS Management Systems Inc., who has over 27 years experience in the Food Industry. He is an RABQSA qualified instructor/ examiner in ISO 22000 Food Safety Management System.

The course was based on the standards FSSC 22000 (ISO 22000:2005, PAS 220:2008, ISO 22003:2007) and ISO 19011:2002, issued by ISO (International Standardization Organization).

This rigorous course made extensive use of activities and case studies to help participants to fully understand the requirements of auditing to the ISO 22000:2005 and PAS 220:2008 standard. Lecture time was held to a minimum, which provided time for participants to learn and then practice the newly acquired skills in real-life audit situations. The training aspects of this particular course assisted participants to prepare for the RABQSA Certified FS exam.

Since the participants had no food manufacturing or food-safety experience, the strategy of this course was focused on Food Safety Management and HACCP elements included in the RABQSA-FS curriculum. Eight (8) of the GNBS participants had previously completed RABQSA ISO 9001:2008 Lead Auditor training - certification, which is equivalent to RABQSA-AU and RABQSA-TL. For that reason the time initially allocated to go through these topics was used to span the concept of food safety. Likewise, it was agreed with the participants to focus mainly in section 7 of ISO 22000 at the expense of not covering requirements of PAS 220 and ISO 22003.

At the end of the course participants had obtained a sound appreciation of:

- Understanding and successfully interpreting the ISO 22000 requirements.
- Auditing to the ISO 22000 Food Safety Management System Standard.
- Providing critical knowledge for Companies.
- Managing a successful food safety programme.

The training was carried out at the premises of the Guyana National Bureau of Standards, located at Flat 15, Sophia Exhibition Complex, Sophia, Georgetown, Guyana.

The participating Officers were Mr. Abidin Mohamed, Mr. Trumel Redmond, Mr. Al Donavon Fraser, Ms. Ramrattie Karan, Ms. Rodlyn Semple, Mr. Elton Patram, Ms. Andrea Thom, Mr. Iran Ali, Mr. Hemraj Sanichara and Ms. Candelle Walcott-Bostwick.

4.9.1.5 *HACCP/GMP Training Programme*

The extension of the phase 1 component of the Competitiveness Training was completed during the month of August, 2010 where GNBS personnel who participated in the Food Safety Management Courses held in March, 2010 were exposed to the HACCP/GMP course to improve their competence in the area of food safety.

Visits were made by the participants to ten (10) companies to observe their manufacturing processes so as to enable the development of a process flow diagram in preparation for the HACCP/GMP course.

During the period of August 23-27, 2010, GNBS in collaboration with Quara Consulting Company held a training programme on “HACCP/GMP in the practice” in the training room of the GNBS. Ten (10) Officers from the GNBS along with two (2) Food Inspectors from the Government Analyst Food and Drugs Department attended this training programme. The course focused on two areas, the theoretical aspect which lasted for four days and a practical aspect which entailed visits to the Enmore Sugar Estate and Edward

Beharry Company Limited (Chowmein processing plant) to observe the conditions for processing of the product and to point out issues on food safety.

A visit was also paid to Tandy's Manufacturing Company to view its operations in order for the consultant to provide guidance to the personnel providing technical assistance programme to this company.

The GNBS now has the capability to provide guidance to companies desirous of implementing the HACCP system. This will be done in collaboration with the Government Analyst Food and Drug Department in 2011.

The participating Officers were Mr. Abidin Mohamed, Mr. Trumel Redmond, Mr. Al Donavon Fraser, Ms. Ramrattie Karan, Ms. Rodlyn Semple, Mr. Elton Patram, Ms. Andrea Thom, Mr. Iran Ali, Mr. Hemraj Sanichara and Ms. Candelle Walcott- Bostwick.

4.9.1.6 *The ISO/IEC 17025 Train the Trainer training programmes.*

The ISO/IEC 17025 Train the Trainer course was held from September 27-30, 2010 in the Training Room of the GNBS. The following ten (10) personnel from the GNBS participated in this programme: Mr. Trumel Redmond, Mr. Al Donovan Fraser, Ms. Rodlyn Semple, Ms. Candelle Walcott-Bostwick, Mr. Shailendra Rai, Mr. Jermaine Softley, Mr. Keemo Fyfe, Mr. Edward Melville, Mr. Vishnu Matbadal and Mr. Chandradat Persaud. This course was presented by Ms. Norma Piacquadio, Consultant.

Before attending the course, each participant had to complete a pre course questionnaire, which evaluated the initial knowledge of the participant on the standard. This assignment was discussed at the end of the course. The course was delivered using power point presentations and exercises to demonstrate the application of the standard to laboratories using the process approach. The instructor shared her experiences in implementing the laboratory management system. On Day three of the course, participants visited a laboratory which led to the completion of a proposal for working with the laboratory as a consultant to facilitate the accreditation process by the participants in groups of three. The course was completed with an examination which was discussed during a Skype conference on October 18 and 19, 2010.

4.9.1.7 *ISO/IEC 17025 Lead Auditor course*

During the period of October 25-29, 2010 the RABQSA Certified Lead Auditor training programme on "The requirements of ISO 17025 standard," was conducted by Mr. Bernie Warchuk, Trainer from Sai Global, USA, in the training room of the GNBS. Ten (10) officers of the GNBS participated in this training programme. The participating Officers were Mr. Abidin Mohamed, Mr. Trumel Redmond, Mr. Al Donavon Fraser, Ms. Ramrattie Karan, Mr. Edward Melville, Mr. Chandradat Persaud, Mr. Keemo Fyfee, Mr. Shailendra Rai, Mr. Jermaine Softley and Ms. Candelle Walcott-Bostwick. The objective of this training programme was to provide participants with the knowledge and skill required to be Lead auditors for laboratory management systems. The content of the programme took the form of lectures, case studies, group and individual assignments to

allow participants to apply their knowledge of the standard. The facilitator also shared his experience with participants on how to apply the requirements of the standard to different situations. The process approach to auditing was also discussed with the participants as an effective method of auditing.

4.9.1.8 *The ISO 14001 Train the Trainer training programme.*

With continued assistance from the Support for Competiveness Programme, the Train the Trainer Course on the ISO 14001:2004 standard was held during November 08-11, 2010. Prior to the attending the course, a Pre-course Questionnaire and a Powerpoint presentation were completed and submitted to the Facilitator of the course, Mr. Horatio Matirena. The approach used in the course was to focus on the most important clauses of the standard which greatly aided in understanding the concepts of the standard. During the course two site visits were conducted at the Guyana Oil Company and Hakh Abdul & Sons Rice Mill to provide the participants with a better understanding how to identify environmental aspects and to reinforce the concepts taught in the class room. The following ten (10) personnel from the GNBS participated in this course: Ms. Candelle Walcott-Bostwick, Mr. Abidin Mohamed, Mr. Trumel Redmond, Mr. Al Fraser, Mr. Hemraj Sanichara, Mr. Lloyd David, Mr. Iran Ali, Ms. Andrea Mendonca, Ms. Sheron Daniel and Ms. Roxanne Bourne.

4.9.1.9 *ISO 14001:2004 Lead Auditor*

Mr. Mel Stauffer was the Instructor of the five-day Lead Auditor Training Programme on the ISO 14001:2004 standard. This Programme was held during the period December 06-10, 2010. Ten (10) Officers of the GNBS participated in this course. Exposure to different scenarios in environmental management systems was gained through the review of case studies. The objective of this training programme was to provide participants with the knowledge and skill required to be Lead auditors for environmental management systems. The content of the programme took the form of lectures, case studies, group and individual assignments to allow participants to apply their knowledge of the standard. The facilitator also shared his experience with participants on how to apply the requirements of the standard to different situations. All participants successfully completed this course.

The following ten (10) personnel from the GNBS participated in this course: Ms. Candelle Walcott-Bostwick, Mr. Abidin Mohamed, Mr. Trumel Redmond, Mr. Al Fraser, Mr. Hemraj Sanichara, Mr. Lloyd David, Mr. Iran Ali, Ms. Andrea Mendonca, Ms. Sheron Daniel and Ms. Roxanne Bourne.

4.9.1 *Standards Strategy*

During the month of August, 2010, the first phase of the Consultancy to develop the Standards Strategy was implemented. Dr. Rhone conducted her first visit where she met with a number of stakeholder's to outline the objectives of developing a Standards Strategy for the GNBS and to solicit information from key stakeholders to facilitate the development of the Standards Strategy for the GNBS.

In September, 2010, the first draft of the Standardisation Strategy was submitted by the Consultant and circulated to stakeholders including the GNBS personnel for comments. A public consultation was held in October with key stakeholders where input for the draft strategy was obtained. The final draft strategy and the draft standards legislation was submitted during the period November, 2010. These draft documents are currently being reviewed by the GNBS. This review should be completed by the end of the first quarter of 2011.

4.9.2 *Communication Strategy*

The GNBS submitted the revised equipment list, revised communication action plan and the proposed plan to train GNBS officers as consultants in April 2010. The funds allocated to implement the communication strategy were approved in September, 2010. The Communication Department is currently streamlining its operations to implement the plan which should commence in 2011.

4.9.3 *Equipment*

During the year the GNBS received a compliment of equipment for its laboratories, training services, product certification and IT equipment under this project.

4.10 *Other Activities*

4.10.1 *Mid-Term Review of National Strategic Plan for Medical Laboratories (2008-2012)*

An invitation was extended to the GNBS by the NPHRL to participate in their *Laboratory Services National Strategic Plan Mid-Term Review 2010*. This activity was held during the week of December 13-17, 2010 in the Lecture Room of the NPHRL, Thomas and New Market Streets, Georgetown. The workshop had a dual purpose. Firstly, to review and strengthen the 2008-2012 National Strategic Plan for Laboratories and secondly to develop a strategic plan for the NPHRL. As part of the review process, a situational analysis highlighting the strengths, weaknesses, opportunities and threats were identified. The GNBS serving as the National Accreditation Focal Point was identified as one of the strengths.

Seven chapters of the Laboratory Services National Strategic Plan were reviewed and strengthened: Laboratory Institutional and Management Framework; Policy, Legal and Regulatory Framework; Laboratory Services; Human Resources; Laboratory Support Systems; Laboratory Quality Systems; and Surveillance and Applied Research which was a new chapter introduced. Goals and objectives for each of the chapters were done. Timelines and responsible persons were identified for the objectives. For the second part of the week, a strategic plan considering where the NPHRL would like to see itself in five years (2011-2015) was prepared. Four general goals were identified after which the corresponding objectives were defined. The first year operational plan to achieve the objectives to be met in 2011 was made. Mr. Trumel Redmond attended this meeting on behalf of Ms. Candelle Walcott-Bostwick.

4.10.2 *Standards and Conformity Assessment Workshop attended by Mr. Trumel Redmond*

In an effort to promote the competitiveness of Small and Medium Enterprise (SME) through Technical Standards, a Workshop on *Improving and maintaining market access for SMEs through standards and conformity assessment* was held during the period July 19-20, 2010. The CARICOM Regional Organisation for Standards and Quality (CROSQ) in collaboration with the Guyana National Bureau of Standards (GNBS) conducted the Workshop. The Workshop formed part of a four year project that is managed by CROSQ and funded by the Inter American Development Bank (IADB). The purpose of the Workshop was to increase the awareness of SME Support Organisations on regional standards in order to develop their ability to assist SMEs in developing their potential/capacity to meet the requirements of the standards and to increase competitiveness. There were four learning objectives outlined to be achieved by the end of the Workshop:

1. Explain the general need for standards and conformity assessment and the benefits of standards to SMEs.
2. Point out the links between the use of standards and conformity assessment and a quality system.
3. Direct clients in the use of standards.
4. Know how to access more information on standards and conformity assessment.

Mr. Ian Cleare, a Mechanical Engineer with twenty years experience in manufacturing and fifteen years in running a Product Certification body, was the facilitator of the workshop. The Training Room of the GNBS was the venue for the Workshop.

Support organisations as well as owners of SMEs were in attendance at the Workshop. Representatives from Republic Bank (Guyana) Limited and the Small Business Bureau of the Ministry of Tourism, Industry & Commerce were some of the support organisations present while SMEs represented included craft producers and juice manufacturers. The presence of the SME owners helped to reinforce the need for standards and conformity assessment to the SMEs themselves. The informative and participative nature of the Workshop aided in this process.

The two-day Workshop was arranged in five main sessions and concluded with an assessment questionnaire which sought to determine the extent of the effectiveness in delivering the Workshop content to the participants. Topics covered in the five sessions were:

1. Standards and the standardisation process
2. Conformity Assessment – basic principles
3. Conformity Assessment in action
4. Competitiveness – basic principles
5. Standards, quality and competitiveness for SMEs

Following each session, participants worked in groups performing exercises to strengthen the points raised during the sessions.

Coming out of the Workshop and the feedback from the participants, the following recommendations were highlighted:

- The Guyana Art and Craft Producers Association should engage in more marketing to promote standards among its members.
- Participants of the Workshop ought to carry out more research on the topics discussed at the Workshop since there is a wealth of information that pertains to those topics.
- SMEs were encouraged to implement the CRS 14:2010 standard on ‘Good manufacturing practices for SMEs’ which was derived from ISO 9001:2008 and ISO 14001:2004.
- Other persons such as farmers, processors and suppliers should also be informed about standards since they are involved in activities that help to ensure products of high quality are produced.

4.11 **Monitoring and evaluation**

4.11.1 *Consultancy Service*

No Company received ISO 9001 registration in 2010. However, the GNBS has received an increase in requests for technical assistance for the ISO 22000, HACCP and ISO 9001 management systems to be implemented in companies.

20% of the goals set were achieved.

4.11.2 *Product Certification*

Lack of testing facilities for locally-manufactured products is hindering the expansion of the Product Certification Scheme. Clients have indicated that the product certification fee was too expensive. Despite the review of the cost for the Product Certification Scheme one client left the scheme.

20% of the goals set were achieved.

4.11.3 *Audit Service*

One audit was conducted during the period.

4.11.4 *Accreditation*

With reference to the Laboratory Certification Programme, the review of the quality manual indicated that 85% of the requirements of the GYS 170:2003 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. At least five laboratories should be certified in 2010.

4.11.5 *GNBS –Management Systems*

The GNBS management system documentation will be reviewed in 2011 to the requirements of the ISO 9001:2008 standard. Sixty percent of the QMS has been implemented for 2010.

4.11.6 *National Committee on Conformity Assessment*

Two critical factors affecting the completion of the management systems for certification and inspection bodies are training on the requirements of the respective standards and a clear indication of the roles and functions of inspection and certification bodies operating in Guyana.

4.11.7 *Projects*

The Competitiveness Project has shown commitment to strengthen the capacity of the GNBS through the approval of funding to supply office, laboratory and training equipment to the GNBS so that services provided to Companies in Guyana by the GNBS will facilitate National competitiveness. Most importantly nineteen (19) GNBS officers were trained as trainers and lead auditors for management system standards which are critical to boost the competitiveness of local companies.

4.11.8 *National Accreditation Focal Point*

The NAFFP has promoted accreditation activities in Guyana in the form of awareness sessions, training 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 2010-2011.

5.0 STANDARDISATION

The Standardisation Department of the Guyana National Bureau of Standards (GNBS) is responsible for planning, organizing 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 process (See Appendix 2) is conducted 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 institutions 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) Act as the link between the Codex Secretariat and member countries;
- (b) Coordinate all relevant codex activities nationally;
- (c) Receive 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) Send comments on Codex documents or proposals to the Codex Alimentarius and/or its subsidiary bodies and/or the Codex Secretariat;
- (e) Work in close cooperation with the National Codex Committee;
- (f) Act as a channel for the exchange of information and coordination of activities with Codex members;
- (g) Receive the invitation to Codex sessions and inform the relevant chairpersons and the Codex Secretariat of the names of participation from Guyana;
- (h) Maintain a library of Codex final texts; and
- (i) Promote Codex activities nationally.

5.1 Status of National Standards Development

5.1.1 Standards Proposals

Twenty one (21) proposals for the formulation of national standards were approved by National Standards Council. These proposals were; Specification for Polypropylene (PP) pipes, Specification for ladies stockings, Specification for salted fish, Specification for toilet tissue, Standard for petroleum and petroleum products bulk transportation carrier, Test method for impact resistance of thermoplastic pipe and fittings by means of a tup (Falling weight), Specification for Poly(vinyl chloride) (PVC) pressured- rated pipe (SDR series), Specification For Chlorinated poly (vinyl chloride) (CPVC plastic pipe (SDR – PR), Specification for Chlorinated poly (Vinyl chloride) (CPVC) plastic pipe schedules 40 and 80, Specification for Poly (vinyl chloride) (PVC) Plastic Pipe, Schedules 40, 80 and 120, Test method for adequacy of fusion of extruded poly (vinyl

chloride) (PVC) pipe and molded fittings by acetone immersions, Specification for Joints for plastic pressure pipes using flexible elastomeric seal, Standard practice for Estimating the quality of extruded poly (Vinyl chloride) (PVC) pipe by the heat reversion technique, Test method for obtaining hydrostatic design basis for thermoplastic pipe materials or pressure design basis for thermoplastic pipe products, Test method for time-to-failure of plastic pipe under constant internal pressure, Test method of determining dimensions of thermoplastic pipe and fittings, Definitions of terms relating to plastic piping systems, Test method for short-time hydraulic failure pressure to plastic pipe, tubing and fittings, Specification for Joints for drain and sewer plastic pipes using flexible elastomeric seals, Specification For Joints for IPS PVC pipe using solvent cement, Guyana Legality Assurance System,

The formulation of these standards was assigned to the various Technical Committees.

5.1.2 **Standards at Technical Committee Stage**

There are twenty (20) standards remaining on the work programme of the Technical Committees for 2011. These standards are at various stages of standards development.

5.1.3 **Public consultation for standards**

Two (2) Public consultations were held on the following standards:

- (1) Specification for polypropylene pipes.
- (2) Guidelines for noise emission into the environment.

One National consultation was held for the standard “Specification for polypropylene pipes” and three consultations were held in Region numbers 2, 4 and 6 on the standard “Guidelines for noise emission into the environment”. The purpose of these consultations were to solicit comments from members of the public. All the consultations the public were in attendance and comments received were considered by the relevant Technical Committees.

5.1.4 Standards approved by National Standards Council

Table 1 shows the standards approved by National Standards Council over a five year period.

Table 1
Standards approved by National Standards Council

	YEAR				
	2006	2007	2008	2009	2010
Standards approved by National Standards Council	199	6	3	41	42
Standards in publication	481	465	468	501	514

Note: The number of standards approved each year includes revised.

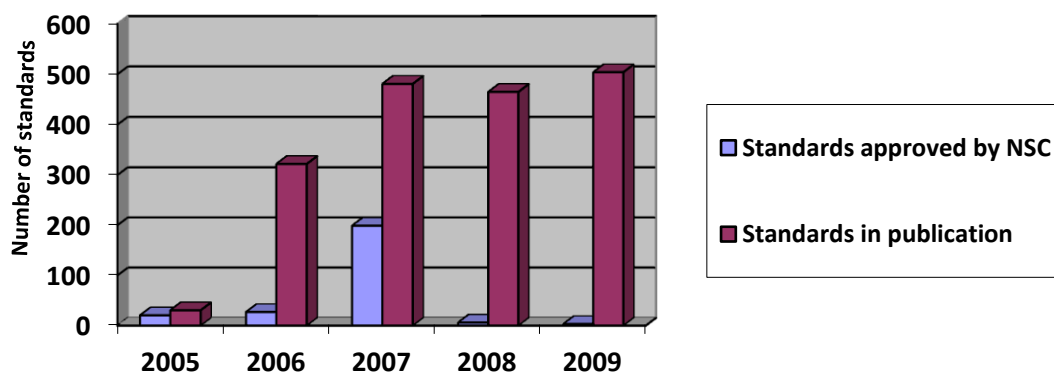
During the year 2010, forty two (42) standards were approved by National Standards Council (See Appendix 3). The standards approved as national standards are as follows:

The Standardisation Department status of standards catalogue was updated to include the above-mentioned standards.

The bar graph below shows the number of standards approved by NSC over a five year period.

Figure 1

Standards approved by National Standards Council



5.1.5 **Compulsory Standards**

Four (4) Cabinet Memoranda requesting cabinet to approve the National Standards GYS 58:2006 “Specification for Poultry feed and feed ingredients”, GYS 264:2005 “Specification for the storage, handling and transportation of LPG cylinders”, GYS 453:2008 “Specification for the storage, handling and transport of steel compressed gas cylinders and Specification for the labeling and packaging of tobacco products” were submitted to the Honourable Minister of Tourism, Industry and Commerce to seek approval from Cabinet as compulsory National Standards.

The importation of unlabelled, incorrectly labelled or falsely labelled commodities are of great concern to consumers. Consumers are often misguided by the information supplied on labels or no information available about the identity, care and direction of use of a product. For the GNBS to effectively implement the above-mentioned national standards, which have been established as “voluntary” national standards, it is essential that these standards be made “compulsory” so that the GNBS could enforce them.

A total of seventy lost standards were retyped and edited. The purpose is to maintain all national standards electronically for ease of access and retrieval.

5.2 **Regional Standards**

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

Meetings of Technical Committee/consultations were conducted on the following Draft Caricom Standards which were under formulation by CROSQ:

- (a) Specification for Tomatoes;
- (b) Specification for Oranges;
- (c) Specification for Pineapple;
- (d) Specification for Hot Peppers;
- (e) Specification for Mangoes;
- (f) Specification for packaged water;
- (g) Code of hygiene practice for packaged water;
- (h) Specification for amchar/kuchela;
- (i) Labeling of retail packages of tobacco products;
- (j) Specification for cassava bread;
- (k) Specification for furniture – Wooden;
- (l) Specification for furniture – Indigenous (other than wood) and;
- (m) Specification for grades of Bananas.
- (n) Guidelines for Good Management Practices for Small and Micro Enterprises;
- (o) Specification for gold articles;

Comments received on the above-mentioned standards were submitted to the Caricom Regional Organisation for Standards and Quality (CROSQ) Secretariat for dissemination to the respective Regional Technical Committee for consideration.

5.2.2 Regional Technical Committee – Guyana

Guyana was assigned the Regional Technical Committees for the Draft Caricom Standards on gold jewellery, cassava bread, amchar/kuchela, Good Management Practices for SMEs, wooden craft items, indigenous furniture and wooden furniture. Comments were received from Caricom Member States on the following Draft Caricom Standards:

- (a) Specification for cassava bread;
- (b) Specification for indigenous furniture;
- (c) Specification for wooden furniture;
- (d) Specification for gold articles;
- (e) Specification for amchar/kuchela;
- (f) Specification for Wooden furniture and
- (g) Guidelines for Good Management Practices for Small and Micro Enterprises.

The comments along with the standards were disseminated to the relevant Technical Committee for review. The comments were discussed and considered at meetings of Technical Committees. Revised drafts of the above –mentioned standards were prepared and submitted to the CROSQ Secretariat for dissemination to Caricom Member States.

5.2.3 Votes on Regional Standards

Guyana voted for the approval of the following Caricom Standards:

- (1) Code of hygienic practice for packaged natural coconut water;
- (2) Code of hygienic practice for packaged water;
- (3) Specification for Packaged water;
- (4) Guidelines for good management practices for small and medium sized enterprises;
- (5) Specification for gold articles – Marking requirements and guidelines for manufacturing, alloying and testing;
- (6) Specification for labelling pre-packaged foods;
- (7) Specification for Packaged natural coconut water;
- (8) Specification for Botanical cosmetics;
- (9) Specification for fruit and vegetable juices and fruit nectars;
- (10) Code of Practice for the preparation of frozen fruit pulps and purees;
- (11) Code of practice – General principles of Food hygiene;
- (12) Code of practice for the manufacture of wooden craft items;
- (13) Code of practice for fish and fishery products;
- (14) Specification for indigenous furniture – bamboo, rattan, wicker, tibusiri and rattan;

- (15) Specification for grading of Tomatoes;
- (16) Specification for grading of Oranges;
- (17) Specification for grading of Pineapples;
- (18) Specification for grading of Hot Peppers;
- (19) Specification for grading of Mangoes;
- (20) Specification for grading of Pumpkins;
- (21) Specification for grading of Grapefruits;
- (22) Specification for grading of Cabbages;
- (23) Specification for grading of Bananas;
- (24) Specification for grading of Sweet peppers;
- (25) Specification for poultry and poultry products;
- (26) Specification for cassava bread and
- (27) Code of Practice Tour guides.

5.2.4 **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 one meeting of the CARICOM Regional Organisation for Standards and Quality (CROSQ) sixteenth Technical Management Committee meeting on April 12- 14, 2010 in Barbados. Among the matters discussed at the meeting were; status of SME standards, standards for approval by CROSQ Council, standards for approval by COTED, standards work programme 2010 and standards development procedures.

5.2.5 **Regional Building Standards**

The Guyana National Bureau of Standards (GNBS) participated in the Regional Technical Committee – Building Codes meeting via; teleconferencing. Guyana’s representative is Mr. Melvyn Sankies, Chairman National Standards Council.

Mr. Melvyn Sankies attended a workshop and meeting hosted by CROSQ. The workshop entitled “Seismic Hazard Assessment Study’ and the meeting of the Regional Building Code Committee was held in Trinidad on May 26-27, 2010.

5.3 **Standards Promotion**

- 5.3.1 The Standardisation newsletters entitled “Technical Regulations and the World Trade Organisations” and “Standards and Consumer Protection” were prepared and disseminated to national stakeholders for information purposes. The purpose of this newsletter is to sensitise national stakeholders on current standardization issues.

5.4 **WTO/TBT Enquiry Point**

- 5.4.1 Guyana's Standards Development Work Programme for January to June 2010 was prepared and submitted to the WTO Secretariat via the National Notification Authority (Ministry of Foreign Affairs).
- 5.4.2 The WTO/TBT Enquiry Point received enquiries. These were the request for information on:
- (a) The ISO 9001 certified companies in Guyana;
 - (b) Guyana's work programme for standardization.

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

Ms. Ramrattie Karan attended the sixth WTO/TBT Committee meeting on June 22-24 in Geneva, Switzerland. In attendance at the meeting were Member Countries, Non Governmental Organisation and International Agencies. The purpose of the meeting was to exchange experience on standards and technical regulations and review specific trade concerns relating to standards and technical regulations.

5.5 **Codex Activities**

- 5.5.1 One meeting of the National Codex Committee was held in January, 2010. The purpose of this meeting was to review, the programme discuss Guyana's attendance at Codex meetings in 2010 and funding for 2010. The Codex Trust Fund has indicated that the Fund will no longer be funding Guyana's participation at meeting in 2010.
- 5.5.2 Sixty (60) 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.
- 5.5.3 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.
- 5.5.4 Guyana completed the Codex Trust Fund Application Form for 2010 and submitted it to the Codex Secretariat in Rome. Guyana selection was based in order of priority, the five Codex meetings at which it will be represented in 2010. These Committees were:
- (a) Codex Committee on Fish and Fishery Products;
 - (b) Codex Committee on Food Import and Export Inspection and Certification Systems;
 - (c) Codex Committee on Processed Food;

- (d) Codex Committee on Food Labelling;
- (e) Codex Committee on Fresh Fruits and Vegetables.

Guyana was unable to attend the above meeting due to the unavailability of funding to attend the meetings.

5.6 National Building Code

- 5.6.1 The National Building Code Sub Committee – Latrine met and develop the draft standard “Code of Practice for the Design and Construction of Ventilated Improved Pit (VIP) latrine for the disposal of human excreta” Two consultations were held in Region numbers 3 and 6 respectively. Participants commented on the draft standard which will be reviewed by the Sub Committee during 2011.
- 5.6.2 The National Building Code Sub Committee – Solar Panel held two meetings to review the draft Code of Practice on Solar Panel Installation. The meeting of the Sub Committee will continue in 2011.

The revision and development of the National Building Codes were severely affected by lack of funds for the payment to Committee members.

- 5.6.3 Twenty standards were retyped, edited and saved. The purpose of this exercise is to maintain all standards electronically.

5.7 Websites Monitoring

- 5.7.1 The CROSQ Website was monitored for the uploading of new documents relating regional standardization and Technical Management Committee meetings.
- 5.7.2 Daily monitoring of the WTO websites were conducted. These were no notifications/standards which require action by Guyana.

5.8 Projects

- 5.8.2 The SME Project Execution Unit, housed in Barbados, requested the following information from Guyana.
 - (a) A list of all Regional Technical Committee members;
 - (b) Completion and submission of Guyana’s Voting Forms for the approval of standards.
 - (c) A list of contact persons, address, email, telephone and fax information) of Guyana’s Banking Institutions, Credit Unions, Office of Public Counsel, Consumer Regulations Bodies, Small Business, Ministry of Commerce, Media

Houses, Publications Bodies, Chamber of Commerce, Business Development Agencies and Insurance Companies.

5.8.3 Guyana hosted two workshops under the IDB/SME project in April,2010. These workshops were held under the theme “Standards and the Gold Jewellery sector” in Regions 4 and 6 respectively.

In attendance was the Project Manager of CROSQ, IDB/SME project and goldsmith /jewelers who actively participate in the sessions.

5.8.4 The Guyana National Bureau of Standards in collaboration with the CARICOM Regional Organisation for Standards and Quality hosted a two day workshop for Business Support Organisations (BSO) entitled “Standards and Conformity Assessment”. In attendance were thirty representative from Small and Micro Enterprises (SMEs) who actively participate in the workshop.

5.8.5 The Guyana National Bureau of Standards in collaboration with the CARICOM Regional Organisation for Standards and Quality hosted a two day workshop for Regulatory Agencies on Good Regulatory Practices. In attendance were thirty five participants from Regulatory Agencies. The workshop was held on November 22-23,2010 at the Regency Suites Hotel.

5.8.6 Mr. Elton Patram, Technical Officer attended two Project Monitoring Group meetings during 2010. The first meeting was held during January in St Lucia The second was held in October in Jamaica. The purpose of these meetings was to deliberate and discuss progress/constraints on project activities and deliverables. Also, the meetings discussed and plan new activities for 2011.

5.9 Other Activities

5.9.1 The Guyana National Bureau of Standards in collaboration with the Ministry of Tourism, Industry and Commerce facilitated meetings with Craft and Agro Processors/Manufacturers which led to the formation of the Arts and Craft Producers Association and Agro Processors Association respectively.

5.9.2 Mr. Elton Patram represented the GNBS at seven meetings of the Central Board of Health. This Council reports to the Ministry of Health, Upper Brickdam, Stabroek, Georgetown. The purpose of the Council is to review and set polices with regards to Public Health issues.

5.9.3 Ms. Andrea Thom attended a Regional training programme hosted by the Caricom Regional Organisation for Standards and Quality (CROSQ) entitled “Regulatory Impact Assessment/Good Regulatory Practices”. The workshop targeted Technical Officers of Bureau of Standards directly involved in the development of standards, members of Technical Committees and Officials of Regulatory Agencies directly involved in the development and/or implementation of Technical Regulations.

The training was held in Grenada from April 26-28, 2010.

- 5.9.3 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.
- 5.9.4 One meeting was held with the Commissioner, Guyana Forestry Commission, representatives of the Forest Products Development Marketing Council (FPDMC) and the Guyana National Bureau of Standards. The purpose of the meeting was to adopt draft standards developed by the FPDMC as national standards and to introduce certification of Forest Operators.

5.9.5 Mr. Elton Patram participate in a workshop on January 13, 2010 hosted by the Ministry of Agriculture at the Guyana School of Agriculture. The theme was “Best Practices for harvesting, post harvest handling and processing of coconut water in Guyana”. The purpose of the workshop was to recognize the potential of coconut as a crop from a food security standpoint.

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 its objectives in a substantial way as it continued to provide support for technical departments, educate and sensitise stakeholders about GNBS activities, 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. The Division employed a variety of communication 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 function is continuously provided by the Division to ensure that there are communication inputs into key programme activities of the GNBS. Below are the major activities which were undertaken and successfully executed:

6.1.1 Metric sensitization of stakeholders

Throughout the year, the Division utilized many opportunities offered to it to inform and educate the various sectors, consumers, retailers and shopkeepers on the use of the metric system. This is in keeping with the drive to have all citizens across all sectors of the economy adopt and use the metric system as their only system of measurement. The will bring 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 between our country and the rest of the world.

6.1.2 School Lectures

As a means of reaching out to school children with the message of standardization and to link its importance with quality, a series of lectures were conducted by the Head of Department and the Public Relations Officer for approximately 2320 students and teachers of secondary and tertiary schools nationwide.

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, and metrication and career opportunities in standardization. A number of questions regarding the above topics were asked by students and teachers, which were addressed accordingly.

Schools covered in the lecture series were as follows:

Table 1
School Lectures 2010

Region #	Name of School	Number of students attending lecture
Region Five (5)	Rosignol Secondary, Fort Wellington Secondary Belladrum Secondary	Approximately 700 Students
Region Nine (9)	St. Ignatius Secondary	A total of 300 students
Region Four (4) (Georgetown)	School of the Nations, Campbellville Secondary, Apex Academy, Marian Academy, Adult Education of Guyana, East Ruimveldt Secondary and GITC.	Approximately, 1170 students benefited from this activity
Region Seven (7)	Three Mile Secondary	Approximately 150

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: 2006 - 2010.

No	Name of Activity	Year 2006	Year 2007	Year 2008	Year 2009	Year 2010
1	No. of press releases issued	24	35	30	13	9
2	No. of editions of Standards Advisory (Formerly Standards. Bureau and you)	29	-	-	-	4
3	No. of editions of Standards-Corner published	42	45	48	48	41
4	No. of notices published	42	37	42	34	29
5	No. of press briefings held	8	8	4	2	14
6	No. of school lectures held	8	15	18	9	12
7	No. of live Radio &/ TV programmes	12	5-	8	2	12
8	No. of pre –recorded radio programmes	discontinued	discontinued	-	-	-
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 promote significant events. The number of activities executed in the respective years varied as the need arose, and according to events outlined in the respective work programmes. This is especially applicable to notices, press briefings, press releases and pre-recorded television programmes.

6.2.1 Radio Programmes

During the year Officers of the GNBS participated in seven (7) radio programmes on NCN radio – Voice of Guyana to provide information to the citizens of Guyana on a range of aspects and activities conducted by the organization. These radio programmes were also from time to time collaboratively done with Officers of the GNBS and Officers of the Consumer Affairs Division, Ministry of Tourism, Industry and Commerce. Some of the topics discussed during the programmes included information on World Consumer Rights Day, 2010, the Monitoring, Purchasing, Care and Use of footwear, the labeling of Zinc sheets and Steel rods, and other GNBS Consumer protection activities.

6.2.2 Live Television programmes

Officers within the Public Relations Division participated in a number of live television programmes to highlight activities of the GNBS and to garner feedback from the public were conducted. These programmes which focused metric sensitization, weights and measures, standards compliance, consumer information and were held on the various television stations throughout the country during Outreach visits and National events such as National Quality Week and World Consumer Rights Day. During these live programmes, a number of public concerns were raised including the poor quality of services provided by some businesses, the use of inaccurate weighing and measuring devices, substandard commodities offered for sale in the marketplace.

6.2.3 Standards Corner

The weekly Standards Corner feature continued to be published free of cost in the Wednesday editions of 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, forth one (41) of these articles were published. Below is a sample of the articles published:

- The importance of metrology
- Standards and their benefits
- The application of standards to manufacturing
- Guidelines for purchasing used tyres.
- Standards the key to successful business
- Guidelines for the manufacture of furniture
- Importance of implementing the metric system
- The importance of measurement
- Fuel Pump verification: Another way to protect consumers
- Product monitoring and its importance
- The GNBS product certification scheme
- Laboratory Certification – Contributes to better quality health care
- World Consumer Rights day

6.2.4 Standards Advisories

During the year, the GNBS published four (4) standards advisories on matters that are important to its various stakeholders including consumers, retailers and importers. The advisories published focused on the need for businesses to provide written warranties to consumers of cellular phones and electrical appliances, the labeling of zinc sheets and steel rods offered for sale, the need for vendors and shopkeepers to use approved weighing and measuring devices and the availability of poor quality table model gas-stoves for sale on the local market. 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 a total of nine (9) releases were disseminated to media houses. Some of the key releases issued to covered issues such as: purchasing of building materials, Weights and measures activities conducted countrywide, Certification of medical laboratories and on the events of National Quality Week. Releases were also used to feature standards developed by the GNBS.

6. 2.6 Notices and Advertisements

A total of Twenty nine (29) notices were placed in the print and electronic media and the Government advertising website that was recently established to highlight major activities and events organized under the work programmes of the Bureau. Notices sometimes took the form of consumer alerts and advisories or promotional advertisements for activities planned including the verification of weighing and measuring devices.

6.2.7 Press Briefings

During this year, the Bureau continued to hold press briefings to bring media houses up to date with matters of critical importance to the success of standardization. Officers of the Communications Division participated in a number of Television interviews and interviews with reporters in the print media regarding World Consumer Rights Day, National Quality Week, the Technical Assistance programme, the quality footwear and fabric, the noise standard, Building Codes, and the Monitoring of Commodities during the Christmas Season so that the members of the public could be kept up to date with the work of the GNBS. An interview was also convened with BBC Caribbean regarding the GNBS standards compliance programme and the quality of imported footwear and Chinese goods generally.

6.2.8 Television Pre recording conducted

The Public Relations Officer collaborated with NCN to edit and finalize six pre- recorded features on activities conducted by the GNBS. The features focused on labelling of Zinc Sheets, the labeling of Steel rods, the verification of scales and the verification of electricity meters and would be used to educate the public on these activities. Airing of these features will commence shortly.

6.2.9 Standards Awareness

The Division continued to feature standards as a communication strategy to make stakeholders aware of standards. One of these is the featuring of new standards in the form of Press releases which are then issued to media houses for publishing. It has proven to be an effective strategy which noticeable increase in the sale of the standard featured and follow up inquiries by stakeholders. Standards featured this year are:

Code of Practice for Bed and Breakfast facilities
Code of Practice for the emission of noise into the environment

6.3 Campaign Activities

6.3.1 Campaign for the promotion of GNBS certified companies

The Division explored the initiative to feature certified companies in the various newspapers in an effort to promote public awareness of these companies and to encourage other companies to joint the GNBS certification scheme. However, the plan was not executed due to insufficient financial resources and the poor support from media houses.

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 Standards Corner column.

At intervals, during the past year, consumer Advocate Ms Cox, and the editors of the Kaieteur News and the Guyana Chronicle facilitated this activity. Articles published were:

Standards and business survival.
Building Codes

6.4.2 Newsletter

The GNBS continued to produce its quarterly newsletters. The articles captured the highlights of activities undertaken during the respective quarter. This year an increased use of photographs was incorporated and it continued to be printed on glossy paper until the third quarter edition which saw the GNBS newsletter redesigned and printed in full colour.

About two hundred and fifty copies were distributed each quarter to stakeholders such as libraries, members of National Standards Council, Sister Bureaus, Government Ministries, other regulatory agencies, non-governmental bodies, foreign embassies, certified laboratories and holders of the national standards mark, agencies working towards international certification and stakeholders in the legal sector.

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 two (2) articles for publishing as the Standard Information bulletin. These were titled “Quality Control and Quality Assurance” and “Product Safety”.

6.4.4 GNBS Website

One of the main functions of the Communication Division is the dissemination of information and this goal is achieved by various means.

Firstly, the GNBS website is one of the major means of sharing information. Copies of the newsletter, features in the Standards Corner, articles and planned events, Standards for public comments, other notices the latest edition of the newsletter, brief reports from recently concluded activities and consumer alerts were placed on the GNBS website.

6.4.5 Printed Materials

Fact sheets, posters and brochures outlining the activities under the various work programmes are another means of disseminating information. Existing fact sheets were edited and corrected in preparation for riso print and subsequent distribution at GUYEXPO and routine dissemination to importers, consumers and other stakeholders. Four new posters highlighting the services offered by GNBS, Benefits of Implementing ISO 22000 standard and the guidelines and principles governing the ISO 22000 and 9001 standards, were also prepared to be used as an information tool at the Exposition and trade fair. In addition, the poster on the weighing procedure at rice mill was revised and reprinted.

6.4.6 Other information

During the year, the Division routinely addressed matters of members of the public via the use of Live television programmes, lectures, participation in national exhibitions, telephone inquires, answering letters in the letters column of the press and through the use of the Technical Standards Information unit are other means by which information is disseminated.

6.5 Other support activities, meetings and training attended

The Division routinely arranged news interviews, responded to correspondences written by members of the public seeking information and seeking redress on consumer matters and edited printed materials, such as the Standards Information Bulletin, brochures and fact sheets and articles prepared by other departments.

The Division also 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 for 2010 that were held on the last Thursday of every month. During the year, the division provided support to the activities conducted planned by the committee through the publishing of notices, press releases, etc.

6.5.2 The National Metrication Meetings

The National Metrication Committee Meetings were held on Second Tuesday, of every month during 2010. At these meeting, matters relating to metrication in Guyana were highlighted and discussed in details.

6.5.3 NCCA meetings

Officers of the Division attended quarterly meetings of the National Conformity Assessment Committee, and Management Review Meetings, which form part of the requirements for pursuing ISO certification.

6.5.4 Quarterly Review Meetings

The Executive Director convened quarterly 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 work programmes.

The review sessions examined the successes, the percentage completion of the work programmes, (2) format for writing monthly reports (3) activities to be completed before the close of the year (4) challenges affecting the completion of work programmes (5) Department needs / staff welfare matters and (6) 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.

Written reports were compiled after this meeting for the purpose of record keeping and for taking action on important decisions made. This approach provides for a comprehensive evaluation of the progress of work.

6.5.5 Below is a list other collaborative activities and meetings attended during the year 2010:

- ❖ Meeting with European Forestry Policy Experts.
- ❖ Meeting with Dealers of Zinc sheets and Steel rods
- ❖ Meeting with Consultant (Agriculture Sector.)
- ❖ Consumer Protection One day workshop.
- ❖ Meeting with Officials of the National Competitiveness Strategy Programme
- ❖ Workshop on procuring and packaging for Export
- ❖ Meeting with Consultant (Agriculture Sector.)
- ❖ Welcome Home ceremony at CJIA for President Jagdeo who received an international Award
- ❖ Caricom Consumer Protection Workshop.
- ❖ Public Consultation on PP pipes Standard
- ❖ ISO 22000 workshop
- ❖ National Weights and Measures Committee
- ❖ Standardisation Strategy workshop
- ❖ Caricom Workshop on understanding on the monitoring requirements for goods imported and locally manufactured
- ❖ GNBS/Chamber of Commerce Workshop for importers and local businesses
- ❖ Training session for manufacturers and service providers of Linden
- ❖ Launching of the National Accreditation Focal Point
- ❖ Attendance of 2nd Stakeholder Dialogue meeting/workshop
- ❖ Public Consultation Sessions on Noise Standard
- ❖ Meeting with Caribbean Export Officials
- ❖ Meeting with Representatives of the Art and Craft Association
- ❖ Meeting with Guyana Times Newspapers
- ❖ Meeting on Standardisation in the Forestry Sector

6.5.6 ISO 14001 Training Courses

The Public Relations Officer participated in the four day training session on the ISO 14001- Environmental Management systems – Requirements with guidance for use Standards that was held and the GNBS during November 08 – 11, 2010. The training session covered all aspects of the standard and took the form of theoretical sessions and visits to companies to practically identify environmental aspects and impacts that are occurring within the companies. At the end of the session participants were given a written examination. Further, the Public Relations Officer also participated in the ISO 14001 Audit Course during the month of December.

6.5.7 ISO 9001 Training Courses

The Head of the Department, Ms. Evadnie Benfield participated in two ISO 9001 training sessions held in the Training room of the GNBS during the period January 18 and 19, 2010 and February 01 and 05, 2010. The Training provided Ms Benfield with an in-depth understanding of the ISO 9001:2004 standard which would be beneficial to the department and the GNBS as a whole during the implementation of the Bureau's quality system.

6.5.8 Regulatory Impact Assessment (RIA) Training

The Public Relations Officer participated in a two day training/workshop on Regulatory Impact Assessment which was organized by CROSQ in collaboration with the GNBS. The training which was held on November 22 – 23 saw participation of many representatives from government agencies and focus was placed primarily on the development of proper regulations for trade internationally

6.5.9 Product Certification

Global Hardware Inc. was awarded the certificate for polypropylene pipes manufactured by the company after meeting the requirements of the *National Standard GYS 465:2010, Specification for polypropylene (PP) pipes*.

By meeting the requirements of the standard under the GNBS Product Certification Scheme, Global Hardware Inc. has demonstrated commitment and dedication to provide third party assurance of the quality of pipes the company manufactures.

6.5.10 Preparation of 2011 communications work programme and budget

The 2011 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 2011, adequate funding will be made available to execute the various activities plan in the work programme.

6.5.11 Communication Strategy

During the year, funding for the proposed GNBS Communication Strategy was approved. However the Division was unable to execute any of the activities under the strategy due to the need to execute other activities and participate in training provided by the organization. The Communication Division is expected to take the necessary steps to commence the execution of activities planned in the strategy in the new year. The activities focused on improving IT services, acquisition of equipment, educating stakeholders on services provided by the GNBS, and obtaining feedback on services offered.

6.6 **Outreach visits**

6.6.1 **Bartica Region #7**

The Public Relations Officers together with staff members of the Consumer Affairs Division of the Ministry of Tourism, Industry and Commerce conducted visits to Lethem Region # 9 and Bartica, Region #7 during the period June 02 to 04, 2010.

During the visit, Officers conducted surveillance activities at shops, stores, markets and supermarkets to determine whether commodities offered for sale were adequately labeled, checked on the implementation of the metric system, and the presence of expired goods. In addition, one school lectures, a live television programme, and education sessions were conducted for Officers of the Mazaruni Prisons and residents of Itabali and Rivers View.

Findings revealed that goods examined generally complied with their respective labelling requirements. However, vendors and shopkeepers claimed that consumers are still demanding goods in imperial instead of the metric units.

The live television programme was conducted in Bartica to educate the residents of Region # 7 on a wide range of consumer issues including the making of complaints, consumer rights, the purchasing of cellular phones, the quality of service offered by businesses and weights and measures.

6.6.2 **Outreach to Region # 9**

As part of the continued celebrations for World Consumer Rights Day, an outreach visit was made to Lethem, Region # 9. Ms. Benfield, Head Information Services department along with Officers of the Consumer Affairs Division of the ministry of Tourism, Industry and Commerce visited the region during the period April, 13 – 15 2010 and conducted the following activities: Shop to Shop Visits, School Lecture/ Impromptu Speaking competition and Interviews.

During the shop to shop visits, it was observed that commodities such as clothing, electrical appliances footwear etc were all labeled in Portuguese. In many instances, there was no English translation. The same was true for food and drug items. However, it was heartening to see that most of the shops used the metric system with the exception of a few businesses operated by Guyanese who hailed from the coastland.

School Lectures/ Impromptu Speaking competition

Head of department delivered a lecture to over 300 students drawn from the fourth and fifth forms of the St Ignatius Secondary school. Students were given: an overview of the GNBS comprising its role and functions, practical applications of standardization, insights into the metric system and pointers for choosing a career in standardization.

Following the lectures, students participated in an impromptu speaking competition which was based on the topics presented in the lecture. A trophy and medals were presented to the winners.

Head of the Information Services Department also conducted interviews to select a suitable candidate to fill the position of Inspector for Region #9.

6.7 National Events and Exhibitions

6.7.1 UG Career Fair 2010

The department worked collaboratively with the Administrative and Finance Department to participate in the University of Guyana Career fair which was held on February 19, 2010.

This year, the Public Relations Officer, the Administrative Officer and a staff member of the Registry division manned the GNBS booth which showcased career opportunities and requirements mainly for Technical Officers, Inspectors, Laboratory Technicians and Information Technology Assistant. Also featured in the booth were the GNBS organizational chart, the Standards development procedure, Benefits of working at the GNBS and photographs highlighting the various work activities conducted by the staff members of the GNBS.

Visitors were also given the opportunity to see some of the work conducted by Officers of the GNBS as a video was shown on the television. Visitors which included secondary school students, university students, teachers, lecturers and members of the general public flocked the GNBS booth seeking information about the Bureau, its activities and career opportunities that are available in the organization. Special factsheets were prepared and disseminated to visitors of the booth. As was customary, a certificate of participation was presented by the University to the GNBS and other companies that participated in the event.

6.7.2 World Consumer Rights Day

On March 15, World Consumer Rights Day was commemorated and part of the week's activities included honouring of long standing consumer advocate Ms Eileen Cox, Head Information Services participated in the luncheon held in her honour and made remarks on behalf of the organisation at the function. To mark the event this year Officer of the Division also collaborated with Officers of the Consumer Affairs Division of the Ministry of Tourism, Industry and Commerce to visit and conduct a number of activities in Region # 9.

6.7.3 World Metrology Day 2010

On Thursday, May 20, 2010 Guyana will join with the rest of the world to celebrate World Metrology Day 2010 under the theme: **Metrology - measurements in Science and Technology....a bridge to innovation.** During World Metrology Day more than eighty States will in various ways highlight the impact of measurement on our daily lives and it is important to note that every part of our daily life is touched by this essential, and yet largely hidden, aspect of modern society.

To commemorate World Metrology day this year, the Guyana National Bureau of Standards (GNBS) hosted an *Open Day* at its Head Office located in the National Exhibition Complex Sophia Thursday May 20.

Visitors to the organization which included members of the public, members of the media and staff members of stakeholder organizations were given the opportunity to tour the various Laboratories, observe some of the procedures and be informed about the various metrology services offered by the GNBS.

6.7.4 GUYEXPO, 2010

GUYEXPO, 2010 was held during the period September 29, 2010 – October 05, 2010. This year, the GNBS took the decision to utilize its patio for exhibiting its services. In keeping with the theme, the GNBS placed its focus on the ISO: 14000, 9001 and 22000 series of standards. These Standards were chosen because they were focused on Management Systems which would enable Companies and Organizations to conform to international standards and give them access to international markets. The benefits of implementing these standards were also displayed on specially developed posters. Flyers were distributed to visitors highlighting programmes of the GNBS including: Weights and Measures, Standards Compliance, metrication and Conformity Assessment.

In the case of the standards compliance programme, the commodities monitored by the Bureau were highlighted and information was shared concerning the inspection process. Visitors were particularly interested in guidelines for purchasing cellular Phones and electrical appliances.

The metrication programme was not given much focus. However flyers were made available to visitors as it related to purchasing and pricing goods in metric units, as well as metric conversion sheets. Visitors complained that at the market places all items were still in imperial units.

Posters were also mounted which highlighted: the benefits of standards, commodities monitored by inspectors, the benefits of standards to SME's and the Conformity Assessment system.

Video: Videos highlighting the activities of the core programmes of the Bureau were also shown to the members of the public. Highlighted were: examination and inspection procedures for used tyres, calibration of fuel pumps, certification of PVC pipes and mass volume, pressure, temperature calibration procedures and Laboratory Certification. Officers of the various departments manned the booth throughout the course of the exhibition.

6.7.5 National Quality Week

The Guyana National Bureau of Standards (GNBS) designated October 11 – 15, 2010 as National Quality Week. The week's celebrations coincided with World Standards Day which was commemorated internationally on Wednesday October 14, 2010 under the theme: ***“Standards make the world accessible for all”***.

As was Customary, the GNBS conducted a number of activities during National Quality Week. These activities included appearances on NCN Channel 11 and HBTv Channel 9 morning programmes, Conducting of a live panel discussion on NCN Channel 11 on the topic, publishing of messages by the Honourable Minister of Tourism, Industry and Commerce, Executive Director(ag) and the Chairman of the National Standards Council, conducting lectures for Secondary School Students, and special donation to the Ptolemy Reid Rehabilitation Centre and the Long Service Award Ceremony and Staff Appreciation Day.

Appearances on the Morning Programmes

On Monday, October 11 and Tuesday, October 12, 2010 respectively, Officers of the Public Relations Department appeared on the Guyana Today and First Look morning shows to inform the general public about the activities planned for National Quality Week, 2010. Special focus was also placed on World Standards Day where the message from ISO, IEC and ITU and this year's theme were discussed in detail.

Live Panel Discussion

On the evening of Tuesday, October 12, 2010 a live panel discussion was conducted on NCN television on the topic ***“Standards make the world accessible for all”***. The panelists included Ms. Julie Lewis from NCN Channel 11, Dr. Julian Amsterdam from the Ministry of Health, Ms. Cheryl Tinnis, Director of, Consumer Affairs Division, MINTIC, and Mr. Hilbert Archer from the Mini Bus Association. The Moderator was Ms. Evadnie Benfield of the GNBS. The discussions held were in keeping with the topic as presenters spoke on the provision of products, the building of structures and the provision of services that allow access of the elderly and the differently able.

School Lecture

This year, school lectures were conducted for students of two secondary schools on the theme “*Standards make the world accessible for all*” on **Wednesday, October 13, 2010**. These lectures were done at the East Ruimveldt and New Campbellville Secondary. Approximately 475 students benefitted and it is hoped that the lessons learnt will be beneficial to them.

World Standards Day Messages

Thursday, October 14, 2010 was set aside as World Standards Day. The World Standards Day messages by Mr. Manniram Prashad, Honourable Minister of the Ministry of Tourism, Industry and Commerce and Mr. Melvyn Sankies, Chairman of the National Standards Council were published in a whole page advertisement on the GINA website, and in the Guyana Chronicle and Guyana Times Daily Newspapers.

Visit to the Ptolemy Reid Rehabilitation Centre

On Thursday, October 14, in a bid to do something differently this year and at the same time considering the theme, the GNBS visited the Ptolemy Reid Rehabilitation Centre. During the visit, a pep talk was given to the children and staff of the institution and snacks and toys were presented to the children. The children of the institution are generally differently able and thus the opportunity was used to educate them as to how standards allow accessibility for all, including them. The administration of the institution conveyed its thanks.

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 who had served the GNBS for 5, 10, and 15 years were awarded along with specially selected staff. This was followed by a Luncheon and Social. The Honourable Minister was present to hand out the awards and spent some time touring the facilities and interacting with staff. This was highly appreciated.

6.7 Monitoring/ Evaluation

Evaluation was conducted on a weekly basis at management meetings following which the monthly reports were submitted to the National Standards Council. Quarterly review meetings were also convened by the Executive Director during which progress of work was checked, percentage completion of activities, challenges faced and needs of the programme. In addition, a half year report is 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.

In order to make the Division more self sufficient and reduce costs for design and printing, at least one of the staff should be trained in 'Microsoft Publisher' or 'Corel Draw'. This would enable the GNBS to design brochures and newsletters in- house.

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 **METRICATION**

The Metrication programme is one of four programmes under the Information Services Department. In 2010, Metrication continued to make progress as education and sensitization activities increased and many stakeholders in the regional communities were targeted with metric messages. The four commonly used units mass, length, volume and temperature were the areas focused on in addition to time and date writing. Attention was also paid to prepackaging and helping vendors to sell in metric. However, as the case was in the previous years, this programme needs more support at the level of policies to date the Omnibus bill was not passed and as a result the activities were deemphasised for 2010.

7.1 **Sector Activities**

A very successful method that was used to reach stakeholders with the metric message was sector visits. These visits were significant in that they targeted senior management operatives at the agencies/organizations listed to solicit their support, determine training needs, determine the status of metrication in the organization, provide assistance where necessary for the implementation of metrication, review existing legislation and prepare a workable plan of action for the implementation of metrication. However, for the second half of 2010 this activity was reduced.

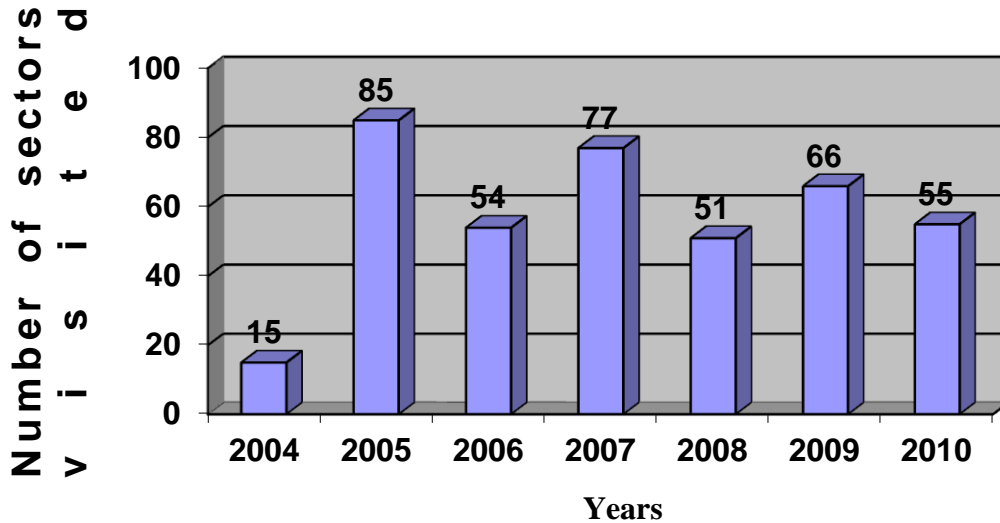
Sixty six (66) visits and subsequent meetings were conducted with management representatives of the various organizations as listed below in Table.

Metrication Sector Visits

No. of Organisations	Sectors	Name of Agencies
10	Media	MTV Channel 65, NTN Channel 69, VCT 28, HGPTV Channel 67, RBS Channel 13, Guyana Chronicle, Prime News and Kaieteur News, Stabroek News, and the Guyana Publications Association.
2	Financial Sector	Bank of Guyana and Republic Bank Guy Ltd.
1	Surveying and Real Estate	Guyana Lands and Surveys Commission
3	Hardware Dealers	Gafons Industries Ltd, Toolsie Persud Ltd, National Hardware,
28	Supermarkets	W.M. Fogarty, Guyana Stores Ltd., Bonny Supermarket, Nigel's Supermarket, C & F Meats, Johnny P. Supermarket, N & S Mattai, Bounty Chain, P. Ramroop and Sons, NAJAB Trading, DSL, Survival Supermarket, Nirva Supermarket, Guyshop Sheriff St, HN. Super Center, Netram and Sons Supermarket, N.S. Mattai, ADL Supermarket, and Police Consumer Cooperation.
6	Advertising Agencies	J's Advertising, Sonic Business Service, Comvitech Audio-Vision, Video Mega, D & A Marketing, and Envisage Marketing.
4	Governmental Agencies	Ministry of Home Affairs, Ministry of Public Works, Guyana Revenue Authority (GRA) and Audit Office of Guyana
1	Security	Guyana Defence Force (GDF)

FIGURE B

Metrication Sector Activities



In 2010 there was a decrease in the number of sectors visited. This was as a result of this activity being scaled down due to shortage of resources which include transportation. However before it was scaled down, the different organizations were separated into categories and then each category was visited. This approach was undertaken to ascertain the support of the entire sectors so there would be no excuses for not switching over to the metric system.

7.2 Metrication Training

The Metrication Division continued to offer training to all agencies that made requests for such training. The training programme which follows a workshop approach was focused on getting participants “to Think metric”. Hence, there were a number of practical activities and role playing in the sessions which were very interactive.

Ten (10) organizations benefited from metrication training in 2010 and there were also three (3) farmers’ workshops in Regions 3, and 4.

Where necessary, training was tailored to suit their respective work situations. Table below shows the organizations that received metrication training.

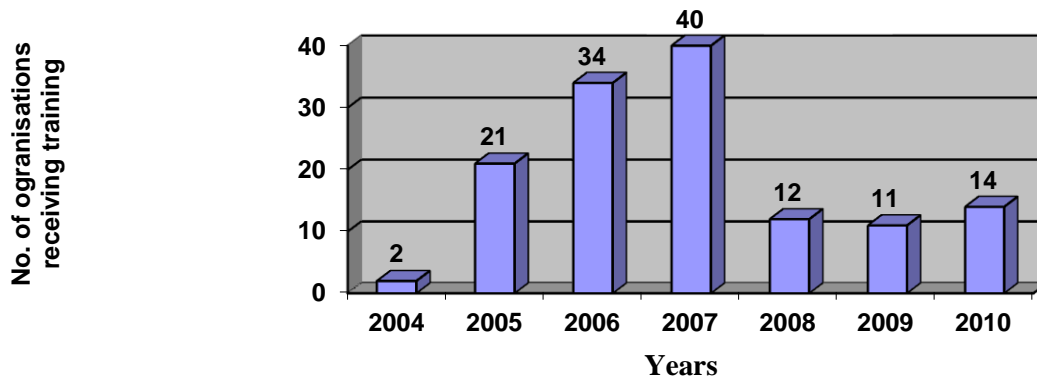
Table C

Organisations receiving in metrication training

No.	Name of participants	Number trained
1	MTV 65	6
2	Guyana Chronicle	10
3	Region # 4	26
4	Ministry of Public Works	36
5	Guyana Police Force	120
6	Republic Bank	19
7	Region # 10	17
8	Bank of Guyana	52
9	Weights and Measures Officers	12
10	Farmers in Canal # 1	43
11	Farmers in Mocha	23
12	GRDB Representatives Region 2, 3, 5, and 6	44
13	Guyana Industrial Training Centre	180
14	Farmers of Clonbrook	33
Total		363

Figure D

Number of Organisations receiving training from 2004 to 2009



The participants who benefited from metrication training in 2010 displayed keen interest in the topics that were delivered, example What is the GNBS, historical background to metrication, mass units, linear units, volume and capacity units. Participants however stated that the Dial Scales were still in abundance in the markets.

The sessions were highly interactive as a workshop style approach was used where participants were involved in the “Think Metric” demonstrations such as mass versus height, body mass in kilograms versus body height in centimeters. Since there seem to be confusion as to the correct way of writing time and date participants also benefited from a practical demonstration in accordance with the ISO Standard 8601 which deals with the correct procedure of writing numeric representations of numeric date and time.

In 2010 the figures are almost the same as in 2009 which resulted from the fact that most persons and organizations are not accepting or taking the metric system seriously. Therefore they were not in favour of any training session. However, in 2010 there was an outreach training programme for farmers across Guyana, which was launched by the New Guyana Marketing Corporation and the GNBS Metrication Session was also part of the training programme. As a result of this programme, some of the far flung areas were covered. The Metrication Officer conducted training at three (3) workshops in Regions # 3, and 4. There was also collaboration with the Guyana Rice Development Board which resulted in their staff in Regions # 2, 3 and 6 being trained.

This however, was also hindered as the Metrication Officer could not visit some regions because of the limited financial resources.

7.3 Education Campaign

The metrication programme also targeted the commercial and retail sectors in 2010 but this activity proved to be most challenging. It entailed visits to shops, stores, stalls and supermarkets countrywide, holding one to one discussions with vendors and shopkeepers, carrying out practical demonstrations and having a first hand look at the practices employed by vendors and shopkeepers regarding the sale of goods and services in metric.

From observations, vendors and retailers, especially those at Municipal markets continued to sell goods in imperial quantities although they were in possession of metric device and efforts are made to educate and sensitise them. They continue to blame the consumers.

It was also observed that most liquids were being sold using the metric measures. However rice was still sold using measures, but the metric measures were substituted for the imperial, which accounted for the consumers receiving less rice, as the vendors sold the 500 ml measure as one (1) pint. Vendors claimed that if they weigh the rice it would take up a lot of time and the consumers would not request their rice by the mass/weight.

In 2011 efforts would be continued to implement the method of pre-packaging and weighing grains by mass.

- **The use of Price charts**

All vendors/retailers countrywide were advised to post price charts displaying prices for goods in metric units. Practical demonstrations were done in this regard. Very few vendors heeded this call as they continued to display prices in imperial units.

- **Prepackaging of Goods**

It was noted that prepackaging of goods was working for supermarkets and this strategy was shared with vendors/shopkeepers to prepackage all goods in metric quantities making it easier for consumers to purchase.

Observations during surveillance revealed that there was unwillingness especially by retailer and vendors to use the metric system. But, as compared with the supermarkets and mini-marts that were leading in the metrication drive due to their strategy of prepackaging goods and posting up of a price lists.

During surveillance of prepackaged and canned products imported from the United States, Canada and the Far East, it was found that goods were labelled in a dual format, using sequences of imperial units followed by metric and vice-versa.

Ninety (95%) of local prepackaged products were correctly labelled in metric with only 5% of non-conformance.

The large textile importers were importing their bales of raw textiles in metric, but most of the retailers were forced to sell their textiles in imperial quantities due to public demand. However, they were advised not to do so.

Following outreach programmes countrywide, it was also discovered that senior members of population were least cooperative and were holding on to the imperial system, saying they were too old to comprehend the metric system. Another problem that affects the phasing out of the imperial system is the influence of parents on their children. Parents are sending their children to the shops and markets to purchase goods in imperial units and thus the imperial system is passed on from generation to generation.

7.4 Market Surveillance/intelligence

Surveillance activities in 2010

The surveillance activities conducted in 2010 closely embraced the education campaign as a result these exercises were conducted simultaneously thus the stake holders that benefited from these activities would be the same.

The Regional Weights and Measures officers also played an important role in their respective regions in carrying out surveillance sensitization exercises.

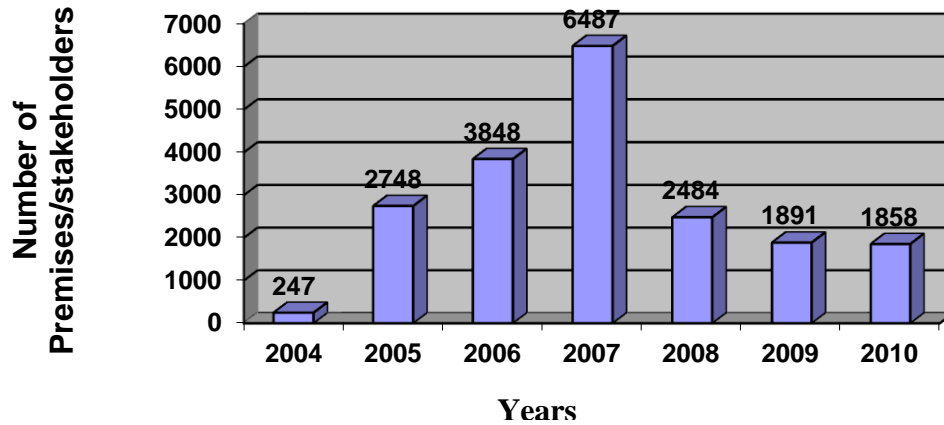
Listed in the table below are the areas covered during the surveillance/sensitization exercise for 2010.

Table E – Regional Surveillance sensitization Activities

Region	Areas covered	Number of premises
1	There was no W&M Officer in this Region	-
2	Supernaam -Queenstown, Anna Regina Market, Charity market, Charity to Coffee Grove, Lima-Henrietta, Suddie Market, Supernaam-Anna Regina	598
3	Parika, Good Hope, arm, Meten-meer-zorg, Zeeburg, Leonora, V/Hoop, La Jalousie, Enterprise, La Bagatelle, Belfield, Ruimzeight, Maryville, Hague, Anna Catherina, Tuschen, Louisiana-Phoenix.	25
4	Supermarkets – Guynaz, C & F, Bonny’s, Bounty chain, Nigel’s, N & S Mattai, Guyana Stores, Fogarty’s, MFK Trading, , Textile importers, Hardware dealers, Paints Dealers, Seafoods, Municipal markets – La Penitence, Kitty, Bourda, Stabroek, and Commercial areas around Georgetown	504
5	Bushlot, Bath Settlement, Hope Town	176
6	New Amsterdam, CWC- # 43Village, East Canje,	240
7	Bartica Markets, Bartica Shops	157
10	Central Mc Kenzie, Amelia’s Ward, Old Kare Kora, New Kare Kora, West Wetouka, Burnham Drive, C/burg, Blue Berry Hill, Canvas City, Half Mile, One Mile, Block 22, Wismar, Hospitals, Health Clinics,	158
	Total	1858

Figure E:

Metrication surveillance activities in 2001 – 2009



It was observed during Surveillance exercise countrywide that the supermarkets, Mini-marts and private manufacturers continued to be the leaders in the adoption and use of the metric system. This is due to the full adoption and use of prepackaging and labelling of goods, such as grain flour sugar and beverages.

Here again, the municipal market vendors claimed that they were willing to sell only in metric, but they are forced to sell in imperial units due to the continued request in imperial units by consumers. Most provision vendors sell in the imperial equivalent on a metric scale.

There was a slight decrease in the amount of surveillance conducted in the year 2010 as a result of a decline of surveillance activities conducted by the Regional Officer. More so in Region 3.

7.5 **Communication Activities**

As part of the metrication outreach programme on the “**Think metric**” concept, a series of activities were conducted, as follows - :

7.6 **Metric Units misuse**

The Metrication Department has been using a very effective strategy to point out misuses of the metric system in the media. The daily Newspapers were checked for evidence of misuses and letters pointing out the errors were sent to the relevant newspapers, advertising agencies or directly to clients and telephone calls were also made in this regard. However, this activity was discontinued during the latter half of the year because many agencies ignored the letters and continued the practice.

As a result, twenty two (22) letters highlighting instances of misuse of the metric system were issued to television stations, media houses, printing agencies and other organizations interfacing with the public.

In response, a training session on the metric system was conducted at Chronicle, the other media houses however were not interested in receiving the training session.

7.6.1 **Writing Dates and times**

Another initiative taken under this programme was to arrest the confusion taking place throughout the country in the writing of dates and times. In an effort to standardize the format according to ISO standard 8601, this area was also given a practical approach during the training sessions.

7.7 **National Metrication Committee**

The National Metrication Committee was chaired by Mr. Narvon Persaud (Council Member), and comprised members drawn from key stakeholder organizations; such as:

The Guyana Forestry Commission
The Guyana Lands and Survey Commission
Ministry of Agriculture
Ministry of Public Works and Communication
Ministry of Education
Ministry of Housing and Water
Ministry of Tourism, Industry and Commerce
Guyana Rice Development Board
Guyana Police Force

This Committee met on the final Tuesdays of the months and the main objective was to provide much needed support, devise fresh strategies and provide technical guidance for the execution of the National Metrication Programme.

During the year of 2010, four (4) statutory meetings were held.

- Some members of the committee were able to arrange training for members of their respective organizations.
- The issue on the accuracy of the speed guns was discussed and it now being handled by the Laboratory Service and the Legal Metrology and Standard Compliance Department to work out a method to have these devices calibrated.
- The Guyana Lands & Surveys Commission would commence the use of the dual system while carrying out their function as a result of a recommendation made by the committee.

The work of the National Metrication Committee is vital to the success of the National Metrication programme.

More support is needed from the members in the National Metrication Committee if the Metric System is to be implemented in Guyana. The members need to act as ambassadors and also promote the metric system and facilitate the GNBS wherever possible to hold work shops and training sessions. They also need to attend meeting more regularly.

7.8 Counselling during verification of devices

This activity is conducted routinely by the Inspectorate Department. (See Weights and Measures report).

7.9 The Metric message at meetings/events

This activity was fully implemented in 2010.

7.10 Quarterly Review meeting

A special Quarterly Review meeting was convened during the year and the Executive Director reviewed the activities for the work programme, all previous months report and the format for the monthly report. The minutes of this meeting were prepared and submitted to the Director. He also discussed staff needs, activities for the next reporting period and strategies for analyzing data contained in the report.

The Head of the department also convenes quarterly meetings to check and evaluate progress of work.

7.11 Other activities

7.11.1 Monitoring

Monitoring of the work programme was done at weekly planning Meetings with the Head of the Department and the monthly progress report.

Quarterly review meetings which were chaired by the Executive Director was another means of evaluating the progress of work as during the review meetings achievements were measured against the planned activities and constraints. The needs of the programme were also examined critically and plans and projections for the next quarter were made.

7.11.2 Evaluation

The activities covered for 2010 were satisfactory and in compliance with the Annual work programme. However much more needs to be done and more resources both human and financial are needed.

The absence of legislation is also hampering the process of implementation of the metric system because persons were still using the imperial system at free will.

There is still need for metrication reports to be submitted by all affiliated regions to the GNBS and there is need for a more positive approach by officers when promoting the metric system in their respective regions with the exception of the Officers of Region # 2 who were successful in implementing the metric system in their Region.

In the foregoing year, it was observed that generally, businesses were willing to change over to use the metric system, but the consumers were the driving force behind the use of the imperial system.

The scenario at the Municipal markets was another area of major concern, since most of the consumers made their purchases there, and the vendors sell these consumers in imperial units. Some vendors refused to use the metric system as they stated that it was the consumers who requested their goods in imperial units and since the farmers also sell them in imperial units, they had no choice.

Hence, in the New Year efforts will be geared to target consumers with the metric message and efforts will also be made to work along with the Ministry of Agriculture to reach the farmers. However from observation, the support of the consumers would not be forthcoming unless the Omnibus Bill is passed, thus enforcing the metric system on all the laws of Guyana. If this act is passed the consumers will have no choice but to purchase in metric units because the laws will require all businesses to change over completely to metric units only.

8.0 STANDARDS INFORMATION

The aims and objectives of the Technical Standards Information Unit (TSIU) are to ensure that information acquired be organized, disseminated and made retrievable in a timely manner for patrons/users. These activities are the primary accomplishments also inputting of data for books and National Standards.

8.1 Automation of TSIU

Acquisitions of the department were recorded manually. This method is substituted, until the library achieves the necessary resources 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 a logical sequence, to ensure accessibility and traceability.

This is a continuous activity for officers of this department.

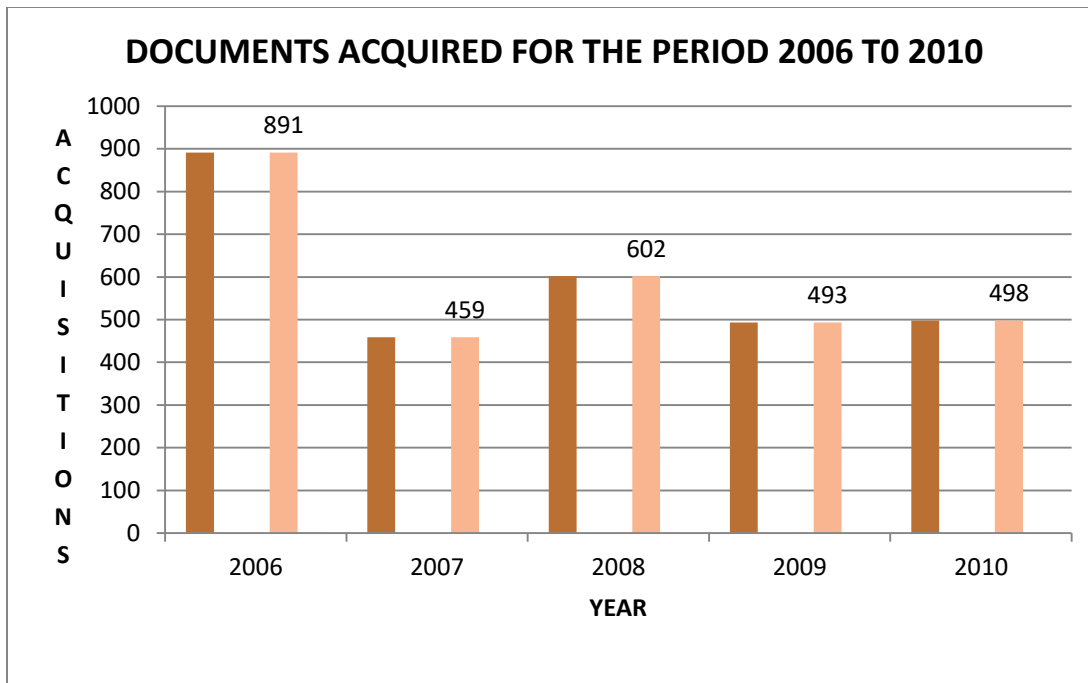
When an effective automation system is employed in TSIU it will foster the library's collection, which will also enhance a better library climate.

8.2 Upgraded Collection

Statistics shown below represents new acquisitions obtained during the last five (5) years (2006 – 2010)

Table 1

Year	2006	2007	2008	2009	2010
Acquisitions	891	459	602	493	498



The statistics shown above highlight increases and decreases of additions acquired between the years 2006 – 2010 in the Technical Standards Information Unit. For the period 2006 - 2007 reflected of a massive decrease of 94%; 2007-2008 showed a slight increase of 23.75%; 2008-2009 represents a decline of 22.11% while 2009 – 2010 demonstrate an increase of 1%

To enhance the Standard Information collection more financial resources should be emanated to purchase relevant standards, textbooks and periodicals.

If more financial resources were to be allocated in this area for 2011, it would foster the collection development of this documentation centre.

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

More finances should be made accessible to purchase textbooks, more periodical and standards needed for officers work programmes, so that staff could make better use of the collection and at the same time enable the TSIU to meet the National Documentation Centre level.

8.3 PRODUCING CURRENT AWARENESS BULLETIN ON A MONTHLY BASIS

Within this period under review, six hundred and seventy (670) copies of Standards Information Bulletin (SIB) were produced and disseminated by the Technical Standards Information Unit. Twelve (12) 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 this activity.

Table II: Standards Information Bulletin Topics Reproduced in 2010 were:

Month	Title of Articles
JANUARY	Cellular phone as a necessity and their affiliated concerns
FEBRUARY	Understanding quality assurance and quality control
MARCH	What is temperature calibration?
APRIL	Measurement in science and technology... a bridge to innovation.
MAY	Good regulatory practice
JUNE	Is Guyana ready for the metric system?
JULY	Product safety
AUGUST	Tools for leaders – demonstrating and exploiting benefits of standards
SEPTEMBER	Food safety and international trade
OCTOBER	The importance of standards in reducing climate change
NOVEMBER	Environmental labelling – ISO’s “how to” guide
DECEMBER	How to evaluate your quality management system

The articles published by Technical Officers, were informative and enlightening to industries, agencies, clients and other stakeholders. Stakeholders and clients obtain optimal benefits from the use of those articles.

8.4 Profile of Activities

The results of the performances attained by the Technical Standards Information Unit within 2010 are summarized in **Table III**.

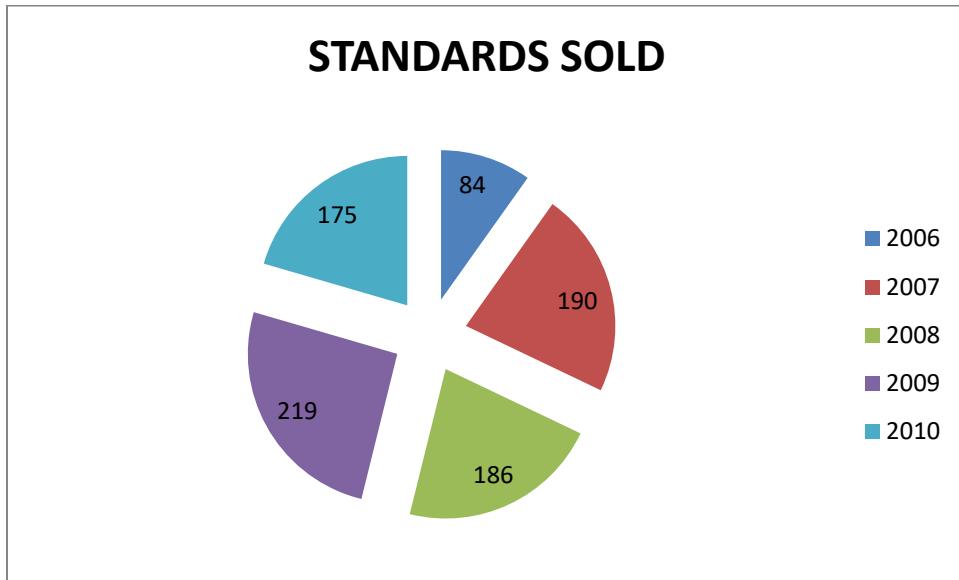
Activities		Months												
		Jan	Feb	Mar	Apr	Ma y	June	July	Aug	Sept	Oct	Nov	Dec	Total
1.	Acquisition	33	98	103	23	41	32	52	24	34	22	32	4	498
2.	Articles placed on information corner notice board	10	-	12	-	19	18	10	20	-	-	-		89
3.	Books catalogued	06	01	-	-	-	01	02	-	-	-	-	-	10
4.	Books bound	-	-	-	-	-	03	08	-	-	-	-	-	11
5.	Catalogue cards written by Author/Subject titles	15	06	19	-	21	03	-	-	-	-	-	-	64
6.	Catalogue cards interfiled	15	06	-	-	21	03	-	-	-	-	-	-	45
7.	CD' s catalogued	-	-	05	10	34	09	11	-	-	-	-		69
8.	Correspondence handled	-	-	-	-	-	-	-	-	-	13	12	-	25
9.	Circulation list printed (sets)	3	-	-	2	3	6	9	-	2	-	3	3	31
10.	Copy right pages	265	2	5	35	-	-	95	40	46	45	105	96	734
11.	Date due labels printed and place on books	06	-	-	-	-	-	-	-	-	-	-	-	06
12.	Documents letters	06	01	-	20	24	07	09	-	-	-	-	-	67
13.	Documents re-shelved	108	115	-	18	60	65	116	78	48	55	82	83	828

14.	Documents shelves	16	109	-	36	20	17	120	98	54	73	152	45	740
15.	Documents scanned/Documents scanned and printed	-	-	-	-	-	01	03	-	-	-	12	60	76
16.	Drafts standards received for public comments	-	-	-	-	-	02	-	-	-	-	-	01	03
17.	Filed labels created and print and pasted onto files	10	02	-	03	04	05	09	04	05	-	-	09	51
18.	Issued slip printed and past into book form	-	-	-	92	-	-	-	-	-	-	-	-	92
19.	ISBN forms sent to Caricom to be assign ISBN's	26	-	-	-	-	-	03	03	04	17	01	-	54
20.	Loans :	66	45	23	40	-	17	33	62	33	60	35	29	443
	External	-	-	-	-	-	-	-	-	-	-	10	04	14
	Internal	66	45	23	40	-	17	33	62	33	60	25	15	429
21.	Materials dispatched through TSIU to other dept.	20	16	-	39	51	26	87	-	23	-	44	-	306
22.	New standards received	26	-	-	01	-	03	-	01	02	-	19	-	52
23.	Newspaper clipping placed into respective files	07	11	-	-	05	14	13	01	19	27	08	3	108
24.	Queries :	63	44	-	28	30	30	22	12	10	28	30	41	338
	External	54	31	-	18	25	16	13	12	10	14	28	27	252
	Internal	09	3	-	10	05	14	09	-	-	14	02	09	86
25.	Staff pockets made	-	06	-	-	-	-	-	-	-	-	-	-	06

26.	Standards bond	131	92	-	08	-	87	46	53	74	36	97	50	674
27.	Standards catalogue	-	-	-	-	02	06	04	-	-	-	-	-	12
28.	Standards covers created and printed	178	-	-	72	08	136	50	79	39	126	90	71	778
29.	Standards printed in TSIU	-	-	-	-	-	-	-	10	-	-	-	-	10
30.	Standards pages collated as preparation for binding of standards	850	442	486	-	514	220	256	295	168	720	854	756	5,163
31.	SIB disseminated	77	-	-	89	51	-	119	-	89	50	44	36	555
32.	SIB printed	90	-	-	95	60	-	140	-	190	-	50	42	667
33.	Standards issued free	43	-	-	02	-	01	03	-	07	04	08	08	76
34.	Standards photocopied external (Title)	12	-	34	-	02	02	20	-	-	-	15	06	91
35.	Standards purchased (Regional and International)	09	-	06	-	-	02	-	-	-	-	-	-	17
36.	Standards requested	05	06	04	-	-	02	02	-	-	-	05	24	48
37.	Standards sold	46	06	05	02	06	16	05	33	20	8	20	08	175
38.	Standards withdrawn	-	-	-	-	-	04	-	09	05	15	-	-	33
39.	Title paged typed and printed for standards that were bond	06	06	08	19	07	08	11	07	05	23	18	-	118
40.	Visitors	6	9	8	19	7	8	11	7	5	23	18	-	121
41.	Week forms printed	-	-	-	-	-	-	-	20	16	40	10	32	118

Table IV

YEAR	2006	2007	2008	2009	2010
STANDARDS SOLD	84	190	186	219	175



This pie chart demonstrates a trend of how standards were sold in the last five (5) years. Between the years 2006-2007 there was an increase in sale by 126%; 2007-2008 indicate a slight decrease of 2.2%, 2008-2009 showed a growth in the sales figure by 15.1% while 2009-2010 reflected a decline by 25.14%.

The standards sold amount to a total of one million, thirty thousand, seven hundred and fifteen (1,030,715.00) dollars for 2010. This reflected a decrease by 66.20% for the same period last year.

Table V: Sale of standards by categories for the year 2010

#	Categories	Amount
1	Building codes	15
2	Chemical	1
3	Consumer Products	13
4	Environmental	5
5	Foods	8
6	General	2
7	Laboratories	60
8	Pipes	4
9	Quality Management	56
10	Safety	5
11	Soaps, detergents and cleaning agents	2
12	Tourism	2
13	Tyres	2
	Total	175

From the table showed above it is established that laboratories and Quality Management standards were sold more than the other categories listed.

8.5 Other Activities

- A list was put together by the Senior Information Officer for all the standards that are to be added into the 2011 GNBS Standards Catalogue. Approximately 80% of this activity is completed;
- Some files in the cabinets and all reference shelves were labelled by the Senior Information Officer and the Information Assistant;
- All publication lists were typed by the Information Officer and edited by the Senior Information Officer;
- Ms. Roxan Bourne, Senior Information Officer made the necessary correction to TSIU User Manual so that it can reflect ISO 9001 requirements;
- A shelving guide was done by the Senior Information Officer to assist TSIU staff with their shelving and also to retrieve materials in a timely manner;
- A timetable was prepared by the Senior Information Officer as a plan of how Technical Officers are to prepare the Standard Information Bulletin (SIB) article that is related to their work programme;
- The Senior Information Officer prepared highlights and accomplishments for quarterly reviews.
- Listing of all withdrawn standards were compiled by Ms. Indira Persaud, Information Assistant;
- Ms. Roxan Bourne prepared TSIU 2011 budget;
- As a project, standards were sorted in the cabinets to ascertain those that were out of stock and have them printed and bound for sales. This project was assigned and accomplished by the Information Assistant.;
- To commemorate quality week the Senior Information and the Information Assistant took part in preparing snacks, purchasing of gifts and distributing the items to the children of the Ptolemy Rehab Centre,
- The Senior Information Officer sent a listing of all the standards published by ISO on Medical Devices to the Ministry of Health as was requested;
- Literature searches were done for the following topics:
 - Standards for pharmaceutical
 - Standards on ware house for pharmaceutical chemical
 - Standards relating to gas cylinder
 - Toilet Tissue standards with odor and expiry dates
 - Standards for salted fish
 - Standards on ladies stockings
 - Materials on metric education aids
 - Standards on paper napkins
 - Standards on cassareep
 - Standards on electrical power generator installation

- Material on wild life holding pens/cages
- Standards for Occupational Health and Safety
- Standards on medical devices
- Standards on diagnostic test kit
- Standards on car coding

8.6 Comments and Observations

In the 2011, it would assist greatly if the collection is upgraded with modernized textbooks among other reading materials. It would help also to enhance the research that is necessary in the standards development process and the Technical Standards Information Unit collection will have more updated reading materials.

It was noted that due to training programme conducted by the Conformity Assessment Department, the sales figure for standards in the quality management and laboratories categories reflected an increase when compared with the other areas.

8.7 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 decision is made on whether the database required is one that will be used by CROSQ.

It is expected that TSIU will have its full quota of staff to accomplish its planned activities for 2011. Also, staff needs to be competent to carry out duties delegated to them on a daily basis.

8.8 Recommendations

- The continuous use of a vacuum cleaner is recommended to clean this department in order to protect the documents and the staff.

9.0 INFORMATION TECHNOLOGY

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.

9.1 Routine/ Daily Activities

In order for the GNBS network to function efficiently, the following activities were executed on a daily basis:

- Running the virus scan to protect the system from viruses
- Backing up of Data on a weekly and monthly basis as a secondary means of saving data.
- Checking to ensure DSL service is running.

9.2 Support Services provided to staff

On a daily basis, staff required various kinds of assistance to execute their duties. Below are some of the services provided to staff:

- Resetting of user passwords
- Installing scanner drivers
- Installing printer drivers
- Downloading printer drivers from the internet.
- Sharing printers
- Transferring files to CD
- Converting word file to PDF format for website
- Installing Windows (new releases) updates from Microsoft website
- Scanning computers for viruses.
- Running disk cleanup and disk defragmenter on client computers
- Adding client computers to the GNBS domain
- Renaming computers
- Troubleshooting computer network problems when the need arise
- Deleting user accounts upon request
- Sharing files for all staff over the network
- Installed memory
- Changed patched cables
- Installed new network drops
- Installed power supply
- Installed network cards

- Installed Microsoft Office 2010 on all desktop computers
- Installed Windows XP service pack 3
- Reloaded eight (8) desktop computers operating system
- Uploaded files on website

9.3 Maintenance work done on Server

Routine work was carried out on the server to ensure its efficiency. The following works were executed:

- Configured server with a new Domain controller
- Restarted DNS server service
- Uploaded windows update files
- Reset IP address on firewall
- Fixed DHCP server error in event viewer.
- Installed Active Directory

9.4 New Equipment acquired for the 2010

The Guyana National Bureau of Standards received new equipment listed below.

No.	Items	Description
1	2 External Hard Drives	Purchased by GNBS
2	1 Dell Laser Printer 3115cn	Donated by Competiveness Project
3	1 CPU	Purchased by GNBS
4	2 LCD Monitors	Purchased by GNBS
5	4 Flash Drives	Purchased by GNBS
6	1 Dell Optiplex 780 Desktop Computers	Donated by Competiveness Project
7	1 Dell Projector	Donated by Competiveness Project
8	1 Dell Server T610	Donated by Competiveness Project
9	4 Dell Inspiron 1440Laptop computers	Donated by Competiveness Project
10.	1 Digital Camera DSC – H55	Donated by Competiveness Project
11.	1 HP Scan Jet Scanner N6310	Donated by Competiveness Project

9.5 **Evaluation**

There is need for the new software, Exchange 2007 and SQL server 2005 to be purchased.

There is need for new desktop computers to add to the network system.

9.6 **Recommendations**

In the New Year, it is hoped that the GNBS would try to address the recommendations put up by the Network Administrator, as follow:

It is recommended that GNBS purchase a print server. This will allow all printing jobs done by staff to be managed.

As the information technology environment becomes more complex, GNSB will need on-going support, **training for staff** in different areas: The following areas are: Microsoft Exchange server 2005, SQL server 2005, Microsoft Windows Server 2008, Joomla!, Microsoft Office SharePoint Server and Microsoft Project.

It is recommended that GNBS create an intranet so that staff can have access to information quickly for work related purposes.

GNBS needs to design a database system for: Payroll, Library, Inspectorate Department for stake holder, Inventory of the Bureau's stock hand, Laboratory Data for client and Fleet Maintenance. Microsoft SQL server program will be used to design the databases.

Note: When Database is designed in the organization it will benefit internal and external stakeholders easy access to records.

10.0 **OVERVIEW**

The Administrative Department comprises of sixteen (**16**) non-technical staff that provide support to the six (6) Technical Departments of the Bureau in an efficient manner. The Department also liaises with other Government and non Governmental agencies in the execution of its responsibilities.

10.1 **Staff Training**

During the year in review eighteen (18) employees participated in overseas training as is mentioned hereunder:

10.1.1 Mr. Vishnu Matbadal, Laboratory Technician 11 of the Laboratory Services Department attended a workshop on Calibration of Weighing Machines at the Trinidad and Tobago Bureau of Standards during the period February 22 -25, 2010. The workshop organised by the Caricom Regional Organization for Standards and Quality (CROSQ), in conjunction with the German Metrology Institute (GMI) was designed to assist member states with the expansion of their services in calibration of weighing machines allowing for metrological quality confirmed by calibration.

10.1.1.1 Ms. Andrea Thom, Technical Officer 1 of the Standards Development Department attended a Regulatory Impact Assessment (RIA) and Good Regulatory Practices (GRP) workshop during the period April 26 -28, 2010 at the Conference Room of the Grenada – Rex Resort, Point Saline, Grenada. The objective of the workshop organized by the Caricom Regional Organization for Standards and Quality (CROSQ) and the Grenada Bureau of Standards (GBS) under the IDB funded SME project, focused on the performance of the Regulatory Impact Assessment (RIA) in their respective regions, allowing for good regulatory practices in the development and promotion of Technical regulations while analyzing mandatory requirements and conformity assessment procedures to ensure compliance with the legislation.

10.1.1.2 Ms. Rodlyn Semple, Technical Officer 11 of the Conformity Assessment Department represented the Bureau at a workshop for “Safety Management in Laboratories” on April 28 - 30, 2010. The workshop funded by the Caricom Regional Organization for Standards and Quality (CROSQ) and the Caribbean Laboratory Accreditation Service (CLAS) 9 EDF Funded Project was held in Kingston, Jamaica. The objective of the workshop was to provide participants with the knowledge, tools and techniques to develop a safety management system and to conduct safety audits in laboratories.

- 10.1.1.3 Mr. Shailendra Rai, Head, Legal Metrology and Standards Compliance Department and Mr. Dillon Beckles, Senior Inspector attended a two day seminar on “Product Identification” during the period May 10 – 11, 2010. The seminar organized by the Barbados Customs and Excise Department and the Demerara Tobacco Company, subsidiary of British American Tobacco was held at the Accra Beach Hotel, Hastings, Christ Church, Barbados. The main objective of the seminar was to train participants to differentiate between authentic and counterfeit products and to develop a networking among countries’ representatives.
- 10.1.1.4 Mr. Al Donovan Fraser, Technical Officer 1 of the Conformity Assessment Department represented the Bureau at a three (3) days workshop on Documentation and Developing a Quality Management System for Medical Laboratories during the period May 26 -28, 2010. The workshop funded by the Caricom Regional Organization for Standards and Quality (CROSQ) and the (CLAS) 9th EDF Funded Project was held in Basseterre, St. Kitts. The objective of the workshop was to provide participants with the knowledge, tools and techniques of developing, writing and reviewing Quality Management System in medical laboratories.
- 10.1.1.5 Mr. Vishnu Matabadal, Laboratory Technician 11 of the Laboratory Services Department attended a five day workshop on the ISO 17025 Laboratory Quality Management System Documentation for the Calibration of Weighing Instruments for laboratory personnel of Caricom member states, during the period July 12 – 16, 2010 at the South Beach Hotel Conference Room in Barbados. The workshop was organized by the Caribbean Regional Organization for Standards and Quality (CROSQ) in collaboration with the German Metrology Institute (PTB) and Tradecom Facility.
- 10.1.1.6 Mr. Trumel Redmond, Technical Officer 1 of the Conformity Assessment Department participated in a Train the Trainer Workshop on Accreditation for Laboratory Quality Management Systems during the period August 16 -19, 2010 in Trinidad and Tobago. The workshop convened by the Caricom Regional Organizational for Standards and Quality (CROSQ) in collaboration with the Caribbean Laboratory Accreditation Services (CLAS) 9th EDF Funded Project equipped participants with the requisite skills to conduct training on Accreditation and Laboratory Management across the region.
- 10.1.1.7 Mr. Vishnu Matbadal, Laboratory Technician 11 of the Laboratory Services Department attended a workshop entitled “Design of Technical Quality Manual for calibration of weighing instruments” in Suriname during the period September 13 – 17, 2010. The workshop which was organized by the Caricom Regional Organization for Standards and Quality (ROSQ) in collaboration with Tradecom Facility for ACP countries, covered subject matters that impacted on calibration of non automatic weighing instruments.

- 10.1.1.8 Mr. Vishnu Matadbal and Chandaradat Persaud, Laboratory Technicians of the Laboratory Services Department attended a three weeks training on the Testing and Analysis of Textiles and Footwear to support the activities of the Legal Metrology and Standards Compliance Department during the period October 04 – 17, 2010. The training organized by the Premier Quality Services Limited (PQSL) a subsidiary of the Trinidad and Tobago Bureau of Standards was held in Trinidad and Tobago.
- 10.1.1.9 Ms. Rodlyn Semple, Technical Officer 11 of the Conformity Assessment Department through the Public Service Ministry Training Division (PSM) with the assistance from the High Commission of India and funding under the ITEC Programme attended a eight (8) weeks “International Training Programme on Standardization and Quality Assurance” during the period October 11 to December 03, 2010 at the National Institute of Training for Standardization, NOIDA, India. The objective of the training was to build the capacity bodies in developing countries of National Standards Bodies in the area of Standardization and Management Systems.
- 10.1.1.10 Mr. Edward Melville, Laboratory Technician 111 of the Laboratory Services Department attended training on the Calibration of Multimeters at the Metrology Institute in Peru during the period October 18, 2010 to October 29, 2010. The training which was organized by the Inter American Metrology System (SIM) and the German Metrology Institute (PTB) was designed to assist metrology institute in the Caricom region in developing their capacity to meet the needs of the industry and promote competitiveness using accurate measurement.
- 10.1.1.11 Mr. Vishnu Matabadal, Laboratory Technician 11 of the Laboratory Services Department attended the final module of four workshops on Calibration of Weighing Instruments on October 26 -29, 2010 in Grenada. The workshop organized by the German Metrology Institution (PTB) was designed at assisting metrologists from Member States with implementing quality systems that conform to ISO/IEC 17025 standards.
- 10.1.1.12 Ms. Candelle Walcott- Bostwick, Head Conformity Assessment Department attended a Regional seminar on utilizing Proficiency Testing as a tool for laboratory improvement during the period November 04 -05, 2010 in Barbados. The seminar which was organized by the Caricom Regional Organization for Standards and Quality (CROSQ) / Caribbean Laboratory Accreditation Services (CLAS) under the 9th EDF Funded Project was convened in collaboration with the IDB Regional Quality Infrastructure (RIQ) Project addressed matters that impacted on accreditation of laboratories in Guyana.

- 10.1.1.13 Ms. Ramrattie Karan, Head of the Standardization Department participated in a five (5) day training training on “Setting National Standardization Strategies” during the period November 08 – 13, 2010 in Paramaribo , Suriname. The training organized by the International Organization for Standardisation (ISO) was a new class room initiative geared at assessing national priorities and developing standardisation strategies.
- 10.1.1.14 Ms. Evadnie Benfield, Head of the Information Services Department, attended a workshop on “Linking Trade Promotion Organization and National Bodies for Export Success” throughout the period November 24 -26, 2010 in Havana, Cuba. The workshop convened by the International Trade Centre (ITC) in collaboration with the International Organization for Standardization (ISO) provided decision makers within National Standards Bodies’ drawn from Latin American and the Caribbean with the opportunity of addressing pertinent matters which impeded export success.
- 10.1.1.15 Ms. Marcia Austin, Accountant, participated in a three (3) day workshop on the “Path to Financial Sustainability” for National Standards Bodies during the period December 13 -15, 2010 in Buenos, Aires, Argentina. The workshop arranged by the International Organization for Standardization (ISO) addressed matters that impacted on improving financial sustainability in National Standards Bodies.

10.1.2 LOCAL TRAINING

- 10.1.2.1 The Quara Consulting and Training Organization (Argentina) in collaboration with the National Competitiveness Programme (NCP) organized a series of training programme on ISO standards at GNBS. Staff members attached to the Conformity Assessment, Legal Metrology and Standards Compliance and Standards Development Departments as mentioned hereunder:-

Course	Name	Duration	Facilitator
ISO: 9000:2008	Train the Trainer	January 18 and 19, 2010	Mr. Horacio Martirena
ISO:9001: 2008	Lead Auditor Training	February 01 -15, 2010	Mr. Carmine Luizzi
ISO: 22000:2005	Lead Auditor Training	March 08-11, 2010	Mr. Tassos Metros
ISO:22000: 2005	Hazard Analysis Critical Control (HACCP) and Good Management Practices (GMP)	August 23 -27, 2010	Mr. Carlos Rocas
ISO/IEC 17025:2202	Standards Principles and Application of Laboratory Management System (LMS)	September 27 – 30, 2010	Ms. Norma Piacquadio
ISO/IEC 17025:2005	Lead Auditor Training	October 25 -29, 2010	Mr. Bernie Warchuk
ISO 14001:2004	Standards and Principal Application of an	November 08 – 12, 2010	Mr. Horacio Martirena

	Environment Management System (EMS)		
ISO 14001:2004	Lead Auditor Training	December 06 -10, 2010	Mr. Mel Stauffer

The principal aim of the scheduled courses was to provide participants with a thorough understanding of the requirements of ISO Standards and to build capacity as trainers, thus assisting industry and regulatory bodies in the implementation process.

- 10.1.2.2 Mr. S. Rai, Head, Legal Metrology and Standards Compliance Department attended a Crown Agent workshop on the Single Window Automated Processing System for Import and Export Licensing on March 03, 2010 at the Board Room of the Ministry of Tourism, Industry and Commerce. The workshop, organized by the National Competitiveness Council (NCC) offered the participants the opportunity to establish the viability of potential benefits from its introduction of the system.
- 10.1.2.3 The Caribbean Regional Organization for Standards and Quality (CROSQ), in conjunction with the Inter – American Metrology System (SIM) RQ 1 -2 Project and the GNBS hosted a Carimet meeting and Metrology Workshops on the Verification of Weighing Machines R76 and the Verification of Fuel Dispensers during the period March 22- 26, 2010 at the Cara Lodge Hotel. The workshop brought together several personnel from the Caribbean and European Standards Bodies.
- 10.1.2.4 Mr. Lloyd David, Public Relations Officer of the Information Services Unit commenced a six (6) months training course in International Business Communication on April 16, 2010 at the Institute of Private Enterprise Development (IPED).The objective of the training was to develop a understanding of the practical context of Public Relation and to equip the Officer with the requisite skills to function more effectively.
- 10.1.2.5 Mr. Elton Patram, Technical Officer 11 of the Standards Development Department, participated in a three (3) day workshop during the period April 6-8, 2010 at the Regency Hotel. The training programmed organized by the Guyana HIV-Aid Reduction Programme and (GHARP) and the Central Board of Health discussed several ways of improving Organizational Management aimed at improving the production and efficiency within the organization.
- 10.1.2.6 Mr. Lloyd David, Public Relations Officer of the Information Services Department attended a one (1) day Annual Accountability Seminar on May 18, 2010 at the Savannah Suites of the Pegasus Hotel. The seminar was arranged by the Inter – American Institute for Cooperation on Agriculture (IICA) and discussed highlights of Technical Cooperation for 2009, prospects for 2010 and reports of the Technical Programmes (IICA Guyana Office Team).

- 10.1.2.7 Mr. Vishnu Matbadal, Laboratory Technician 11 of the Laboratory Services Department and Mr. Iran Alli, Technical Officer 1 of the Standards Development Department attended a one (1) day seminar on May 19, 2010 at the Pegasus Hotel. The seminar organized by the Dover Waterproofing Technologies Ltd in association with the Guyana Association of Professional Engineering examined Advance Concrete Waterproofing Technologies.
- 10.1.2.8 Ms. Caroline Homer, Maid/Cleaner of the Administration Department participated in a one (1) day seminar on June 04, 2010 at the American University of Peace Studies. The seminar facilitated by the Junior Chamber International Guyana (JCI Guyana) in collaboration with the Institute of Distance and Continuing Education (IDCE) University of Guyana, targeted staff members from both the public and Private sectors. The seminar was designed to develop skills of Maid/Cleaners by building self esteem and enhancing social etiquette in a working environment.
- 10.1.2.9 Mr. Dillon Beckles, Senior Inspector of the Legal Metrology and Standards Compliance Department attended a three (3) day workshop during the period July 26 -28, 2010 at the Training Room of the Custom Trade and Administration Department. The training session was planned by the Ministry of Agriculture, Hydro Meteorological Service in association with the Terminal Phase out Management Plan Tranche 11 was designed to assist in strengthening the enforcement framework for the monitoring of Ozone Depleting Substances and other controlled chemicals required by the Multilateral Environment Agreement.
- 10.1.2.10 Mr. Iran Ali and Mr. Trummel Redmond, Technical Officers 1 of the Conformity Assessment and Standards Development Departments respectively, attended two (2) day training programme during the period July 19 – 20 2010 in the Training Room of the Bureau. The training organized by the CROSQ and the Guyana National Bureau of Standards (GNBS) was facilitated by Mr. Ian Cleare who discussed several methods of improving and Maintaining Market Access through Standards and Conformity Assessment.
- 10.1.2.11 Personnel of the Legal Metrology and Standards Compliance and the Laboratory Services Departments participated in a two (2) day workshop on “Estimation of Uncertainty in Measurement for Laboratories” during the period July 26 -27, 2010 at the Regency Hotel. The workshop organized by CROSQ in collaboration with the Guyana National Bureau of Standards (GNBS), through the IDB – RO1 Project was facilitated by Ms. Marian Arce Osuna, native of Mexico.

- 10.1.2.12 Mr. Elton Patram, Technical Officer 11, of the Standards Development Department attended a one day Rice Fair trade workshop on August 03, 2010 at the Board Room of the Ministry of Agriculture. The workshop organized by the Guyana Rice Development Board (GRDB) in collaboration with the TRADECOM and funded by the European Development Fund, examined methods of increasing awareness of the labelling standards.
- 10.1.2.13 Heads of Departments and Senior Staff attended a half day awareness session on the Development of a Standardization Strategy for Guyana on August 16, 2010 in Bureau's Training Room. The session which was organized through the Ministry of Tourism, Industry and Commerce Support for Competitiveness Programme was conducted by Dr. Camella Rhone, a Consultant, from Jamaica who was awarded the contract.
- 10.1.2.14 Heads of Departments, Technical Officers and employees attached to the Legal and Scientific Metrology departments attended a two (2) day Metrology workshop entitled "Toolkit Dissemination" on August 19-20, 2010 in the Training Room of the Guyana National Bureau of Standards (GNBS). The training programme sponsored by the Caricom Regional Organization for Standards and Quality in association with the GNBS, was facilitated by Dr. Mukayi Musarurwa a native of Zimbabwe.
- 10.1.2.15 Personnel of the Conformity Assessment and Standards Development Departments participated in a five (5) day training course on Hazard Analysis Critical Control Point (HACCP).
- 10.1.2.16 Mr. Khemraj Bhoowan, Network Administrator of the Information Services Department commenced a PC Technician Course on August 30, 2010 at the Micro Tec – Institute. The course exposed students to PC Hardware Maintenance and Repairs, Networking Essentials and Installation and Troubleshooting of the Operating System.
- 10.1.2.17 Mr. Marlon Rose, Assistant Accountant and Ms. Nikita Waithe, Accounts Clerk of the Accounts Department attended a half day workshop on the correct use of the Employer Representative Tax Return form (Form 5) and the Monthly Tax Return form (form 2) at the Training Room of the Customs and Trade Administration, Guyana Revenue Authority on August 27, 2010. The workshop which was conducted by Mr. Tyrone Anthony, Tax Specialist discussed and emphasized the importance of the correct use of the form.

- 10.1.2.18 Heads of Departments, Technical Officers, and Laboratory Technicians participated in a five (5) day training workshop on Laboratory Accreditation during the period September 20 -24, 2010 in the training Room of the Bureau. The training sponsored by the Caricom Regional Organization for Standards and Quality 9th (CROSQ) in association with the GNBS and facilitated by Ms. Giselle Guevara, Project Coordinator of CROSQ who exposed participants to various aspects of Good Laboratory Management Practices.
- 10.1.2.19 Mr. Dillon Beckles, Senior Inspector of the Legal Metrology and Standards Compliance Department participated in a one (1) day Packaging workshop on September 15, 2010 at the Cheddie Jagan Research Centre. The workshop was organized by the Guyana Manufacturing and Services Association (GMSA) in collaboration with the New Guyana Marketing Corporation (NGMC) and the Inter – American Institute for Cooperation on Agriculture (IICA). The training was facilitated by Mr. Arnold De Mendonca and Mr. Ronald Noble and addressed issues of labelling and marketing for export of processed food products.
- 10.1.2.20 Heads of Department, Technical Officers and other Senior Staff of the Standards Development, Legal Metrology and Standards Compliance Department and the Conformity Departments benefited from a two (2) day workshop on “Good Regulatory Practice” on November 22 -23, 2010 at the Regency Hotel. The training was organized by CROSQ and the Guyana National Bureau of Standards. The objective of the workshop was to assist organizations in conducting Regulatory Impact Assessment (RIA) for voluntary requirement conversion to a technical regulations and implementation of good regularly practices in the development and promulgation of technical regulations.
- 10.1.1.21 Mr. Keemo Fyfee, Senior Inspector of the Legal Metrology and Standards Compliance Department attended a one (1) day workshop on Fire Safety within the Business Community on November 29, 2010 at the Carifesta Sports Complex. The workshop was collaborated between the Fire Advisory Board, Georgetown Chamber of Commerce and the Business Community. Mr. Raj Singh, Chairman of the Fire Advisory Board, Mr. Colin Howard, Hand-in-Hand, Group of Companies, Mr. Komal Ramnauth, President of the Georgetown Chamber of Commerce and Mr. Marlon Gentle, Chief Fire Officer addressed the workshop on several aspects of fire prevention and evacuation procedures.

10.1.3 **IN HOUSE TRAINING**

- 10.1.3.1 As management endeavoured to improve the job performance of its human resources a number in-house training sessions were honoured, designed towards staff development and improved performance. The following in house training sessions were conducted during 2010. ‘Before Giving Care’ and the Verification and Sealing of Truck Scales on January 22 and 28, 2010, respectively by Ms. Norma Hamilton, First Aid Instructor of the Guyana Red Cross Society and by Mr. Jadesh Rupee, Scale Technician and Mr. Keemo Fyfee, Senior Inspector.
- 10.1.3.2 The Administrative Department in collaboration with Ms. E. Gopie, Senior Supervisor of the Group Administration Department and Mr. E. Daniels, Sales Representative from the Hand – in-- Hand Mutual Life Assurance Company Limited, service provider of GNBS Group Medical Scheme outlined the claims experiences during the period March 01, 2009 to January 31, 2010 on February 12, 2010 in the Training Room of the Bureau.
- 10.1.3.3 Inspectors attached to the Legal Metrology and Standards Compliance Department attended a half day training session on February 25, 2010 in the Conference Room of the Bureau. The training facilitated by Mr. Dillon Beckles, Senior Inspector discussed the topic “Investigation of Consumer Complaints”
- 10.1.3.4 Ms. Andrea Thom, Technical Officer 1 of the Standards Development Department who attended a Regulatory Impact Assessment (RIA) and Good Regulatory Practices (GRP) workshop in Grenada, conducted a half day training for the staff of the Standards Development and Conformity Assessment Departments on May 24, 2010 in the Training Room of the GNBS. The objective of the training was to sensitise staff on the subject to capacity building in good Regulatory Practices (GRP).
- 10.1.3.5 Mr. Dillon Beckles, Senior Inspector of the Legal Metrology and Standards Compliance Department provided training for Inspectors on the Video and Flow Meters on July 29, 2010 in the Training Room of the Bureau. During the training Inspectors were exposed to several areas of video verification procedures.
- 10.1.3.6 Staff attached to the Conformity Assessment, Legal Metrology and Standards Compliance and Laboratory Services , respectively, attended training sessions on Laboratory Safety Management System during the period June 28 – July 01, 2010 in the Bureau’s Training Room. The aim of the training was to provide participants with the knowledge, tool and techniques needed to develop a Safety Management System.

- 10.1.3.7 Mr. Dillon Beckles, Senior Inspector of the Legal Metrology and Standards Compliance Department conducted training on the Quantity of Products in Packages on August 26, 2010 in the Training Room of the Bureau. Inspectors in attendance were exposed to several methods of checking prepackage commodities.
- 10.1.3.8 Mr. Hemraj Sanichara, Metrication Officer of the Information Services Department conducted an awareness training on November 26, 2010 in the Bureau's Training Room. The session which was designed for all Inspectors in the various Regions, discussed several methods on metrication for Inspectors and provided knowledge to disseminate the information to stakeholders in their respective regions.
- 10.1.4 **Overseas Conference/meetings**
- 10.1.4.1 Ms. Evadnie Benfield, Head Information Services Department attended the second Stakeholders Dialogue on Strengthening Caribbean Cooperation towards Standards and Quality workshop in St Michael, Barbados during the period February 22- 23, 2010. The agenda of the meeting was to enable the Caribbean Regional Organization for Standards and Quality (CROSQ) to develop a comprehensive Action Plan geared towards financial support.
- 10.1.4.2 Ms. Ramrattie Karan, Head, Standards Development Department represented the Bureau at the sixteen Technical Management Committee (TMC) meeting during the period April 12 – 14, 2010 in the Conference Room of the CROSQ Secretariat, Bridgetown, St. Michael, Barbados. The agenda of the meeting was to discuss several standards for approval and to examine the standards development work programme.
- 10.1.4.3 Ms. Candell Walcott-Bostwick, Head Conformity Assessment Department attended the 9th EDF Funded Project Caribbean Laboratory Accreditation Service, National Accreditation Focal Point meeting on *April 15 – 16 2010* in St. Georges, Grenada. The meeting created a network of national representatives which supported the development of a regional system and facilitated teamwork among the representative in the Caribbean Region.
- 10.1.4.4 Ms. Evadnie Benfield, Executive Director (ag) participated in a two (2) day workshop on Good Practices for SPS Forums, with special emphasis on the Codex Alimentarius during the period July 7- 8, 2010 in Trinidad and Tobago. The workshop which was hosted by the IICA's Agricultural Health and Food Safety Directorate through the framework of Projects STDF 108 in collaboration with the United States Department of Agriculture (USDA) and the US Food and Drug Administration (FDA). The main objectives of the workshop was to raise awareness on the importance of the agreement on the Application of Sanitary and Phytosanitary Measures (SPS Agreement)

- 10.1.4.5 Ms. Candell Walcott- Bostwick, Head of the Conformity Assessment Department attended the first Caribbean Cooperation for Accreditation meeting on September 02 -03, 2010 in Jamaica. The meeting organized by the Caricom Regional Organization for Standards and Quality (CROSQ), Jamaica National Agency for Accreditation (JANNAC) and the Trinidad and Tobago Laboratory Accreditation Service (TTLAS). The purpose of the meeting was to plan for the operationalising of the Caribbean Cooperation for Accreditation in the Region.
- 10.1.4.6 Ms. Candelle Walcott-Bostwick, Head Conformity Assessment Department represented the Bureau at the National Accreditation Focal Point (NAFP) meeting on October 11 – 13, 2010 in Antigua. The meeting was organized by the Caricom Regional Organization for Standards and Quality (CROSQ) and the Caribbean Laboratory Accreditation Service (CIAS) 9th EDF Funded Project. The meeting addressed issues that would have an impact on the accreditation of laboratories in Guyana.
- 10.1.4.7 Mr. Elton Patram, Technical Officer 11 of the Standards Development Department represented the Bureau at SME Project monitoring Group meeting (PMG) on October 22, 2010 in Jamaica. The meeting organized by the IDB /SME Project Monitoring Group (PMG) was held under the theme “Promoting SME Competitiveness in the Caribbean through the use of Technical Standards”.The agenda of the meeting was to strengthen the competitiveness of SMEs through the involvement of industry, country and region wide standardization efforts to facilitate trade on goods and services and promote regional, hemispheric and global integration.
- 10.1.4.8 Ms. Candelle Walcott–Bostwick, Head of the Conformity Assessment Department attended the Caricom Regional Organization for Standards and Quality (CROSQ) Caribbean Laboratory Accreditation Service (CLAS) 9th EDF Project Funded meeting on November 04-05, 2010 in Barbados. The meeting provided participants with a clear understanding on the use of proficiency testing results in laboratories as a tool for improvement.

10.2 **Representation at meetings/workshops, etc**

- 10.2.1 Mr. Elton Patram, Technical Officer 11 of the Standards Development Department attended a one day workshop on “ Best practices for harvesting, post harvest handling and processing of coconut water in Guyana” on January 13, 2010 in the Auditorium of the Guyana School of Agriculture. The workshop arranged by the Food and Agriculture Organization (FAO) in collaboration with the Government of Guyana was conducted by Mr. Norbert Ambagan.

- 10.2.2 Mr. Shailendra Rai, Head, Legal Metrology and Standards Compliance, Mr. Jermaine Softley, Chief Inspector and Mr. D Beckles specter of the Department attended a meeting organized by the Chairman of the Public Private Dialogue Body (PPDB) Mr. Chris Fernandes and attended by Societe General de Surveliance (SGS Group) of Geneva and Crimson Logic of Singapore on January 22, 2010 in the Bureau's Conference Room. The object of the meeting was to discuss a wide range of activities in relation to the joint project of expediting the clearing of commodities with other related agencies.
- 10.2.3 Ms. Evadnie Benfield, Head Information Services Department represented the Bureau at the International Development Agencies New Year's Event at the Georgetown Club on January 26, 2010.
- 10.2.4 Mr. Elton Patram, Technical Officer 11 of the Standards Development Department represented the Bureau at a meeting arranged by the Public - Private Council on February 09, 2010 at the Board Room of the Ministry of Tourism, Industry and Commerce. The agenda of the meeting was to review and update members of the status of the Matching Grants Initiative.
- 10.2.5 Ms. Evadnie Benfield, Head Information Services Department represented the Bureau at a meeting on February 10, 2010 at the Board Room of the Ministry of Tourism, Industry and Commerce. The meeting chaired by Mr. Philip Williams, Executive Director of the Caribbean Export Development Agency (CEDA) was designed to review Caribbean Export relation with stakeholders during 2009 and to develop new targets for Guyana in 2010.
- 10.2.6 Mr. Shailendra Rai, Head, Legal Metrology and Standards Compliance Department attended a meeting on February 01, 2010 at the Board Room of the Ministry of Tourism Industry and Commerce. The meeting organized by the Ministry of Foreign Trade and International Cooperation was chaired by Mr. Bernard Spiniot and Mr. Jan Rapacki consultants provided by the Caricom Secretariat. The agenda of the meeting was to continue to examine systems to prevent sub standards commodities from entering the country.
- 10.2.7 The Administration Department in collaboration with the Information Service Department (Public Relation Division) participated in the University of Guyana Open / Career Day on February 19, 2010 at the University of Guyana Turkeyen Campus. The Career Day which was held under the theme "Study Options and Career Choices for Youth Empowerment," provided the Bureau the opportunity to promote the various positions, activities and opportunity available within the organization.
- 10.2.8 Mr. Dillon Beckles, Senior Inspector on behalf of the Bureau attended the Fire Advisory Council meeting on March 24, 2010 at the Board Room of the Ministry of Home Affairs. The agenda of the meeting was to review Fire Reports and update members of the Fire Inspection conducted.

- 10.2.9 Ms. Evadnie Benfield, Head Information Services Department represented the Bureau at a meeting on March 17, 2010 at the Board Room of the Guyana Forestry Commission. The meeting conducted by Mr. John Bruneval and Tomi Tuomasajukka Forestry Governance Officers attached to EU/ FLEGT discussed the role of Standardization the in Forestry Sector and ways in which the mandatory standards can be used to strengthen enforcement in the sector
- 10.2.10 The Head Information Services Department, Ms. E. Benfield met with Mr. Lic Magaly Yonekura, Director of International Trade Promotion for Japan on March 11, 2010 to share information about the scope of activities of the GNBS and examined ways in which GNBS can collaborate on matters pertaining to standardization.
- 10.2.11 On March 18, 2010, Ms. E. Benfield, Head Information Services Department attended a meeting in the Conference Room of the Bureau. The meeting convened by the Project Officers of The National Competitiveness Strategy examined and finalized inputs for the draft communication strategy designed to improve the current work programmes at GNBS.
- 10.2.12 Ms. Evadnie Benfield, Head Information Services Department represented the Bureau at the Launching of Code of Banking Practice on March 30, 2010 at the Republic Bank Ltd. Head
- 10.2.13 Mr. Shailendra Rai, Head, Legal Metrology and Standards Compliance Department the Bureau attended the seventh meeting of the National Tobacco Control Council meeting on April 09, 2010 at the Board Room of the National Aids Programme Secretariat. The objective of the meeting was to discuss the Labelling of Tobacco Products and other Tobacco related issues.
- 10.2.14 In observance of World Consumer Rights Day 2010, Ms. E. Benfield, Head of the Information Services Department in association with representatives of the Consumers Department of the Ministry conducted several outreach programmes in Region number 9 (Lethem).
- 10.2.15 Mr. Shailendra Rai, Head, Legal Metrology and Standards Compliance Department attended the Fire Advisory Board meeting on May 09, 2010 at the Board Room of the Ministry of Home Affairs. The agenda of the meeting was to discuss fire reports and prepare a report of non compliances to the Minister of Home Affair.
- 10.2.16 Ms. Evadnie Benfield, Head, Information Services Department represented the Bureau at a meeting on May 17, 2010 to revised the National Forest Plan and l Forest Statement (1997) and the National Forest Plan (2001) at the Guyana Forestry Commission

- 10.2.17 Mr. Lloyd David, Public Relations Officer of the Information Services Department in association with representatives of the Consumers Department of the Ministry conducted awareness sessions on the rights and responsibilities of consumers, the operations of the organization and visited secondary schools in Region number 7 (Bartica) during the period May 19 -21, 2010.
- 10.2.18 Mr. Alwin Etwah, Senior Inspector of the Legal Metrology and Standards Compliance Department represented the Bureau at a Business Dinner on June 11, 2010 at the Pegasus Hotel. The Dinner was arranged by the Georgetown Chamber of Commerce and Industry with Dr. Cecil Rajana, Director of the National Competitiveness' Strategy Unit delivering the key note address on the topic: "National Competitiveness Strategy" Benefits to the Business Sector"
- 10.2.19 Mr. Elton Patram, Technical Officer 11 of the Standards Development Department represented the Bureau at the Implementation of the Caricom Civil Society Project – Guyana Consultation on June 30, 2010 at the Grand Coastal Inn Resouvenir. The consultation was geared to facilitate Regional Civil Society's participation and engaged the Caribbean Integration Process including the Caricom Single Market and Economy (CSME).
- 10.2.20 Mr. Iran Ali, Technical Officer 1 of the Standards Development Department represented the Bureau at the Opening Ceremony of the International Building Expo on August 06, 2010 at the National Stadium.
- 10.2.21 Ms. Evadnie Benfield, Head of the Information Services Department and Mr. Dillon Beckles, Senior Inspector of the Legal Metrology and Standards Compliance Department represented the Bureau at a half day forum on August 31, 2010 at the Boardroom of the Custom and Trade Administration. The objective of the forum was to discuss the Labelling requirement of products imported or exhibited for sale in Guyana.
- 10.2.22 Mr. Dillon Beckles, Senior Inspector of the Legal Metrology and Standards Compliance Department represented the Bureau at a Business Luncheon on September 30, 2010 at the Regency Hotel. Mr. H.E Luiz Gilberto Seixas de Andre, Ambassador of the Federative Republic of Brazil delivered a feature address as part of the preliminary activities.
- 10.2.23 Ms. Evadnie Benfield, Director, (ag) attended the launching of a Code of Conduct detailing the behavioral guide for Businesses in Guyana which was organized by the Georgetown Chamber of Commerce and Industry on September 28, 2010 at Duke Lodge.

- 10.2.24 The Georgetown Chamber of Commerce and Industry (GCCCI) in collaboration and the Guyana National Bureau of Standards (GNBS) convened a half day awareness session on the “Requirement for GNBS Standards Compliance” on October 20, 2010 at the Grand Coastal Inn. The workshop featured several presentations from representatives from the Legal Metrology and Standards Compliance Department and the Georgetown Chamber of Commerce and Industry (GCCCI).
- 10.2.25 Mr. Lloyd David, Public Relations Officer and Mr. Hemraj Sanichara Metrication Officer of the Information Services Department represented the Bureau at a public consultation on the CSME Rural Community Readiness Study on October 28, 2010 at the Pegasus Hotel.
- 10.2.26 Mr. Kemo Fyffe, Senior Inspector of the Legal Metrology and Standards Compliance Department represented the Bureau at the Occupational Health and Safety Workshop on November 11, 2010. The workshop which was arranged by the Ministry of Health and held under the theme “Let’s take control of diabetes now” was held in observance of World Diabetes Day at the Regency Suites. The main focused of the workshop was on Chronic Diseases and Workplace Wellness.
- 10.2.27 Mr. Shailendra Rai, Head, Legal Metrology and Standards Compliance Department represented the organization at the Fire Advisory Board Meeting on November 24, 2010 at the Board Room of the Ministry of Home Affairs. The agenda of the meeting was to discuss matters arising from the previous meeting and address recommendations submitted to the Minister.
- 10.2.28 Ms. Roxan Bourne, Senior Information Officer of the Information Services represented the organization at the Guyana Manufacturing and Service Association Ltd. (GMSA) Annual Presentation and Award Dinner (APAD) on November 25, 2010 at the Princes Hotel.
- 10.2.29 Mr. Shailendra Rai, Head, Legal Metrology and Standards Compliance Department attended the Annual Dinner and Award Presentation of the Georgetown Chamber of Commerce and Industry (GCCCI) on December 07, 2010 at the Pegasus Hotel. During the ceremony the organization was honoured for the Public Service for Excellence, for effectively facilitating the work of the public and business community by exhibiting the highest standards of service.

10.3 **Personnel Matters**

10.3.1 The first quarterly staff meeting was held January 04, 2010 in the Training Room of the GNBS. The former Executive Director, Dr. Chatterpaul Ramcharran who chaired the meeting extended best wishes for the New Year to all staff members and urged them to continue the development of the Bureau. He also applauded the Heads of Department for their significant contribution in producing the Annual Report in a timely manner enabling its delivery on December 31, 2009. Heads of Department also briefly reflected on their achievements for 2009.

10.3.2 Staff Appreciation and long service award ceremony was held on October 16, 2010 at a simple ceremony held in the Training Room of the Bureau and attended by the Honorable Minister, Chairman of the National Standards Council and other Council Members. Nine (9) members of staff were honored for their long and dedicated service to the GNBS. The Minister in expressing congratulation to the awardees noted their sterling contributions made to the organization over the years and urged them to continue to maintain the positive image of the Bureau.

10.3.3 Former Executive Director, Dr. Chatterpaul Ramcharran at a simple ceremony held in the Training Room of the Bureau on May 14, 2010 extended congratulations to the graduates who successful completed a series of ISO training overseas during the period January to March 2010. He also handed out the certificates. In his remarks, he drew attention to the experience gained from the programme underscoring that the further qualification represented a significant addition to the list of professionals within the organization. The graduation ceremony was immediately followed by a farewell function in honor of the Executive Director who after sixteen (16) years of dedicated service to the development of the organization demitted office.

10.3.3 **Employment**

The following the persons were employed during the year in review:

Name	Department	Designation	Effective date of employment	Remarks
Mr.Satish Mangra	Legal Metrology and Standards Compliance	Inspector Assistant	April 01, 2010	
Mr. Anthony Cordis	Legal Metrology and Standards Compliance	Inspector Assistant	April 01, 2010	
Mr.Stevmar Critchlow	Legal Metrology and Standards Compliance	Inspector Assistant	April 01, 2010	
Mr.Vijai Simon	Legal Metrology and Standards Compliance	Inspector 1	May 01, 2010	Lethem

10.3.4 **Confirmation**

The following persons were confirmed in their positions during the period at caption.

Name	Position	Effective Date
Ms. Caroline Homer	Maid/ Cleaner	2010 - 01 - 18
Mr. Michael James	Inspector 1	2010 - 01 - 25
Mr.Damion Dukharan	Inspector 1	2010 - 01 - 25
Nikieta Waithe	Accounts Clerk	2010 -03 -01

10.3.5 **Promotion**

During the year in review the following persons were promoted.

Name	Department	From	To
Ms. Rodlyn Semple	Conformity Assessment Department	Technical Officer 1	Technical Officer 11 January 01, 2010
Mr. Abidin Mohamed	Conformity Assessment Department	Technical Officer 1	Technical Officer 11, with effect from January 01, 2010
Ms. Sharon Daniel	Administration & Finance	Registry Supervisor	Administrative Assistant with effect from September 01, 2010
Ms.Bernadette Richards	Administration & Finance	Stenographer	Registry Supervisor with effect from September 01, 2010
Ms.Tarla Parasram	Administration & Finance	Typist Clerk	Stenographer with effect from September 01, 2010
Mr. Kenrick Singh	Laboratory Services Department	Inspector	Laboratory 1 with effect from September 01, 2010.

Following the retirement of the Executive Director who demitted office on May 31,2010 Ms. Evadnie Benfield, Head of the Information Services Department was assigned the responsibilities of coordinating the activities of the Institution.

10.3.6 **Separation**

Mr. Gerald Alcidies, Inspector 1 of the Legal Metrology and Standards Compliance Department, attached to the Weights and Measure Office in Region Number 9 was separated from the employ of the Bureau with effect from January 15, 2010. Further, Ms. Indira Persaud, Information Assistant of the Information Services Department and Mr. Bramandan Ramroop, Driver of the Administration Department tendered their resignation with effect from December 01 and 13, 2010 respectively.

10.3.7 **Leave**

During the year in review employees proceed on annual leave as scheduled.

10.4 **Registry**

1111 documents were typed, 1841 dispatched and 3136 filled during the year at caption.

10.5 **Rendering Administrative Support**

74 Technical Committees Sub Committees, 3 Public Consultations and 8 National Standards Council meetings were convened during 2010.

10.6 **Maintenance**

10.6.1 **Vehicle Maintenance**

During the period under review the Bureau's fleet of vehicle were serviced, expired vehicle insurances and fitness's renewed and upholstery work done to the interior of vehicle number PEE 883. In addition an electrical switch was installed on the Seraphin and 4' tyres were purchased.

10.6.2 **Equipment Maintenance**

During the period covered by the report, the modem card (PCI) for the server was replaced. A CPU whose system board was damaged was replaced. Server CMOS battery was replaced and eight (8) operating systems were re – configured, 21 network cards were purchased and all operating systems serviced as scheduled. All Air conditioning units were serviced during the year at caption.

10.6.3 **Building Maintenance**

As management continued to improve the working environment for staff and service to stakeholders, the interior / exterior of the building and the western and southern sides of the building were painted. On the recommendation of the Guyana Fire Service, several smoke detectors were installed in the building directional arrows indicating exit doors were conspicuously displayed on the walls, keys of all exits doors were placed in a glass front box and mounted on the wall near the main exit door. In addition, two (2) air conditioning units were installed in the Training Room and a urinal and five (5) toilet seats replaced in the sanitary area. In addition, one 50KVA transformer was purchased and installed to improve the unstable electricity supply in the building. The Information Unit was relocated to the southern section of the building (formally Training Room) and carpet was installed in the Training Room and corridor, Fluorescent lights were installed on the external, eastern side of the building and periodically spraying was done to exterminate rats, wood ants and roaches. The roof of the building was serviced to avoid the leakage of rain water.

10.7 **FINANCE**

The GNBS operates two accounts:

- Government Subvention Account (#688-109-8)
- Other Income Account (#688-746-7)

10.7.1 **Subvention**

The GNBS submitted a budget of \$119.1M to the Ministry of Finance for the year 2010, however the organization received the amount of \$92.9M which was broken down as follows, \$86.7 M for employment costs and \$6.2 M as other charges.

Table 22 shows the nine (9) major current /monthly expenses incurred during the year which were financed by the Government Subvention.

In addition, the amount of 3 M was allocated by government to facilitate the payment of 5% salary increase to staff for the year which is included in the table above.

Table 20
Major Expenses

Chart of a/c	Line Item	Amount
101-106	Wages & Salaries	72,384
201-205	Overhead Expenditure	17,360
121-124	Materials Equipment & Supplies	780
131	Fuel & Lubricants	3,280
141-143	Rental & Maintenance of Building	0
161-165	Transport, Travel & Postage	150
171-173	Utility Charges	1995
181-184	Other Goods & Services	0
191-194	Other Operating Charges	0
	Total	\$95,949

Table 21

Government contribution and Revenue received

Revenue Centers	2005	2006	2007	2008	2009	2010
Subvention	66,807	69,300	73,695	76,890	85,354	92,964
Capital	12,000	10,000	12,000	16,000	6,000	7,000
Revenue	19,024	23,746	22,830	27,355	42,191	45,097
TOTAL	97,831	103,046	108,525	120,245	133,545	145,061

The increase in government subvention over the years shown in table 26, are amounts allocated by the Ministry of Finance to facilitate the government salary increase (across the board) for the respective years. All releases were fully and adequately expended also, revenue/income generated was utilized to offset operational expenses and to enhance the working environment.

10.7.2 OTHER INCOME

Other Income received/generated for the period January to December 2010 from Import and quality control monitoring, verification of weighing and measuring devices, rice and gold testing, calibration of petrol pumps training and training programme totaled 45.M. This was utilized to offset liabilities from the previous year and current year operational expenses during the year 2010 due to the unavailability of adequate Government funds to carry out routine activities.

Table 22 Shows Income generated for 2010.

Table 22
Income Generated

Revenue Centres	Amount
Import Monitoring Fees	10,832
Verification of Devices	25,188
Sale of Publications	693
Testing & Lab Fees	2,595
Training Programmes	2,927
Calibration of petrol pumps	2,862
Total	45,097

The percentage of Income generated by the main revenue centers is illustrated in Figure 10 for 2010.

Figure 10

Income Generated by Revenue Centers

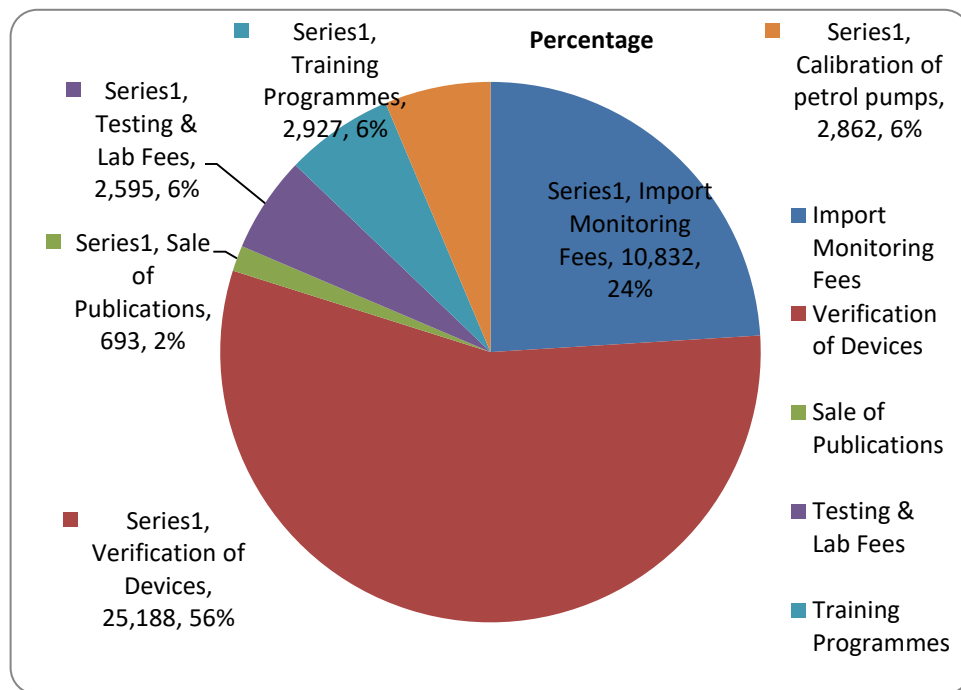


Table 23. Shows expenses offset from Income generated.

Table 23
Expenses incurred

Expenses	Amount
Goods and Services	8,074
Travel/postage Expenses & Subsistence	12,132
Public Utility & Fuel Charges	10,105
Maintenance of Building & Equipment	4,700
Rental of Building	0
Maintenance of Vehicle	2,673
Training	1,423
Fees & payment to International Organization	2,823
Employer Pension contribution	2,676
TOTAL	\$44,606

The financial year 2010 has not been without its challenges for the GNBS. The annual budget (Government Subvention) had been cut by 27 million dollars which had forced the GNBS to utilize the Income generated to offset current year expenses & liabilities for previous year (2009). It also adversely affected activities planned to be carried out according to the work programme for 2010.

Table 24 shows projection and actual funds generated during the year 2010 and projections for the year, 2011.

Figure 24

Revenue Generated for 2010 & Projection for 2011

Revenue Centers	Revenue projection 2010	Revenue Generated 2010	Revenue Projections 2011
Import Monitoring Fees	10,000	10,832	12,000
Verification of Devices	23,000	25,188	25,000
Sale of Publications	800	693	700
Testing & Lab Fees	250	2,595	2,000
Training Programmes	2,500	2,927	3,000
Calibration of petrol pumps	2,500	2,862	2,800
TOTAL	30,800	45,097	45,500

Table 25. Shows Government Subvention and Capital releases received over the period 2005-2010, and revenue generated over the said period.

Table 26 shows the amount of Income Tax remitted on behalf of staff for the year 2010, as also employees and employer's contribution for Pension, Health Insurance (Medical Scheme) and N.I.S. contributions.

Table 25

Employer & Employees Remittance for 2010

Headings	Employee	Employer
Health Insurance	522	741
National Insurance Scheme	2,571	3,849
Pension	2,676	2,676
Income Tax	12,408	0
TOTAL	18,177	6,906

Note: The Bureau remitted a total of 18.1 M on behalf of staff for Medical Scheme, Pension, Income Tax and National Insurance (employee's contribution), and also committed itself to an amount of 6.9 M as employer's contributions during the year for Health Insurance, N.I.S. and Pension contributions. The Medical & N.I.S. contributions are subvention expenses (budgeted for with salaries request), while Pension contribution is being offset from Revenue generated during the year.

10.7.3 **Capital**

The Capital Estimate approved for the G.N.B.S by the Ministry of Finance for the year 2010 was \$7M Guyana dollars.

This approval was granted for the purchase of capital items as indicated hereunder:

- Pressure Gauge
- Thermometer-Chub-E41529 and probe
- Office furniture
- One (1) 5 L Test Measure (with certificate)
- One (1) 20 L Test Measure (with certificate)
- One Concrete Block tester
- Measuring Cylinder set.
- One (1) Photocopying machine

The capital project was completed and all items purchased and received during the year in review.

10.7.5 **Inventory Monitoring**

The monitoring of equipment/assets in laboratories and general office were done on a monthly basis during the year in review.

10.7.6 **Overseas payments/transfer**

Wire transfers were made to I.S.O, COPANT, NCSL and U.S Metric Association during the year which represents yearly contributions and membership fees, as shown in table 28. Also to other organizations for various work and services provided to the GNBS.

Table 26

Overseas Payment for 2010

Agency	Details	Amount
I.S.O.	Annual membership fee for 2010	\$ 594,928
COPANT	Annual membership fee for 2009	\$ 147,400
NCSL International	Annual membership fee for 2009	\$ 77,950
U.S. Metric Association	Annual membership fee for 2009	\$ 10,180
Payment for goods & services purchased overseas companies	Seals purchased, calibration of equipment, standards & catalogs purchased etc.. during the year 20089	\$2,822,652

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

Technical Committees (TC) Number	Technical Committee
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 those known to be interested in 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 necessary for the health and safety of consumers, Council may recommend to the Minister, Tourism, Industry and Commerce to declare the standard compulsory. If necessary, the Minister may seek any areas which the standard may affect. 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, 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.

APPENDIX 3

STANDARDS APPROVED BY NATIONAL STANDARDS COUNCIL

1. Requirements for Legality Assurance System for Forest Operators.
2. General principles for food hygiene.
3. Specification for Botanical cosmetics.
4. Specification for grades of fresh agricultural produce Part 1: Bananas.
5. Specification for grades of fresh agricultural produce Part 2: Cabbages.
6. Specification for grades of fresh agricultural produce Part 3: Grapefruits.
7. Specification for grades of fresh agricultural produce Part 4: Hot peppers.
8. Specification for grades of fresh agricultural produce Part 5: Mangoes.
9. Specification for grades of fresh agricultural produce Part 6: Oranges.
10. Specification for grades of fresh agricultural produce Part 7: Pineapples.
11. Specification for grades of fresh agricultural produce Part 8: Pumpkins.
12. Specification for grades of fresh agricultural produce Part 9: Sweet Peppers.
13. Specification for grades of fresh agricultural produce Part 10: Tomatoes.
14. Preparation of frozen fruit pulp and purees.
15. Specification for gold articles.
16. Specification for fruit and vegetable juices and drinks, and fruit nectar.
17. Code of practice for the manufacture of wooden craft items.
18. Specification for cassava bread.
19. Specification for polyethylene garbage bags.
20. Requirements for good management practices for micro, small and medium enterprises.
21. Specification for Hot-dip zinc coated corrugated steel sheets for general purposes.
22. Test method for impact resistance of thermoplastic pipe and fittings by means of a tup (Falling weight).
23. Specification for Poly(vinyl chloride) (PVC) pressured- rated pipe (SDR series.
24. Specification For Chlorinated poly (vinyl chloride) (CPVC plastic pipe (SDR – PR).
25. Specification for Chlorinated poly (Vinyl chloride) (CPVC) plastic pipe schedules 40 and 80
26. Specification for Poly (vinyl chloride) (PVC) Plastic Pipe, Schedules 40, 80 and 120.\
27. Test method for adequacy of fusion of extruded poly (vinyl chloride) (PVC) pipe and molded fittings by acetone immersions.
28. Specification for Joints for plastic pressure pipes using flexible elastomeric seal
29. Standard practice for Estimating the quality of extruded poly (Vinyl chloride) (PVC) pipe by the heat reversion technique
30. Test method for obtaining hydrostatic design basis for thermoplastic pipe materials or pressure design basis for thermosplastic pipe products
31. Test method for time-to-failure of plastic pipe under constant internal pressure
32. Test method of determining dimensions of thermoplastic pipe and fittings
33. Definitions of terms relating to plastic piping systems
34. Test method for short-time hydraulic failure pressure to plastic pipe, tubing and fittings
35. Specification for Joints for drain and sewer plastic pipes using flexible elastomeric seals
36. Specification for Joints for IPS PVC pipe using solvent cement

37. Specification for toilet tissue
38. Guidelines for Noise emission into the environment
39. Specification for Polypropylene (PP) pipes.
40. Specification for barb wire.
41. Code of Practice for bed and breakfast facilities.
42. ISO 22002-1:2009 Pre requisite programme on food safety – Part 1:Food manufacturing.



Audit Office of Guyana

P.O. Box 1002, 63 High Street, Kingston, Georgetown, Guyana

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AG: 90/2017

19 December 2017

REPORT OF THE AUDITOR GENERAL
ON THE GUYANA NATIONAL BUREAU OF STANDARDS
ON THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 DECEMBER 2010

Chartered Accountants PKF Barcellos Narine 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 2010, and the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year ended, and a summary of significant accounting policies and other explanatory information 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 the 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.

Emphasis of Matter

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\$119M, 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.

Compliance with International Financial Reporting Standards (IFRS)

The Financial Statements does not adequately disclose the accounting policies and disclosure notes as required by the IFRS although Note 1 stated that these financial statements are prepared in accordance with Generally Accepted Accounting Principles (GAAP).

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.

Opinion

In my opinion, except for the matters listed under the Emphasis of Matter paragraphs, the financial statements presents fairly, in all material respects, the financial position of Guyana National Bureau of Standards as at 31 December 2010, and its financial performance and its cash flows for the year ended.



A circular stamp from the Audit Office of Guyana. The outer ring contains the text "AUDIT OFFICE" at the top and "GUYANA" at the bottom, separated by a small star on the right. In the center of the stamp, there is a handwritten signature in cursive that appears to read "D. Sharma". Below the signature, the text "D. SHARMA" and "AUDITOR GENERAL" is printed in a sans-serif font.

D. SHARMA
AUDITOR GENERAL

AUDIT OFFICE
63 HIGH STREET
KINGSTON
GEORGETOWN
GUYANA

REPORT OF CHARTERED ACCOUNTANTS PKF, BARCELLOS, NARINE & CO
TO THE AUDITOR GENERAL
ON THE FINANCIAL STATEMENTS OF GUYANA NATIONAL BUREAU OF STANDARDS
FOR THE YEAR ENDED DECEMBER 31, 2010

We have audited the accompanying financial statements of Guyana National Bureau of Standards (GNBS), which comprise the statement of financial position as at December 31, 2010 and the statements of comprehensive income, changes in equity and cash flows for the year then ended and a summary of significant accounting policies and other explanatory notes.

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.

Auditors' Responsibility

Our responsibility is to express an opinion on these financial statements based on our audit. We conducted our audit in accordance with International Standards on Auditing issued by the International Federation of Accountants (IFAC), and those of the International Organization of Supreme Audit Institutions (INTOSAI). Those standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditors' judgement, 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 auditors consider 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.

We believe that the evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

.../...

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PKF Barcellos Narine & Co. | 106-7 Lamaha Street | Georgetown | Guyana

The Principal place of business where the list of partners' names is open to inspection is 106 Lamaha Street, Georgetown, Guyana.
PKF Barcellos Narine & Co. is authorized and regulated by the Institute of Chartered Accounts of Guyana.
PKF Barcellos Narine & Co. is a member of PKF International Limited, a network of legally independent member firms.



Accountants &
business advisers

/2

Other Matter

The prior year financials were audited by the Audit Office of Guyana which gave a qualified opinion dated April 5th, 2017.

Emphasis of Matter

1. Submission of Audited Financial Statements

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.

2. Financing from Government of Guyana

The corporation has a balance of G\$ 119M, from the Government of Guyana, classified as Equity. We were 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.

3. Compliance with International Financial Reporting Standards (IFRS).

The Financial Statements does not adequately disclose the accounting policies and disclosure notes as required by the IFRS although Note 1 stated that these financial statements are prepared in accordance with Generally Accepted Accounting Principles (GAAP).

4. 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 valuation was presented to us to determine if the Scheme is fully funded.

Opinion

In our opinion, except for the matters listed under the Emphasis of matter paragraph, the financial statements presents fairly, in all material respects, the financial position of Guyana National Bureau of Standards as of December 31, 2010 and its financial performance and its cash flows for the year then ended.

PKF, Barcellos, Narine & Co.
PKF, BARCELLOS, NARINE & CO.

GUYANA NATIONAL BUREAU OF STANDARDS
STATEMENT OF FINANCIAL POSITION
DECEMBER 31, 2010

	Notes	2010 G \$	2009 G \$
ASSETS			
Non Current Asset			
Property Plant and Equipment	3	60,310,067	56,265,242
Current Assets			
Debtors	4	2,072,474	1,238,974
Cash in Bank/Hand	5	<u>7,253,794</u>	<u>5,600,523</u>
Total Current Assets		<u>9,326,268</u>	<u>6,839,497</u>
Total Assets		<u>69,636,335</u>	<u>63,104,739</u>
 FINANCED BY:			
Government of Guyana		119,286,951	112,286,951
Accumulated Deficit		<u>(51,286,750)</u>	<u>(53,571,788)</u>
		68,000,201	58,715,163
Current Liabilities			
Creditors and Accruals	6	1,639,146	4,389,486
Suspense Account		<u>(3,012)</u>	<u>90</u>
Total Current Liabilities		<u>1,636,134</u>	<u>4,389,576</u>
Total Equity and Liabilities		<u>69,636,335</u>	<u>63,104,739</u>

The financial statements have been approved for issuance by Management.....

ACCOUNTANT—Guyana National Bureau of Standards: *[Signature]*.....

DIRECTOR —Guyana National Bureau of Standards: *[Signature]*.....

GUYANA NATIONAL BUREAU OF STANDARDS
STATEMENT OF COMPREHENSIVE INCOME
FOR THE YEAR ENDED DECEMBER 31, 2010

	Notes	2010 G \$	2009 G \$
Operating Income			
Government Subvention	7	93,059,988	88,779,433
Other Income	8	<u>65,136,692</u>	<u>46,385,750</u>
		158,196,680	135,165,183
Operating Expenditure			
Employment Cost	9	85,730,246	81,441,055
Office Expenses	10	12,611,552	9,975,349
Other Admin Expenses	11	18,813,822	19,682,852
Others Goods and Services Purchases	12	24,158,413	17,202,378
Depreciation		14,597,609	12,165,036
Asset Disposal		<u>-</u>	<u>54,000</u>
		<u>155,911,642</u>	<u>140,520,670</u>
Net Surplus/(Deficit) from Operations		<u><u>2,285,038</u></u>	<u><u>(5,355,487)</u></u>

GUYANA NATIONAL BUREAU OF STANDARDS
STATEMENT OF CHANGES IN EQUITY
FOR THE YEAR ENDED 31 DECEMBER 2010

	Government of Guyana G \$	Accumulated Deficit G \$	Total Equity G \$
Balance as at 1 January 2009	106,487,228	(48,216,301)	58,270,927
Funds From Resources	5,799,723	-	5,799,723
Net Deficit for the year	<u>-</u>	<u>(5,355,487)</u>	<u>(5,355,487)</u>
Balance as at 31 December 2009	<u>112,286,951</u>	<u>(53,571,788)</u>	<u>58,715,163</u>

	Government of Guyana G \$	Accumulated Deficit G \$	Total Equity G \$
Balance as at 1 January 2010	112,286,951	(53,571,788)	58,715,163
Funds From Resources	7,000,000	-	7,000,000
Net Surplus for the year	<u>-</u>	<u>2,285,046</u>	<u>2,285,046</u>
Balance as at 31 December 2010	<u>119,286,951</u>	<u>(51,286,742)</u>	<u>68,000,209</u>

GUYANA NATIONAL BUREAU OF STANDARDS
STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED DECEMBER 31, 2010

	G \$ 2010	G \$ 2010	G \$ 2009
Cash Flow from Operating Activities			
Net Comprehensive Income/(Loss) for the year		2,285,038	(5,301,487)
Adjustments for:			
Suspense		(3,012)	90
Depreciation		<u>14,597,609</u>	<u>12,165,036</u>
Operating Profit Before Working Capital		16,879,635	6,863,639
Working Capital Changes			
Debtors	(833,550)		(471,191)
Creditors and Accruals	<u>(2,750,380)</u>		<u>(698,729)</u>
		<u>(3,583,930)</u>	<u>(1,169,920)</u>
Net Cash Flow Generated from Operations		13,295,705	5,693,719
Cash Flow from Investing Activity			
Purchase of Tangible Fixed Assets		<u>(18,642,434)</u>	<u>(9,518,677)</u>
Net Cash Outflow from Investing Activity		<u>(5,346,729)</u>	<u>(3,824,958)</u>
Cash Flow from Financing Activity			
Funds from Other Resources		<u>7,000,000</u>	<u>5,799,723</u>
Net Increase in Cash and Cash Equivalents		1,653,271	1,974,765
Cash and Cash Equivalents - January 1		<u>5,600,523</u>	<u>3,625,758</u>
Cash and Cash Equivalents - December 31		<u><u>7,253,794</u></u>	<u><u>5,600,523</u></u>
Analysis of Cash in Hand and Bank as at December 31			
Cash on Hand		50,006	50,006
Bank		<u>7,203,788</u>	<u>5,550,517</u>
		<u>7,253,794</u>	<u>5,600,523</u>

GUYANA NATIONAL BUREAU OF STANDARDS
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED DECEMBER 31, 2010

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 foreign 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 in an 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, 2010

3. Fixed Assets Schedule	Sundry Equipment and Office Furniture & Equipment G \$	Motor Vehicle G \$	Total G \$
Cost/Valuation January 1 2010	128,634,981	14,075,000	142,709,981
Additions during the year	<u>18,642,434</u>	<u>-</u>	<u>18,642,434</u>
Total Assets as at 31 December 2010	<u><u>147,277,415</u></u>	<u><u>14,075,000</u></u>	<u><u>161,352,415</u></u>
Accumulated Depreciation, Jan 1 ,2010	79,349,739	7,095,000	86,444,739
Depreciation for year 2010	<u>13,610,109</u>	<u>987,500</u>	<u>14,597,609</u>
Accumulated Depreciation Dec 31,2010	<u><u>92,959,848</u></u>	<u><u>8,082,500</u></u>	<u><u>101,042,348</u></u>
Net Book Value Dec 31, 2010	<u><u>54,317,567</u></u>	<u><u>5,992,500</u></u>	<u><u>60,310,067</u></u>
Net Book Value Dec. 31, 2009	<u><u>49,285,242</u></u>	<u><u>6,980,000</u></u>	<u><u>56,265,242</u></u>

GUYANA NATIONAL BUREAU OF STANDARDS
 NOTES TO THE FINANCIAL STATEMENTS
 FOR THE YEAR ENDED DECEMBER 31, 2010

4. Staff Debtors	G \$ 2010	G \$ 2009
Staff Debtors	<u>2,072,474</u>	<u>1,238,974</u>
5. Cash in Bank/Hand		
Cash in Bank A/C #: 688-109-8	1,688,984	5,550,517
Cash in Bank A/C #: 688-746-7	5,514,804	
Cash in Hand	<u>50,006</u>	<u>50,006</u>
	<u>7,253,794</u>	<u>5,600,523</u>
6. Creditors and Accruals		
Overdraft Bank A/C #: 688-746-7	-	4,201,953
Accruals	1,615,075	171,061
PAYE (C. Bacchus)	8,556	8,523
NIS (C. Bacchus, M. Peters etal)	11,218	11,220
NIS (A. Wilson)	-	-
Union Dues (A. Nelson)	700	700
Health Insurance	-	(7,355)
Pension	111	(102)
Health Insurance	<u>3,486</u>	<u>3,486</u>
	<u>1,639,146</u>	<u>4,389,486</u>

7. Government Subvention

Income is derived principally from contribution secured from Central Government.

8. Other 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, 2010

9. Employment Cost	G \$ 2010	G \$ 2009
Administrative Salary	8,698,637	8,376,535
Senior Technical	9,612,477	8,170,567
Other Technical and Craft Skilled	29,576,700	25,203,028
Clerical and Office Support	9,630,439	8,833,254
Semi-Skilled and Unskilled	4,270,892	4,077,905
Contracted Employee	2,487,715	5,696,674
Overtime	141,000	144,000
Employers, Contribution to NIS	3,835,792	3,659,052
Pension, Gratuity & Health Scheme	3,667,114	4,295,743
Miscellaneous Allowances	<u>13,809,480</u>	<u>12,984,297</u>
	<u>85,730,246</u>	<u>81,441,055</u>
10. Office Expenses		
Drugs and Medical Supplies	23,945	-
Field Materials and Supplies	253,674	287,606
Office Materials and Supplies	4,973,252	3,238,143
Print and Non-Print	972,310	504,461
Travelling and Subsistence, etc.	5,681,070	5,384,199
Postage and Telex	89,030	95,050
Janitorial and Cleaning Expenses	<u>618,271</u>	<u>465,890</u>
	<u>12,611,552</u>	<u>9,975,349</u>

GUYANA NATIONAL BUREAU OF STANDARDS
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED DECEMBER 31, 2010

11. Other Administrative Expenses	G \$ 2010	G \$ 2009
Maintenance and Rental of Building	3,953,152	8,769,784
Telephone and Electricity	10,329,927	5,612,946
Equipment Maintenance	1,522,862	2,475,025
Security Services	-	540,000
Others Service (184)	3,007,881	2,285,097
	<u>18,813,822</u>	<u>19,682,852</u>

12. Others Goods and Services

National and Other Event	-	21,500
Fuel and Lubricants	4,038,057	3,733,976
Motor Vehicle Spares and Repairs	2,636,413	2,356,229
Overseas Conference	2,644,759	947,706
Refreshments and Meals	2,783,982	1,618,105
Training	2,548,185	921,893
Others (194)	9,505,017	7,602,969
Public Debt	<u>2,000</u>	<u>-</u>
	<u>24,158,413</u>	<u>17,202,378</u>

13. Management Monthly Staff Remuneration

Position	Name	Remuneration G \$
Executive Director	Chatterpaul Ramcharran	468,752
Head of Information	Evadnie Fields	308,819
Administrative Officer	Joyann Fanfair	178,174
Accountant	Marcia Austin	178,174
Head of Conformity and Assessment	Candelle Walcott	250,295
Head of Standardisation	Ramrattie Karan	224,033
Head of Legal, Metrology and Standard Compliance	Shailendra Rai	221,738

