

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



## **ANNUAL REPORT 2013**

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

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

**December 2012**

**GNBS Mission:** 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 Vision:** To improve the quality of goods and services in Guyana through the process of standardisation.

## The Year at a glance

### January:

- The Guyana National Bureau of Standards **signed** a memorandum of understanding with the Occupational Safety and Health Department of the Ministry of Labour, Human Services and Social Security to formalize an agreement between the two agencies to inspect and monitor safety procedures in laboratories certified under the Laboratory Certification Programme.
- Registration commenced for local Manufacturers of scales and masses (5), measures (1) and Importers of commodities monitored by the GNBS under the Standards Compliance programme.

### February:

GNBS participated in the University of Guyana's annual career fair to highlight the services it offers and showcase career opportunities that are available at the institution.

### March:

The Information Services department of the GNBS in collaboration with the Consumer Affairs Division of the Ministry of Tourism, Industry and Commerce, executed joint activities in commemoration of World Consumer Rights Day under the theme "Consumer Justice Now". School lectures and a live television programme formed part of the main activities.

### May: World Metrology Day:

- On May 20, 2013 GNBS joined with metrology Institutes around the World to observe World Metrology Day under the theme "**Measurements in Daily Life**". Among the activities executed was an open day during which members of the public were given the opportunity to visit the laboratories and observe some basic calibration procedures.
- As part of the annual Linden Town Week observances, GNBS together with the Ministry of tourism Industry and Commerce participated in a Town Week Exposition where its services and consumer protection activities were shared with the people of Region #10.

## June: World Accreditation Day (June 09)

World Accreditation Day was celebrated on June 09 under the theme “Accreditation: Facilitating World Trade with the hosting of a symposium at the Pegasus Hotel. The Guest speaker who addressed the over 44 stakeholders present, was Mr. Frankie Sammie of Baron Foods. Other presenters included the Head of the Small Business Bureau, Acting Director of GNBS and Head of Conformity Assessment Department of the Bureau. GNBS joined with the rest of the world to celebrate World Environment Day on June 05 under the theme, “**Think, eat, save and reduce your food print**”. Together with the Ministry of Tourism Industry and Commerce and several other agencies, GNBS staff joined the annual fitness walk through the streets of Georgetown.

## July:

The Bureau participated in the annual Building Exposition sponsored by the Ministry of Housing and Water under the theme “**Consolidating Partnerships for Sustainable development**”. The Bureau took the opportunity to showcase the national building code standards and shared with visitors the important role standards play in ensuring safety in the construction sector.

## September:

In an effort to educate students at secondary and technical institutions about standardization, the GNBS participated in the Ministry of Education National Science Fair held as part of activities for Education Month. The Bureau showcased career opportunities available at the institution and the services it offers in the areas of metrology and standards compliance.

## October:

During the period October 03 to 06, GNBS participated in Guyana’s largest trade Fair under the theme “**Advancing productivity through innovation, modernisation and expansion**” The Bureau distributed factsheets and brochures to the public and conducted a survey to obtain feedback from users about the quality of services offered to stakeholders. In this exposition, the Bureau also featured consumer tips for purchasing cellular phones since most of the complaints received pertained to this commodity.

- As is customary in the month of October, Standards bodies around the world commemorate World Standards Day under a selected theme chosen by the three leading international standards setting bodies namely the ISO, IEC and ITU. The GNBS planned a week of activities which culminated with Staff appreciation day and a long service awards ceremony during staff who have served the institution for 5,10, 15 and 20 or more years are rewarded for long and dedicated service.

**November:** A new medical Laboratory namely the Quest Medical Laboratory was certified under the Laboratory Certification programme.

**December:** As a significant deliverable under the Support for Competitiveness programme, GNBS attained its first batch of internationally certified RABSQ auditors meeting the requirements as auditors of the ISO 9001 Management system Standard: 2008.

## **Executive Summary:**

In the year 2013, the Guyana National Bureau of Standards with its six departments conducted a series of standards related activities in keeping with its mandate to promote standardisation in all sectors of the economy. Emphasis was placed on making technical assistance available to stakeholders in the manufacturing sector and testing laboratories in the medical sector.

Under the national laboratory certification programme the Quest Medical Laboratory was certified as meeting the requirements of GYS 170” General requirements for the operations of a laboratory, bringing the total number of laboratories certified to eleven.

The year also saw increased participation in regional activities as the GNBS joined with sister Bureaus in the region to sign a memorandum of understanding with CROSQ to participate in the regional certification programme for Caribbean products which will enable products that conform to regional standards to mark their products with the regional certification mark.

Last year also saw CROSQ together with PAHO coming on board and taking steps to introduce the step wise approach for accreditation of laboratories, a system which was first set up and used successfully by the Conformity Assessment department of the GNBS in the Guyana Scenario.

Another significant achievement was the installation of the new Standards Council after an absence of almost three years. Now that the Council is in place, standards development activities are expected to move apace.

The past year also saw GNBS at last being able to purchase a new mobile test truck after its pursuance of this initiative for almost 8 years. This acquisition will especially boost the quality of service offered by the Legal Metrology department to industries especially the rice sector.

Regarding the Laboratory Services programme, the Bureau in 2013 saw the completion and setting up of a laboratory which will be used in the coming year to test concrete blocks thus ensuring that consumers will receive blocks meeting the requirements of the National standards.

Finally, to add to the successes of 2013, The Bureau was indeed proud to welcome its first batch of internationally RABSQ certified auditors who have met the requirements to conduct audits meeting the requirements of ISO 9001 quality management system. The GNBS was indeed proud of its achievements and vows to put forward greater efforts as it seeks to promote standardization in Guyana.

## 1.0 INTRODUCTION

### 1.1: About the Bureau:

The Guyana National Bureau of Standards (**GNBS**) was established in March of the year 1984 under Act No. 11 of Parliament of 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 organizations such as the Chambers of Commerce, the University of Guyana, the Guyana Manufacturers Association, Regulatory bodies etc.

The Council meets monthly in order to carry out the work standards development which is executed through the various Technical Committees which it appoints. The Chairpersons of the respective technical committees are members of the council.

The Bureau has the following six departments namely: standardisation, Legal Metrology/ Standards Compliance, Laboratory Services, Conformity Assessment, Information Services and Administration and Finance.

#### See Table1 below:

<b>Name of Department</b>	<b>Programmes per department</b>
Standardisation	Standards development, Codex, WTO Enquiry point
Legal Metrology/ Standards Compliance	Legal Metrology, Standards Compliance, Consumer Complaints
Laboratory Services	Industrial Metrology
Conformity Assessment	Product Certification, Laboratory Certification, Technical Assistance, Audit Services, Training, National Accreditation Focal Point
Information Services	Communications, Standards Information, Information Technology
Administration and Finance	Human resources, Admin Support, Training, Finance

## 1.2 MANDATE

### **Under the Standards Act, Bureau has power to**

- promote standardisation in industry and commerce;
- encourage or undertake educational work in connection with standardisation;
- establish, form, furnish and maintain information systems and laboratories for the purpose of furthering the practice of standardisation;
- provide for the testing, at the request of the Minister and on behalf of the Government, of locally manufactured and imported commodities with the view of determining whether such commodities comply with the provision of the Standards Act or any other law dealing with standards and quality;
- assist in the rationalisation of industries by coordinating the efforts of producers and consumers for improvement of appliances, processes, raw materials and products;
- prepare, frame, modify or amend specifications and codes of practice;
- make arrangements and provide facilities for the testing and calibration of precision instruments gauges and scientific apparatus to determine their degree of accuracy;
- make arrangements or provide facilities for the examination and testing of commodities and any material or substance from or with which, and the manner in which commodities may be manufactured produced, processed or treated;
- control in accordance with the provisions of the Standards Act, the use of standardisation marks and distinctive marks; and provide for co-operation with any person, association or organisation outside Guyana having objects similar to those for which the Bureau is established.

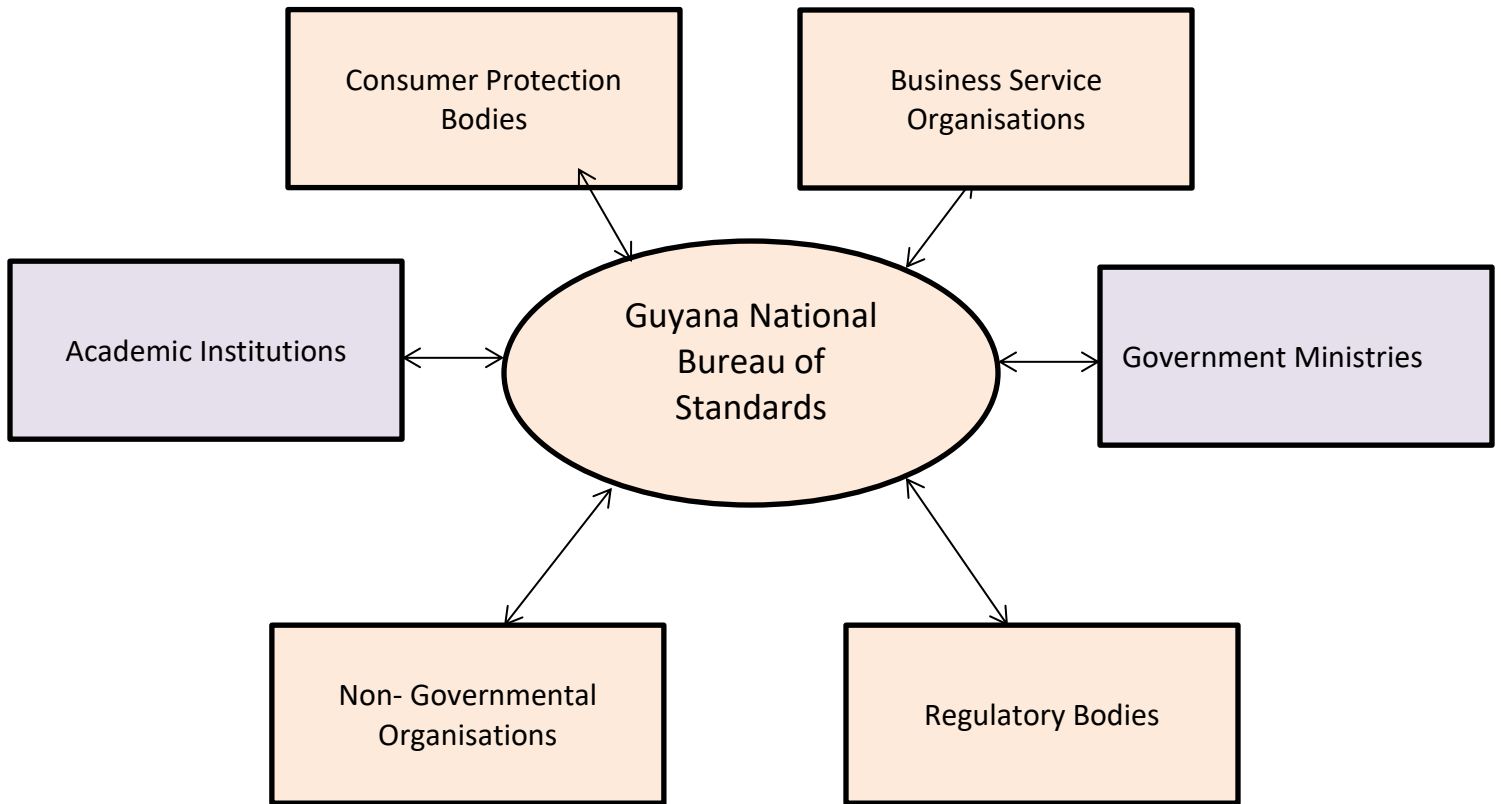
## 1.3 MAIN ACTIVITIES

In fulfilling its mandate, the GNBS provides regulatory and trade facilitation services in the areas of standardization, conformity assessment and metrology. It operates within a national, regional and international framework (see Figures 3 and), which serves to guide its activities and provide it with the legitimacy it needs to remain a viable, credible and sustainable organization. It also educates and sensitizes consumers and stakeholders on matters pertaining to standardization and has the overarching responsibility to protect consumers from poor quality products.

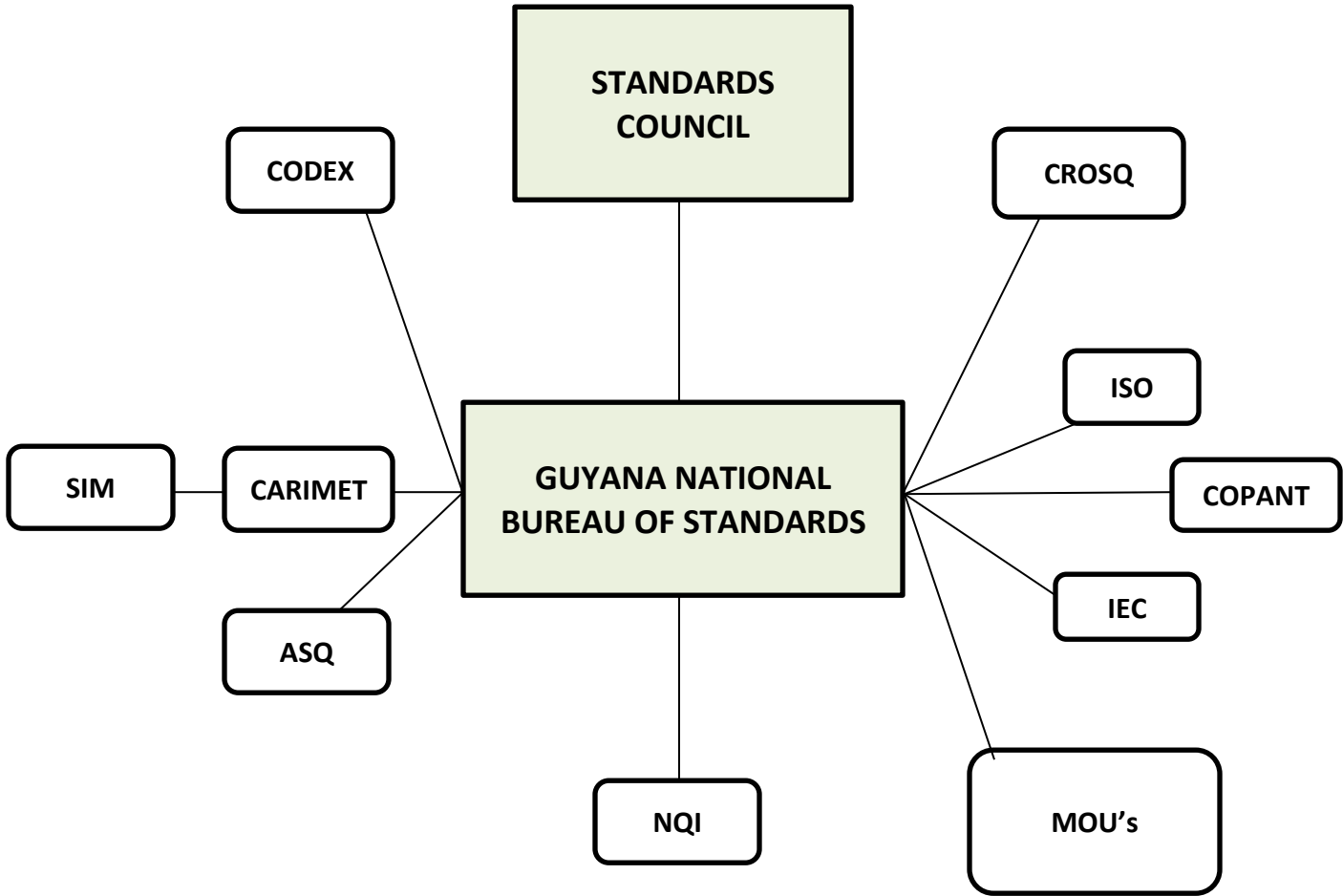
Standardization, conformity assessment and metrology are the pillars for developing a national quality infra-structure thereby enabling sustainable development and full participation in international trade. It is in relation to these three areas that the GNBS provides its services to stakeholders in Guyana.



**Figure 1: GNBS within the National Framework**



**GNBS within the Regional and International Framework Figure 2**



## **1.4 GOVERNANCE**

### **1.4.1 Standards Council**

The Standards Council is responsible for the policy and general administration of the GNBS, thus providing governance and direction in ensuring the fulfillment of the organization's mandate. This work includes approval of standards, relevant policies; and audited financial statements. The Standards Council and its Committees also work closely with the organization's Executive Director and Management in the development of relevant plans and strategies. See Table below for details the composition of the Standards Council during the year under review.

## Members of National Standards Council 2013 to 2014

NAME	AFFILIATION
Ms. Vedyawattie Looknauth	Chairperson
Mr Pat Dial	Guyana Consumers Association
Mr. Valmikki Singh	National Frequency Management Unit
Mr. John Cush	Guyana Association of Professional Engineers
Mr. Sean Ramrattan	Georgetown Chamber of Commerce & Industry
Mr. Mohindra Chand	Guyana Manufacturers & Services Association
Mr. Derrick Cummings	Ministry of Tourism, Industry & Commerce
Mr. Brian Sears	Ministry of Agriculture
Mr. Colis Primo	Ministry of Natural Resources & the Environment
Mr. Fazal Wahab	Ministry of Housing & Water
Mr. Dhaneshwar Deonarine	Ministry of Tourism, Industry & Commerce
Ms Evadnie Enniss	Executive Director Ag. GNBS
Ms. Jewel Sears	Government Analyst Food and Drug department

### 1.5 CONSUMER PROTECTION

The GNBS is the National Standards Body responsible for ensuring consumer protection and equity in trade through the implementation of the Standards Compliance and the Legal Metrology (National Weights and Measures) Programmes, in order to promote fair trade and ensure safety and health of all Guyanese.

Under the Standards Compliance Programme twenty (20) categories of commodities, locally-manufactured and imported are monitored, in order to ensure compliance with their respective National Standards. It involves inspections of imported consignments 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 and the collection of shipping manifests from shipping agencies weekly.

In addition, the sale of used tyres and cellular phones are regulated to ensure quality products are offered to consumers. As a result, dealers of these commodities are required to obtain a permit from the GNBS to sell the said commodities. Permits are issued based on compliance with established National Standards and guidelines, which are determined during inspections.

The investigation of consumer complaints received from consumers in relation to the quality of products purchased and services provided are also conducted. As a result, product by product campaign on commodities for which numerous complaints were 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 Standards.

The main activities executed under the Legal Metrology Programme are the subsequent verification of devices used in commerce, health, transportation, energy and the agricultural sectors of Guyana, twice yearly, to ensure accuracy is maintained i.e., the inspection and testing of devices in use. Among these activities are the verification of petrol pumps, bulk meters and tanker wagon compartments used at Petrol Terminal and Services Stations and the calibration of storage tanks used by private companies. Included also is 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, masses, measures and metre rules before they are approved for used in commerce.

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 are also carried out to facilitate the effectiveness of the programme.

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

## LEGAL METROLOGY PROGRAMME

Metrology, the science of measurement, has three main branches: industrial, scientific, and legal. Metrology includes units of measurement and their standards, measuring instruments and their fields of application, and all theoretical and practical problems relating to measurement. The national measurement standards of a country provide the basis for its other conformity assessment activities such as calibration services, trade, metrology services, and conformance testing with respect to technical regulations, testing, and accreditation, among others.

Resulting from activities conducted under the Legal Metrology Programme a quantity of **1406** scales, **2865** masses, **174** measures and **1520** electricity meters were initially verified for accuracy. While for subsequent verification, **7692** scales, **17487** masses and **46** measures, **5** rules and **176** electricity meters were subsequently verified for accuracy. At filling stations and bulk terminals **1680** petrol pumps, **159** flow meters, **72** wagon compartments and **37** storage tanks were verified.

In addition, a total of **90** Test masses were verified by the GNBS at the Demerara Sugar Terminal for **8** 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. Also, the Bureau successfully completed **154** verifications on weighbridge scales used at sugar estates, rice industry and in the retail and transportation sectors. **Figures 1-4 presents data on various verification activities carried out for 2013.**

Surveillance activities were also carried out where **7498** stalls/premises countrywide were visited to ensure that all weighing and measuring devices used in commercial trade were verified and stamped. During these exercises, **1388** scales, **829** masses, **242** measures and **5** rules were seized and removed. **Figures 5 present data on surveillance activities carried out for 2013.**

## STANDARDS COMPLIANCE PROGRAMME

### Inspections

Under the Standards Compliance Programme, a total of **292** importers were registered with the GNBS for the importing commodities monitored by the GNBS. Resulting, in a total of **1860** inspections conducted at the Ports-of-entry and **1198** at importers' warehouses for **2013**. Commodities examined were mainly new and used tyres, electrical appliances, fertilisers, toys and playthings, furniture, cell phones, footwear, garments, PVP pipes, safety matches, soap powder, Christmas tree and decorative lighting outfits and gas stoves. In situations where commodities were imported inadequately labelled they were released to warehouse and placed "**on hold**" at the importers' bonds or warehouse pending the necessary corrective actions i.e. 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 and Figure 6 below.**

## Surveillance Inspections

Surveillance inspections were conducted by the GNBS' head office (Region # 4) and its Branch Offices in Regions # 2, 3, 6, and 9 on specific products based on numerous consumer complaints received, unfair competition and the prevalence of sale for certain products offered for sale during the Christmas season. These products included safety matches, cigarettes, electrical appliances, garments, footwear, used tyres, phones, toys and play things and fairy lights. Examinations on the above mentioned products were carried out at sale outlets on various occasions, and a total of **3835** inspections were conducted during the year **2013**. Resulting, in a total of **60** pieces of garments, **500** packages of soap powder, **13** pieces of fairy lights, **363** pieces of toys and **1589** pairs of footwear were placed on hold as a result of inadequate labelling. In addition, **202** defective used tyres were also rejected and destroyed. The other commodities examined during surveillance inspections were generally in compliance with their respective National Standards. Please see **Table 2** for details on number of inspections carried out and commodities seized and removed or placed on hold pending corrective actions.

## Used Tyre Monitoring

The monitoring of used tyre outlets continued during the year, resulting in a total **63** used tyre dealers registered with the GNBS for the year **2013**. Inspections of used tyre dealer's premises were carried out during the first quarter and follow-up surveillance inspections were also conducted during the third quarter of the year. In addition, un-schedule follow-up inspections were also conducted for new dealers, as well as dealers for whom they were complaints regarding improper storage. The purpose of this exercise was to ensure continued compliance with the Code of Practice for the storage of tyres and to verify that tyres offered for sale are of good quality, bearing no evidence of visual defects, prior to the issuing of permits. As a result, permits were issued to dealers who met the licensing requirements. In situations where non-conformities were observed, dealers were given specific time-frames to take the necessary corrective actions, and follow up inspections were conducted to ensure compliance, prior to the issuing of permits.

It was also observed that dealers who are involved in the importation of used tyres had difficulties maintaining compliance with the code of practice for the storage of tyres. This was as a result of large volume of tyres imported, as against the limited space available to store same. Consequentially, the GNBS adopted an approach, whereby assessments were conducted prior to the releasing of consignments, in order to confirm dealers ability to house in coming consignments. Based on confirmation of adequate storage, tyres were examined and approved tyres were released into dealer possession. However, in situations where dealers did not have sufficient storage, consignments were left on the wharves until adequate space was available to accommodate same.

Resulting from surveillance inspections conducted during the year **2013**, a total of a **120** premises were visited and **202** tyres were rejected and destroyed, as a result of various quality defects that would have developed during storage after a prolong period of time.

## **Cell Phones Monitoring**

The need for the GNBS to maintain this activity has even grown stronger as a result of the numerous consumer complaints received by the Bureau relating to the quality cell phones imported and offered for sale, primarily due to the high demand of same on the local market. Based on the execution of this activity a total of **191** dealers were registered with the GNBS for 2013, since dealers are required to be registered with the GNBS to facilitate the effective monitoring of their business operations to ensure compliance with established guidelines.

Prior to the issuing of cell phones permits, examinations were conducted at dealers premises to ensure all relevant requirements are satisfied, i.e. to ensure that cell phones are accurately and adequately labelled, new, used or refurbished, cell phones are sold with the original English manuals, original chargers and original batteries, written warranties are offered to consumers etc. Resulting from this exercise, a total of **362** inspections were carried at sale outlets in Regions # 1, 2, 3, 4, 5, 6, 7, 9 and 10. Most of the outlets visited were in compliance with the requirements governing the sale of cell phones. Dealers with non-conformities were advised accordingly and were given a time frame to address non-conformities. Subsequent follow-ups were conducted to confirm the rectification of non-conformities previously highlighted. In instances where non conformities were not address, dealer phones were placed on hold until the subsequent rectification of same.

In addition, it was observed that dealers who were previously found to be in compliance with the GNBS' requirements were not maintaining compliance. This observation was made during the investigation of consumer complaints related to defective cell phones purchased, since consumers indicated that warranties were not issued to them at the time of purchase, as required and in situations where warranty was issued the warranty duration was also not in keeping with the duration stipulated by the GNBS. As a result, dealers were cautioned of these non-conformities and were advised to desist from such malpractice.

Further, the GNBS would be implementing a more stringent approach in the New Year to ensure the continual adherence to the guidelines governing the sale of cell phones by all dealers. Failure to maintain compliance would result in a first warning letter and upon observation of a second violation, dealers' permit would be subsequently revoked. In the New Year, the GNBS would also be intensifying its surveillance activity to ensure continual adherence to the said guidelines.

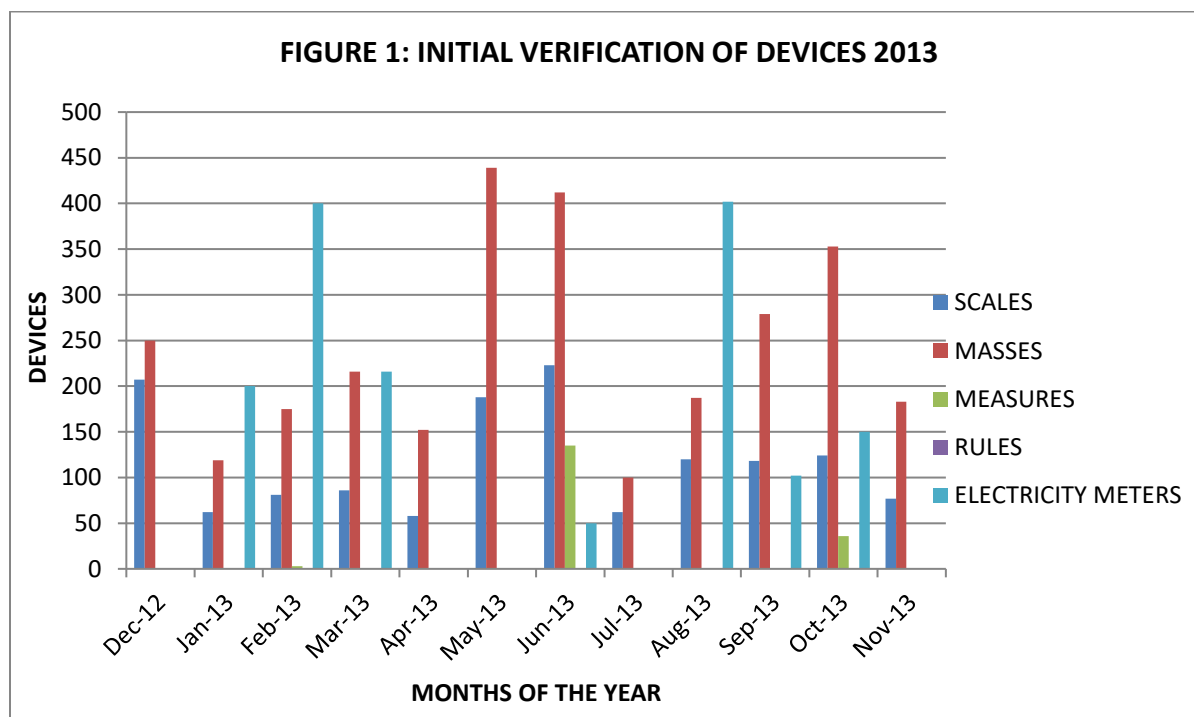
## **Complaints Investigation**

During the year **94** consumer complaints were received by the GNBS relating to the quality of products purchased by consumers., predominantly for cell phones which represents **49%**, and electrical appliances which represent **39%** of the total amount of complaints received for the year **2013**, while the remaining **12%** represents complaints received for furniture, tyres, toys, garments and footwear.

Ninety-seven percent **97%** of the complaints received were amicably resolved, 1 complaint was unresolved, 1 was referred to the Competition and Competitiveness Division of the Ministry of Tourism, Industry and Commerce for further investigation and 1 pending further investigation. **The commodities for which complaints were received, the nature of the complaints received and the manner of resolution are all outlined in Table 3 below, while Figure 7 presents data on the number of complaints received monthly.**

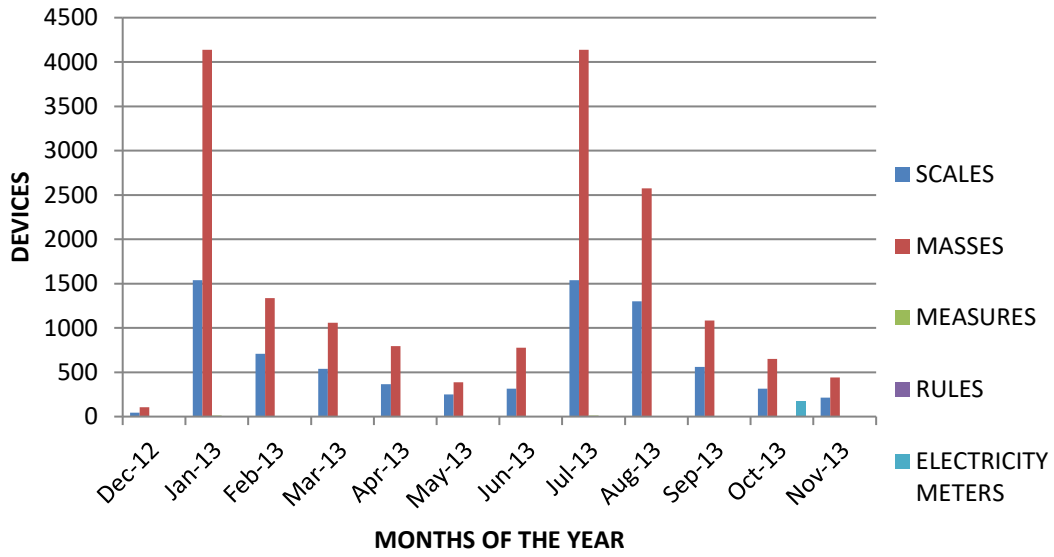
### Constraints

Some of major constraints experienced by the Department during the year under the Legal Metrology Programme were inadequate transportation to execute field activities, the use of outdated Weights and Measures Act to facilitate enforcement activities in situations where non-compliances were evident, inadequate facilities to conduct the testing of electricity meters and the lack of specialised training on the calibration of Standard Electricity Meters used by the GNBS using a Radian Primary Standard. While under the Standards Compliance Programme the absence of testing facilities and mandatory standards to facilitate the monitoring and testing of certain commodities monitored by the GNBS, inadequate transportation to conduct the examinations of imported commodities at importers’ warehouses and sale outlets and insufficient storage facilities to store seized commodities were the major challenges experienced by the Department during the year.

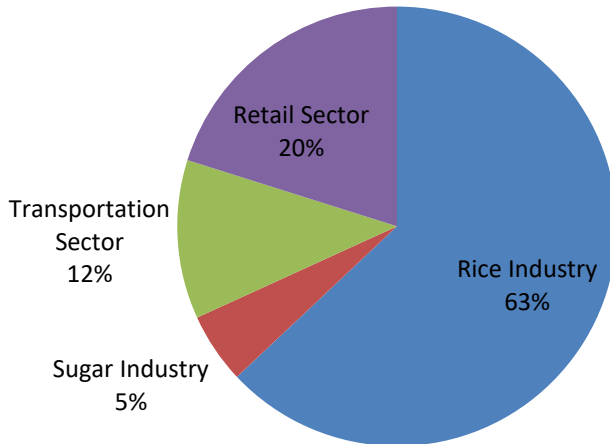




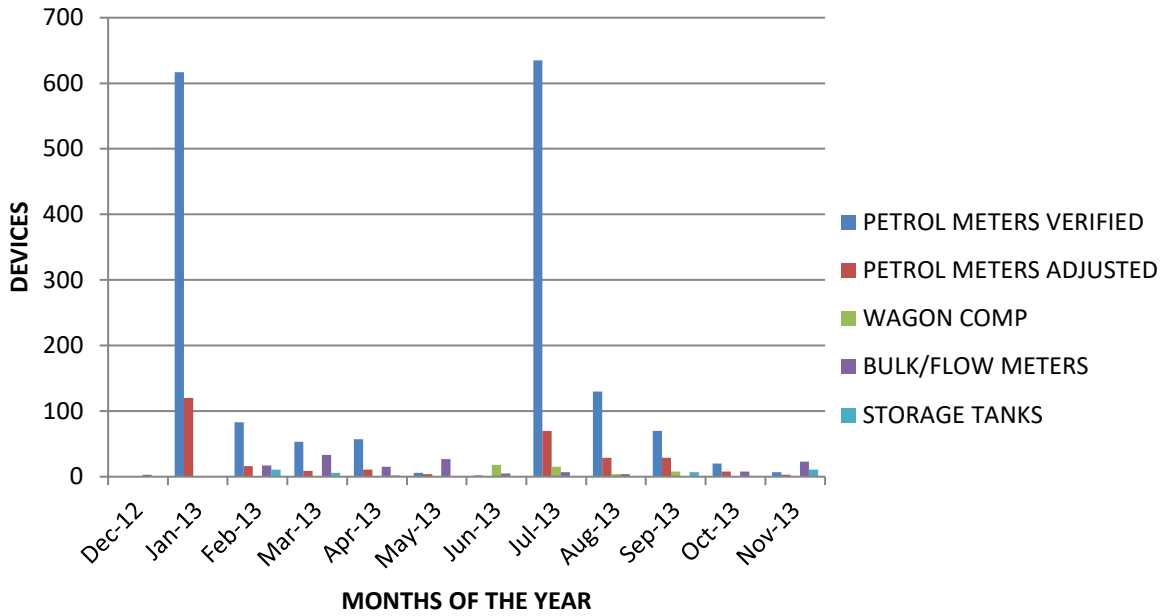
**FIGURE 2: SUBSEQUENT VERIFICATION OF DEVICES 2013**



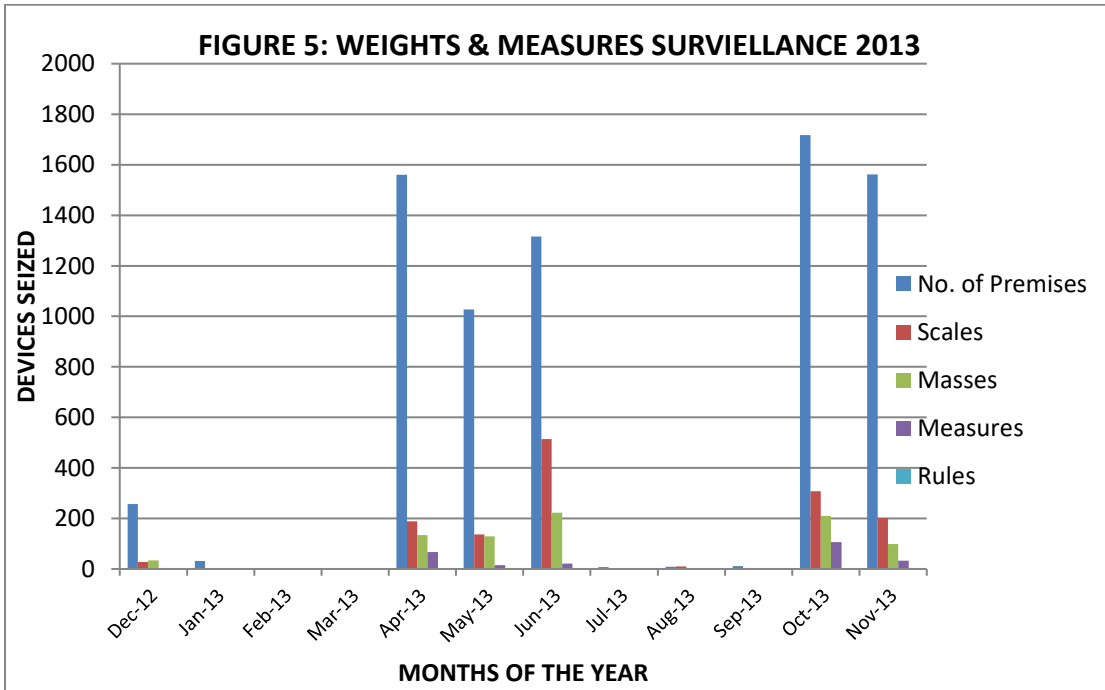
**FIGURE 3: VERIFICATION OF WEIGH-BRIDGE SCALES 2013**



**FIGURE 4: VOLUMETRIC VERIFICATION OF DEVICES 2013**

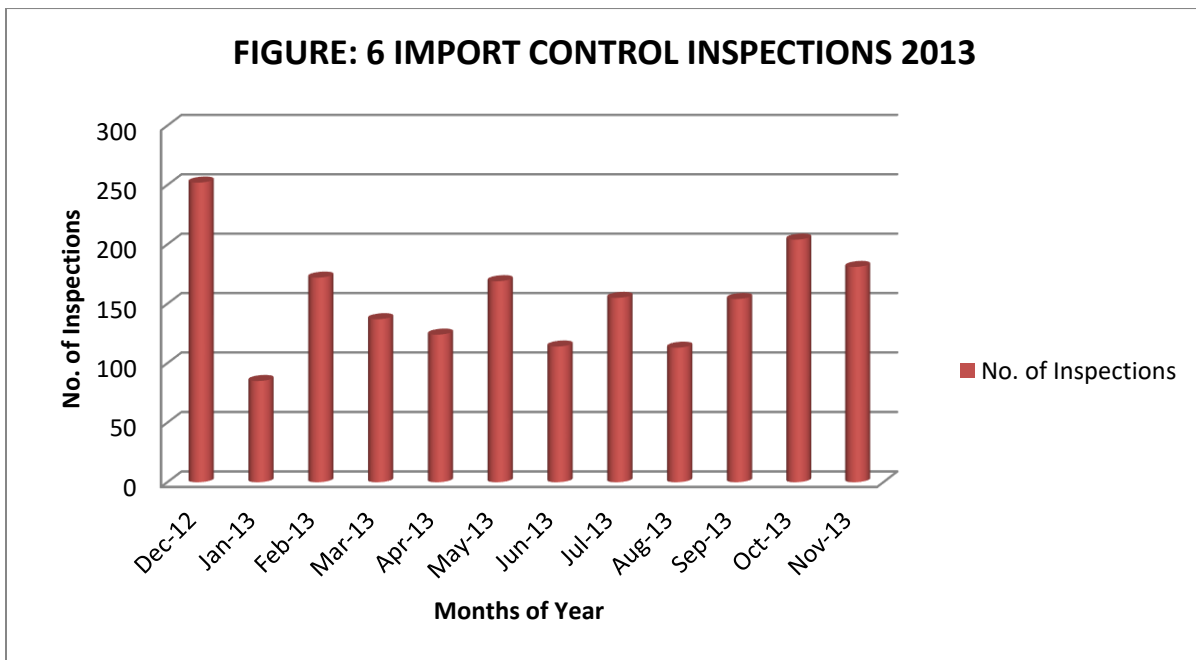


**FIGURE 5: WEIGHTS & MEASURES SURVIELLANCE 2013**



**TABLE 1**  
**NUMBER OF IMPORT INSPECTIONS CONDUCTED FOR 2013.**

COMMODITIES	NO. OF INSPECTIONS	NO. OF NON-CONFORMITIES
Garments	287	-
Footwear	318	-
Fertilizer	25	7000 bags were inadequately labelled
New and Used tyres	154	1950 were rejected and destroyed
Cigarettes	34	-
Electrical Appliances	539	One container - inadequately labelled
Soap powder	79	Four containers - inadequately labelled
Textiles	44	-
Gas Stoves	116	One container - inadequately labelled
Toys & Playthings	106	-
Cell Phones	13	-
Fairy Lights	9	-
Safety Matches	3	-
PVC pipes	15	-
Furniture	118	One container - inadequately labelled
<b>Total</b>	<b>1860</b>	-



**TABLE 2**  
**NUMBER OF SURVEILLANCE INSPECTIONS CONDUCTED FOR 2013.**

<b>COMMODITIES</b>	<b>NO. OF INSPECTIONS</b>	<b>NO. OF NON-CONFORMITIES</b>
Electrical Appliances	30	-
Garments	30	<b>60</b> pieces of garments were placed on hold for insufficient labeling information.
Footwear	10	<b>1</b> box footwear was placed on hold for insufficient labeling information.
New & Used Tyres	120	<b>202</b> pieces used tyres rejected & destroyed for various visual defects.
Furniture	4	-
Safety Matches	1613	-
Cigarettes	1627	-
PVC Pipes	4	-
Toys & Playthings	42	<b>363</b> pieces toys were placed on hold for insufficient labeling information.
Soap Powder	6	<b>500</b> packages of soap powder were placed on hold for insufficient labeling information.

**TABLE 3**  
**COMMODITIES AND NUMBER OF COMPLAINTS RECEIVED.**

<b>COMMODITIES</b>	<b>NUMBER OF COMPLAINTS</b>	<b>GENERAL NATURE OF COMPLAINTS</b>
Cell Phones	46	Not charging, Shutting off, key pad not working, not holding charge, accessories not original, touch display not working, defective display; refurbish phone sold as new phone, absence of manual, freezing, cutting off during calls, not working at all and speaker problem.
Furniture	5	Furniture not finished properly, worm holes were found in furniture, suite was shaking and fall apart. Mole was growing of furniture. Disassemble furniture purchased did not have all the parts in same.

Electrical appliances	37	Hot plate was shutting off, iron not getting hot, Images on TV distorted , CD player not playing, blender blade not working, DVD player sold without accessories, DVD player not reading disc, freezer started rusting, wash machine not working , key pad on microwave not working, freezer not freezing, refrigerator gas leaking, refrigerator not coming on, fan stop working.
Footwear	2	Loose sole, dry rot, tearing of the upper and loose heel.
Tyres	1	Tyres had bulge on side walls, loose treads & cracks on side walls.
Garments	3	Garments torn when put in use and incorrect size purchased
Total	94	

### 3.0 LABORATORY SERVICES DEPARTMENT

The mission of the department is to provide measuring (calibration) and testing services that build confidence in trade and promote international competitiveness of industries in Guyana. The Department is directly involved in industrial metrology which is to ensure the adequate functioning of measuring instrument used in industries as well as in production and testing processes.

For the purpose of this report, calibration is a set of operations under specified conditions, that establishes a relation between the quantity values with measurement uncertainties provided by measurement standards and corresponding indications with associated measurement uncertainties.

The responsibilities of the department are to:

- Maintain national measurement standards that are international benchmarked and accepted, in support of a competitive economic infrastructure and improved quality of life;
- Disseminate traceability from national measurement standards to commerce and industry through calibrations, measurement or analysis;
- Participate and represent Guyana regional and internationally with reference to inter-comparisons and traceability

### 3.1 **SUMMARY OF THE DEPARTMENT'S ACTIVITIES**

During the year 2013, the Laboratories Services Department provided calibration services to industries, medical laboratories, testing laboratories resulting in a total of 692 devices being calibrated. These included 520 weights, 27 thermometers, 78 electronic balances, 17 calipers, 3 micrometers, 4 pressure gauges, 10 metre rules and 33 volumetric containers, which were calibrated to establish traceability to the national and international standards.

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

During the year, a total of thirty five (36) gold samples were submitted both by the Product Certification Department and consumers to determine the purity.

A total of 155 moisture meters were verified for the year. The moisture meters submitted were mainly from millers in the rice industry.

### 3.2 **ASSESSMENT ON THE NATIONAL NEEDS AND DEMANDS FOR METROLOGY SERVICE. (CROSQ PROJECT)**

The Guyana National Bureau of Standards in collaboration with CARICOM Regional Organisation for Standards and Quality (CROSQ) carried out a needs and demand metrology survey exercise among its stakeholders.

In 2010, the National Standards Bureaus within CARICOM were requested to conduct a survey of their national demand for metrology services. These surveys were requested under the CROSQ/Tradecom project "Technical Assistance to the CARICOM Regional Organisation for Standards and Quality and the CROSQ/PTB Regional Quality Infrastructure Project II (RQI- II) "Strengthening of basic metrological infrastructure in the Caribbean to improve participation in global trade" in order to guide the projects in implementing programmes to address the pressing metrology needs within member states of CARICOM.

Under the 10<sup>th</sup> European Development Fund – Caribbean Regional Indicative Programme Economic Partnership Agreement, Technical Barriers to Trade Component (10<sup>th</sup> EDF – CRIP EPA TBT) it was agreed that the demand data would be updated, as a result another survey was carried in 2013 in order to identify the current metrology demands which will be used as a prerequisite for the procurement of additional metrology equipment for all National Metrology Bureaus.

The survey was completed by the Metrology departments and sent to CROSQ. The result of this process would offer an objective assessment of the technical needs and will enable the funding agencies to supply the most needed equipment to meet the needs of NMIs in the region.

### 3.3 DEVICES THAT ARE CURRENTLY CALIBRATED BY THE GNBS

#### **Weights and Weights Sets**

- Stainless Steel Weights and Weights Sets
- Verification Weight and Weight Sets
- Brass Weights
- Cast Iron Grip Handle Weights
- OIML F1, F2, M1, M2, and M3
- Test Weights and Weights Set
- Stainless Steel Precision Weights
- Stainless Electronic Balance Weights

#### **Electronic Balances**

- 50 g – 30 kg capacity
- 0 to 500 kg capacity

#### **Dimensional**

- Calipers
- Micrometers
- Depth gauges
- Rulers

#### **Electrical**

- Hand Held Multimeters

#### **Volume**

- Measuring Cylinders
- Measuring Flask
- Graduated pipettes
- Fix point pipettes

#### **Pressure**

- Oil operated gauges

#### **Temperature**

- Liquid-in-glass thermometers
- Digital thermometers

- Thermocouples
- Dial Thermometers

#### 4.0 CONFORMITY ASSESSMENT

Conformity assessment is the comprehensive term used for measures taken or required by manufacturers, their customers, regulators and independent third parties to assess conformity to standards or technical regulations. Conformity assessment may relate to a product, process, system, person or body. Conformity assessment procedures, such as assessments for compliance (inspections, audits, product sampling, testing, and verifications) and certification, offer assurance that products fulfill the requirements specified in regulations and standards.

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

The Conformity Assessment Department recognized the need for further promoting the use of standards and implementation of management systems in businesses in Guyana to boost their competitiveness both nationally and internationally. Consultancy services were provided to the companies listed below to facilitate the development of their management systems to the ISO 9001, ISO 22000, HACCP, ISO 14001, ISO/IEC 17025, ISO 15189, ISO/IEC 17020 and ISO/IEC 17065 standards.

This was provided in the form of regular on-site meetings, interpretation of 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 reviews were addressed within an agreed time frame. This programme is focused on facilitating the registration of companies in Guyana to the ISO management system standards in the drive to guarantee customer satisfaction and competitiveness of products and services provided.

Consultancy services were provided to three (3) companies to facilitate the development of quality management system to the ISO 9001:2008 standard, One (1) company to facilitate the implementation of the HACCP system, three (3) testing laboratories to implement the ISO/IEC 17025 standard, two (2) medical laboratories to the ISO 15189 standard and one (1) company to implement Good Manufacturing Practices.

##### 4.2 *Certification*

Certification is a process where a third party gives written assurance and recognition that a product or service is conforming to specified requirements.

The Certification service is responsible for monitoring the quality of products under the Product Certification Scheme to ensure consistent quality in the products manufactured locally and the quality of services provided by laboratories. This is ensured through the conduct of impromptu surveillance visits to the facilities periodically. Products



conforming to the requirements of the respective National Standard are issued with a certificate which is displayed on their premises and are permitted to use the Standards Mark on their products. The Certification period is for one year and is renewable. While laboratories are issued with a Certificate and defined scope of testing that is displayed on their premises. The Certification period for laboratories is two years and is renewable.

#### 4.2.1 Product Certification

The objective of this programme is to monitor the quality of products as is required by the respective National Standards. The GNBS monitors two products under this scheme; gold jewellery which must conform to the requirements of the GYS 50 standard, Specification for gold articles and PVC pipes which must conform to the requirements of the GYS 99 standard, Specification for PVC pipes, Schedule 40, 80 and 120 and GYS 107 standard, Specification for PVC pressure rated pipes (SDR series).

##### 4.2.1.2 Maintenance of Standards Mark

#### Audits Completed at Certified Companies in 2013

Name of Client	Product	No. of Surveillance audits conducted	No. of Renewal audits conducted	Remarks
King's Jewellery World	Gold Articles	2	0	Certificate expired December 18, 2013. Recertification is pending.
Steve's Jewellery	Gold Articles	2	1	Certificate renewed on August 08, 2013.
Guyana Thermoplastics Limited	PVC pipes	2	1	Permit renewed on June 12, 2013
Plastic Products Limited	PVC pipes	2	1	Permit renewed on March 12, 2013

#### 4.2.2 Water Certification

The two standards identified for the Water Certification programme were adopted by the National Standards Council. These standards are now available for sale to water processors. The standards are : CARICOM Regional standard- GYS 12 'Specification for packaged water' and the CARICOM Regional Code of Practice- GCP 29- 'Packaged water'. Sensitisation sessions will be scheduled during the first and second quarters of 2014 to sensitise packaged water producers on the requirements. Meetings will also be held with the Government Analyst Food and Drug Department to implement the MOU signed in 2012 to offer certification to manufacturers who meet the requirements of these standards.

### 4.2.3 Laboratory Certification

The Laboratory Certification Programme provides formal recognition that a laboratory has implemented a laboratory management system meeting the requirements of the National standard, GYS 170 - General requirements for the operation of a laboratory. This provides assurance that the laboratories have implemented systems to provide accurate and reliable test results.

#### 4.2.3.1 Certification of testing laboratories to the GYS 170: 2009 standard-

##### Status of the completion of manuals to date.

During 2013, nine (9) quality manuals along with the quality system procedures and sixty three (63) technical manuals were submitted by ten (10) laboratories. All of the reviews were completed and the laboratories are currently addressing the necessary corrective actions.

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

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

No	Name of Certified Laboratory	No. Surveillance visits	Renewal Assessments
1.	Dr. Balwant Singh Hospital Laboratory	2	Renewal not due for this period.
2.	Georgetown Public Hospital Corporation	2	Renewal issued January 2013.
3.	Sigma Labs	0	Certification withdrawn April 2013
4.	Eureka Medical Laboratory	2	
5.	St. Joseph Mercy Hospital	2	
6.	Woodlands Hospital	3	Certification withdrawn in December for three months pending corrective actions.
7.	National Public Health Reference Laboratory	1	One Renewal assessment conducted in January 2013 and Renewal issued in March 2013.
8.	Georgetown Medical Centre	1	Renewal audit in October 2013 and renewal granted December 2013
9.	Guyana Rice	1	One Renewal assessment

	Development Board		conducted in June 2013 and renewal granted in August 2013
10.	New Amsterdam Regional Hospital Laboratory	3	Renewal not due for this period.
11.	Guyana Defence Force Medical Corp	0	Certification assessment was completed in November 2012, the laboratory is addressing corrective actions. No additional feedback was given in 2013. New assessment will be scheduled in 2014 once the laboratory is ready to continue with the process.
12.	<b>Quest Medical Laboratory</b>	<b>0</b>	<b>NEW laboratory certified. Certification issued November 2013</b>

#### 4.3.3.3 *Certification of New Laboratories*

The Quest Medical Centre Laboratory was certified in November 2013.

A newly established laboratory, ‘QualiTEST Medical Laboratory Services submitted an application for Certification in November 2013. This laboratory has to generate three months records before a certification assessment is scheduled.

#### 4.3.3.4 *Meeting with Certified Laboratories*

A meeting was held with the top management of certified laboratories on **February 07, 2013** to discuss issues relating to maintenance of their certification and to acquire feedback on challenges confronted and how the GNBS can offer additional support. The Executive Director and Head, Conformity Assessment Department addressed the representatives. A presentation was done by Ms. Candelle Walcott Bostwick which reinforced top management’s critical role in ensuring the effective implementation of the quality system.

#### 4.3.3.5 *Meeting Officials from the Ministry of Health*

The Executive Director and staff of CAD met with officials from Ministry of Health on **February 13,2013** in the GNBS Training Room to discuss the requirements of the Health Facilities Act and its enforcement. The meeting’s objective was not accomplished since key personnel invited were absent; other representatives promised to convey what transpired at the meeting and give GNBS with feedback. To date GNBS is still working to have the objectives fulfilled in this regard.

#### 4.3.3.6 Celebrating Medical Laboratory Professionals (MLPW) Week April 22-26, 2013

##### 4.3.3.6.1 Panel Discussion and Media Promotions

The Guyana National Bureau of Standards (GNBS) joined with the rest of Guyana and the world to celebrate Medical Laboratory Professionals Week (MLPW) during the period **April 22 to 26, 2013** under the theme: “**Laboratory Professionals - Get results**”. MLPW, which takes place in the last week in April each year, is now in its 38<sup>th</sup> year of observance internationally and the 11<sup>th</sup> year in Guyana. This week was used to raise awareness on the important contributions and to reinforce the commitment of the Medical Laboratory Professionals in delivering the best medical laboratory services to patients and the Health Care Team.

The Guyana National Bureau of Standards hosted a panel discussion on the National Communications Network on **Tuesday April 23, 2013 at 19:00h**. The objective of this programme was to sensitise the members of the public including owners and users of laboratories on the benefits of using a laboratory which is implementing a laboratory management system meeting the requirements of the GYS 170 standard, ‘General requirements for the operation of a laboratory’ and also the Health facilities Act. The panel comprised Dr. Julian Amsterdam, Director, Standards and Technical Services, Ministry of Health, Dr. Pheona Mohamed-Rambaran, Director, GPHC- Medical Laboratory, Mr. Nolan Hawke, President, Guyana Medical Technologist Association and Ms. Candelle Walcott-Bostwick, Head Conformity Assessment Department, GNBS. The members of the panel were provided with the opportunity to provide information on their roles as Laboratory Professionals and the responsibilities of their institutions with focus on laboratory quality.

The GNBS posted a number of articles in the print media saluting the Laboratory professionals and also promoting the services of certified laboratories.

##### 4.3.3.6.2 Targeting uncertified laboratories ‘ Promoting standards and quality in laboratories through Laboratory Certification’

The Guyana National Bureau of Standards (GNBS) in an effort to encourage additional laboratories to be certified to the GYS 170 standard during this year convened a special meeting for uncertified laboratories on **Friday April 26, 2013 at 14:00h** in the Training Room of the GNBS. The theme for this meeting was ‘ *Promoting standards and quality in laboratories through Laboratory Certification*’

The objectives of this meeting were to sensitise laboratories on the benefits of implementing a laboratory management system, the terms and conditions for certification, the role of top management and to address any challenges preventing laboratories from becoming certified. These presentations were conducted by Ms. Candelle Walcott-Bostwick, Head Conformity Assessment Department.

The GNBS will continue to promote the use of certified laboratories in Guyana, and as a result all laboratories were encouraged to become certified at the earliest.

Seventeen (17) Laboratory representatives from both medical and testing laboratories were in attendance.

#### 4.3.3.6.3 *Promoting Laboratory Safety in Testing laboratories*

The Memorandum of Understanding (MOU) between the Guyana National Bureau of Standards and the Ministry of Labour, Human Services and Social Security, Occupational Safety & Health (OSH) Department was signed on January 29, 2013 at the (OSH) Department. This MOU initiated collaboration between the two agencies to inspect and monitor safety in laboratories. Laboratory safety inspections were conducted at eight (8) of ten (10) Certified medical Laboratories. Reports were sent to the laboratories with time lines for submission of an action plan to address the gaps identified during the assessments. The laboratories inspected to date were: Eureka Medical Laboratory, Georgetown Public Hospital Corporation, St. Joseph Mercy Hospital, Dr. Balwant Singh's Hospital, Woodlands Hospital, National Public Health Reference Laboratory, Guyana Rice Development Board and New Amsterdam Regional Hospital Laboratory.

#### 4.4 *Audit Services*

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

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

A request was made by the Art Williams and Harry Wendt Aeronautical Engineering School (AES) for an ISO 9001:2008 internal audit. The audit was conducted by Ms. Ramrattie Karan and Mr. Al Donavon Fraser on June 25-26, 2013. A report was prepared and submitted with the findings to the company.

#### 4.5 Training

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

During 2013, the GNBS conducted three (3) training programmes which were company specific during 2013, namely HACCP where 61 persons were trained, ISO/IEC 17020 where 21 Environmental Health Officers were trained and Internal auditing for ISO 9001 QMS where 15 auditors were trained. During the year the GNBS trainers focused on following up with companies trained in 2012 to provide technical assistance for the respective quality management systems, however, the expected results were not achieved.

#### 4.6 ***Staff Development Courses***

Staff within the Department participated in 5 food safety webinars to inform them of current developments in the area of food safety.

- 4.6.1 The Trade Facilitation Office Canada (TFO Canada), Canadian Executive Services Overseas (CESO), the Guyana office of the Inter-American Institute for Cooperation on Agriculture (IICA) and the Guyana Manufacturing and Services Association (GMSA) have cooperated in the implementation of a Trade Capacity Building Project for the Agricultural Sector in Guyana (hereinafter referred to as the Project), within the framework of the TFO Canada – CESO Trade Capacity Building Project 2012-2014 (hereafter referred to as the Program). During this reporting period visits were made by Consultants who were accompanied by GNBS officers to the participating companies.

One of the aims of this project is to provide export-readiness and market development support to 8-10 agro-exporters (growers and food processors), particularly with respect to obtaining international certifications necessary for exporting to Canada or other international markets.

One of the Consultants has arranged a two (2) day training session with the GNBS Officers who will be participating in the project to facilitate the implementation phase. The GNBS Officers also accompanied the consultant to farms and Agro processing facilities who had expressed an interest to export to Canada. Another team of consultants is expected in January, 2014.

#### 4.7 **Regional participation**

- 4.7.1 Ms. Rodlyn Semple, Technical Officer 2 attended the first Meeting of the 10th EDF Technical Implementation Group Conformity Assessment TIG –CA, on March 26-27, 2013 at the Grenadian by Rex Resorts, St. Georges Grenada.

The objectives of the meeting were to: establish the Technical Implementation Group for Conformity Assessment, familiarise participants with the conformity assessment aspect of the Technical Barriers to Trade (TBT) Component of the 10th EDF Programme and the TBT Component as a whole, develop mid-term and year-one results and indicators for the conformity assessment and develop a one year operational plan for the TIG –CA. Operational plans for years 3 and 1 indicating the objectives and indicators for National regional and User relations component.

4.7.2 **The International Organisation for Standardization (ISO), Food and Agriculture Organization (FAO), Codex Alimentarius Commission (CODEX), World Organization for Animal Health (OIE) and the Global Food Safety Initiative (GFSI)** hosted a Regional workshop for countries in Central America, the Caribbean and South America on Food Standards and Trade. This workshop was organized in collaboration with the Oficina Nacional de Normalización (NC) Cuba from 8 to 10 May 2013 in Havana, Cuba. The workshop was held at the Hotel Nacional Havana, Cuba. Ms. Rodlyn Semple, Technical Officer 2 represented the Guyana National Bureau of Standards at this Regional Workshop.

The workshop's objectives were: to inform about the various criteria, codes, guidelines and international standards from the different organizations that provide tools for helping to ensure food safety and access to export markets; to raise awareness and understanding among authorities, industry and other stakeholders in the region about best practices in order to ensure food safety and address sustainable management, quality, health and productivity of fisheries, in particular, aquaculture; to provide a platform for specialists and other stakeholders in the region to share experiences and discuss issues related to the implementation of relevant standards as conditions for access and entry into key markets and regions.

4.7.3 **Good Agricultural Practices, Principles (Requirements of Canada GAP and the Canada GAP) Audit checklist training.**

Two one day training sessions were held for staff of the conformity assessment and Standardisation Departments on Good Agricultural Practices, Principles (Requirements of Canada GAP and the Canada GAP Audit checklist) and Good Manufacturing Practices. These sessions were facilitated by Mr. V. Martens of VM Technical Services on November 12 and 14, 2013.

4.7.4 **ISO-ABNT Regional Workshop on enhancing collaboration between National Standards Bodies and Academia**

This workshop was the second workshop which was held at the Cesar Business Hotel, Paulista, Sao Paulo, Brazil from **April 15-17, 2013**. This workshop targeted the Caribbean and Latin America. Countries represented included Guyana, Jamaica, Trinidad and Tobago, Suriname, Dominica, Barbados, St. Lucia, Antigua and Barbuda, Argentina, Brazil, Bolivia, Chile, Costa Rica, Cuba, Dominican Republic, Ecuador, Guatemala, Honduras, Peru, Uruguay with the experts from Switzerland and Korea. Some countries had representatives from both the NSB and Academia. Guyana was represented by the Ms. Candelle Walcot-Bostwick, Head Conformity Assessment Department, GNBS.

## 4.5 National Accreditation Focal Point (NAFP)

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

### 4.5.1 *Promoting Accreditation in Guyana*

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

##### 4.5.1.1 National Laboratory Accreditation Improvement Group (NLAIG) Testing Group Meeting

Two (NLAIG) **working group** meetings was held in 2013 in the Training Room of the Guyana National Bureau of Standards. Ten (10) representatives from **six** (6) testing laboratories and eleven (11) representatives from eleven (11) medical laboratories were in attendance respectively. Ms. Candelle Walcott- Bostwick- Head Conformity Assessment informed the laboratory representatives of the Technical Implementation Group for Accreditation (TIG-A), the Caribbean Cooperation for Accreditation Scheme (CCA), CART Fund, achievements for the National Accreditation Focal Point (NAFP) and discussions on the levels of NAFPs and identifying an appropriate NAFP level. The laboratory representatives made recommendations for the observance of World Accreditation Day 2013.

4.5.1.2 Ms. Candelle Walcott-Bostwick, NAFP attended a stakeholder meeting on the implementation of the Caribbean Laboratory Quality Management System Stepwise Improvement Process towards Accreditation (LQMS-SIP) on September 12-13, 2013 at the PAHO Office, in Bridgetown Barbados. The objectives of this meeting were to formalize the implementation of the LQMS-SIP framework in the Region, to review and formalize the role of the Caribbean Public Health Agency (CARPHA), CROSQ and other stakeholders in the LQMS-SIP and to discuss the next steps for its implementation and progress.

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



The project aims at ensuring safer products are made available in the region's markets, by improving access to less costly (approximately 50% saving on pre-intervention costs) and internationally accepted testing services within the Caribbean region for exporters and producers in the priority sectors. This will facilitate Caribbean exporters having improved access to EU, North American, Caribbean and other international markets.

The Guyana Rice Development Board Laboratory was selected as one of the laboratories to benefit from this Project. Two Regional workshops were held during the year on the 20 milestones and method validation and measurement uncertainty for the laboratory personnel. During the last quarter of 2013, the laboratory was assigned a consultant to evaluate the laboratory's current quality system in preparation for accreditation. This project is scheduled to commence in January 2014.

4.5.1.4 The Trinidad and Tobago Laboratory Accreditation Service (TTLABS) and by extension the Trinidad and Tobago Bureau of Standards (TTBS) graciously hosted the 18<sup>th</sup> Inter American Accreditation Cooperation (IAAC) General Assembly and meetings during the period August 18-23, 2013 at the Hyatt Regency Trinidad, Trinidad and Tobago. The CARICOM Regional Organisation for Standards and Quality (CROSQ) through the National Accreditation Focal Points (NAFPs) were the special guests of the 18<sup>th</sup> IAAC General Assembly and meetings. There was full representation from the sixteen (16) beneficiary countries of the 10<sup>th</sup> EDF-CRIP-EPA Programme-TBT Component as well as two (2) representatives from the CROSQ Secretariat.

During the week, participants were exposed to the development of accreditation at the regional level and were able to share and network with their peers in the Americas. Participants attended meetings of the Laboratories Subcommittee (LSC), Certification Bodies Subcommittee (CBSC), Inspection Bodies Subcommittee (IBSC), Accreditation Seminar and 18<sup>th</sup> General Assembly. Apart from the meetings of the IAAC, participants were also engaged in the 3<sup>rd</sup> CCA Network and 2<sup>nd</sup> CCA Steering Committee meetings. A workshop on the Twenty Milestones tool was also facilitated during the week. It included a visit to accredited laboratories at the TTBS. The Caribbean participants were able to witness the historic signing of the IAAC Multi-lateral Recognition Arrangement (MLA) by the Jamaica National Agency for Accreditation (JANAAC).

Exposure gained at the IAAC meetings was very beneficial. NAFPs should consider membership in the IAAC to increase their competence in accreditation and related areas.

#### 4.5.1.5 World Accreditation Day (WAD) Symposium

World Accreditation Day was celebrated on June 09, 2013 under the theme "**Accreditation: Facilitating World Trade**". In commemoration of this day the GNBS hosted a Symposium in the Rupununi Room of the Pegasus Hotel. The Guest Speaker, Mr. Frankie Sammi from Baron Foods Limited, located in St. Lucia presented under the theme "**The Importance of Standards**". Other presenters included representatives from the Small Business Bureau- Mr. Derrick Cummings, National Plant

Protection Organisation of Guyana- Mr. Ansel Todd and from the GNBS- Ms. Evadnie Enniss and Ms. Candelle Walcott-Bostwick.

Forty four (44) representatives drawn from the food manufacturers sector, retail sector and from, Medical and Testing Laboratories and other stakeholders attended this event.

#### **4.5.1.6 Building the capacity of the NAFP**

During the year, two capacity building programmes for NAFPs were conducted through CROSQ, these were the twenty milestone training conducted by Mr. Manfred Kindler in August 2013 and a Train the Trainer programme conducted by Ms. Candelle Walcott-Bostwick on November 06, 2013 at the Caribbean Association for Accreditation (CCA) meeting.

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

To facilitate the implementation of the 10th EDF-EPA Programme – Technical Barriers to Trade Component Support to the Caribbean Forum of the ACP states in the implementation of the commitments undertaken under the Economic Partnership Agreement, the second TIG-A meeting was held on November 06, 2013 in Belize City, Belize.

The overall objective of the 10th EDF programme is to support the beneficial integration of the CARIFORUM states into the world economy.

This Project is focused on addressing six areas namely, Standardisation, Metrology, Conformity Assessment, Accreditation, Awareness, public education and communication and Institutional strengthening. A TIG was established to address each area. The purpose of the TIG-A is to monitor and implement Regional and National Programmes to facilitate the Accreditation of Conformity Assessment Bodies (CABs) in the Region and also to implement the Caribbean Cooperation for Accreditation Scheme which was established under the CROSQ/CLAS and the RQI Projects.

This meeting was chaired by Mr. Trumel Redmond, Technical Officer for Accreditation and Conformity Assessment (TOACA), CROSQ who gave the Official welcoming to the participants. During this one day meeting the operational plan for Regional, National and User relations was developed in Groups and presented to the meeting. The plan indicated the results and indicators for year 2 of the project. This plan was approved by the Project implementation Unit in December 2013.

Ms. Candelle Walcott-Bostwick, NAFP Guyana was among the Eighteen (18) NAFPs from CARICOM including Haiti and the Dominican Republic and the two National Accreditation Bodies which were in attendance. Guyana will benefit from the 10<sup>th</sup> EDF since it will facilitate the strengthening of the capabilities of Conformity Assessment Bodies in Guyana through the provision of Technical Assistance, Equipment, Training and Mentoring in the areas of laboratory quality and improvement tools.

#### **4.8.1.8 Caribbean Cooperation for Accreditation Meeting**

The CARICOM Regional Organisation for Standards and Quality (CROSQ) hosted the sixth planning meeting on November 05, 2013 in Belize City, Belize. Mr. Jose Treijo, Director, Belize Bureau of Standards, Mr. Carl Felix Wolff, Project Manager PTB and Mr. Winston Bennett, CEO, CROSQ gave opening remarks at the meeting emphasizing the need for the operational plans to be implemented and for the CCA to be operational.

The TOACA provided an overview of the objectives of the meeting and the roles and responsibilities of the CCA Actors. The CCA documents including the proposed logo for the CCA Scheme, the application form were discussed. The design of the CCA logo was discussed extensively, however, the legal ramifications are to be addressed by the Legal Officer before the logo is finalised.

A status of the 2013 operation plan was discussed and the components not addressed were included in the 2014 plan. The NAFP presented their achievements for 2013, challenges and projection for 2014 at the meeting.

#### **4.8.1.9 Caribbean Cooperation for Accreditation (CCA) Steering Committee Meeting**

The second Steering Committee for the CCA was held on August 22, 2013 at the Hyaat Regency, Trinidad and Tobago. This meeting was attended by Ms. Candelle Walcott-Bostwick, NAFP of Guyana. The NAFPs representing the CARICOM member States including Haiti and the Dominican Republic were in attendance. This meeting was chaired by Mr. Dereck Omar and Mr. Trumel Redmond (TOACA) was the Secretary.

The objective of this meeting was to discuss the status of the CCA plan for 2013 including the activities of the TIG-A which were incorporated into the operational plan for 2013. Each NAFP was required to develop an action plan representing their national needs as well as the Regional initiatives to implement the CCA in the Region. The objectives for 2013 include the initiation of the Regional Framework for Accreditation and developing guidelines for the operation of the CROSQ Secretariat, NABs and NAFPs.

#### **4.8.1.10 Self-assessment of the National Accreditation Focal Points (NAFPs)**

One of the Strategic Themes of the CARICOM Regional Organisation for Standards and Quality (CROSQ) is Accreditation Cooperation which seeks to provide economical accreditation services through the development of a Regional Accreditation Cooperation. In order to achieve this objective CROSQ had implemented the CROSQ/Caribbean Laboratory Accreditation Services (CLAS) Project from 2008-2010 which was European Union-CARIFORUM funded by the 9<sup>th</sup> European Development Fund (EDF), 'Support for the implementation of the Caribbean Laboratory Accreditation Service'.

The objective of this project was to create a service that would facilitate coordination of regional laboratory accreditation that leverages regional capacity and harmonises processes and procedures which while being cost effective must be internationally recognized. Countries without National Accreditation Bodies (NABs) and who do not have the resources to develop one in the near future were the main beneficiaries since this Project fostered the pooling of resources to facilitate faster implementation and strengthening of the overall accreditation infrastructure.

The Caribbean Cooperation for Accreditation (CCA) Scheme officially came into being with the signing of a Memorandum of Understanding (MOU) between the CROSQ Secretariat and NAFPs and NABs during the 22<sup>nd</sup> CROSQ Council meeting held in Saint Lucia in April 2013. The CCA Scheme seeks to provide internationally recognised accreditation services that are economical, reliable and readily accessible as well as to promote the use of accreditation. While the NABs will provide the internationally recognised accreditation services, the NAFPs also have a critical role to play in the process.

### CLASSIFICATION OF NATIONAL ACCREDITATION FOCAL POINTS (NAFPs)

Competence of NAFPs	Quality Management	Conformity Assessment	Accreditation Scheme
Level 1: Contact point	No specific knowledge and experience required	No specific knowledge and experience required	No specific knowledge and experience required
Level 2: Competent Contact person	Introduction (1 day) into ISO 9001 by Partner AB, visit to a ISO 9001 certified company	Introduction (1 day) into ISO/IEC 17025 or related standard by Partner AB, visit to an accredited CAB	Introduction (1 day) into ISO/IEC 17011 and accreditation procedure by Partner AB, visit to the Partner AB
Level 3: Competent NAFP Manager	Training in ISO 9001 (3 days) and practice as quality manager, internal auditor or ISO 9001 auditor	Training in ISO/IEC 17025 (3 days) or related standard and practice in testing, calibration, inspection or certification activities (> 1 year)	Training in ISO/IEC 17011 (3 days) and practice in accreditation activities by an AB (training on the job, one week and more)

**Guyana is currently at level 2.**

Based on the areas of required competence and the completion of the NAFP Self-assessment questionnaire, the NAFPs can be classified as follows:

No.	Level 1	Level 2	Level 3
1.	Bahamas	Antigua and Barbuda	Jamaica
2.	Belize	Barbados	Trinidad and Tobago
3.	Dominica	Dominican Republic	
4.	Montserrat	Grenada	
5.	St. Kitts and Nevis	Guyana	
6.	Suriname	Haiti	
7.		St. Lucia	
8.		St. Vincent and the Grenadines	

Over the next two (2) years, it is suggested that NAFPs at level 1 strive to achieve level 2 while NAFPs at level 2 strive to achieve level 3. Since Jamaica and Trinidad and Tobago have National Accreditation Bodies (NABs), the technical competence of these NAFPs should be further strengthened to assist other NAFPs.

These four (4) pillars can be further sub-divided into four (4) components each. These components are reflected in the table below. All sixteen (16) components were part of the NAFP Self-assessment questionnaire.

<b>National Accreditation Focal Point</b>			
Political Aspects	Administration	Technical Aspects	External Relations
National Policy	NAFP Office	National Expert Pool	Stakeholder Network
Governmental Coordination	NAFP Manager	Quality Management Competence	Awareness Events
Institutional Basis	Quality System	Conformity Assessment Competence	Recognition by Partner NAB
Core Budget	Marketing	Accreditation Competence	Contract with Partner NAB

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

Four meetings of the NCCA were held in 2013 on February 07, 2013; April 11, 2013; May 02, 2013 and October 10, 2013 respectively. Approximately nineteen (19) agencies were represented at the meetings held during the year. During the year, presentations were made on the *changes to ISO 17020:1998 and GUIDE 65 standards*, *Update on CROSQ Technical Implementation Group Conformity Assessment (TIG- CA) Work Program*, *“Food Import: identifying main challenges in food labeling”*, and the *“Foreign Supplier Verification Programme”*. All NCCA members were sent electronic copies of the presentations. The Conformity Assessment Bodies (CAB) baseline survey from the CARICOM Regional Organisation for Standards and Quality (CROSQ) was circulated to all members for completion.

#### 4.10 *National Laboratory Quality Committee*

##### **Clinical sub-committee**

During the period of January to December 2013 four (4) quarterly Clinical Sub-Committee meetings were held in the Training Room of the GNBS. An average of twenty (20) representatives from medical laboratories attended the meetings. At each meeting representatives provided progress reports on the completion of their quality system manuals, quality system procedures and technical manuals in addressing the requirements of the GYS 170:2009 standard. Representatives also used this opportunity to highlight challenges affecting the completion of their quality system documents and any other issues affecting their profession. The GNBS would normally provide guidance to address the concerns raised by the laboratory representatives. Information was

provided to laboratories at this forum in the form of power point presentations, handouts short exercises and open discussions to assist laboratories in the development and implementation of the laboratory management system.

#### 4.11 *Stakeholder engagements*

- 4.11.1 A meeting was held with representatives of the Ministry of Health to discuss the proposal to make the GYS 170 standard mandatory on July 10, 2013. Based on the outcome of the meeting, the GNBS is expected to sensitise laboratories on the proposal and collaborate with the Ministry of Health to facilitate this process.
- 4.11.2 A meeting was held with a representative from the Guyana Geology and Mines Commission and the Guyana Gold Board on July 16, 2013 to determine strategies for the three agencies to collaborate to regularize the gold jewellery sector. The GNBS awaits a feedback on the actions to be taken by the agencies by August 15, 2013.
- 4.11.3: The Guyana National Bureau of Standards (GNBS) held its first meeting with key stakeholders from Academia on Thursday July 04, 2013 in the Training Room of the GNBS. The objectives of this meeting were to sensitise key stakeholders from academia on the initiatives currently implemented in other countries and the outcomes of the ISO Regional workshop.

Twenty (20) representatives from educational institutions were in attendance, these included the Vice Chancellor, University of Guyana, representatives from the faculties of Agriculture, Natural Sciences, Social Sciences, Technology of the University of Guyana, National Accreditation Council, Guyana Education Trust Fund, Adult Education Association, National Centre for Education Research and Development (NCERD), the Business School, Guyana Industrial Training Centre, Monar Educational Institute, Carnegie School of Home Economics, Guyana Technical Institute and Apex Academy.

#### 4.12 *Projects*

##### *Competitiveness Project*

- 4.12.1 The GNBS hosted five (5) Public consultation sessions in Regions 4,3,5 and 2 to sensitise key stakeholders including regulators, manufacturers, users of weighing and measuring devices, laboratories and the general public on the Metrology Bill and the Amendments to the Standards Act. An average of twenty five persons attended these sessions ( 25% of the invitees) which were interactive. Mr. Teni Housty, Attorney at Law / Consultant facilitated these sessions by highlighting the key areas of that will impact stakeholders interest to the participants.

- 4.12.2 Fact sheets were printed by the Advertising Agency responsible for the designing and printing .The scripts for five (5) of the twenty (20) pre- recorded Television programmes are currently being drafted by TV-G in collaboration with the GNBS.
- 4.12.3 The GNBS Officers applied for their certification by submitting the requisite documentation to facilitate certification as Certified ISO 9001 auditors which was approved by the RABQSA Certification Body. The GNBS has the first four (4) RABQSA ISO 9001 auditors for Guyana; namely Candelle Walcott-Bostwick, Ramrattie Karan, Rodlyn Semple and Al Donavon Fraser.
- 4.12.4 This Consultancy commenced on September 16, 2013 with the Consultant, Mr. Hermon Edmondson who completed two phases of the project during the period September December, 2013 in Guyana. During this period most of the deliverables for phase one were completed. These included meetings with the Permanent Secretary, Project Officers, GNBS Management Team to streamline the implementation plan; visits were conducted to key stakeholders to have a general overview of what exist in Guyana as it relates to testing and metrology needs; a stakeholder consultation was held with key stakeholders and a technical assessment of 8 laboratories was completed.
- 4.12.5 The SCP sent out tenders twice in 2013 which failed to meet the specified requirements. This process will be repeated in 2014.

## 5.0 STANDARDS WRITING PROGRAMME

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 three (3) 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 may be 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

Eleven (11) proposals for the formulation of national standards were approved by National Standards Council. These proposals were, Specification for labelling of commodities Part 10: Labelling of equipment, items and parts containing ozone depleting substances (to be revised), Guidelines for air emission into the environment, Interim guidelines for industrial effluent discharge into the environment (to be revised), Specification for load and non bearing concrete masonry units, Specification for cell phones, Specification for used tyres, Code of Practice for water manufacturing and filling premises, Specification for the labelling of commodities – Part 15: Labelling of garments (to be revised), Specification for the labelling of commodities –Part 16: Labelling of textiles (to be revised) and Specification for the labelling of commodities – Part 4: Labelling of footwear (to be revised), and Specification for the labelling of commodities – Part 7 : Labelling of household electrical appliances (to be revised).

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

### 5.1.2 Standards at Technical Committee Stage

There are fourteen (14) standards remaining on the work programme of the Technical Committees for 2013. These standards are at various stages of standards development.

<b>NATIONAL</b>	<b>CARICOM</b>
Bulk fuel transport	Tobacco, advertising, promotion and sponsorship
Specification for steel fabric for the reinforcement of concrete	Rice - Specification, sampling, testing and analysis
Building Code – section 3: Fire safety, use and occupancy	Specification for the labelling of tobacco products
Building Code – section 5: Plumbing	
Building Code – section 11: High Rise Building	
Building Code – section 13: Foundation and Excavation	
Building Code – section 2: Loadings	
Building Code – section 6: Reinforced concrete trestle	
Building Code – section 15: Design and construction of latrine	
Specification for hot rolled steel bars for the reinforcement of concrete	
Building Code – section 13 Code of Practice for the design and construction of septic tanks and associated secondary treatment and disposal system	

### 5.1.3 Standards approved by National Standards Council

During the year 2013, nineteen (19) standards were approved by National Standards Council.

<b>CARICOM (Regional)</b>	<b>INTERNATIONAL</b>
CRCP 1:2010 Code of practice for package water	ISO 19011 Guidelines for auditing management systems
CRS 5:2010 Specification for labelling of prepackaged foods	ISO 15189 Medical Laboratories - Requirements for quality and competence
CRS 20:2010 Specification for wooden furniture	ISO 17020 Conformity Assessment – Requirements for the operation of various types of bodies performing inspection
CRS 1:2010 Specification for packaged water	ISO 17065 Requirements for bodies certifying products, processes and services
CRS 35:2010 Specification for spices and sauces	ISO 17043 Conformity assessment - General requirements for proficiency testing
CRS 37:2011 Labelling of retail packages of aerosol insecticides	ISO 50001 – Requirements for Energy Management Systems
CRS 21:2010 Specification for Indigenous furniture (Bamboo, Rattan, Wicker, Nibbi)	ISO 10018 Quality management – Guidelines on people involvement and competence
CRS 3:2010 Specification for Packaged natural coconut water	ISO 21500 Guidance on project management
CRCP 2:2010. Code of Practice for Packaged natural coconut water	ISO 10668 Brand Evaluation – Requirements for monetary brand valuation
	ISO 26000 Guidance on social responsibility

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

### 5.1.4 Compulsory Standards

Three (3) Cabinet Memoranda requesting the National Standards GYS 50:2010 “Specification for Gold articles” , GYS 107:2010 and GYS 99:2010 “Specification for PVC pressure and non pressure pipes” and GYS 170:2009 “General requirements for the operation of a laboratory” were submitted to the National Standards Council for approval and recommendation to the Honourable Minister of Tourism, Industry and Commerce to seek approval from Cabinet as compulsory National Standards.

The National Standards Council did not recommend the standards to be made compulsory. The GNBS was tasked with collaborating with the regulatory Agencies and the Manufacturers to implement the standards in the first instance and to provide feedback on whether the status of the standards would remain as voluntary or change to compulsory status.

**5.2 Regional Standards**

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

Meetings of Regional Technical Committee were held for the following Draft CARICOM Standards:

Rice – Specification
Tobacco, advertising, promotion and sponsorship

**5.2.2 Regional Technical Committee – Guyana**

Guyana was assigned the Regional Technical Committees for the Draft CARICOM Standards on Rice – specification and Tobacco, advertising, promotion and sponsorship. Comments were received from CARICOM Member States on the Draft CARICOM Standard “Rice – specification”. The comments along with the draft standard were disseminated to the Regional Technical Committee for review. The comments were discussed and considered at meetings of Technical Committees.

**5.2.3 Votes on Regional Standards**

Guyana voted for the approval of the following CARICOM Standards:

Rice – specification
Specification for the labelling of tobacco products
Guidelines for recreational water

**5.2.4 Participation in CROSQ meetings**

Guyana submitted an update to the CROSQ Secretariat on the status of implementation of all the CARICOM standards to date.

Mr. Elton Patram attended two meetings of the CROSQ Technical Management Committee and Technical Implementation Group - Standards. These meetings were held in Trinidad and Saint Vincent and the Grenadines respectively. The purpose of the meetings were to review status of regional standards under development, standards work programme and technical matters relating to standardization.

#### 5.4 **WTO/TBT Enquiry Point**

- 5.4.1 Guyana's Standards Development Work Programme for July to December 2013 was prepared and submitted to the WTO Secretariat via the National Notification Authority (Ministry of Foreign Affairs).
- 5.4.2 One notification on Guyana's intention to make the draft CARICOM standard "Rice – specification" compulsory was submitted to the WTO Secretariat.
- 5.4.3 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.

Three Officers participated in the World Trade Organisation online courses entitled "Advanced course on Technical Barriers to Trade" and "Understanding WTO".

#### 5.5 **Codex Activities.**

- 5.5.2 Sixty (60) electronic copies of Codex documents were disseminated to the Food and Drug Department, and the Ministry of 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 standards and safety.

The first quarter edition of the Codex newsletter featured an article entitled, "What is Codex Alimentarius Commission." The second quarter edition of the Codex newsletter featured an article entitled "Food and food additives". The third quarter edition featured an article entitled "Food security and climate change" and the fourth quarter edition featured an article entitled "Pros and cons of Food additives."

#### 5.6 **National Building Code**

- 5.6.1 The National Building Code Sub Committees – Fire safety and Foundation and Excavation met and review the National Building Code; section 3 "Fire safety, occupancy and use" and section 13 "Foundation and Excavation".

#### 5.7 **Websites Monitoring**

- 5.7.1 The CROSQ Website was monitored for the uploading of new documents relating to 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 CROSQ 10 th EDF project on “Reducing technical barriers to trade” held two meetings of the Technical Implementation Group – Standards. These meetings were attended by Mr. Elton Patram in Trinidad and Saint Vincent and the Grenadines respectively. The purpose of the meetings was to prepare the five year operational plan and annual work programme for the standardization component of the project.

## 5.9 **Other Activities**

5.9.1 The Department provided Technical assistance to MACORP, Tandys.  
Conduct ISO 9001 audit at AES.  
Conduct training on ISO 901 standard at GUYSUCO.

## 6.0 **COMMUNICATION**

### **Overview**

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

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

### 6.1 **Programme Support**

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

### 6.1.1 Metric sensitization of stakeholders

During 2013, focus was placed by the Division on the Metric Sensitization activities through the opportunities that were offered to it to inform and educate the various sectors, consumers, retailers and shopkeepers on the use of the metric system. The metric message was divulged to all stakeholders through notices, newspaper articles, visits to markets and supermarkets in the outlying Regions and through lectures to secondary school students countrywide. Further, on many occasions members of the public called or visited the GNBS seeking information regarding the metric system.

The GNBS recognizes the importance of having Guyana on par with rest of the world as it relates to the use of the metric system thereby facilitating the easy trade of goods and services domestically and internationally. However, although there has been some improvement, stakeholders in the retail sector continue to use the imperial system even though majority of the devices are in metric.

### 6.1.2 Lecture Sessions

As a means of reaching out to school children with the message of standardization and to link its importance with quality, lectures were conducted by the Public Relations Officer with support from Officers of the Consumer Affairs Division of the Ministry of Tourism, Industry and Commerce for approximately 1945 students and teachers of secondary and tertiary schools in Regions 3, 4 and 6.

The lectures focused on a broad overview of the GNBS (including the main activities of the six departments), the importance of standards in trade, the relationship between standards and quality, metrication, career opportunities in standardization, consumers' rights and responsibilities, and general shopping tips for consumers. Some of these lectures were conducted during collaborated outreach visits between GNBS and the Consumer Affairs Division of the Ministry to outlying Regions. 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 2013**

<b>Region #</b>	<b>Name of School</b>	<b>Number of students attending lecture</b>
Region three (3)	Vreed-en-Hoop Secondary, Stewartville Secondary and Zeeburg Secondary	Approximately 575 Students and Teachers
Region Four (4)	Guyana Industrial Training Centre (GITC), Diamond Secondary, Annandale Secondary and Houston Secondary	A total of 674 Students and Teachers

Region six (6)	Skeldon Secondary, Skeldon Line Path Secondary, Corentyne Comprehensive, New Amsterdam Multilateral	A total of 696 Students and Teachers
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## 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: 2009 - 2013.**

No	Name of Activity	Year 2009	Year 2010	Year 2011	Year 2012	Year 2013
1	No. of press releases issued	13	9	5	7	6
2	No. of editions of Standards Advisory (Formerly Standards. Bureau and you)	-	4	1	3	5
3	No. of editions of Standards-Corner published	48	41	37	41	33
4	No. of notices published	34	29	28	46	37
5	No. of press briefings held	2	14	6	6	15
6	No. of school lectures held	9	12	5	4	12
7	No. of live Radio &/ TV programmes	2	12	3	4	12
8	No. of pre –recorded radio programmes	-	-	-	-	-
9	No. of Pre recorded Television programmes	10	6	-	-	-

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

### 6.2.1 Radio Programmes

During the year, Officers of the GNBS participated in eight (8) radio programmes on NCN Radio – Voice of Guyana to provide information to citizens on a range of aspects and activities conducted by the organization. The programmes were conducted during National Quality Week, for World Consumer Rights Day, World Metrology Day and World Accreditation Day. During the Christmas season interviews were done with the Public Relations Officer of the GNBS and Officers from the Consumer Affairs Division of the Ministry to highlight shopping tips for consumers.

### 6.2.2 Live Television programmes

Officers within the Division participated in four live television programmes to highlight planned activities of the GNBS and to share information to the consuming public. These programmes, which focused on Weights and Measures, Standards Compliance and general consumer information, were held on NCN Channel 11.

### 6.2.3 Standards Corner

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

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

### 6.2.4 Standards Advisories

During the year, the GNBS published five (5) standards advisories which focused on the quality of products offered for sale to consumers, the need for vendors and shopkeepers to use the recommended types of scales for commercial purposes, and information regarding Weigh bridge scales and fuel pumps that were verified by the GNBS for specific periods. The publishing of these advisories was necessary due to increased number of complaints made to the GNBS, the continuous use of the domestic type of dial scales during commercial trade, the used of unverified weighbridge scales by some defiant millers, and



to share some useful tips to educate consumers on the verification and operation of fuel pumps. 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, six (6) releases were disseminated to media houses.

Releases were used to highlight the need for users of meters rules and other devices used to measure length to submit their devices to the GNBS for verification; to respond to numerous complaints made by drivers regarding short measure of fuel they received from some gas stations; and to inform citizen about National Quality Week, World Metrology Day and World Accreditation Day activities.

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

A total of thirty seven (37) notices were placed in the print and electronic media and the Government Advertising Website to highlight major activities and events organized under the work programmes of the Bureau. Notices, which were also published on the GNBS website, sometimes took the form of consumer alerts and advisories, vacancies or promotional advertisements for activities planned including the verification of weighing and measuring devices.

#### **6.2.7 Press Interviews**

During this year, the Bureau continued to hold press briefings to bring media houses and the general public up to date about matters of critical importance to the success of standardization. Officers of the Communications Division along with Technical Officers and Inspectors participated in a number of Television interviews and interviews with reporters in the print media regarding commodities monitored by the GNBS, complaints received, National Quality Week, the Technical Assistance programme, and devices seized during Weights and Measures Surveillance inspections at shops and markets countrywide.

#### **6.2.8 Standards Feature**

The Public Relations Officer prepared an article on the fresh fruits and vegetable standards that are available at the GNBS and this was featured in the Standards Corner Column of the Guyana Chronicle. Stakeholders were encouraged to purchase and utilize the standards so as to improve the quality of their local produce.

In addition, the Division also managed to feature the Standard Specification for Pneumatic car tyres through an article on the Care and Use of Tyres in the Standards Corner of the Guyana Chronicle.

### 6.3 **Public Consultation Activities**

During the year, the campaign activities conducted by the GNBS focused on education the stakeholders and the general public on draft Standards Bill and the draft Metrology Bill. The GNBS conducted a series of Public Consultation Sessions countrywide to gain consensus and create awareness on these draft bills in Region 2, 3, 4, 6, and 10 and the presenter was Attorney at Law Mr. Teni Housty. At these sessions, stakeholders, which included Government Ministries, Regulatory Bodies, Regional Official, Farmers, Rice Millers, Wholesalers, Retailers, Vendors, Shopkeepers and the general public were given the opportunity to listen to presentations on the contents of the Bills and make inputs where necessary. The comments and inputs provided at these sessions would ensure that the final documents are favourable to stakeholders and relevant to the Guyana context.

Also during the year, the GNBS through funding from the SCP developed and published three television advertisements to promote itself and some of the activities it conducts. These advertisements were a Corporate Advertisement (1 minute), a Metrology Advertisement (45 seconds) and a Consultancy Services Advertisement (30 seconds) and they were aired for a period of six months on NCN, TVG and Channel Seven.

### 6.4 **Publications**

#### 6.4.1 **Guest Articles**

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

#### 6.4.2 **Newsletter**

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

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

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

#### 6.4.3 **Standard Information Bulletin**

The Division had the opportunity to prepare one (1) article for publishing as the Standards Information Bulletin. The Public Relations Officer prepared the Standard Information Bulletin for the month of May, 2013 which focused on the usefulness of standards in improving competitiveness of Small and Micro Enterprises (SMEs). The bulletin was circulated to local SMEs and other businesses.

#### 6.4.4 **GNBS Website**

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

#### 6.4.5 **Printed Materials**

Factsheets, posters and brochures outlining the activities under the various work programmes are another means of disseminating information. Under the Support for Competitiveness Programme (SCP) 19 factsheets and brochures were developed to highlight the activities and services provided by the GNBS. Over 21,000 copies of these documents were printed. Meanwhile, 5000 GNBS pocket folders were also produced during the year with funding from the SCP. These printed materials are for distribution to stakeholders at symposia, exhibitions and outreach visits locally and overseas. They will also be routinely disseminated to Importers, Consumers and other stakeholders.

New posters highlighting information on the services offered by GNBS, including the requirements for the testing concrete blocks, PVC Pipes, the thickness of zinc sheets, the dimension requirements for nails, and the list of Laboratories certified were developed. World Accreditation Day, World Metrology Day and World Standards Day posters were also reproduced to be used at Exposition and trade fairs, symposia and workshops.

During the year, the Division also organized the printing of brochures that were produced by the International Laboratory Accreditation Cooperation and focused on Medical Laboratory Accreditation to the ISO 15189 standard.

#### 6.4.6 **Other information**

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

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

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

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

The Public Relations Officer continued to participate in the statutory meetings of the above Committee during 2013. These meetings were held on the last Thursday of every month. During the year, the Division provided support to the activities planned by the committee through the publishing of notices, press releases, the preparation of minutes, etc.

### **6.5.2 Review Meetings**

The Executive Director (ag) convened review meetings with the Public Relations Officer to evaluate the activities executed by the Division. The review sessions examined the successes, the percentage completion of the communication work programme, activities to be completed before the close of the year, needs of the Division, and recommendations for improvement.

### **6.5.3 Meeting with the Consumer Affairs Division of the Ministry**

The Public Relations Officer met with Director and staff of the Consumer Affairs Division of the Ministry of Tourism, Industry and Commerce to discuss collaborative plan for 2013. During the meeting, Officers agreed on plans for World Consumer Rights Day, 2013, Administrative Regions to be visited to conduct school lectures and outreach to the citizenry.

### **6.5.4 ASTM Skype Meeting**

The PRO participated in two meetings held for Technical staff of the GNBS by American Standards for Testing and Materials (ASTM) to better educate participants about the activities of the Standards Development Body and the efficient use of the ASTM website.

### **6.5.5 Occupation Safety and Health Meeting**

The Public Relations Officer was elected as a member of the GNBS Occupation Safety and Health Committee during 2013. The Committee held a number of meetings throughout the year, and a number of safety and health initiatives were completed. These initiatives included a health and safety policy for the GNBS, the posting of safety signs in the various departments of the GNBS, the development and implementation of a cleaning schedule, the conducting of evacuation drills, etc.

### 6.5.6 Regional Information Network (RIN) Online Meeting

The PRO participated in a number of online meetings of the RIN/MIKE Committee which were held during the year. Members were tasked with the development and review of a number of documents and initiatives to be undertaken by the committee under the tenth EDF, which include the Development of a Regional Quality Award Programme and the provision of resources to increase working collaboration amongst Bureaus of Standards within the Caribbean Region.

### 6.5.7 Editing of Documents

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

## 6.6 Outreach visits

### 6.6.1 Visit to Region # 6

The Division collaborated with the Consumer Affairs Division of the Ministry of Tourism, Industry and Commerce to conduct one outreach visit to Region 6 during which lectures were held for students of three secondary schools, namely Corentyne Comprehensive Secondary, Skeldon Secondary and Skeldon Line Path Secondary. The lectures were done to educate students and teachers on Standardisation Consumerism and Metrication and the visits to shops and markets were done to determine whether vendors and shopkeepers are using the Metric System. Price checking and the examination of weighing and measuring devices to ensure that they were approved for trade were also conducted.

## 6.7 National Events and Exhibitions

### 6.7.1: University of Guyana Career Fair

The Guyana National Bureau of Standards participated in the University of Guyana's Career Fair held on **Friday, February 15, 2013** at the University's Turkeyen Campus, under the theme "*Our World, Your World: Get Connected.*" The Public Relations Division worked collaboratively with the Administrative and Finance Department to participate in the event.

Selected Officers including the Public Relations Officer manned the GNBS booth. During the event, the GNBS showcased career opportunities and requirements mainly for Technical Officers, Inspectors and Laboratory Technicians. 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 staff members of the GNBS. Printed materials were also distributed to visitors of the booth.

There were many visitors to the booth which included secondary school students, university students, teachers, lecturers and members of the general public who sought information about the Bureau, its activities and career opportunities that are available in the organization. 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

During the month of March, the GNBS joined with the eight other Consumer protection bodies nationally and those internationally to commemorate World Consumer Rights Day, 2013 under the theme “**Consumer - Justice Now!**”.

To mark the occasion, the GNBS, conducted a lecture for students of the New Amsterdam Multilateral School in collaboration with the Consumer Movement of Guyana, which was also represented. Presentations focused on the Rights and Responsibilities of consumers and the steps being taken by organisations like the GNBS to protect consumers.

In addition, the Consumer Affairs Division of the Ministry of Tourism, Industry and Commerce in collaboration with the Competition and Consumer Affairs Commission hosted a Symposium at the International Conference Centre on March 15, 2013. During the session, presentations were made by the Honorable Minister of Tourism, Industry and Commerce, Irfaan Ali, and representatives of the various Consumer Organisations including the GNBS and the Food and Drug Department. Trophies and gift vouchers were presented by the Minister Ali to secondary school students who copped first, second and third places in the design of banners for World Consumer Rights Day, 2013.

Other aspects of the symposium included a dramatic presentation and steel pan music. Approximately fifty persons from the public and private sectors attended the event.

### 6.7.3 World Metrology Day

The Guyana National Bureau of Standards (GNBS) joined with rest of the world on **May 20** to commemorate **World Metrology Day 2013** under the theme “**Measurements in daily life**”. To mark the occasion, staff members of the Bureau executed the following activities.

1. **Made an appearance on the Guyana Today morning show on NCN Channel 11 and Participation in a live interview on NCN Radio - Voice of Guyana**
2. **Printed and disseminated of posters and the Issuing of a press release to media houses** highlighting what is Metrology, the theme for World Metrology Day 2013 and the activities planned by the GNBS to commemorate the day.
3. **Hosted Open Day at the GNBS** – The GNBS hosted an Open Day, on Metrology Day, for members of the media and the general public where tours of the metrology laboratories were provided.

4. **Conducted interviews with stakeholders** – The GNBS collaborated with NCN 98.1 fm and organized interviews with stakeholders who utilize its metrology services. These interviews were aired on NCN Radio. Stakeholders interviewed included a market vendor, proprietor of a gas station, proprietor of a medical laboratory, and proprietor of a supermarket, and staff of a manufacturing company.
5. **Hosted lecture for Students of Tertiary Technical Institutions** - A metrology lecture was conducted for students of three tertiary technical learning institutions in Guyana to educate them on the principles of measurement and metrology services offered by the GNBS. The institutions included The Guyana School of Agriculture (GSA), The Georgetown Technical Institute (GTI), and The Guyana Industrial Training Centre (GITC).

#### 6.7.4 **World Accreditation Day, 2013**

On June 09, 2013 the GNBS joined with other standards organisations worldwide to celebrate World Accreditation Day (WAD) 2013 under the theme “**Facilitating World Trade**”. To mark the occasion in Guyana, an article was prepared for the print media and a press release was sent to other media houses to create awareness about WAD. Further, the GNBS organized a symposium and mini exhibition on Thursday, June 13, 2013 at the Pegasus Hotel for its stakeholders.

#### 6.7.5 **World Environment Day 2013**

The GNBS joined with the rest of the world to celebrate World Environment Day (WED) 2013 on June, 05 under the theme “**Think, Eat, Save, Reduce your food print**”. WED is commemorated each year to create awareness of environmental issues and encourage action from all levels of stakeholders and interested parties.

Under the auspices of the Ministry of Tourism, Industry and Commerce, staff of the GNBS joined with those of other Agencies to participate in the annual WED march around Georgetown, starting from the Umana Yana and ending at the National Park. The march was organized by the Environment Protection Agency and saw the participation of a number of Ministries, Private organisations, Schools and youth groups.

#### 6.7.6 **Participation in Occupation Safety and Health Month**

During the month of April, the GNBS joined with the Ministry of Labour to celebrate Occupation Safety and Health (OSH) Week under the theme “**Prevention of Occupational Diseases**”. The Ministry held a symposium and exhibition on Friday, April 26, 2013. The GNBS OSH Committee was represented at the symposium by two Officers. However, the GNBS did not participate in the exhibition held by the Ministry. However, a banner was posted on the front of the GNBS building to demonstrate GNBS’ commitment to Occupation Safety and Health principles thus ensuring that its workers remain safe.

#### 6.7.7 **Friendship Secondary School Career Fair**

The GNBS participated in a Career Fair organized by the Friendship Secondary School on Thursday, February 21, 2013 at the school. The PRO and a Technical Officer from the Standardisation Department represented the GNBS and showcased careers in the field of Standardisation. An oral presentation was made to students of the five schools and representatives to the more than 10 organisations that participated in the career fair.

#### 6.7.8 **Ministry of Education Science Fair**

The GNBS participated in the Ministry of Education National Science fair that was held on Thursday, September 26, 2013 as part of the activities for Education Month. At the fair, the GNBS showcased the services offered by the Metrology and Standards Compliance Department and career opportunities that are available at the GNBS.

#### 6.7.9 **GUYEXPO, 2013**

The GNBS participated in GUYEXPO 2013 which was held during the period October 03 – October 06, 2013 under the theme “**Advancing Productivity through Innovation, Modernization and Expansion**”. The work included a meeting to identify the focus of the GNBS this year at the event, finalizing and printing of factsheets and brochures, purchasing of pens as tokens for distribution, the development of a questionnaire for GNBS Stakeholders and the acquisition of posters and exhibits.

This year, the GNBS booth was set up in the Patio of the Office building and the GNBS featured information and activities that would be of interest to the consuming public. These included information regarding the verification of weighing and measuring devices, requirements for the purchase and sale of cellular phones, a list of commodities monitored by the GNBS, a list of certified medical laboratories that can provide accurate and reliable results.

A questionnaire, which was prepared to collect consumer feedback on the activities conducted by the GNBS was issued to visitors of the booth for completion. Tokens in the form of pens were given to every visitor who completed the questionnaire. The booth was visited by a satisfactory amount of persons and a total of 133 questionnaires were completed during the three day event.

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



### 6.7.7 NATIONAL QUALITY WEEK, 2013

The Guyana National Bureau of Standards (GNBS) designated the period Monday, October 14 to Friday, October 18, 2013 as National Quality Week. The week's celebrations coincide with World Standards Day which was commemorated internationally on Monday October 14, 2013 under the theme: *“International Standards ensure positive change”*.

As is Customary, the GNBS conducted a number of activities during National Quality Week. These activities included a live panel discussion on NCN Channel 11 on the topic, publishing in the newspapers and the GNBS Website messages by the Chair, National Standards Council, the Executive Director (ag) and the message from the International Standards Setting Bodies, a presentation forum for secondary schools, a radio programme, and the Long Service Award Ceremony and Staff Appreciation Day.

#### **Live TV and Radio Panel Discussion**

On October 14, 2014 a live television panel discussion was conducted on NCN television on the theme for this year. The panelists represented the GNBS, the Georgetown Chambers of Commerce, and the Guyana Manufacturer and Services Association. Meanwhile, The Public Relations Officer and the Head, Conformity Assessment Department of the GNBS participation in the Let's Gaff programme on the Voice of Guyana to talk about the importance of international standards and the work the GNBS has been doing over the years to develop and implement standards in Guyana. The moderator of the programme was Ms. Judie Lewis.

#### **Presentation forum for Secondary School**

This year, the GNBS conducted a presentation forum for secondary schools in Georgetown on the theme for World Standards Day 2013 in the training Room of the GNBS. This activity was held to have the youth involved and educated on the topic of Standardisation. Schools that participated in this activity included Queens College, Bishops High School, St. Joseph High, North Ruimveldt Multilateral and Brickdam Secondary. The presentations made by the schools were judged and first, second and third prizes were presented to St. Joseph High, Queens College and North Ruimveldt Multi, respectively. Certificates of participation were presented to all the schools.

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

On the final day of National Quality Week, the GNBS held its annual Award Ceremony and Staff Appreciation Day where staff members who had served the GNBS for 5, 10, 15 and 20 years were awarded. This year fifteen staff received awards. The ceremony was attended by some Members of the National Standards Council.

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

During the year, the GNBS continued to execute activities under its Communication Strategy which is funded by the Support for Competitiveness Programme. As a result, the three GNBS advertisements that were previously produced under the project were aired, factsheets, brochures and pocket folders were designed and printed and work has commenced on the production of the 20 pre-recorded television programmes. The production and airing of the pre-recorded programmes will complete activities that were to be conducted under the Communication Strategy.

### **Airing of GNBS Advertisements**

Considerable effort was placed on the production of the three GNBS advertisements, which were successfully completed. The advertisements namely, a Corporate Advertisement (60 seconds), a Metrology Advertisement (45 seconds), and a Training and Consultancy Advertisement (30 seconds) were produced to promote the GNBS and the core activities it conducts for its stakeholders countrywide.

## 6.9 **Monitoring/ Evaluation**

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

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.

## 7.0 **STANDARDS INFORMATION**

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

### 7.1 **Automation of TSIU**

All acquisitions were recorded manually until the necessary data base is selected to fully automate this Documentation Centre.

New documents acquired were indexed, classified, labelled and/or lettered and interfiled/shelved into specific subject, title or reference/call numbers sequence, to ensure accessibility and traceability.

Activities of this nature are continuous in TSIU. Whenever an appropriate automation system is employed it will foster this library collection development, which will boost a better library climate.

## 7.2 **Creating a database for TSIU activities**

This activity will commence when a compatible system is decided upon by The Caribbean Regional Organisation for Standards and Quality (CROSQ) members.

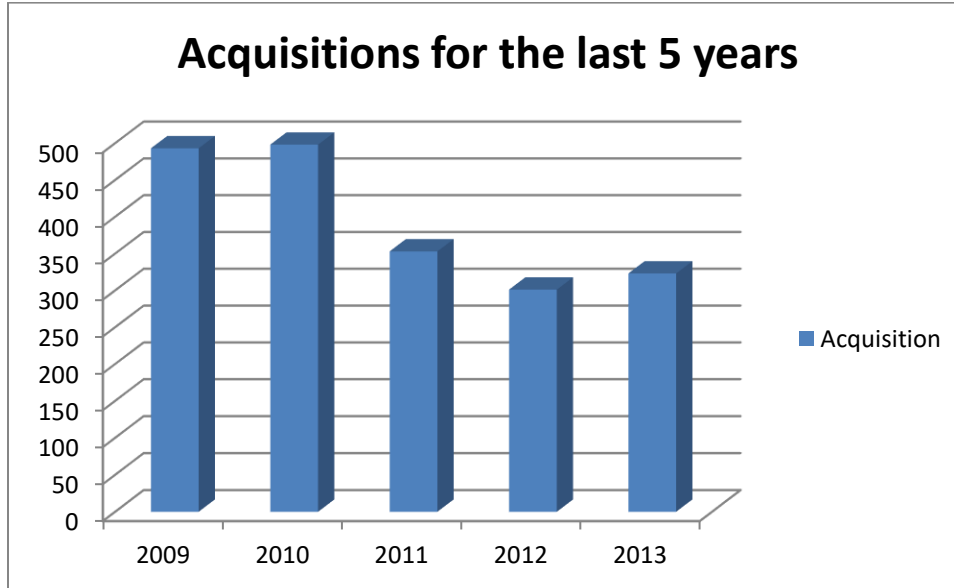
## 7.3 **Upgraded Collection**

Statistics shown below represents new acquisitions obtained during the last five (5) years (2009 – 2013)

**Table 1**

<b>Year</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>	<b>2012</b>	<b>2013</b>
<b>Acquisitions</b>	<b>493</b>	<b>498</b>	<b>353</b>	<b>301</b>	<b>323</b>

## DOCUMENTS ACQUIRED FROM 2009 TO 2013



The statistics shown above highlight increases and decreases of documents acquired between the years 2009 – 2013 in the Technical Standards Information Unit. For the period 2009 – 2010 demonstrate an increase of 1%; 2010 – 2011 highlighted a massive decrease of 41.1%; while 2011 -2012 showed a reduction of 17. 26% and 2012-2013 demonstrated a growth of 7%.

Within this year some financial resources were allocated to relevant text books that enhance Officers competence level; it is anticipated that 2014 will see more financial aid be awarded in fostering the collection development of TSIU.

During this period under review, it was observed that some Secondary School students find information from this library useful to complete their School Base Assessment (SBA) research projects. The University of Guyana undergraduates, especially those from the Faculty of Technology and Environmental Studies used this Information Centre for research purposes.

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

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

In 2013, three hundred and eighty three (383) copies of the Standards Information Bulletin (SIB) copies were printed and disseminated by Technical Standards Information Unit. Six (6) 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 relates to their planned work programmes, and the Senior Information Officer coordinated that activity.

**Table II: Standards Information Bulletin Topics Reproduced in 2013 were as follows:**

<b>Month</b>	<b>Title of Articles</b>
JANUARY	The scope and function of the GNBS Legal metrology programme
FEBRUARY	Saving lives: how international standards help?
MARCH	Traceability in chemical measurements
APRIL	Ensuring food safety is a necessity for society
MAY	Big benefits for small business
JUNE	ISO road safety standard

Those topics researched and published were informative to industries, agencies, and stakeholders. Many of the clients expressed how beneficial the literature was to them.

## 7.5 Profile of Activities

Summarized result of the Technical Standards Information Unit performances attained in 2013 is shown in **Table III**.

#	ACTIVITIES	Jan.	Feb	Mar.	Apr.	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.	Total
1.	Acquisitions	45	44	48	19	32	28	39	08	18	11	31	-	323
2.	Articles placed in information corner	10	-	10	-	29	-	-	-	-	-	-	-	49
3.	ASTM flyers printed for building Expo • ASTM construction information printed for building Expo	-	++	-	-	-	-	70 12 copies	10	-	-	-	-	80 12
4.	Book bound	-	-	08	-	-	-	-	05	-	03	-	01	17
5.	Book catalogued • Added copies done • Re-catalogue done	-	-	17 02 01	-	-	-	07	-	-	-	-	-	24 02 01
6.	Books/Documents lettered	-	13	30	-	-	-	09	-	-	21	-	-	73
7.	Books received (new)	-	-	-	-	-	-	07	-	--	-	-	-	07
8.	Borrower's reminder notices dispatched	22	04	-	-	05	-	-	-	-	10	-	-	41
9.	Catalogue card cut	-	-	15	15	-	-	20	-	-	44	-	-	94
10.	Catalogue cards filed	-	15	39	08	06	-	24	-	-	-	-	-	92
11.	Catalogue cards written	-	15	29	08	06	-	24	-	-	-	-	-	82
12.	Catalogue slips cut	-	55	-	-	-	-	-	-	-	-	-	-	55
13.	CD's lettered	-	-	-	-	-	-	02	-	-	-	-	-	02
14.	Codex boxes sorted	-	-	-	-	-	-	-	-	13	-	-	-	13
15.	Codex materials discarded	-	-	1,66 7	-	-	-	-	-	-	-	-	-	1,667
16.	Copt Right pages printed	-	-	-	-	-	-	-	-	-	-	-	50	50
17.	Correspondence handled	34	29	18	16	17	14	25	-	08	33	19	08	221
18.	Date due labels written & pasted into books & standards	-	-	79	-	-	-	07	-	-	-	-	-	86
19.	Documents dusted	300	65	-	768	-	-	-	254	328	-	-	-	1,715
20.	Documents re-shelved	66	188	74	69	87	71	85	63	144	97	57	56	1,078

#	ACTIVITIES	Jan.	Feb	Mar.	Apr.	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.	Total
21.	Documents scanned in TSIU	-	06	-	-	-	-	-	-	-	-	-	-	06
22.	Documents shelved	39	78	36	49	91	149	30	37	26	25	-	-	560
23.	Documents sorted for shelving	-	99	-	39	80	54	114	38	69	29	-	19	630
24.	Documents sorted in cabinets	-	-	-	-	-	-	-	-	-	-	89	19	118
25.	Files interfiled	18	26	10	-	07	16	-	-	-	23	08	05	103
26.	File labels created, printed & paste onto files	-	09	31	08	27	18	12	27	19	20	03	08	182
27.	Files opened	10	05	33	-	19	21	09	-	07	14	01	08	127
28.	GNBS draft proposal/acts printed in TSIU	-	-	-	04	-	-	-	-	-	-	-	-	04
29.	ISBN printed on national standards	-	50	-	-	-	12	-	-	-	-	-	-	62
30.	ISBN requested from CARICOM	-	-	-	-	-	-	-	-	-	09	-	-	09
31.	ISO documents/standards print in TSIU	-	-	-	-	-	-	08	-	-	-	-	-	08
32.	Issue slips cut	-	-	-	-	-	-	-	-	25	-	-	-	25
33.	Issue slips printed	-	-	-	-	-	-	-	-	100	-	-	-	100
34.	Loans	13	37	10	22	24	63	17	12	13	28	05	13	257
	• External	-	22	09	-	-	-	-	-	-	-	-	-	31
	• Internal	11	15	01	22	24	63	17	12	13	28	05	05	218
35.	Magazine boxes sorted	35	19	15	-	15	38	15	53	17	07	-	-	214
	Magazine boxes labels created and printed	-	05	04	05	21	-	-	-	11	-	-	-	46
36.	Magazine/Periodical content pages printed as index	-	-	-	-	-	-	-	--	-	-	37	04	41
37.	Newspaper clipping cut	04	08	03	-	02	03	08	05	07	-	03	03	46
	Newspaper clipping placed into respective files	-	09	03	-	03	03	03	02	10	-	09	04	46
38.	Newspaper recorded	85	87	89	71	91	70	97	81	78	90	85	68	992
39.	Official gazette boxes labeled	-	07	-	-	-	-	-	-	-	-	-	-	-
	• Official gazette sorted										209	58 set	78	345

#	ACTIVITIES	Jan.	Feb	Mar.	Apr.	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.	Total
40	Pages collated to facilitate binding of standards	174	-	-	-	634	-	-	-	-	-	-	-	808
41.	Periodicals weed from TSIU collection	-	354	-	-	-	-	-	-	-	-	-	-	354
42.	Queries	53	24	19	17	18	14	41	27	15	30	08	38	307
	• External	18	20	14	09	13	10	36	15	14	14	08	15	186
	• Internal	32	03	05	07	05	04	04	12	01	13	-	23	109
	• Overseas	03	01	-	01	-	-	01	-	-	03		03	12
43.	Staff pockets updated	-	-	-	21	-	-	-	-	-	-	08	40	69
44.	Standards bound	07	33	02	05	30	-	21	-	18	36	02	61	215
45.	Standards catalogue	-	05	01	-	-	-	-	-	-	-	-	-	06
46.	Standards checked to ascertained ISBN	-	-	130	-	-	-	-	-	-	-	-	-	130
47.	Standards covers printed	06	29	02	05	-	30	13	-	10	36	02	35	168
48.	Standard information bulletin (SIB) printed	-	-	-	118	126	-	139	-	-	-	36	-	419
	SIB list printed				03	03		06						12
49.	Standards issued free to agency	03	01	-	-	02	-	01	04		01	01	-	13
50.	Standards photocopied (internal)	01	04	-	-	15	03	03	-	06	09	-	60	101
51.	Standards printed in TSIU	-	-	01	-	05	-	02	-	-	-	-	-	08
52	Standards received													
	• International	-	-	-	-	01	-	02	-	-	09	-	-	12
53.	Standards requested													
	• International	-	-	-	-	-	-	-	02	04	03	-	-	09
54.	Standards Sold	02	38	04	10	03	-	03	05	06	07	01	45	124
	Standards copy right pages printed	-	-	-	-	-	-	-	-	-	-	-	30	30
55.	Visitor(s)	02	01	05	05	17	10	03	07	01	02	01	5	60
56.	Weekly forms printed	-	-	-	-	-	-	-	05	30	-	05	-	40



**Table IV**

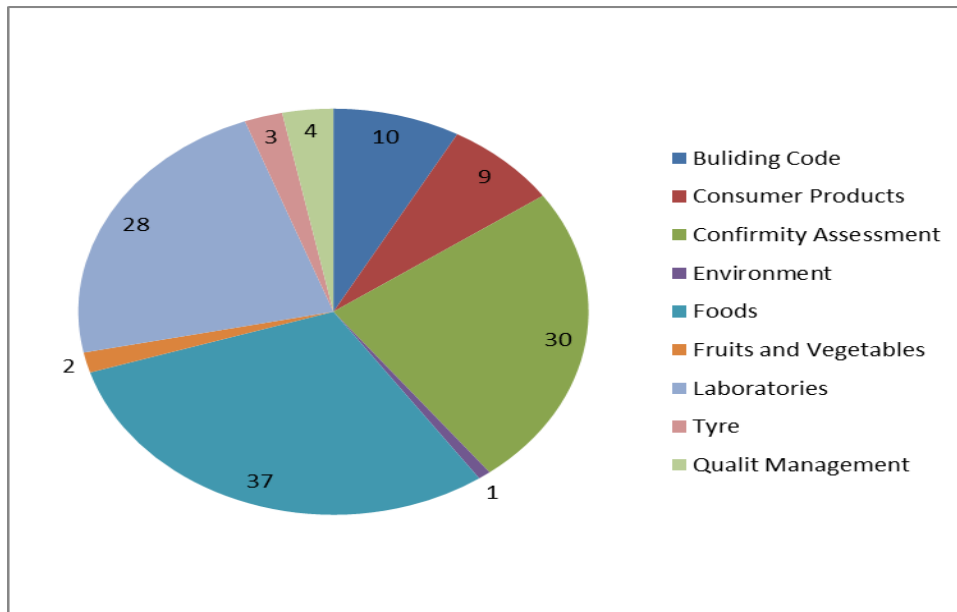
YEAR	2009	2010	2011	2012	2013
STANDARDS SOLD	219	175	223	232	124

The figure above demonstrated how standards were sold in the last five (5) years. Between the years 2009-2010 reflected a decline of 25.14%; 2010-2011 demonstrated an increase of 27%, 2011-2012 showed a slight increase of 4% while 2012 -2013 showed a drastic decline in the sales figure by 87%;. This varied directly with the number of training courses held.

The standards sold this year is seven hundred and three thousand, eight hundred and ninety five (703,895) dollars. This figure demonstrates a drastic decrease of 136%.

**Table V STANDARDS SOLD BY SPECIFIC SUBJECTS**

#	STANDARDS BY CATEGORIES	AMOUNT
1.	Building Codes	10
2.	Conformity Assessment	30
3.	Consumer Products	9
4.	Environment	1
5.	Foods	37
6.	Fruits and vegetables	2
7.	Laboratories	28
8.	Quality management	4
9.	Tyre	3



*A Pie chart demonstrating the various subject areas of standards sold to clients in 2013.*

## 7.6 CONDUCTING OTHER ACTIVITIES ON BEHALF OF THE GNBS

Ms. Bourne, Senior Information Officer attended the following workshops, conference and statutory meetings:-

- GNBS Occupational Safety and Health meetings;
- FSMA's Regulation sessions done by Ms. R. Semple;
  - FSMA's Safety chain
  - Getting ready for FESMA: the new proposed rules; what you need to know & do now;
  - Enforce in real time safety & quality compliance at every point in your entire food supply chain;
  - A fresh approach to food safety initiatives at dole
  
- A three (3) days' workshop in Lima, Peru on "**Promotion of international standards**"
- GPSU 20<sup>th</sup> Biennial Conference on "**Relentlessly pursuing good governance, decent work, social economic and justice**" and
- Ms. Bourne was nominated to pursue WTO Generalist Path, which was an introduction to WTO trade operation and was awarded a certificate with distinction;
- Crisis communication workshop, which was held at Guyana International Conference Centre.

Ms. Debra Gill, Information Officer represented GNBS at a three (3) days' workshop sponsor by the University of Guyana and Ohio University entitled "**Information literacy**".

## 7.7 OTHER ACTIVITIES

- Documents that had a shelf life of over 10 years were weeded out of TSIU collection by the Information Officer under the supervision of the Senior Information Officer;
- All of ASTM virtual training sessions were organized by the Senior Information Officer;
- Files in the cabinets were updated to ensure a smooth filing sequence and also those that had tattered edges were changed;
- Written work filed previously are now being typed to enhance the filing system;
- Codex documents that were no longer needed have been discarded from the section;
- The Senior Information Officer compiled all weekly achievements, monthly reports, monthly summary of the department and submitted them to the Executive Director (Ag.) through the Secretary;
- Listing of all discarded/withdrawn documents were typed by officers of TSIU;
- All typed TSIU publications were edited by the Senior Information Officer ;
- Several articles were identified on various work programmers' topics for the Information Corner notice board;
- Standards approved by National Standards Council had forewords inserted, were edited and assigned reference numbers done by Senior Information Officer;
- ASTM annual MOU report was prepared by Senior Information Officer;
- TSIU 2013 budget & Work Programme was prepared by Ms. Roxan Bourne;

- Literature searches were conducted for the following standards:
  - Fertilizer
  - Quality standards for triple super phosphate
  - Compacted fluorescent lamps
  - Tyre
  - Electric meters code for electricity metering
  - Electricity meter – 0.2 & 0.5 accuracy classes

## 7.8 **Executive Summary**

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

## 7.9 **Comments and Observations**

In the 2014, it would assist greatly if the collection is upgraded with modernized textbooks among other reading materials. It would help also to assist technical officers' with their daily activities and the Technical Standards Information Unit collection of more updated reading materials.

There is a dire need for the division to be refurbished with new furniture, display racks and newspaper holders. Since Guyana had the flood the reading room carrels were soaked in that water and as of today this same furniture are in the department. It is time that they are replaced for more sophisticated reading room setting.

## 7.10 **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.

## 8.0 INFORMATION TECHNOLOGY (IT)

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

### 8.1 Network & Internet Connectivity

During this year, the Bureau suffered **internet-downtime** of approximately **nine (9) days** in total and internal network intranet downtime of **2 hours**. The internet-downtime was due to our Internet Service Provider (GT&T). Even though the Bureau is using GT&T DSL internet service with data speeds of **1.5 Mbps download and upload 512 Kbps** steps were taken & still being looked at to acquire faster & more stable internet service than the current . In the late stages of 2013 Proxy Server was setup to assist with website filtering and Quality of Service Management of internet bandwidth.

### 8.2 G.N.B.S Website Content

Over the past year of 2013; **Sixteen (16)** Articles were created and posted on the Guyana National Bureau of Standards website.

### 8.3 Significant Achievements for 2013

Date	Achievement	Benefit
April	UPS Electrical Outlets	Installation of new electrical outlets throughout the Bureau which are connected to Main UPS located in IT Room.
Ongoing	Upgraded Clients PCs from Windows XP to Windows 7	Nine (9) client workstations were upgraded to Windows 7 Operating System which offers improved system performance and security.
June	Migration of Virtual Server to Hyper V Manager	With Hyper V Integrated Services Virtual Servers run more efficient and faster using new technologies for virtualization, also faster backup of virtual hard disk files since it uses less space.
June	Upgrade of @gnbsgy.org email inbox storage for all users.	Email inboxes were limited to 250MB; All users were upgraded to 500MB. Users now have ability to store more important email in their inboxes and not having to delete. Certain inboxes were upgraded to 5GB.

August	Replacement of APC Symetra LX Battery Modules	UPS Battery Modules had fault, replaced , now having enough standby electricity until generator kicks in.
October	PC Systems for Outer Regions	Computer Desktops & Printers were purchased for Regions 2 and Region 6

#### 9.4 Maintenance of GNBS networks

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

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

#### 9.5 IT Improvement

- (1) There is need for on-going support, training and maintenance (hardware, software and Windows 2008 Server) as the IT environment becomes more complex.
- (2) Installation of Wall Mount Cabinets to house the network switches which would ensure longevity of the network switches.
- (3) Purchase of Network Attached Storage used to provide file access distribution among servers instead of separate external hard drive storage.

- (4) There is need to purchase of New DELL Server to replace old DELL PowerEdge 840 Server.

## 10.0 ADMINISTRATION:

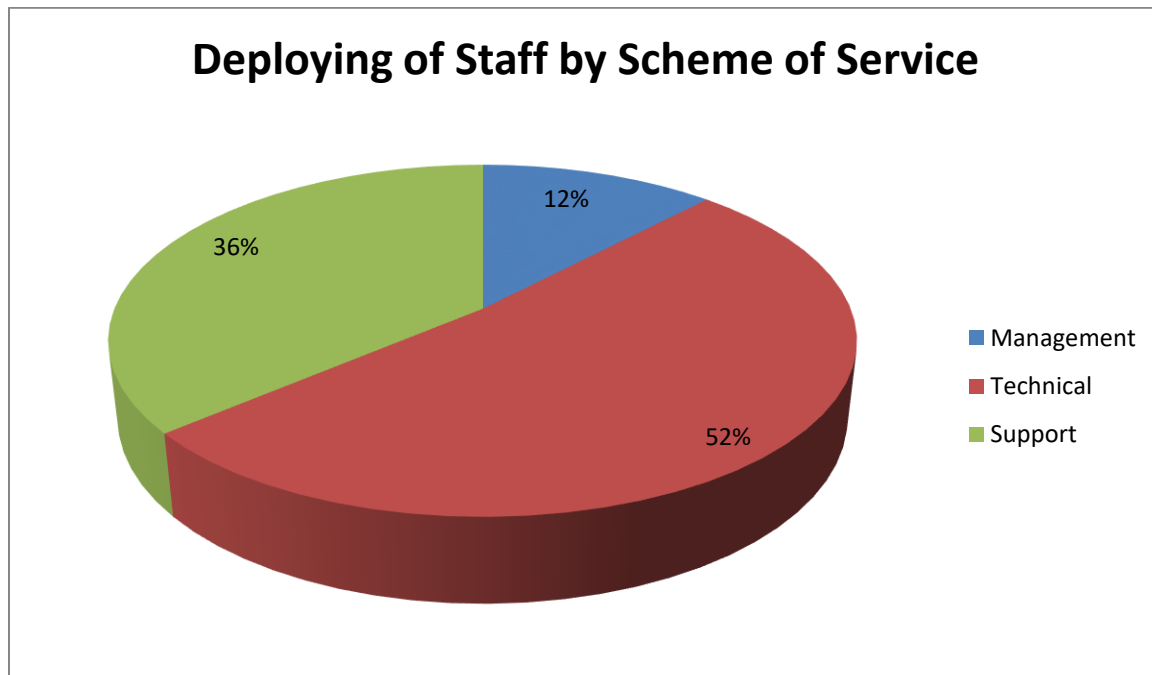
### 10.1 Staff Profile

The Administrative Department oversees all Administrative operations and Human Resources Management of the organization.

The National Standards Council on June 30, 2010 approved an organizational chart comprising of **70** positions. During the year in review 58 employees were employed within the six (6) departments.

Figure (1a) – Composition of Staff by scheme or service.

To include chart highlighting positions by Managerial, Technical, Support



### 10.2 Human Resources Management: Employment

During the year in review the following categories of employees were employed within the six (6) departments of the organization.

**Table 1: Outline the employees employed.**

<b>Name</b>	<b>Department</b>	<b>Designation</b>	<b>Effective date</b>
Mr. Calvin Chapman	Legal Metrology and Standards Compliance Department	Inspector 1	February 25, 2013.
Ms. Cheryl Forrester	Administration	Maid/ Cleaner	March 13, 2013
Ms. Charissa Wilson	Conformity Assessment	Technical Officer 1	March 18, 2013
Mr. Kurk Maddison	Legal Metrology and Standards Compliance Department	Inspector Assistant	April 01, 2013.
Mr. Stanis Menezes	Information Services Department	Network Assistant	October 07, 2013.

**10.2: Confirmation**

Three (3) employees were confirmed in their respective positions during the period at caption.

**10.3: Separation**

The organization suffered the loss of two (2) employees during the year. One, as a result of resignation while the other was dismissed for serious misconduct.

**10:4 Staff Development: Overseas**

**10.4.1 Training**

Four (4) employees attended overseas training in the area of Scientific Metrology, Standards Development, Conformity Assessment and Marketing all aimed towards improved performance and technical skills.

**10.4.2 Workshops**

During the year in review (10) employees from the Legal/Scientific Metrology, Standards Development and Conformity Assessment Departments were exposed to overseas workshops. Several of these workshops were sponsored by ISO. CROSQ, PTB, PAHO /WHO COPANT, AFO, CODEX, and SIM and covered several areas in Metrology, Conformity Assessment, Supporting Trade and Management Systems Certification Practices.

### 10.4.3 Seminar

One Senior Inspector of the Legal Metrology and Standards Compliance Department participated in an orientation seminar on Electrical Meter Verification organized by the PTB/SIM COPANT and IAAC. The seminar was designed to strengthen the capabilities of the regional quality infrastructure.

### 10.4.4 Local /In – house Training

The Ministry of Tourism Industry and Commerce in collaboration with CARIGOLD Associates held a seminar titled; Customers for Life; Building Customer Loyalty through World Class Service on January 03, 2013 in the Boardroom of the Ministry. The facilitator for this one day seminar was Ms. Sandra Baptiste, founder and Chief Executive consultant of CARIGOLD Associates, a group of North American based Guyanese professionals that specialize in training and consulting in the Caribbean and North America.

The objectives of this seminar were to address the fundamentals of customer service, effective communication skills, meeting the needs of your internal and external customers, decision making and problem solving strategies, dealing with difficult customers and complaints, monitoring customer service delivery and building loyalty through world class customer service. The GNBS was represented by Ms. Candelle Walcott-Bostwick, Head Conformity Assessment Department.

The Lecture series titled ‘Fundamentals of Project Management- Business Professionals’ was conducted by Mr. Sizwe Jackson, Project Management Expert and Lecturer at the Cipriani College Studies , Trinidad and Tobago during the period February 09-12, 2013 at the Regency Suites and Hotel, Hadfield Street, Georgetown. Ms. Candelle Walcott-Bostwick, Head Conformity Assessment Department and Mr. Edward Melville, Coordinator, Laboratory Services Department attended this programme among fourteen (14) representatives.

The objective of this Lecture series was to provide Business Professionals with the theoretical and practical tools and techniques that can be applied at the workplace to assist with project development, implementation and reporting.

Fifteen (15) employees participated in local training while 12 were exposed to in- house training and awareness sessions all designed towards staff development and improved performances.



**Figure (1b)**

**Staff at training sessions**



#### 10.4.5 Staff Welfare:

The sixteen (16<sup>th</sup>) Staff Appreciation and Annual long service award ceremony was held on October 18, 2013 at a simple ceremony held in the Training Room of the Bureau. Fifteen (15) employees were recipients of awards which were distributed by members of the National Standards Council.



Figure 1c Awardees at the 16<sup>th</sup> annual Long Service awards ceremony

#### 10.5 Maintaining Regional and International Relations

##### Conferences/ Meetings

Twelve (12) officers represented the Bureau at Regional and International meetings and Conferences during the year in review. Several of these activities were sponsored by the Regional and International Community and provided a forum for capacity building and sharing of information with other Standards Bodies.

Other Activities in which GNBS participated

**Table: 1**

<b>Date</b>	<b>Activity</b>
February15, 2013	University of Guyana Open / Career Day at the University of Guyana Turkeyen Campus. The day's activity was held under the theme Our World, Your World: Get Connected. It provided the Bureau the opportunity to promote the various positions, activities and opportunities available within the organization.
February21, 2013	Friendship Secondary School – Career Day held under the theme Motivating Students for their Future was held in the School's Compound.
April 26, 2013	Health Fair, organized by the Ministry of Labour, Human Services and Social Security
May03 -05, 2013	Linden Town Week Exposition. The activity planned in association with the Ministry of Tourism, Consumer Affairs Division highlighted several functions offered to the public by the respective departments.
May 09, 2013	National Biodiversity Strategy and Action Plan Project Inception Meeting was held in the Board Room of the Environmental Protection
September 9-11, 2013	Review of the Cariforum - EU Economic Partnership Agreement. The meeting was organized by the CARICOM Secretariat in collaboration with the UN Economic Commission for Latin America and the Caribbean (ECLAC) and facilitated by Dr. Roger Hossein, consultant of the University of the West Indies.



**Figure 1d school lecture in progress conducted by GNBS officers**

## **10.6 Rendering Administrative Support**

### **Meetings**

A total of 37 scheduled meetings were held during 2013. In addition, Administrative support was rendered to 7 National Standards Council Meetings and several other activities of the Bureau. One new Test Truck and Seraphin were commissioned at a simple ceremony in the compound of the Bureau by the Honourable Mohamed Irfaan Ali, Minister of Tourism, Industry and Commerce (Ag.) Administration department was integrally involved in helping to organize this activity..

Construction work continued in the concrete Block Laboratory during the reporting period as management continued to improve the services to stakeholders. In addition, one air conditioning unit was installed in the office of the Head, Standards Development Department and the entire building sprayed to destroy roaches and other insects. All fire extinguishers and air conditioning units were serviced.

## 10.7 Vehicle Maintenance

General servicing and repairs were done to the Bureau's fleet of vehicles. In addition the following work was done on several vehicles during the reporting period:

- one alternator was replaced in vehicle number PHH 5986 and a clutch plate and gear box bearing in GJJ 3011;
- Repairs were done to the engine and carburetor vehicle PLL 4989;
- Five 6 tyres were purchased for vehicles;
- Vehicle insurances and licences were renewed;
- Batteries were purchased for vehicles numbers GJJ 3011 and PJJ 7441 and the replacement of the driver's seat for vehicle number PFF 6922.

## 10.8 FINANCE

The GNBS receives a subvention/annual budget from the ministry of Finance and also generates income from various programmes.

### 10.8.1 Subvention

The GNBS received an amount of one hundred and twenty one million five hundred and fifteen thousand dollars (\$121,515,000) from the Ministry of Finance for the year 2013, which was broken down as:

Employment Cost-	\$97,431,000.
Other Charges -	\$24,084,000.

In addition, the amount of four million two hundred and seventy thousand seven hundred and five dollars (\$4,275,705.) was allocated by government to facilitate the payment of 5% salary increase to staff for the year 2013.

### 10.8.2 Other Income

Other Income received/generated for the period January to December 2013 totaled thirty five million three hundred eighty four thousand dollars (\$35,384,000) from the various programmes as stated in table below which was utilized to partly offset operational expenses during the year due to the unavailability of adequate Government funds allocated.

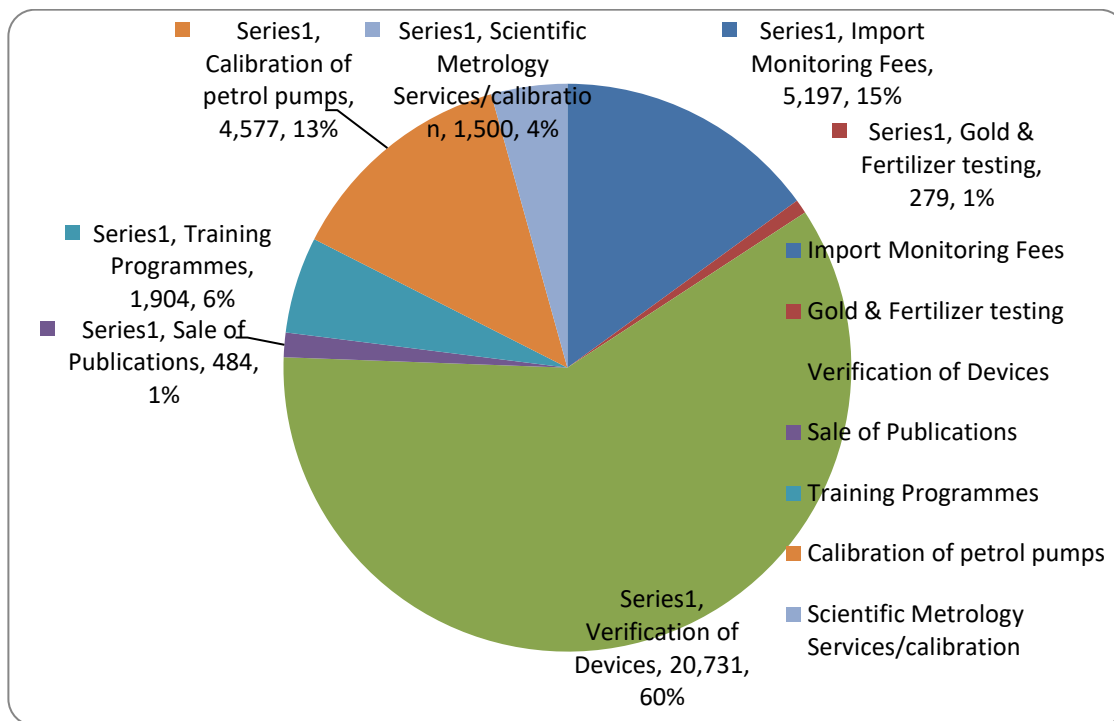
10.8.3 Table below shows Income generated for 2013.

### Income Generated

Revenue Centres	Amount
Import Monitoring Fees	5,197
Verification of Devices	20,731
Sale of Publications	484
Gold & Fertilizer testing	279
Training Programmes	1,904
Calibration of petrol pumps	4,577
Scientific Metrology Services/calibration	1,500
Product & Laboratory Certification	712
<b>Total</b>	<b>35,384</b>

The percentage of Income generated by the main revenue centers is Illustrated in chart below.

### Income Generated by Revenue Centers



The financial year 2013 has not been without its challenges for the GNBS. The organization was committed to offsetting current year expenses & liabilities for previous year (2012) from the income generated to facilitate the activities planned to be carried out according to the work programme for the year.

### **Capital**

The Capital Estimate approved by the Ministry of Finance for the year 2013 amounted to eight million, five hundred thousand dollars (\$8,500,000.) to purchase the undermentioned items:

- 40 pieces of 20kg Cast Iron Masses
- 8 pieces 1000 kg Cast Iron Masses

However, the masses were fabricated locally by Brass Aluminium & Cast Iron Foundry, Ltd (BACIF) for a total cost of ten million two hundred and seventeen thousand seven hundred and seventy two dollars (\$10,217,772.) which was financed partly from Government capital and part from income generated.

### **Overseas payments/transfer**

Annual membership fees for the year were paid to the following organizations:

- International Standards Organization (I.S.O)
- COPANT
- NCSL,
- U.S Metric Association,
- American Society for Quality

# GNBS Annual Report 2013 .....Annex 1

## Recommendations for 2014

- GNBS employs its own officers to execute Weights and Measures activities in Regions 1,5,7,8 and 10. Currently Officers employed by the Regional Administrative office conduct these activities but output is low compared to regions where GNBS inspectors conduct the same activities.
- Customs should put systems in place to have inspections carried out at the ports of entries to prevent commodities being placed **on Hold** by the GNBS from being sold without inspection by GNBS.
- The National Standards Council should lobby with the subject Minister to have the draft Metrology Bill and the amended Standards Act together with regulations taken to cabinet and assented to by parliament before the end of the year to help GNBS address the violations that now take place under the current Acts.
- A memorandum of understanding is signed between GPL and GNBS to ensure that GPL communicates with GNBS prior to the introduction of new technology to ascertain whether verification services can be provided, before installing meters on consumers' premises.
- A garage be constructed on a suitable spot to house the GNBS vehicles and equipment such as the seraphins which cost millions of dollars that are now kept in the open, exposed to the elements, because there is no place to put them.
- Strategies are put in place to implement the National Quality Infrastructure for Guyana.
- Full automation for the documents in the Technical Standards Information Unit using a suitable software package.
- That funding is provided to facilitate training of inspectors to enable them to do effective monitoring of the furniture sector.
- Space be found to house a lunch room and a rest room for use by staff.
- The purchase of two vehicles( Bus and Pick- up) to complement the present fleet of vehicles to enhance



## **Projections for 2014**

- Upgrade accounting software packages at GNBS (**accounting operations and for the payroll**). To be completed by the end of the second quarter.
- Commence the testing of devices used in retailing ready mix concrete (during the first verification period for 2014) and (b)the testing of the compressive strength of hollow concrete blocks ( By the beginning of the third quarter of 2014).
- Commence qualitative testing of fabrics to determine composition of fibre found thus verifying labelling claims.(By the beginning of the second quarter.
- Provide technical Assistance in the form of training to at least 40 companies that are desirous of implementing management systems in their operations thus boosting competitiveness in local trade.
- Have the GNBS ISO 9001 QMS updated to the ISO 9001:2008 standard and fully implemented by the end of 2014.
- Have the members of the Advisory Committee on certification identified and resuscitated by the National Standards Council and have this committee functioning as part of the procedure for laboratory and product certification by the end of the second quarter of 2014.

## **APPENDIX 1**

### **TECHNICAL COMMITTEES OF THE GUYANA NATIONAL BUREAU OF STANDARDS**

Standards are formulated by the work of Technical Committees comprising persons from various interest groups such as producers, consumers, technologists and professionals from private and public sectors. This type of partnership allows for transparency, openness and consensus to be achieved in the development of the standard. This approach, although time consuming, allows for adopted standards to be more readily accepted by all parties.

The following Technical Committees currently operate under the auspices of the Bureau:

**Table 1**

#### **Technical Committees**

<b>Technical Committees (TC) Number</b>	<b>Technical Committee</b>
TC 1	Agriculture
TC 2	Foods
TC 3	Chemical
TC 4	Electro technical Engineering
TC 6	Mechanical Engineering
TC 7	Consumer Products
TC 9	Laboratory Management
TC 10	Civil Engineering
TC 12	Tourism
TC 13	Wood Products
TC 14	Environment
TC 15	Management Systems

## **APPENDIX 2**

### **STANDARDS DEVELOPMENT PROCESS**

Guyana's standards are developed in accordance with the WTO's Code of Good Practice for the Preparation, Adoption and Application of standards. The following outlines the process undertaken:

The preparation of standards is undertaken upon the National Standards Council's Authorisation. Recommendations are made to the Council based on requests from National Organisation, the general public, existing Technical Committees, or Bureau staff.

On approval of the new work item, it is assigned to a Technical Committee. In the absence of a Technical Committee, a new Technical Committee is formed. A Technical Committee comprises of experts and stakeholders in the relevant field and a Bureau staff member serves as Secretary.

The draft document is then made available for general public comments. All interested parties, by means of a notice in the press, are invited to comment within a sixty (60) day period. In addition, copies are sent to strategic stakeholders on the subject.

The Technical committee considers all the comments received and amends the draft accordingly. The final draft is then recommended to Council. On Council's approval, notice of the standard is published in the local newspapers, and copies are placed for sale.

If compliance with the standard is deemed critical for the health and safety of consumers, Council may recommend to the Minister, Tourism, Industry and Commerce to declare the standard compulsory. The compulsory standard is then sent to the Attorney General Office for vetting and final review to ensure compliance with current legislation.

A national standard is reviewed and updated every five years in an effort to reflect the latest developments in safety and technological, advancement as well as current realities in the marketplace and consumer demands.

Amendments to, and revisions of standards formally require the same procedure as is applied to the preparation of the original standard.

## **FINANCIAL STATEMENTS**



## Audit Office of Guyana

P.O. Box 1002, 63 High Street, Georgetown, Guyana  
Tel: 592-225-7592, Fax: 592-226-7257, <http://www.audit.org.gy>

AG: 228/2018

7 September 2018

### REPORT OF THE AUDITOR GENERAL ON THE GUYANA NATIONAL BUREAU OF STANDARDS ON THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 DECEMBER 2013

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 2013, and the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, and a summary of significant accounting policies and other explanatory notes as set out on pages 3 to 11.

#### *Management's Responsibility for the Financial Statements*

Management is responsible for the preparation and fair presentation of these financial statements in accordance with International Financial Reporting Standards, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

#### *Auditor's Responsibility*

My responsibility is to express an opinion on these financial statements based on my audit. I conducted my audit in accordance with International Standards on Auditing (ISAs) issued by the International Federation of Accountants (IFAC), the International Standards of Supreme Audit Institutions (ISSAIs) and the Audit Act 2004. These standards require that I comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

As required by the Audit Act 2004, I have reviewed the audit plan and procedures, working papers, report and opinion of the Chartered Accountants. I have also had detailed discussions with the Chartered Accountants on all matters of significance to the audit and had carried out additional examinations, as necessary, in arriving at my opinion.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my audit opinion.

*Opinion*

In my opinion, the financial statements present fairly, in all material respects, the financial position of Guyana National Bureau of Standards as at 31 December 2013, and its financial performance and its cash flows for the year then ended.

*Emphasis of Matter*

I wish to draw attention to the following four (4) matters. My opinion is not qualified in respect of these matters.

*Submission of Audited Financial Statements*

The Guyana National Bureau of Standards Act (Cap. 90:16) Section 38 requires the submission of the Audited Financial Statements within six (6) months after the year end. The Corporation is non compliant with the Act, which can impact funding from Parliament.

*Financing from Government of Guyana*

The Corporation has a balance of G\$160.67M, from the Government of Guyana, classified as Equity. I was unable to determine when and why this was given to the Bureau. International Accounting Standard Rule 20 requires that grant given should be matched against the expenses it was intended for on a systematic basis.

*Pension Scheme*

The Corporation contributes to a Pension Scheme for its employees and they are obligated to settle all expenses towards managing and administering the Scheme. The Scheme requires an actuarial valuation every three years. No evaluation was presented to me to determine if the Scheme is fully funded.

Benefits and Allowances

During the year, the Corporation paid tax free allowances amounting to G\$22.05M, without the approval of the Guyana Revenue Authority, which may assess for Income Tax on the full amount or Partial. The amount of tax if fully assessed would be G\$6.61M.



AUDIT OFFICE  
63 HIGH STREET  
KINGSTON  
GEORGETOWN  
GUYANA

GUYANA NATIONAL BUREAU OF STANDARDS  
STATEMENT OF FINANCIAL POSITION  
DECEMBER 31, 2013

	Notes	G \$	G \$ 2012
<b>ASSETS</b>			
<b>Non Current Asset</b>			
Property, Plant and Equipment	3	89,982,970	56,229,724
<b>Current Assets</b>			
Debtors		3,432,292	3,462,292
Cash in Bank/Hand	4	<u>13,135,620</u>	<u>35,786,903</u>
Total Current Assets		<u>16,567,912</u>	<u>39,249,195</u>
<b>Total Assets</b>		<u>106,550,882</u>	<u>95,478,919</u>
 <b>FINANCED BY:</b>			
Government of Guyana		160,671,951	135,984,951
Accumulated Deficit		<u>(56,119,944)</u>	<u>(42,054,630)</u>
		104,552,007	93,930,321
<b>Current Liabilities</b>			
Creditors	5	1,998,885	1,567,387
Suspense Account		<u>(10)</u>	<u>(18,789)</u>
Total Current Liabilities		<u>1,998,875</u>	<u>1,548,598</u>
<b>Total Equity and Liabilities</b>		<u>106,550,882</u>	<u>95,478,919</u>

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

ACCOUNTANT- Guyana National Bureau of Standards: .....

DIRECTOR - Guyana National Bureau of Standards: .....



GUYANA NATIONAL BUREAU OF STANDARDS  
STATEMENT OF COMPREHENSIVE INCOME  
FOR THE YEAR ENDED DECEMBER 31, 2013

	Notes	G \$	G \$ 2012
<b>Operating Income</b>			
Government Subvention	6	129,266,224	112,042,000
Income	7	<u>56,135,723</u>	<u>70,039,347</u>
		185,401,947	182,081,347
<b>Operating Expenditure</b>			
Employment Cost	8	115,910,292	98,245,817
Office Expenses	9	14,235,267	13,679,699
Other Admin Expenses	10	18,260,216	16,450,713
Others Goods and Services	11	29,784,452	34,337,501
Depreciation		<u>21,277,034</u>	<u>16,694,122</u>
		199,467,261	179,407,852
Net Surplus/(Deficit) for the year		<u>(14,065,314)</u>	<u>2,673,495</u>

GUYANA NATIONAL BUREAU OF STANDARDS  
STATEMENT OF CHANGES IN EQUITY  
FOR THE YEAR ENDED DECEMBER 31, 2013

	Government of Guyana G \$	Accumulated Deficit G \$	Total Equity G \$
Balance at January 1, 2012	128,316,951	(44,728,125)	83,588,826
Funds From Resources	7,668,000	-	7,668,000
Net Surplus for the year	<u>-</u>	<u>2,673,495</u>	<u>2,673,495</u>
Balance at December 31, 2012	<u>135,984,951</u>	<u>(42,054,630)</u>	<u>93,930,321</u>
Balance at January 1, 2013	135,984,951	(42,054,630)	93,930,321
Funds From Resources	24,687,000	-	24,687,000
Net Deficit for the year	<u>-</u>	<u>(14,065,314)</u>	<u>(14,065,314)</u>
Balance at December 31, 2013	<u>160,671,951</u>	<u>(56,119,944)</u>	<u>104,552,007</u>

GUYANA NATIONAL BUREAU OF STANDARDS  
STATEMENT OF CASH FLOWS  
FOR THE YEAR ENDED DECEMBER 31, 2013

	G \$	G \$ 2012
<b>Cash Flow from Operating Activities</b>		
Net Surplus/(Deficit) for the year	(14,065,314)	2,673,495
<b>Adjustments for:</b>		
Suspense	18,779	(18,789)
Depreciation	<u>21,277,034</u>	<u>16,694,122</u>
<b>Operating Profit Before Working Capital Changes</b>	7,230,499	19,348,828
<b>Working Capital Changes</b>		
Debtors	30,000	(198,000)
Creditors	<u>431,498</u>	<u>431,505</u>
	<u>461,498</u>	<u>233,505</u>
<b>Net Cash Generated from Operations</b>	7,691,997	19,582,333
<b>Cash Flow from Investing Activity</b>		
Purchase of Tangible Fixed Assets	<u>(55,030,280)</u>	<u>(12,735,322)</u>
<b>Net Cash Inflow/(Outflow) from Investing Activity</b>	(47,338,283)	6,847,011
<b>Cash Flow from Financing Activity</b>		
Funds from Other Resources	<u>24,687,000</u>	<u>7,668,000</u>
<b>Net Increase/(Decrease) in Cash and Cash Equivalents</b>	(22,651,283)	14,534,600
Cash and Cash Equivalents - January 1	<u>35,786,903</u>	<u>21,252,303</u>
Cash and Cash Equivalents - December 31	<u>13,135,620</u>	<u>35,786,903</u>
<b>Analysis of Cash and Cash Equivalents as at December 31</b>		
Cash on Hand	50,006	50,006
Bank	<u>13,085,614</u>	<u>35,736,897</u>
	<u>13,135,620</u>	<u>35,786,903</u>

GUYANA NATIONAL BUREAU OF STANDARDS  
NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED DECEMBER 31, 2013

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.

The Bureau is located at 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 trade thereby improving the quality of life for the people of Guyana, outlined in the Guyana National Bureau of Standards Act 11 of 1984.

2. Summary of Significant Accounting Policies

(a) **Accounting Convention**

The Financial Statements were prepared using the accrual basis and is in accordance with the General Accepted Accounting Principles.

(b) **Depreciation**

Depreciation is calculated using straight-line basis at the rates specified below which are estimated to write off the assets over their estimated useful lives.

Motor Vehicle	-	10%
Office Equipment	-	20%
Office Furniture	-	10%
Sundry Equipment	-	10%/20%

A full year's depreciation is charged on all assets purchased during that year.

GUYANA NATIONAL BUREAU OF STANDARDS  
 NOTES TO THE FINANCIAL STATEMENTS  
 FOR THE YEAR ENDED DECEMBER 31, 2013

3. Property, Plant and Equipment	Sundry Equipment and Office Furniture & Equipment G \$	Motor Vehicle G \$	Total G \$
<b>Cost</b>			
January 1, 2012	162,998,318	14,075,000	177,073,318
Additions	<u>12,735,322</u>	<u>-</u>	<u>12,735,322</u>
Cost/Valuation January 1 2013	175,733,640	14,075,000	189,808,640
Additions during the year	<u>17,362,890</u>	<u>37,667,390</u>	<u>55,030,280</u>
December 31, 2013	<u>193,096,530</u>	<u>51,742,390</u>	<u>244,838,920</u>
<b>Depreciation</b>			
January 1, 2012	107,814,794	9,070,000	116,884,794
Charged for the year	<u>15,866,622</u>	<u>827,500</u>	<u>16,694,122</u>
January 1, 2013	123,681,416	9,897,500	133,578,916
Charged for the year	<u>16,682,795</u>	<u>4,594,239</u>	<u>21,277,034</u>
December 31, 2013	<u>140,364,211</u>	<u>14,491,739</u>	<u>154,855,950</u>
<b>Net Book Values:</b>			
December 31, 2012	<u>52,052,224</u>	<u>4,177,500</u>	<u>56,229,724</u>
December 31, 2013	<u>52,732,319</u>	<u>37,250,651</u>	<u>89,982,970</u>

GUYANA NATIONAL BUREAU OF STANDARDS  
 NOTES TO THE FINANCIAL STATEMENTS  
 FOR THE YEAR ENDED DECEMBER 31, 2013

	G \$	G \$ 2012
4. Cash in Bank/Hand		
Cash in Bank A/C #: 688-109-8	3,335,720	6,963,040
Cash in Bank A/C #: 688-746-7	9,749,894	28,773,857
Cash in Hand	<u>50,006</u>	<u>50,006</u>
	<u>13,135,620</u>	<u>35,786,903</u>

5. Creditors		
Accruals	1,973,910	1,542,420
PAYE (C. Bacchus)	8,561	8,561
NIS (C. Bacchus, M. Peters etal)	11,222	11,212
Union Dues (A. Nelson)	700	700
Pension	8	8
Health Insurance	<u>4,484</u>	<u>4,486</u>
	<u>1,998,885</u>	<u>1,567,387</u>

6. Government Subvention	<u>129,266,224</u>	<u>112,042,000</u>
--------------------------	--------------------	--------------------

Income is derived principally from contribution secured from Central Government.

	G \$	G \$ 2012
7. Income	<u>56,135,723</u>	<u>70,039,347</u>

Income earned during the year from such activities as registration of importers, course fees and verification of devices.

GUYANA NATIONAL BUREAU OF STANDARDS  
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8. Employment Cost	G \$	G \$ 2012
Administrative Salary	11,779,108	13,195,023
Senior Technical	11,647,257	10,381,476
Other Technical and Craft Skilled	40,622,712	32,473,020
Clerical and Office Support	13,057,458	10,864,405
Semi-Skilled and Unskilled	5,306,305	4,521,454
Overtime	144,000	141,000
Employers, Contribution to NIS	6,001,202	4,872,502
Pension, Gratuity & Health Scheme	5,455,686	5,268,339
Benefits and Allowances	<u>21,896,564</u>	<u>16,528,598</u>
	<u>115,910,292</u>	<u>98,245,817</u>
9. Office Expenses		
Drugs and Medical Supplies	-	17,685
Field Materials and Supplies	538,375	719,794
Office Materials and Supplies	4,883,120	3,890,532
Print and Non-Print	195,940	167,648
Travelling and Subsistence, etc.	6,747,879	6,958,730
Postage and Telex	137,921	799,573
Janitorial and Cleaning Expenses	<u>1,732,032</u>	<u>1,125,737</u>
	<u>14,235,267</u>	<u>13,679,699</u>

GUYANA NATIONAL BUREAU OF STANDARDS  
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10. Other Administrative Expenses	G \$	G \$ 2012
Maintenance and Rental of Building	1,716,263	5,083,699
Telephone and Electricity	9,090,361	7,815,797
Equipment Maintenance	3,480,444	1,786,992
Security Services	540,000	675,000
Others Service (184)	3,433,148	1,089,225
	<u>18,260,216</u>	<u>16,450,713</u>
11. Other Goods and Services		
National and Other Event	1,554,003	2,354,569
Fuel and Lubricants	7,219,836	5,878,831
Motor Vehicle Spares and Repairs	3,641,284	3,474,088
Overseas Conference	2,134,668	2,077,061
Refreshments and Meals	2,382,295	4,548,656
Training	1,587,468	3,125,714
International Organization	5,945,188	2,637,801
Others (194)	5,300,931	10,240,781
Other Public Debt	18,779	-
	<u>29,784,452</u>	<u>34,337,501</u>



