



Pacific Ozone Depleting Substances (ODS) Project

A close collaboration
between UNEP and the Government of Australia under the Multilateral Fund
Secretariat, SPREP, and the Pacific Island Countries

Secretariat of the Pacific Regional Environment Programme

Report of the Train-the-Trainers Workshop for Customs Officers Majuro, Republic of the Marshall Islands

28 - 29 April 2005



Ministry of Public Works
Majuro, Republic of the Marshall Islands

July 2005

Secretariat of the Pacific Regional Environment Programme (SPREP)

**Report of the Train-the-Trainers Workshop
for
Customs Officers**

Majuro, Republic of the Marshall Islands

**28 - 29 April 2005
Ministry of Public Works
Majuro, Republic of the Marshall Islands**

Written & Edited by:

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Acronyms & Terms

CFCs	Chlorofluorocarbons
DTIE	Division of Technology, Industry, and Economics
EPA	Environmental Protection Authority
ExCom	Executive Committee of the Multilateral Fund
HCFCs	Hydrochlorofluorocarbons
HFCs	Hydrofluorocarbons
NCAP	National Compliance Action Plan
ODS	Ozone Depleting Substances
PICs	Pacific Island Countries
RMI	Republic of the Marshall Islands
ROAP	Regional Office for Asia and the Pacific
SPREP	Secretariat of the Pacific Regional Environment Programme
UNEP	United Nations Environment Programme
UNON	United Nations Office at Nairobi
UV-A	Ultraviolet A radiation
UV-B	Ultraviolet B radiation

Acknowledgements

This project has been undertaken with financial assistance provided by the Montreal Protocol's Multilateral Fund and the bilateral contribution from the Government of Australia. Our appreciation goes to the United Nations Environment Programme (to both the Division of Technology, Industry and Economics, UNEP DTIE, and the Regional Office for Asia and Pacific, UNEP ROAP) for their support at the regional level. As well, we are grateful to the Environmental Protection Authority of the Government of the Republic of the Marshall Islands for their in-country support and to all the participants of this workshop for their participation and providing the necessary information needed for implementing the Montreal Protocol in Pacific Island Countries.

EXECUTIVE SUMMARY

The train-the-trainers programme for customs officers on ODS regulations is part of a comprehensive approach to control the imports consumption of ODS in the refrigeration servicing sector in the Pacific region. Training programmes for customs officers were approved for the eight core countries involved in the “Regional Strategy to Comply with the Montreal Protocol” (The RS) in Pacific Island Countries. The eight countries in the Regional Strategy are the Federated States of Micronesia (FSM), Kiribati, the Marshall Islands, Palau, the Solomon Islands, Tonga, Tuvalu and Vanuatu. The Regional Strategy was approved at the 36th Meeting of the Executive Committee in early 2002. The Secretariat of the Pacific Regional Environment Programme (SPREP) is responsible for the implementation of the Regional Strategy in the Pacific region, with the assistance and guidance of the United Nations Environment Programme’s Division of Technology, Industry and Economics (UNEP DTIE) and the United Nations Environment Programme’s Regional Office for Asia and Pacific (UNEP ROAP).

The main objective of the training programme is to provide the customs officers and relevant stakeholders with the skills necessary to monitor and control the imports and exports of ODS and equipment containing them. In addition, the skills for detecting and preventing illegal trade are provided.

As a pre-requisite for the customs training, national controls in the form of ODS regulations had to be established in each country to enforce such training programme. RMI is the first country of the Regional Strategy to have passed the regulations necessary to implement the Montreal Protocol and its amendments and is only the second country in the region to do so. In August 2004, RMI passed its ODS regulations under the 1989 National Environment Protection Act. Fiji is the only other country that has passed controls on ODS under its Ozone Depleting Substances Act in 1998 and regulations under this Act in 2000.

The train-the-trainers workshop in RMI was held in Majuro on 28 and 29 April 2005. The training workshop was the first of its kind under the Regional Strategy and was part of implementing RMI’s National Compliance Action Plan. The training programme drew resources from the RMI Environmental Protection Authority (RMIEPA), and SPREP. The Project Consultant conducted the training for the course.

A representative from the Mayor’s office opened the workshop on behalf of the Government of RMI. During the train-the-trainers workshop, 12 professionals were trained on how to monitor and control the imports and exports of ODS and equipment containing them. Participants were also trained on how to detect and prevent the illegal trade of ODS. More importantly, participants were informed of RMI’s ODS regulations and on its implementation. The participants comprised representatives from the RMIEPA, Customs Service, Public Works Department, with the others from major refrigeration and air-conditioning service organizations. Additional representatives from RMIEPA also attended certain sessions to improve understanding of the Montreal Protocol.

The workshop was held in four sessions. The first session covered the science of ozone depletion, the background to the Montreal Protocol and the Regional Strategy. The second session then looked at how to recognize ODS in bulk and in finished products. The third session involved practical demonstrations testing cylinders of refrigerants and air-conditioning systems of participants’ vehicles. The final session covered how the ODS regulations was to be implemented and the role of each stakeholder in implementing these at the national level.

During the sessions, time was allocated to encourage discussion and feedback of the content, technology and methodology used. This was later formally reviewed through an evaluation sheet indicating the acceptance of the methodology and content of the training.

After the successful completion of the workshop, all participants received a certificate of participation from SPREP, UNEP and the Government of the Republic of the Marshall Islands.

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1. Introduction

The Republic of the Marshall Islands lies scattered in an archipelago consisting of two roughly parallel island chains, the western “Ralik” (sunset) and eastern “Ratak”(sunrise) chains. There are twenty-nine atolls and five reefs without lagoons that are made up of about 1,225 islands and 870 reef systems. Twenty-two of the atolls and four of the islands are inhabited. The atolls extend about 700 miles (1130km) north to south, from 14°43"N to 4° 34"N, and about 800 miles (1290km) east to west, from 160°48" E to 172°10" E. Majuro and Kwajalein are the two most populated atolls.

While some of the islands are several kilometers long they rarely exceed a few hundred meters in width and are often considerably narrower. Land elevations are very low, with a mean height above sea level of only two meters (7 feet). The combination of small land areas and low land elevations contributes to the ecological vulnerability in RMI. There is concern that any change in sea-level could seriously upset the fragile balance between the land and the sea.

RMI’s gross domestic product was estimated to be US\$97.31 million in 1999, the most recent year that data is available for. Virtually all economic activity is in the government and service sector, with tourism and fishing also being significant. There is a large international fishing fleet based in Majuro. US rent and aid, as well as aid from other sources are used to buy most of the country’s needs from overseas while its primary income source, domestic production of goods from domestic resources, has remained limited.

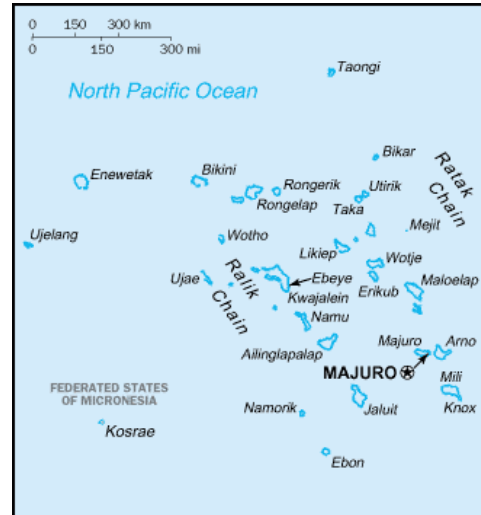


Figure 1: Map of the Republic of the Marshall Islands. Source: CIA World Fact Book 2003.

Isolated by ocean, the Republic is more than 2,000 miles (3230km) from the nearest trading centres, Honolulu and Tokyo. Geographically, the RMI’s nearest neighbours are the Republic of Kiribati to the south and the Federated States of Micronesia to the west. RMI’s Exclusive Economic Zone (EEZ) encompasses over 750,000 square miles (1.2 million sq km) of the Central Pacific. The population is concentrated on Majuro and Kwajalein Atolls. The US army maintains a large installation on Kwajalein Atoll.

RMI has strong trading relations with the United States (including Guam), Singapore, Taiwan, Japan and, to a lesser extent, the Philippines. Most consumer goods, such as white-ware, come from the US or Japan.

Because RMI is a small group of islands, corrosion from salt air is a serious problem. Accordingly steel products, such as cars and also refrigerators and air-conditioners, suffer from severe corrosion problems. The average life of a car in RMI is in the order of ten years after arrival in the country because of the corrosion.

The most common ozone-depleting substances in RMI are CFCs. They are commonly referred to as “Freons” in RMI. However, Freon is a trademark of the Dupont Corporation, so the generic term “CFC” is used in this report.

2. Background

In 1993, RMI ratified the 1985 Vienna Convention and 1987 Montreal Protocol as well as the first three amendments of the Protocol (1990 London Amendment, 1992 Copenhagen Amendment, 1997 Montreal Amendment). In 2004, RMI accepted the 1999 Beijing Amendment. Having signed all ozone treaties, RMI is working towards ensuring that obligations under the Protocol and amendments to the Protocol are met.

Customs officers play a vital role in ensuring that Pacific Island Countries comply with their phase out schedule under the Montreal Protocol. Training programs for customs officers were approved for the eight core countries involved in the “Regional Strategy to Comply with the Montreal Protocol” in the Pacific region. The eight countries in the Regional Strategy are the Federated States of Micronesia (FSM), Kiribati, Republic of the Marshall Islands, Palau, the Solomon Islands, Tonga, Tuvalu and Vanuatu. The Regional Strategy was approved at the 36th Meeting of the Executive Committee of the Multilateral Fund. The Secretariat of the Pacific Regional Environment Programme (SPREP) is responsible for the implementation of the Regional Strategy in the Pacific region, with the assistance and guidance of the United Nations Environment Programme’s Division of Technology, Industry and Economics (UNEP-DTIE) and the United Nations Environment Programme’s Regional Office for Asia and Pacific (UNEP ROAP).

SPREP’s Project Consultant is responsible for conducting the “Train-the-Trainers” Workshop for customs officers in the eight core countries. All of the eight countries have developed and approved individual ODS phase-out strategies known as National Compliance Action Plans (NCAPs). The NCAPs identified the need to train customs officers to ensure they have the skills to monitor and control of ODS and equipment containing ODS.

RMI is the first country in the Regional Strategy to have passed the regulations necessary to implement the Montreal Protocol and its amendments and is only the second in the region to do so. In August 2004, RMI passed its ODS regulations under the 1989 National Environment Protection Act. Fiji is the only other country passing its Ozone Depleting Substances Act in 1998 and regulations under this Act in 2000.

The RMI Environmental Protection Authority (RMIEPA) is the government department responsible for implementing the Montreal Protocol and the National Compliance Action Plan (NCAP) in RMI. Accordingly, RMIEPA organized the training workshop in co-operation with the RMI Customs Service and SPREP.

The trainer, Mr Iain McGlinchy, is the Project Consultant and has been ever since 1998. Equipment required for the customs training workshop, the refrigerant identifier, was supplied from New Zealand suppliers (Total Air Supply Company) and was paid for by funds approved under the Strategy.

The training sessions were primarily conducted by Mr. McGlinchy and additional presentations were made by Ms Emma Sale-Mario, SPREP’s Project Officer and Mr John Bungitak, General Manager of the RMIEPA.

Twelve participants attended the workshop, including three from RMI’s second major island and second port of Ebeye. In addition to the RMI ODS Officer, Mr Milton Clarence, various members

of the RMIEPA staff attended sessions, depending upon their availability. A complete list of participants is attached as Annex 1.

3. Objectives

The main objective of the customs training programme is to provide the customs officers and relevant stakeholders with the skills necessary to monitor and control the imports and exports of ODS and equipment containing them. In addition, the skills for detecting and preventing illegal trade are provided. The training programme would serve as a guide to the local customs officers on how to conduct further training. Consequently, the workshop aims to improve understanding on a number of issues such as:

- The science of the ozone layer and its depletion, which substances are ozone-depleting and their uses, and the impact of ozone layer depletion on human health and the environment;
- The history of the ozone treaties and phase-out obligations, schedules for Parties to the Protocol and its Amendments, exempted uses of ODS;
- National strategies to achieve phase-out of ODS, the roles of stakeholders involved in the enforcement of the national ODS regulations and the import/export licensing system for ODS;
- Information on safe storage and handling of ODS;
- Illegal trade, the different smuggling schemes and how to prevent illegal trade in ODS;
- Identification of ODS, ODS containing mixtures, and ODS products based on names, labeling, and packaging; and
- Various testing methods used to identify ODS.

4. Expected Results

In the short-term, this training programme would ensure the availability of trained customs officers and key stakeholders on controlling the movement of ODS and ODS-containing equipment. In addition, a training approach to train the remaining customs officers and relevant stakeholders in the outer islands could be developed. Training materials adopted from the UNEP training manual would be incorporated into each national customs programme for new officers as well as a refresher for continuing officers. Therefore, the training programme would be sustained.

In the long-term, the customs training programme would ensure that the objectives are met. In addition, such training programme would encourage synergies for enforcing other international environmental agreements (such as the Basel Convention, CITES, Rotterdam Convention). Therefore, the success of enforcing international environmental agreements will depend on the support of customs authorities worldwide as well as key stakeholders.

5. Participants

The RMIEPA worked in collaboration with the RMI Customs Service and SPREP in selecting the 12 participants who attended the course. Participants included representatives from the Customs Services, Ministry of Public Works, with the others from major importers of ODS and ODS-

containing equipment (EZY Price Mart, Triple J, and Majuro Ace Hardware). Representatives from RMIEPA also attended certain sessions to improve understanding of the Montreal Protocol.

The list of participants and their areas of expertise is attached as Annex 11.2.

Opening Statement

The representative from the RMI Mayor's office thanked RMIEPA and SPREP for organizing the workshop and acknowledged the financial assistance of the Montreal Protocol's Multilateral Fund that administered through UNEP. He highlighted the importance of the workshop to ensure that RMI achieves its obligations under the Montreal Protocol and amendments to the Protocol. He stressed the need to improve and upgrade the existing skills of the Customs Service for the effective identification of ODS and equipment containing ODS. He wished the participants success and requested that as trainers, they go out and train Customs officers around the Republic of the Marshall Islands.

6. Methodology

The workshop was held in four sessions. The first session, taking the first half of the day covered the science of ozone depletion, the background to the Montreal Protocol and the Regional Strategy. During formal and informal discussions, participants were particularly pleased to learn of the good progress of work in RMI, leading the way for other countries in the Regional Strategy. They were also pleased with SPREP's efforts to address the management of waste refrigerants, which is still at the conceptual stage. Participants also welcomed the idea of possibly including, in the next phase of the Project, a correlation study on the impacts of ozone layer depletion in the Pacific region through research and development. The afternoon session then looked at how to recognize ODS in bulk and in finished products. This involved several exercises requiring participants to identify refrigerant types and whether they were controlled, using the resource materials provided. Participants were also asked to identify refrigerant types from various examples of equipment nameplates.

On the second day, participants were able to utilize the refrigerant identifier that was purchased with project funds for use by RMI Customs Service. Participants were particularly interested in this session and were all involved in the practical demonstrations testing cylinders of refrigerant and the air-conditioning systems of participant's vehicles. There was particular interest when one participant's vehicle was found to not have the expected refrigerant.

The final session on the second day were largely conducted in the Marshallese language. These were presented by Mr. John Bungitak and covered how the legislation was to be implemented and who would do what tasks. This was one of the few sessions that sparked significant discussions. Discussions afterwards suggested that although most Marshallese understand English and can converse in it, not all are comfortable speaking it in public. They prefer to hold discussions in their own language, so the final sessions were useful for them to clarify issues. Issues over comprehension of English meant that the extensive use of images and examples was commented on positively.

The session finished a little ahead of schedule on the second day with presentation of certificates of participation. The certificates were produced by the RMIEPA Communications Officer and based these on the model in UNEP's Customs Training Manual. A copy of the certificate is provided in Annex 11.4.

Participants were provided with hard copies of all presentations. RMIEPA was also provided with 12 CD-ROMS that had all presentations and additional resource materials to distribute to the participants.

Photographs taken from this workshop are attached in Annex 11.5.

7. Contents

During the two-day workshop, the participants were given training materials designed to meet the objectives of the workshop and taught according to the sessions that follow:

- Session 1: Ozone Layer Depletion;
- Session 2: International Response;
- Session 3: Regional Strategy for phase-out of ODS;
- Session 4: What are ODS, where are they used, and what do they look like?;
- Session 5: Identification of ODS and ODS-containing equipment and goods;
- Session 6: Harmonized System codes for pure and mixed ODS;
- Session 7: Things to look for in detecting “illegal trade”;
- Session 8: Video – “Nothing to Declare: from UNEP on Illegal Trade;
- Session 9: National Regulations;
- Session 10: Checking papers, forms and permits;
- Session 11: Safe handling, transport and storage of ODS;
- Session 12: Practical exercises on identification of ODS; and
- Session 13: Workshop evaluation.

8. Results, Conclusions, Recommendations and Lessons learned

The objectives of the workshop have been met and the main results are:

- Training of 12 customs officers and stakeholders with the skills necessary to monitor and control the imports and exports of ODS and equipment containing them;
- Distribution of participation certificates to each participant from RMIEPA at the end of the workshop;
- Exchange of information and experiences between the participants and development of a network of personal contacts; and
- Trainer’s Presentation Guide to be used for the further training of customs officers.

The following conclusions, recommendations and lessons learned could be drawn from the train-the-trainers workshop:

- The local organization was excellent. The classroom was well suited to the task as it provided an air-conditioning conference room and a covered space outdoors for practical sessions testing the air-conditioning in vehicles; and
- Refreshments and lunch for the participants were organized at the training institute, which saved time and avoided local transport to the town area.

The training's extensive use of images and photographic examples during the presentations was commented on very positively. Several participants made specific mention that Marshallese do not like "a lot of words" but prefer pictures.

The session on how to recognize buk substances and products containing ODS included a great deal of information, most of which was new to the participants. The session may have been too long for some and may need to be broken into smaller sections to aid understanding in future training sessions.

Information on which of the refrigerant mixtures are ozone depleting or not was commented on by the Customs Service and RMIEPA staff. The Customs training manual does not include details on the make-up of mixtures, and there is no easily accessible information on UNEP's websites to obtain this.

Participants were so interested in the testing equipment that the RMIEPA indicated they intended to purchase two further testing devices, one for the Customs Service on Ebeye and one for RMIEPA use, from their own funds.

In addition to this workshop for the Customs Officers taking place that week, several other workshops sponsored by international agencies were also being conducted in Majuro at the time. As well, the President of Taiwan arrived in the country while during the course of the workshop. These events meant that not all RMIEPA staff was able to participate in all sessions and some from outside the RMIEPA were unable to attend. It also meant there was shortage of accommodation and meeting venues.

9. Follow up Action Plan

This training programme is part of the process of implementing RMI's NCAP. As such it will be accompanied by other training and policy related activities as defined in the NCAP. These activities will be co-ordinated by the National Compliance Centre located in the RMIEPA, who will establish a control and monitoring mechanism to ensure that the objectives of the programme are met and will produce follow-up reports on the status of implementation and the achievements of the train-the-officers programme.

Prior to the workshop, RMIEPA and SPREP made a courtesy visit with the Minister responsible for the RMIEPA, the Honourable Witten Philipo, the Minister in Assistance to the President of RMI. SPREP spoke in particular of the leadership RMI had shown by the quick approval of their regulations, paving the way for countries in the Regional Strategy. SPREP also highlighted the need for accurate data reporting (which was dealt with by the Customs training) as RMI has twice reported information that suggested it was in non-compliance, yet had been established to be incorrect.

The Customs Training highlighted that there was currently no "essential use" or "human health and safety" permits to allow the import of such things as halon fire extinguishers that were fitted to aircraft or ocean going vessels. The concept of "human safety" is referred to in the regulations, but there are no provisions for applying for a permit. SPREP recommended that RMIEPA consider making an amendment to clarify this matter.

As yet, there is no approved import permit forms for importation of ODS in RMI. A copy of a draft permit prepared for use in Tonga was provided to RMIEPA and discussed briefly at the Customs training workshop. It was agreed that the RMIEPA should meet with the Customs Service to refine the permit for use in RMI. The Customs Service and RMIEPA will also meet to discuss establishing testing procedures as the RMIEPA will make staff available to the Customs Service to carry testing, especially of imported vehicles.

10.Evaluation by participants

The evaluation of the programme was carried out on the afternoon of the last day. The evaluation Questionnaire is available in Annex 11.6. Twelve participants attended the two-day training and thirteen evaluation forms were returned. Detailed results are presented below, but most participants rated all questions as either 4 (Good) or 5 (Excellent) on a scale of 1 to 5.

11. ANNEXES

11.1 Agenda

Day 1: Thursday 28 April 2005

8:30 Registration of participants

9:00 Opening ceremony and media briefing

- Opening Prayer (*Rev. Enja Enos, Rita Protestant Church*)
- Workshop address by RMIEPA representative (5 min) (*John Bungitak, General Manager, RMIEPA*)
- Welcome address and workshop objectives (5 min) (*Emma Sale-Mario, SPREP*)
- Questions and answers by the media (10 min)

9:45 Morning Tea

10:00 Introduction

- The training team and workshop approach (5 min) (*Iain M^cGlinchy, SPREP*)
- Expected output of the training programme for customs officers.
- Training materials and display.
- Self-introduction of participants including questions & answers

10:30 Session 1: Ozone layer depletion (*Iain M^cGlinchy, SPREP*)

- Environmental and human health consequences
- Ozone layer science
- Discussion

11:30 Session 2: International response (*Iain M^cGlinchy, SPREP*)

- International response - the Montreal Protocol and its Amendments
- Phase-out schedules and strategies for Article 2 and Article 5 countries
- Parties, non-Parties and non-Countries
- Discussion

12:00 Session 3: Regional Strategy for phase out of ozone depleting substances (ODS) (*Emma Sale-Mario, SPREP*).

- Presentation on the Regional Strategy
- Discussion

12:30 Lunch

13:30 Session 4: What are ODS, where are they used and what do they look like? (*Iain M^cGlinchy, SPREP*)

- Identification of ODS in bulk (i.e. in cylinders)
- Common trade names for ODSs, including CFCs, HCFCs, methyl bromide, halons, solvents, foams, aerosols etc.)
- CAS numbers, ASHRAE numbers, UN numbers etc.
- Examples of labelling for ODS and colour codes
- Examples of labelling of ODS-containing equipment and goods
- Discussion

14:30 Session 5: Identification of ODS and ODS-containing equipment and goods (*Iain M^cGlinchy, SPREP*)

- How to identify the ODS in refrigeration and air-conditioning equipment, aerosols etc.
- Reading labels

- Where to use an analyser
- Discussion

15:30 Break

15:45 Session 6: Harmonised System codes for pure and mixed ODS (*Iain M^cGlinchy, SPREP*)

- Classification of ODS and ODS equipment under the HS.
- Discussion

16:30 Session 7: Things to look for in detecting “illegal trade” (*Iain M^cGlinchy, SPREP*)

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

17:00 Wrap-up sessions.

Day 2: Friday 29 April 2005

9:00 Session 8. Video “Nothing to Declare” from UNEP on Illegal Trade

9:30 Session 9: National Regulations (*John Bungitak, RMIEPA*)

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

[Note: Session 9 was shifted and presented after Session 12.]

10:30 Break

11:00 Session 10: Checking papers, forms and permits (*John Bungitak, Milton Clarence, RMIEPA, Iain McGlinchy, SPREP*)

- Discussion between RMIEPA and Customs about local arrangements
- How to effectively operate ODS import / export licensing systems
- How to effectively enforce ODS regulations
- Reporting legal and illegal trade with ODS and ODS-containing products
- Enforcing ODS legislation
- Logistics and data management
- Application forms, permit forms, freight papers, retrofit certificates etc.
- Discussion

12:00 Lunch

13:00 Session 11: Safe handling, transport and storage of ODS (*Iain M^cGlinchy, SPREP*)

- ODS Chemical information relevant to customs officers

- Safe handling of ODS and ODS-containing products
- Safe transport and storage of ODS and ODS-containing products
- Safe sampling of ODS - who is allowed to take samples and to use refrigerant identifiers
- Discussion

13:30 Session 12: Practical exercises on identification of ODS (*Iain M^c Glinchy, SPREP*)

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

15:30 Break

16:00 Session 13: Workshop evaluation (*Emma Sale-Mario, SPREP*)

- Completion of evaluation questionnaires
- General feedback and comments from participants and organisers

16:30 Closing session (*John Bungitak, RMIEPA*)

- Conclusions and outlook by Ozone Officer (10 min)
- Hand-over of participation certificates (15 min)

17:00 Reception and refreshments

11.2 List of Participants

1. Donald Heran
Majuro Ace Hardware
2. Hudson Shoniber
Ministry of Public Works - Majuro
3. Isaac Jambi
Ministry of Public Works -Majuro
4. James Adiniwin
E Z Price Mart - Majuro
5. Jerry Malolo
RMIEPA - Ebeye
6. Josiegen Soquenae
Triple J - Ebeye
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11.3 List of Resource personnel

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11.6 Evaluation Questionnaire

Responses to the evaluation questionnaires are summarized in Table 1 and graphically illustrated below.

Results of Course Evaluation by the Republic of the Marshall Islands

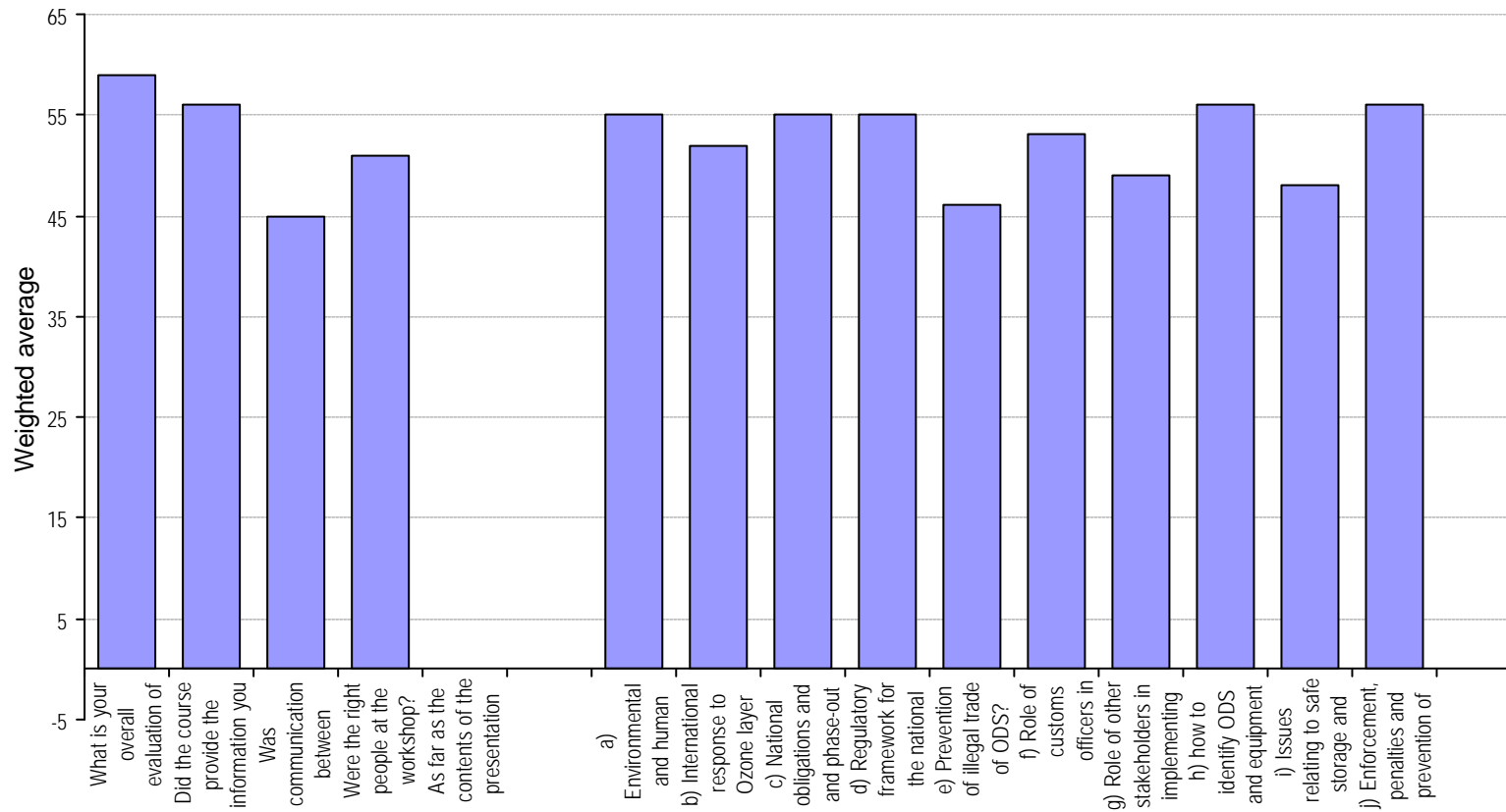


Table 1: Analysis of Evaluation Questionnaires

Question/Response		Blank	1	2	3	4	5	Weighted Scores (out of 65)
Key: 1 – Unsatisfactory, 2 – Satisfactory, 3 – Average, 4 – Good, 5 – Excellent								
Question 1	What is your overall evaluation of the course?					1	11	59
Question 2	Did the course provide the information you expected?					4	8	56
Question 3	Was communication between participants possible and useful?	2			1	5	4	45
Question 4	Were the right people at the workshop?				3	3	6	51
Question 5	As far as the contents of the presentation are concerned, did you find them useful in explaining the following issues:	Blank	1	2	3	4	5	Weighted Scores (out of 65)
a)	Environmental and human health consequences of ozone layer depletion?				1	3	8	55
b)	International response to ozone layer depletion (Montreal Protocol)?				2	4	6	52
c)	National obligations and phase-out strategy?					5	7	55
d)	Regulatory framework for the national import/export licensing system?					5	7	55
e)	Prevention of illegal trade of ODS?	1	1		2	2	6	46
f)	Role of customs officers in enforcing the import/export licensing system?				1	5	6	53
g)	Role of other stakeholders in implementing the import/export licensing system?	1			1	5	5	49
h)	How to identify ODS and equipment containing ODS and the use of ODS identifying equipment?					4	8	56
i)	Issues relating to safe storage and handling of ODS?	1		1		5	5	48
j)	Enforcement, penalties and prevention of illegal trade?					4	8	56

Question 6: Can you think of any other additional material that should be included in the “Workshop Materials” to enable it to better achieve its goals?

- Use materials that are culturally relevant. Stories on impacts of ODS in the Pacific Regions. Effective preventative measures that are locally appropriate.
- More on actual presentations and participation of attendees and vendor.
- Need more workshop material like videos, CD-ROM for self-presentation. This workshop is my first ODS workshop and I like it.

- Provided a lot to learn.
- None.
- I can't think of any additional material at the moment, but workshop is a success.
- OK.
- More material needed.
- No.
- I am satisfied with everything.
- Better hearing aid for the video session.
- Yes, I think we need additional budget to communicate and transfer work materials.
Communication is needed and should be available at all times.

Question 7: Please give additional comments about the quality of the course and how similar courses could be improved?

- Very helpful to my job in "public awareness", educational and informative, simplifies the complex subject of ODS.
- I think the course is a must and that all Customs personnel should take this course.
- Very good workshop. No additional comment.
- Good.
- Little understanding.
- Practical course is a must plus lecture.
- OK.
- We need more instructors to learn more about ozone layer and stuff.
- Yes.
- There are no additional comments.
- I can't think of anything better than what was taught in class. Overall everything was very clear and precise.
- Everything was understood.

In order to summarise the responses, a weighted score has been used. The maximum point that could be scored for any question is 60. Dividing the resulting score by 65 gives a percentage figure. If all 12 responses gave a score of "excellent" the weighted score would give a result of 65.