

BELIZE BUREAU OF STANDARDS

ANNUAL REPORT

FISCAL YEAR 2017 - 2018



HIGHLIGHTS OF 2017 – 2018



INAUGURATION OF NEW METROLOGY LABORATORY

On 28th April 2017 the Belize Bureau of Standards inaugurated its Metrology Laboratory Building. The Metrology Laboratory is the first of its kind in Belize and the first purpose built, state of the art metrology facility within the Caribbean Community (CARICOM). The facility currently has six (6) laboratories in areas such as Grand Mass, Fine Mass, Volume, Temperature, Pressure and Dimensional Metrology.



SUCCESSFUL RE-CERTIFICATION TO ISO 9001: 2015 – QUALITY MANAGEMENT SYSTEMS (QMS)

The Bureau was certified to ISO 9001: 2008 on January of 2016 and recently transitioned to the 9001: 2015 revised version of the standard. Having successfully completed the audit in November of 2017, the BBS is now certified to the 2015 version of the standard.

Annual Report

2017/2018

Highlights of 2017–2018

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VISION

"To become Belize's premiere service institution for standards and quality."

MISSION

"To facilitate, promote and encourage the use of quality services in Metrology, Standardization and Conformity Assessment thereby contributing to competitiveness of goods and services, facilitation of trade and the protection of consumers."

QUALITY POLICY STATEMENT

The Belize Bureau of Standards, in accordance with the ISO 9001:2015 requirements is committed to deliver the highest professional services to meet customer satisfaction by:

Ensuring that it fulfills its legal mandate in promoting and preserving transparency, health and safety in commerce, trade and industry;

Delivering services that are timely, efficient and reliable;

Developing and maintaining competency of its personnel;

Pursuing quality objectives that are tailored to the expectation, needs and demands of its customers;

Monitoring and reviewing its operational environment to identify, analyze and reduce risks to its management system; and
Continuously improving its Quality Management System for compliance and preservation of this system across the organization.

INTRODUCING BELIZE BUREAU OF STANDARDS (BBS)

The Belize Bureau of Standards was legally established on May 16th of 1992. Like most Bureaux in the CARICOM Region it was born out of a Weights and Measures Act, which was typical of British Colonies. Within this confine the Weights and Measures arm had a singular responsibility to ensure that the imperial system of measurement was upheld in daily trade. As the global trading environment evolved, Bureaux as recognized National Standards Bodies, were spurred to adopt the legal and institutional frameworks to best suit this new trading environment. This precipitated the need for a broader scope that extended the functions of Bureaux to encompass the fundamental pillars of Quality Infrastructure (QI) which not only included weights and measures but also standardization, certification and accreditation.

Founded on this premise, the Belize Bureau of Standards was envisioned from inception, to lead the national effort of developing a functional National Quality Infrastructure (NQI) for Belize. By default, it would over successive administrations, become a permanent figure within the Ministry of Trade, Commerce and Industry. Principally known by the general public to improve, protect and safeguard the welfare of consumers, the Bureau has for the most, been viewed as an enforcement agency which is not uncommon in CARICOM. Its institutional focus was therefore limited to an extent and the opportunity to develop NQI, struggled to take flight. In 2010, an opportunity to install a physical structure to support and build on its

mandate would lend to the procurement of funds under the European Union funded Belize Rural Development Project II. This allowed the BBS to pursue the construction of Metrology laboratories, the most costly of the pillars of QI. During this process, the BBS internalized its institutional needs priming itself to become more customer focused and set sights on ISO certification. On January 27th of 2016, BBS became the first Government Department to be internationally recognized to the ISO 9001:2008 standard for Quality Management System. Following this achievement, the BBS continues to solidify its role to become more a service oriented and trade facilitating agency in Belize.

STRATEGIC GOALS

The 2015 to 2020 strategy is designed to provide insights on the BBS, its current situation and its potential future positioning in relation to the Belizean government, economy, and society. It lists the main functions and services BBS expects to offer and it charts the strategic direction of its work.

The primary aim of the BBS is to provide the necessary technical services of Standardization, Metrology and Conformity Assessment to underpin Belize's National Quality Infrastructure. The strategy focuses on the following goals:



STRATEGIC GOAL ONE:

Establish Organizational Brand



STRATEGIC GOAL TWO:

Establish Standards that address current and emerging needs



STRATEGIC GOAL THREE:

Enhance Calibration Measurement Capabilities Traceable to the International System of Units (SI)



STRATEGIC GOAL FOUR:

Consumer protection and facilitation of trade



STRATEGIC GOAL FIVE:

To transition the Bureau to a Statutory Body

BBS STAFF SNAPSHOT:



21

Employees



9

Females



12

Males

MESSAGE FROM THE MINISTER OF STATE

Hon. Tracy Taegar Panton



As the Minister responsible for Investment, Trade and Commerce, I am pleased to report on performance activities carried out by the Belize Bureau of Standards during fiscal year 2017-18.

As our small open economy grows Belize continues to experience a natural pull for goods and services from growing consumer demand. For the most part, this demand is served mainly through imports, considering limitations of our small manufacturing base. The flow of goods heavily one sided, from major regional trading partners, the likes of North America, Europe, Central America, and Asia, our Ministry is tasked to promote trade facilitation with the added challenge to safeguard and protect the interest of consumers and the environment from substandard goods. Within the context of international trade obligations, it rightfully must prevent without creating unnecessary barriers to trade. Upholding quality but most importantly protecting health and safety remains our prerogative. Resolute to deliver on this mandate, our Ministry stands in full support of the Belize Bureau of Standards (BBS) in its effort and its contribution as it pursues this delicate but important balance between trade

facilitation and safeguarding the overall welfare of the state.

While this annual report focuses on the work of the BBS for Fiscal Year 2017/2018, it is useful to put into perspective the road travelled. Since 2008 the Government of Belize, has thrown its full support in the development of the BBS. With a staff complement of only three (3) in the early part of the administration, the Bureau has grown substantially to now reflect a total staff of twenty-four (24). This growth has allowed the department to develop the necessary technical competencies to effectively deliver on its mandate such as standards development, metrology and conformity assessment procedures relating to good and services. Where resources have been limited, the Government has also benefited significantly through donor funding to develop Belize's Quality Infrastructure. So much so that the Bureau with the support of the EU Belize Rural Development Project II, now proudly boasts new headquarters which features a state-of-the-art metrology laboratory. The first of its kind in CARICOM, this facility, inclusive of equipment, is valued at Bz \$3.5 million dollars. This marks the single largest investment in the 25-year history of the Belize Bureau of Standards and as such

MESSAGE FROM THE MINISTER OF STATE *Hon. Tracy Taegar Panton*

represents a major accomplishment for the department, the Government and People of Belize.

Ensuring and improving the quality of goods produced and imported is now more than ever being fitted to follow international quality frameworks. In a global environment driven by quality, we recognize that there is a need to change the mindset towards a culture for quality at home, as tastes and consumer preferences evolve strongly towards this end of the spectrum. This serves as the driving force to ensure that quality systems, procedures, practices alike are embodied at the national level. The momentum for this cultural shift for quality may at times appear slow but it is safe to say that it is progressively inching its way into the productive base. With the Bureau seeking to achieve international recognition for Belize's quality framework, I am ever so convinced that quality infrastructure at the national level is upward bound and full of promise to serve the needs of consumers, businesses and regulators. Our Government remains committed and gives its assurances that it will continue to provide its support to the development of institutions that have

a key role to play in our national development.

One of the biggest accomplishments during this year was made possible through a European Union donation as the bureau now owns its Metrology Laboratories which I may say is one of its kind in the region. This facility will be able to calibrate equipment required for use in trade in the areas of fine mass (1 milligram to 10 milligrams), grand mass (20 kilograms to 1000 kilograms), volume (1 millilitre to 1000 liters) and temperature. Hence the laboratories will ensure that equipment brought in for calibration are accurate thereby improving the quality of products.

This annual report therefore summarizes the accomplishments of the bureau during 2017-18. The Government of Belize is committed to continuously ensuring that all Belizeans are protected. We look forward to another year of hard work and accomplishments as the BBS positions itself as a key player in the development of the country of Belize.

MESSAGE FROM THE CHIEF EXECUTIVE OFFICER

Mr. Duane Belisle



The Government of Belize (GOB) through the Ministry of Investment, Trade and Commerce (MITC) accords high priority to the development of the national economy with a commitment to bolster productivity, enhance competitiveness and assure market access. Notably so, this drive particularly market access, is undoubtedly directly related to goods meeting minimum requirements specific to, while not exhaustive, quality, reliability, interoperability, health and safety etc. These are globally recognized as the formative attributes innate in standards (voluntary) and technical regulations (mandatory) and the ability to improved market access hinges on producers, manufacturers, exporters alike, consistently meeting these minimum market requirements. With 'free markets' driving the global environment, most developing countries are contorting to heavy and forceful trade liberalization. Participating in this openness in trade, is not as easy as it seems, especially when they struggle to keep pace with market requirements that keep shifting to the fancies of an ever-so growing sophisticated and powerful trade environment, now masked in the form global value chains.

At the national level, the Ministry along with other ministries, departments and private

entities are collectively working to proactively hedge against this unrelenting shift. Sharpened in this effort, the Ministry is resolved to make its contribution to meeting critical success factor 1: optimal national income and investment, as grounded in Belize's Growth and Sustainable Development Strategy (GSDS). It aims to achieve this through comprehensively addressing constraints on Belize's business environment and focusing on improving the ability of Belizean producers to compete with imports in the domestic market and improving the international competitiveness of Belizean exporters.

Enhancing productivity, distribution systems and support services however, will rest on the country's institutional readiness. For its part, this will not be possible without the support of the institutions particularly those directly under the Ministry's charge. The Ministry considers itself to be perfectly balanced with its portfolio which constitutes a mandate that extends to driving Belize's foreign trade, investment, export promotion and quality systems agenda. To the latter, having quality systems embedded in a well-functioning, fit for purpose national quality infrastructure (NQI) will ensure that goods compete on equal footing. It is important to note that the NQI plays a dual role to

MESSAGE FROM THE CHIEF EXECUTIVE OFFICER

Mr. Duane Belisle

protect consumers, health and safety and the environment (controlled by the state) while promoting innovation, competitiveness and productivity (market driven), to this end, it ensures an improved quality of life and wellbeing of the state.

The Belize Bureau of Standards with the full support of the Ministry has spent the last decade bringing into focus this vital role that the NQI plays as it chisels out the pillars for quality infrastructure in the form of standards, metrology, accreditation and conformity assessment (sampling, inspection, testing and certification). Our Ministry is convinced that as the NQI evolves so will the country's ability to weather the

flurries that will come from rigid market requirements that global value chains are now imposing.

The Ministry is committed to the continued development of an effective and efficient national quality infrastructure in Belize, one that will play a vital role in facilitating, promoting and encouraging the use of quality services in standards, metrology and conformity assessment. . This is the necessary condition to drive the competitiveness of Belizean products at home and abroad. The ultimate result will be to comfortably achieve the GSDS overarching goal of improving the quality of life for all Belizeans.

MESSAGE FROM THE DIRECTOR

José E. Trejo



Fiscal Year 2017-2018 can be earmarked as one of the most historical year since the establishment of the Belize Bureau of Standards in 1992. On April 28th, 2017, just shy of its 25 years of existence as a government institution, the Bureau celebrated the inauguration of its Metrology Laboratories at its headquarters in Belmopan. This first of its kind in the Caribbean Region, fit for purpose state of the art facility, was designed to serve as the National Reference Laboratory for traceable calibration measurements in mass, length, volume, pressure and temperature. This was made possible with funds from the European Union (EU) Belize Rural Development Project (BRDP) II and support of the Government of Belize, at a value of BZ \$3.5 million. The significance of this new facility will allow the BBS to now extend its offer of services to the private sector for calibration of equipment across the various measurements standards. As

the competency of its personnel and services are gradually developed over time, the BBS anticipates that it will be able to reduce the cost of calibration services to the private sector since these services are currently being sought outside of Belize. Although significant time and effort has been invested in developing Metrology – the science of measurements – in Belize, the Bureau has not reneged on its responsibility to develop and enhance Belize's National Quality Infrastructure since its focus also rests on developing the pillars of Standardization, Conformity Assessment and Accreditation.

In the development of standards for goods and services, the BBS continues to pursue a standards development framework that not only remains relevant but dynamic to meet the growing needs for standardization at the national level for both public and private sector setting. During the course of the last Fiscal Year, the BBS worked closely with its stakeholders in the development of key draft standards which included high angle activities given the rapid and continuous growth in high risk tourism activities such as ziplining, rappelling, rock climbing activities. In transportation, it focused its efforts on developing draft diesel standards which will now cater to meet parameters for low sulfur

diesel as well as revising of the established standard for pneumatic tyres to transition from a voluntary standard to a mandatory standard. With a trade balance currying favor to imports, the Bureau is currently engaged in a revision of the national labelling standards for prepackaged foods to address the continuous and ever-growing challenge in the labelling of prepackaged foods imported and produced locally. Stakeholder engagements will see the Bureau working towards new and revised standards for gas emissions, gasoline, fuel lubricants, liquefied petroleum gas and well water drilling among others. This growing demand for standards at the national level is testimony of this gradual change in creating a culture for quality that the Bureau envisions will eventually dominate the national landscape in the production and supply of goods and services in Belize.

Conformity to standards and regulations remains a challenge considering limitations in manpower. With this in mind, the Bureau embarked on an initiative to strengthen compliance by focusing on the integration of its compliance programme at the Belize City Port of Entry. This effort will play a pivotal role in ensuring that the Bureau can use existing established compulsory standards to screen goods imported into the country thereby minimizing the need to set chase to non-conforming goods, circulating in the domestic market. On the immediate horizon is the monitoring of pneumatic tyres imported into Belize. This activity has the objective to set chase to an

inspection programme that will effectively and efficiently process shipments in a timely manner. This programme will be used to bench mark inspections of other goods for which their currently exist mandatory standards.

As it projects into the future, the BBS will not only be able to deliver on it is regulatory mandate of improving and securing the welfare of the state, but also to lend support to a much-needed bolstering in productivity, innovation and competitiveness at the private sector level.

With the completion of a project grant through the Caribbean Development Bank (CDB) to enhance Belize's National Quality Infrastructure and the push for a National Quality Policy, the Bureau sets in motion a development agenda for Quality Infrastructure that will undoubtedly contribute to national development over the years to come.

STANDARDS DEVELOPMENT IN 2017-2018

As the National Standards Body, the Belize Bureau of Standards is responsible to facilitate the development and promotion of Belize National Standards. The Standards Unit focused on Standards Project Management to increase efficiency and timeliness in the standards development process this fiscal year.

During the reporting period, the focus has been on the development of standards that are aligned to national priorities as outlined in the National Standardization Priority Plan. The focus has also been on ensuring that standards are timely, relevant and addressing the issues of health and safety of products and services. The BBS in collaboration with Industry Experts and other relevant stakeholders, through four (4) technical committees, completed and submitted eight (8) standards to the Standards

Advisory Council for approval and recommendation for establishment. These standards included the revision of five (5) Belize National Standards and the completion of three (3) new standards. These standards have coverage in the transportation, food and the tourism sectors.

BBS was able to support the participation in international standardization where Belize was represented in four (4) international technical committees of the International Organization for Standardization (ISO) and the American Society for Testing and Materials (ASTM).



Belize also participated in four (4) regional TCs through the CARICOM Regional Organisation for Standards and Quality (CROSQ).

KEY RESULTS



Standards Projects (National)



8 Standards at the Approval Stage

The eight (8) standards at the approval stage to be submitted to the Standards Advisory Council (SAC) for approval and recommendation for establishment are: the Revised Belize National Standards for the Labelling of Pre-packaged Foods, the revised Tyre Standards (Definitions, Code of Practice for Storage, Specification for Pneumatic Passenger Car Tyres & Non-passenger), Fuel Standards (Diesel and Gasoline and High Angle Activities (zip lining, rappelling and canopy).

STANDARDS DEVELOPMENT IN 2017-2018



1 Working Draft at the Committee Stage

Currently, at the committee stage is the working draft on the Recreational Water Sports Activities. This document is under technical review by the subcommittee which is conducting onsite activities for technical committee members to assess the standards requirements.



8 Work Items at the Preparatory Stage

Eight (8) work items are at stage 20 of the standards development process; the preparatory stage. At this stage the TC collects technical and trade data and the working draft is developed. The eight work items at the preparatory stage are as follows: Chocolate and Chocolate Products, Specification and Labelling of Onion, Specification and Labelling of Honey, Specification of Coconut Oil, Specification and Code of Hygienic Practice for Coconut Water, Code of Practice for Fresh Fruits and Vegetables of Commercial Varieties and Specification of Automotive Lubricants. These work items at the preparatory stage covers the Agriculture, Food and Transportation sectors.



5 Working Draft at the Proposal Stage

At the stage 10 - proposal stage, five (5) new work items have been identified. These include, Specification and Code of Practice for Well Water Drilling, Specification and Labelling of Seaweed and Seaweed Products, Specification and Labelling of Biodegradable Containers, Revision of current Liquefied Petroleum Gas Standards, and Specification and Labelling of Energy Efficiency Products (Lighting, Refrigeration and Air Conditioners).



Technical Committees (National)

5

Established Technical Committees



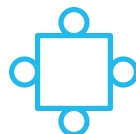
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Working Groups



2

Technical Subcommittee



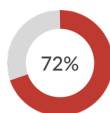
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Average Meetings Quarterly



20.5

Average Hours Per Quarter



72%

Average Attendance Rate

STANDARDS DEVELOPMENT IN 2017-2018



Technical Committees (Regional)



4

Participation on Regional Technical Committees

Currently, in the regional standards projects are four (4) areas of high priority to Belize, for which Belize participates. These regional technical committees are as follows:



Sugar – Specification for Brown Sugar and Specification for White Sugar (*Belize is represented by ASR-BSI*)



Renewable Energy Efficiency Project (R3E Project) – Specification for Labelling of Refrigeration, Lighting and Air Conditioning (*Belize is represented by Ministry of Energy*)



Tourism and Hospitality Services – Specification for Hotels (*Belize is represented by Belize Tourism Board*)



Regional Energy Efficiency Building Code (REEBC) – Caribbean Application Document REEBC (*Belize is represented by Ministry of Energy*)

Technical Committees (International)



4

Participation on International Technical Committees

At the international level this year, BBS participated in the standards development process in four (4) new areas. These standards covered tourism, environment and conformity assessment. The technical committee is as follows:



Tourism and Related Services – ISO TC 228 (*Belize is represented by Belize Tourism Board*)



Environmental Management – ISO TC 207 (*Belize is represented by the Department of Environment*)



Conformity Assessment – ISO CASCO (*Belize is represented by BBS*)



Environment Assessment, Risk Management and Corrective Action (ASTM E50) (*Belize is represented by the Department of Environment*)

Participation in the International Organization for Standardization is made possible via Belize's subscriber membership in ISO's Pilot Rights Program and through BBS Memorandum of Understanding with ASTM International.

STANDARDS DEVELOPMENT IN 2017-2018



WTO/TBT Enquiry Point



6

Notifications

One of the core elements of the Technical Barriers to Trade (TBT) Agreement is Government's obligation to notify other members through the World Trade Organization (WTO) Secretariat of proposed measures that may have an effect on other member's' trade. This year BBS published six (6) notifications to the WTO. These notifications covered the following:



Draft Standard for the Labelling of Pre-packaged Foods



Draft Code of Practice for the Storage of Tyres, Inner Tubes and Flaps



Draft Standard Definitions of Terms Used in the Pneumatic Tyre Industry



Draft Standard for Specification for Pneumatic Passenger Car Tyres



Draft Standard for Pneumatic Tyres for Non-passenger Vehicles



Notification under paragraph C of the WTO TBT Code of Good Practice - Notification of Acceptance - Belize

Nine (9) comments were received through this notification process.

The Adhoc National Sanitary and Phytosanitary/Technical Barriers to Trade (SPS/TBT) Committee was able to meet twice this year.

CODEX



2

Subcommittees Formed

Two (2) mirror committees were established this year with the purpose of following the work of the respective CODEX Committee and recommending at the National Level national positions on matters being discussed. The committees formed are:



Sub-Committee for Codex Committee on Pesticides Residues (CCPR)



Sub-Committee for Codex Committee on Residues of Veterinary Drugs in Foods (CCRVDF)

How is a Standard developed?

Stage 00 - Preliminary Stage New Work Item Proposal (NWIP)

Proposal for the specification of a new specification or revision of a standard submitted

Stage 10 - Proposal Stage Evaluation of NWIP

Proposal presented to the Standards Advisory Council (SAC) for evaluation/authorization



Stage 20 - Preparatory Stage Building Expert Consensus

Working draft is developed by a Technical Committee (TC)



Stage 30 - Committee Stage Consensus Building with TC or Sub-Committee (TSC)

Draft Standard is produced



Stage 40 - Enquiry Stage Enquiry on Draft Standard

Feedback from Stakeholders/General Public is processed



Stage 50 - Approval Stage Final Vote on Final Draft Standard

TC approve the technical content by vote; document submitted to SAC for approval



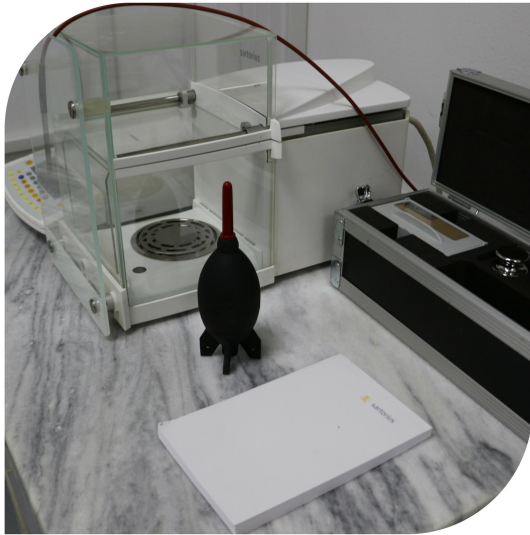
Stage 60 - Publication Stage Publication of Standard

Belize National Standard is published



Stage 90 - Review Stage Review/Maintenance of Standard Revised National Standard

24.5
Months



METROLOGY IN 2017-2018

Of the formative pillars in a country's Quality Infrastructure, Metrology is the least understood especially since it is most often confused for the study of the weather, which is Meteorology. To the untrained ear they may sound alike but they happen to be two completely different and distinct fields. Metrology is the science of measurements and its related quantities. While this alone does not tell much about what it really is, one just has to think about measurements itself and how everything we do in our daily lives is centered around measurements. Water flowing into your home is metered under pressure, the volume of which is measured by a measuring device, your regular water meter, to determine the quantity consumed. Projecting outward into the market place, one can appreciate how measurements impacts trade making it fair and transparent so that a scale used to determine the weight of fresh produce whether it be meats, grains, or fresh fruits and vegetables is accurate and reliable, guaranteeing that the consumer gets value for money. From the minutia to the complex our economies are teeming with

measurements making it possible for our worlds to connect. Our worlds would not connect though, were it not for measurements to be traceable. A meter rule used in the sale of textiles at your local store should be no different from the competitor a block away neither should this standard measurement for the meter be different from one country to another. How can this standard measurement for the meter be maintained, hold true, or even be the same from one use to the other, more so, from one country to another? The answer lies in a country's ability to have a physical set of standards that can be used as a reference from which all other measurements can be compared to. The means by which this can be accomplished in any country whether publicly or privately is through the process of calibration. This allows for measurements used in industry to be compared to that of the national reference laboratory. Herein lies the importance of the most significant advance that Belize has recently made with the inauguration of the metrology laboratories since it will now house a set of physical standards for mass, volume, temperature, pressure and dimensional (length) and as such serve as the national reference for the aforementioned measurements. As the National Reference Laboratory, the Bureau can now ensure that measurements at the national level are

METROLOGY IN

2017-2018

traceable. This it will achieve in the offer of calibration services to industry stakeholders. With the financial support from the EU Rural Development Project II and the Government of Belize this represents the single most and largest investment Belize has seen in the field of metrology. As services operationalize, the Bureau aims to seek international recognition by pursuing accreditation of its laboratories to ISO 17025: 2015 standard for testing and calibration. This will guarantee to stakeholders that the laboratory not only has the technical competency but is operating at internationally recognized levels.

For stakeholders it will help to reduce the cost of calibration services since these services are currently being sought outside of Belize. As the demand for services grows the Bureau will seek to offer services not only at home but abroad since it also aims to become a Calibration Reference Laboratory (CaRL) particularly in CARICOM. This will be a significant turnaround for a country once dependent on calibration services to one that will now have the ability to offer services of its own. This is a trajectory it hopes to maintain as it propels metrology in Belize into the future.

The facility currently has six (6) laboratories. These are Grand Mass Metrology, Fine Mass Metrology, Volume Metrology, Temperature Metrology, Pressure Metrology and Dimensional Metrology. These laboratories will offer calibration of:

- Weights from 1 mg (milligram) to 20 kg (kilograms) in accordance with OIML Class F1
- Large weights from 20 kg to 1,000 kg according to OIML Class M2
- Non-automatic weighing instruments up to 250 kg
- Pipettes and micropipettes up to 1 litre
- Liquid volume measures from 5 litres to 500 litres
- Thermometers from -40°C to 300°C (degrees Celsius)
- Pressure gauges from vacuum to 30,000 kPa (kilopascal) or 5,000 psi (pounds per square inch)
- Calipers from 1.001 mm (millimeters) to 1 metre

COMPLIANCE IN 2017-2018

2017-18 saw the culmination of efforts initiated in 2015 to adequately implement the Compliance Unit at the Belize Bureau of Standards (BBS). As such, all legal mandated responsibilities stemmed from the Standards Act, Metrology Act and Supplies Control Act, were placed under a specific unit to efficiently carry out the duties of monitoring the marketplace for compliance. This included activities such as verification of scales used in trade, verifications of Industrial scales, verification of fuel pumps at all gas stations, verification of pre-packaged goods at stores/supermarkets, verification of LPG meters, inspection of labels and inspection of Price Control Goods (PCG's) and Price Regulated Goods (PRG's). BBS inspectors visit hundreds of premises each year and have the power to investigate and prosecute those who do not comply with the appropriate legislation. The sectors



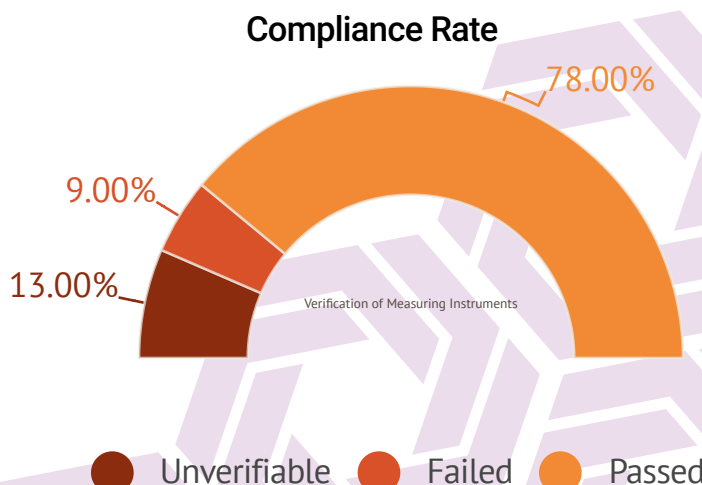
covered by this public good service include local retailers, export companies, importers, food production and the LPG sector. With the implementation of its Quality Management System (QMS) in 2015 and with clear cut strategic objectives for the next five years, the bureau embarked on the close monitoring of its mandated duties by the establishment of key performance indicators (KPI's). BBS is pleased to report that successful compliance rate was witnessed during fiscal year 2017-18.

Measuring Instruments Verification

168	345
Establishments Visited	Instruments Inspected
29	46
Failed	Unverifiable
	78%
	Compliance

424
Establishments Visited

KEY RESULTS



COMPLIANCE IN 2017-2018



Commercial Scales used in Industry

23

Establishments
Visited

75

Instruments
Inspected

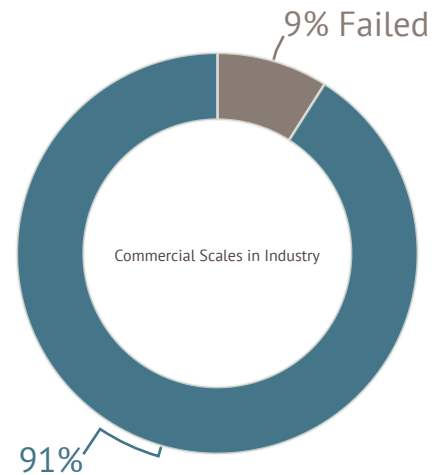
7

Failed

91%

Compliance

Verification of Commercial Scales (Industry)



Gas/Fuel Dispensers Verification

95

Gas/Fuel Stations
Visited

1,349

Hand Pumps
Inspected

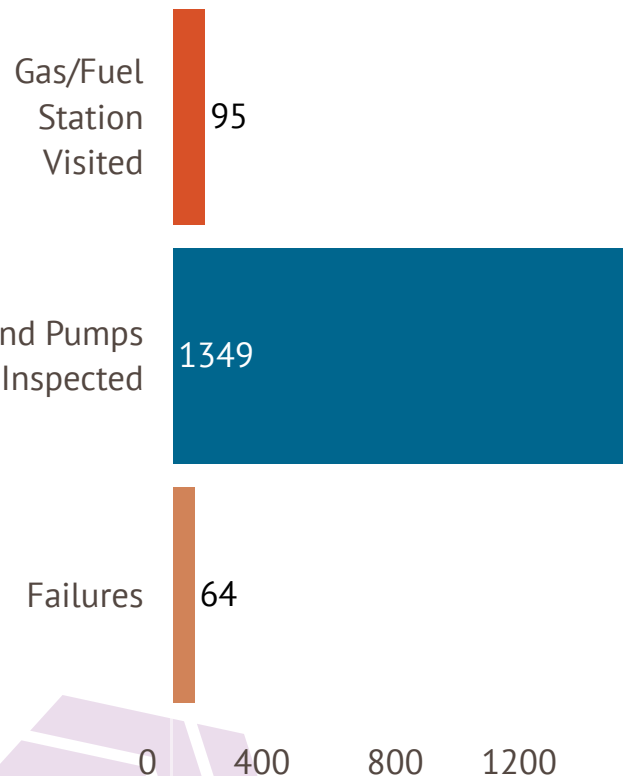
64

Failed

95%

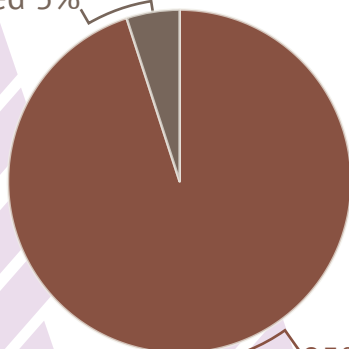
Compliance

Verification of Gas/Fuel Dispensers



Compliance Rate

Failed 5%



95% Passed

COMPLIANCE IN 2017-2018



Price Controlled Goods (PCGs) and Price Regulated Goods (PRGs)

138

Establishments
Visited

441

PCG
Verified

431

PRG
Verified



Verification of Pre-packaged Goods

168

Establishments
Visited

504

Items
Verified

100%

Compliance

Market Surveillance Activities

306 -
Establishments
Visited

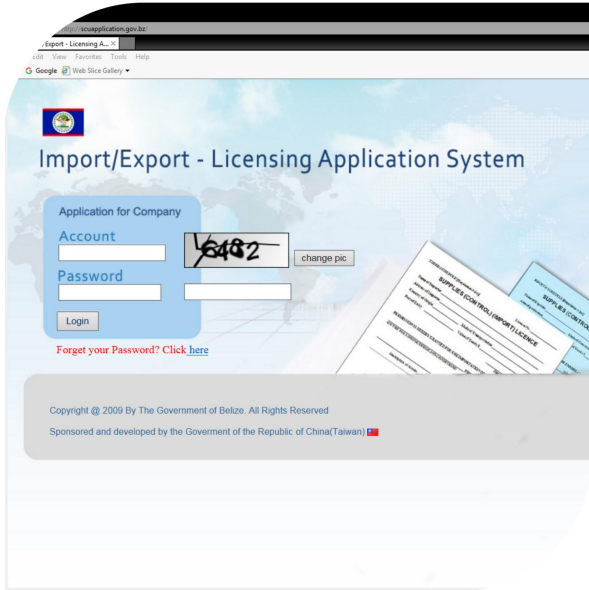
441 - PCGs Verified

431 - PRGs Verified

504 - Pre-packaged Goods Verified

0 100 200 300 400 500

SUPPLIES CONTROL IN 2017-2018



During this fiscal year, the Supplies Control Unit (SCU) processed one hundred and thirty eight (138) requests for Belize Market Labels (BMLs), at a total value of \$117,481.00, processed two hundred and seventy three (273) requests as it relates to the Supplies Control Online Licensing System (SCUOLS), processed one hundred and thirty eight (138) requests for Belize Market Labels, and approved six thousand one hundred and twenty six (6,126) licenses on the SCUOLS.

Key Results

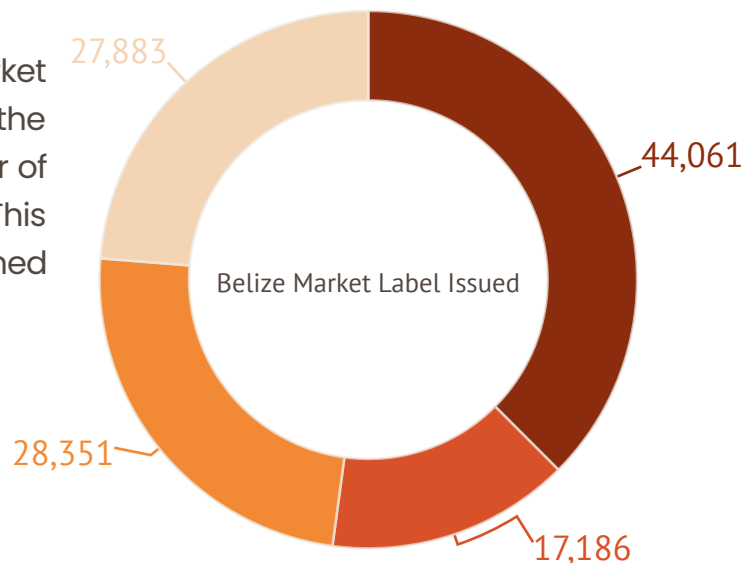
\$117,481.00 Revenue Earned



Belize Market Labels

Comparing the issuance of Belize Market Labels per Quarter it is notable that the most BMLs were issued in the First Quarter of the Fiscal Year - April to June 2017. This accounts for 37.5% of the revenue earned from BMLs this Fiscal Year.

Belize Market Labels Issued



● April to June 2017 ● July to September 2017

● October to December 2017 ● January to March 2018

SUPPLIES CONTROL IN 2017-2018

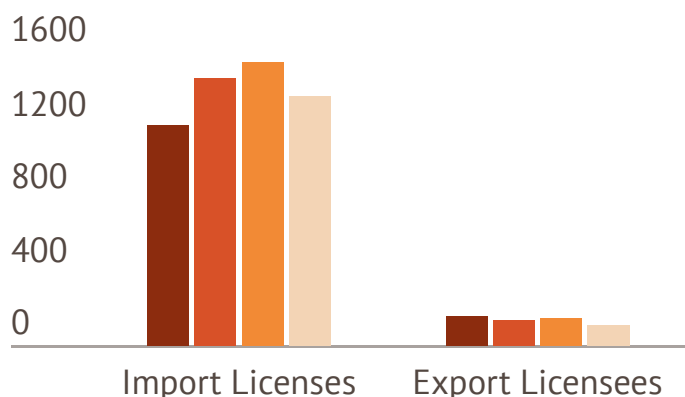


Supplies Control Online License

The Supplies Control Unit administers the Import/Export Licensing Regime for imports covering XX tariff headings and export XX. An average of twenty three (23) Import/Export licenses are processed daily on an online webbased platform. A total of 6,126 Supplies Control Licenses were processed this fiscal year; this includes the approval of 5,567 and 559 Import/Export Licenses, respectively.

The highest number of Import Licenses were processed during the Second Quarter – July to September 2017 and the highest number of Export Licenses were processed during the Fourth Quarter – January to March 2018.

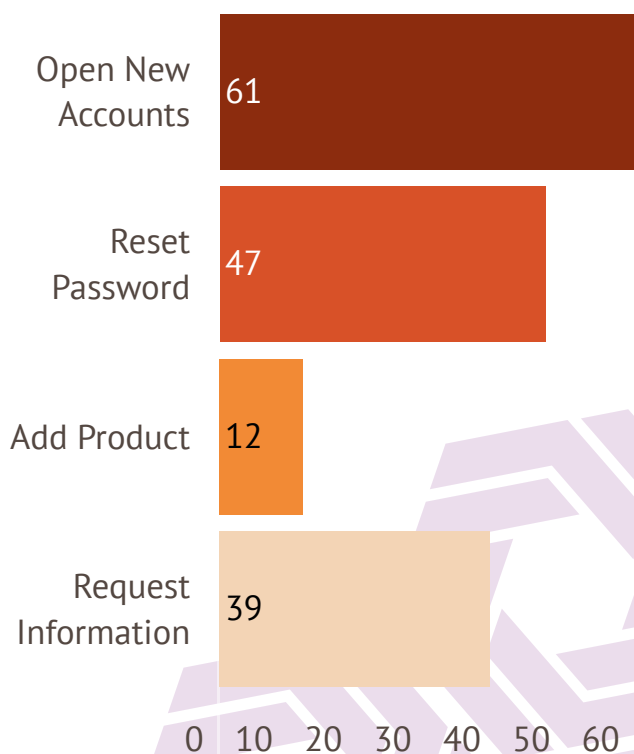
SCUOLS Approvals



Supplies Control Service Request

In the management of the SCUOLS, the Unit processed 159 service requests as it relates to the Licensing System. These requests included the activation of new SCUOLS accounts; processing of request to reset user password; processing of request to add new product names to the system and processing of request for information regarding Import/Export License.

SCUOLS Service Requests



SUPPLIES CONTROL IN 2017-2018



Controlled Price of Fuel

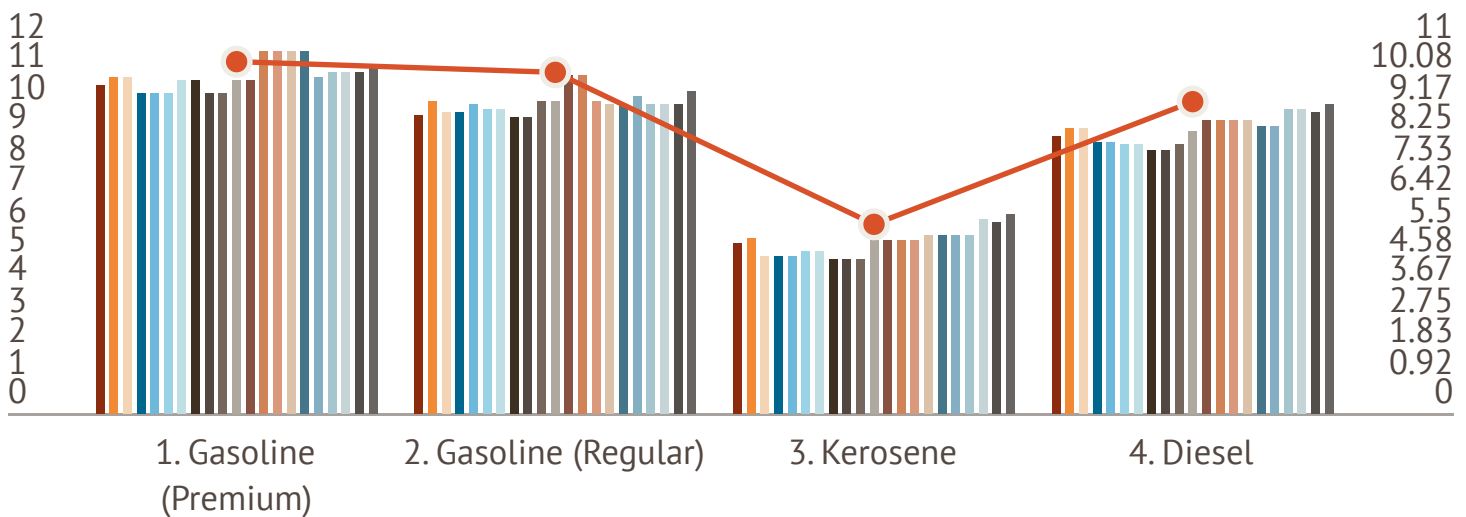
The SCU processed twenty one (21) requests for Statutory Instruments referencing the change to the Control Prices of Fuel issued by the Ministry of Finance this fiscal year. At the end of the Fiscal Year 2017-2018 the average price of fuel was as follows:



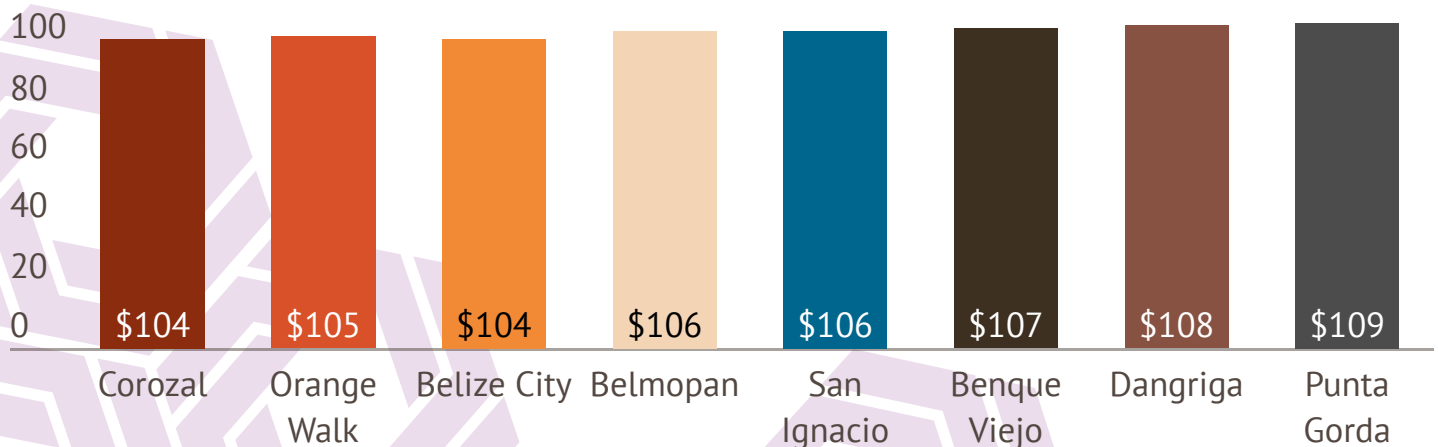
Controlled Price of LPG

During this fiscal year the SCU issued one price change to the control price of Liquefied Petroleum Gas (LPG) on 18th January 2018. The price change was as follows:

Changed in the Controlled Fuel Prices in 2017/2018



LPG Prices as of March 2018



EDUCATION & AWARENESS IN 2017-2018

BBS continues to seek opportunities to inform, educate and engage different stakeholder groups through the creation and sharing of relevant content for the purpose of promoting the Bureau's functions, activities and achievements. The awareness initiatives are conducted through a variety of multimedia techniques including stakeholder sensitization sessions, promotional events,

website content, flip learning exercises and social media and media engagements. The end goal of the education and awareness initiatives are to increase the visibility of the Department, build the Bureau's reputation and boost traffic the the Bureau's social media platforms, website and requests for services from stakeholders.



Online Presence



= 1,396

New Friends in Social Media Support



Top Posts

53	Instagram Posts
170	Facebook Posts
223	Combined Posts

Price Controlled Goods Flyer - Posted on August 8, 2017



21,880

Content Reach

2,065

Post Engagements

New GOB's Controlled Pump Prices - Posted on April 1, 2017



18,184

Content Reach

1,386

Post Engagements

New GOB's Controlled Pump Prices - Posted January 12, 2018



16,389

Content Reach

1,500

Post Engagements

EDUCATION & AWARENESS IN

2017-2018

The website and social media platforms were utilized to engage with, share information, quickly, efficiently and in real-time to its online audience. It is a cost effective method of disseminating informative and relevant information that enables stakeholders to be informed, engaged and educated about the Bureau from the convenience of their devices.



Media Engagements

The Reporter Press
Krem News Love News
Plus TV
Channel 5

32

Media Interviews



15

Press Releases Created and Disseminated



5

Media Appearances on OYE Morning Show
and Love FM Morning Show

Media engagement is an essential communication goal for the BBS. Maintaining a strong relationship with the media is essential to achieving the Bureau's communication goal to engage the media in a timely newsworthy manner to reinforce the BBS functions, activities and achievements.



Promotional Events

5

Promotional Events Attended

Consistent with our education and awareness goal, BBS embarked on commemorating three (3) special world observance days - World Metrology Day, World Accreditation Day and World Standards Day. In commemoration of World Metrology Day 2018, celebrated under the theme, "Measurement in Transport", BBS hosted an Information Day

in partnership with The Belize Road Safety Initiative, The Department of the Environment and The Department of Transport to highlight the importance of measurement in the Transportation System. In June, to commemorate World Accreditation Day, BBS hosted a "Taking a Break to have a Tool Box Talk" Session with

EDUCATION & AWARENESS IN 2017-2018

students pursuing a trade in Electrical, Construction and Ground Maintenance Programs. The main objective was for young and striving students to understand the importance of accreditation.

In October, BBS joined the international community in celebrating World Standards Day by focusing on "Smart Partnerships." Two events were hosted to commemorate this day; this included a Workshop on Promoting Standards for Quality Assurance for Business Support Organizations and a Smart Partnership Forum in collaboration with the University of Belize to highlight how the implementation of standards have contributed to the improvement of business processes and have addressed societal needs and concerns.

In addition, the Bureau participated in two (2) promotional events. The first promotional event it participated in was the Public Service Information Day hosted by the Ministry of Public Service in June. This was followed by BBS participation in World Food Day hosted by the Ministry of Agriculture in October in the village of San Lazaro, Orange Walk District.



Presentations



5
Presentations
Conducted



148

**Persons Benefited from these
presentations**

One activity that we use to interact with stakeholders at the academia level is delivering presentations in schools. This year five (5) presentations were delivered across Secondary and Tertiary Institutions. The topics covered included, Consumer Protection and Consumer Behaviors in Belize, Common Issues Consumers Experience, Standardization and Labelling Requirements and Making Digital Marketplace Fairer.

EDUCATION & AWARENESS IN

2017-2018



Stakeholder Engagement

12

Stakeholder Consultation
Sessions Held



269

Stakeholder Engaged

To create greater awareness and build interest in the standardization and the implementation of standards, BBS hosted twelve Stakeholder Consultation and Sensitization Sessions, targeting five (5) thematic areas. These sessions were held to give stakeholders in the related field an in-depth appreciation of standardization, its benefits and provided an opportunity for stakeholders and interested parties to participate in the standards development process.

Four of these stakeholder consultations focused on standards that were out for public comments; the Regional Standard for Cocoa and Chocolate Products, Revised Belize National Standards for Tyres, Revised Belize National Standards for Labelling of Pre-packaged Foods and the Regional Energy Efficiency Building Codes. A total of ninety six stakeholders were engaged during these consultations.



Areas Covered

Cocoa and Chocolate Products



3

Stakeholder
Participation

Standards for Coconut Industry



173

Stakeholder
Participation

REEBC Stakeholder Consultation



16

Stakeholder
Participation

Tyre Standards



40

Stakeholder
Participation

Revised BNS on Labelling of Pre-packaged
Foods



37

Stakeholder
Participation

In partnership with the Ministry of Agriculture and the Caribbean Agricultural Development Institute (CARDI) as a part of the National Coconut Stakeholder Platform (NCSP) four stakeholder sensitisation sessions were hosted on Standards for the Coconut Industry included "Specification for Coconut Oil" and "Specification and Code of Hygienic Practice for Pre-packaged Coconut Water." A total of one hundred and seventy three (173) stakeholders were engaged during these sessions.

OUTLOOK

2018-2019

With the Bureau's mandate deeply rooted in Quality Infrastructure Systems, it will continue to soundly drive the national effort to build on the pillars of Standardization, Metrology, Conformity Assessment, and Accreditation. Essential to this effort though, the Bureau recognizes that a functional NQI will need to be framed within the construct of a wider and all-encompassing National Quality Policy (NQP). The NQP, once formulated and implemented will serve as the axis from which to propel the production and delivery of internationally competitive goods and services for Belize, at home and abroad. The need for a National Quality Policy is envisioned to seek convergence as it threads National Quality Infrastructure Systems across existing and future policies, in this way ensuring that it is permanently featured in the development of national policy, regardless of economic sector.

At its core, the NQP with gained momentum, thrust and multi-sectoral support, will provide for the following:

- Support the building of economic, social, environmental and technological resilience of Belize and contribute to the strengthening of relevant governance structures
- Permanently embed quality principles, practices, and disciplines in every aspect of sustainable development policy

- Provide a platform for increased productivity, innovation, export competitiveness, consumer health safety and the environment, in the context of regional and international trade obligations.

During Fiscal Year 2018/2019 the Bureau will engage its stakeholders both public and private to seek endorsement of the NQP. Thereafter it will submit for approval from Cabinet through the Ministry of Investment, Trade and Commerce.

While the Bureau is fixed on this macro objective, at the departmental level it intends to adopt and revise standards at the national level while at the same time remain vigilant of emerging needs ensuring that these are absorbed into the National Standardization Programme 2015-2020. During the Fiscal Year 2018/2019 the Bureau engaged with stakeholders in finalizing standards for high angle activities, to address the rapid and continuous growth in zip lining, rappelling, rock climbing activities in the tourism industry. In transportation, it focused its efforts on developing diesel standards which will now cater to meet parameters for low sulphur diesel as well as gasoline standards for both regular and premium. In addition, this included the revision of the established standards for pneumatic passenger car tires to transition

from a voluntary standard to mandatory standard with a focus on addressing safety concerns with regards to used tires imported into Belize. With a trade balance currying favour to imports, the Bureau engaged in a revision of the national labelling standards for pre-packaged foods to address the continuous and ever-growing challenge in the labelling of pre-packaged foods for both imported and produced locally. New standards that the department will be pursuing with respect to recent stakeholder engagements include standards for gas emissions; automotive lubricants; liquefied petroleum gas; energy efficiency specifically for lighting, refrigeration and air conditioning targeting public buildings; agricultural products such as onion to address market requirements for sizes on onions; water sports activities such as kite surfing, jet skiing among others for recreational tourism; coconut products such as coconut water and coconut oil to address health and quality requirements for the vibrant coconut sector; seaweed and seaweed products, well water drilling etc.

Having now recruited four (4) additional staff for the Metrology laboratories, the Bureau will aggressively seek external training for its personnel so that it can at the earliest introduce a pilot calibration programme for its clients. This pilot will allow it the opportunity to fine tune the laboratory environment prior to it officially introducing the offer of calibration services. This initial offer intends to be focused in measurements such as mass, volume and temperature. At the same time, laboratory

personnel will be working towards the adoption of the ISO 17025 Standard with the objective of pursuing its accreditation certificate in the measurements previously aforementioned. Once achieved the metrology laboratory can seek register the laboratory in CARICOM as Caribbean Reference Laboratory.

With the support of central government, the department will be pursuing the introduction of user fees for services rendered. Fees will be specifically in legal metrology which involves the verification and calibration of commercial and industrial scales. The Bureau has invested recently in procuring working class weights amounting to 8 tons tons with an additional 4 tons to be purchased during the fiscal year. Prior to introduction it will in a concerted effort engage in country wide consultations primarily with end users, businesses and regulatory agencies in order to seek buy in. The department anticipates that it will initially help to recover the capital investments in metrology at the same time reduce significantly the cost of verification and calibration by external providers.

Projecting outward, the Bureau is on an upward path that will see continuous growth and development. As it aggressively pursues international recognition for its services it will become a pillar institution for national development as well as the Central America and Caribbean Region.



Power Lane
P.O. Box 430
City of Belmopan, Cayo District
Belize
Phone Number: (501) 822-0446/0447
Email Address: bbs@btlnet
Hotline: 0-800-283-5587
Website: www.bbs.gov.bz

