



MINISTRY OF COMMERCE, INDUSTRY AND LABOUR CORPORATE PLAN 2010 - 2012

***“Our vision is to lead and excel in the
provision of quality service to foster
economic growth for all”***

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Honourable Misa Telefoni

FOREWORD:

Message from the Deputy Prime Minister and Minister for Commerce, Industry and Labour, Hon Misa Telefoni

This Corporate plan outlines some of the key strategies the Ministry will undertake towards supporting the Government's priorities in its Strategy for the Development of Samoa (SDS). The economy remains volatile as Samoa adapts to the rapid changes in the global economic outlook. We are continuing to participate actively in efforts to pursue the opportunities available through a free and competitive market. We are actively pursuing this goal by our planned accession to the World Trade Organisation. We are determined however, to ensure that our private sector's interests in particular, are not compromised by this process.

Our Ministry continues to provide its full support in the development of business policies and processes that facilitate and generate opportunities for our private sector. We believe our private sector will be the engine of growth for our economy, and we must ensure an enabling environment to facilitate this process.

This Corporate plan is the culmination of the Ministry's efforts towards a participatory approach which draws on its priorities for the next three years. This will be achieved through active consultations within the Ministry's staff, with other Government agencies, and our key private sector partners. Careful attention has been taken to ensure that these priorities achieve the stated goal of our SDS that all our efforts towards achieving economic growth and employment creation are to be achieved by a public-private sector partnership led by the private sector.

The Ministry's core role in attracting more Foreign Direct Investment (FDI) into Samoa has culminated in the success of many large scale investments such as Tanoa Tusitala Hotel and the soon to be constructed Warwick Hotels Project in Vavau. This emphasis on attracting FDIs will continue into the future.

The Ministry has also been proactive in pushing Samoa's established acceptance within the international community as a good place to do business. This has been achieved in collaboration with partners such as Business Advantage, and in aggressively marketing Samoa in overseas fora as having an investor friendly legislative and policy framework.

What has been most encouraging is the active participation and the substantial investment of our locally based entrepreneurs in the tourism sector. This has also posed a positive challenge to our primary producers to provide fruit and vegetables, and other home grown produce for visiting tourists.

The tourism industry is now recognised as having the key role in Samoa's future economic development, especially in creating employment and stimulating economic growth.

I extend our grateful thanks for the valuable input provided by the many stakeholders of this Ministry and we look forward in collaborating with them in its implementation.

A handwritten signature in blue ink that reads "Misa Telefoni". The signature is fluid and cursive.

Hon Misa Telefoni

DEPUTY PRIME MINISTER & MINISTER FOR COMMERCE, INDUSTRY AND LABOUR



Message from the Chief Executive Officer of the Ministry of Commerce, Industry and Labour, Afioga Auelua Samuelu Enari.

I am pleased to introduce to our partners and stakeholders the Ministry's Corporate Plan for 2010 – 2012. With the onset of the emerging and diverse team of management professionals, the plan brings in new vision to the Ministry that demonstrates how the Ministry's objectives translates into real value for the public in creating a ***better quality of life for all.***

Afioga Auelua T. Samuelu Enari

The Ministries objectives over the next 3 years is to continue with its facilitation and regulatory role not only to embrace the development of the private sector as the engine of growth for Samoa's economy but that it contributes to creating better quality of life for its people. The Ministry believes in the value of Public Private Sector Partnerships (PPP) to spearhead the growth of Samoa's economy. To achieve the overarching objective of our Ministry, we will continue to strengthen our institutional management framework of systems (including legislature) and processes to ensure that its functions are more accountable and transparent and that it facilitates the needs of our key stakeholders, the private sector.

Our key resource will be our staff and despite the grim reality of high staff turnover inherent in the public service, the Ministry will continue to support participation of staff in opportunities to enhance their capacity to support service delivery of their outputs as outlined in this plan. Legislative reviews will continue so as to keep Samoa's business and legal environment relevant and in line with the rapid developments around the world. As part of the Government continuing drive towards a Sectoral approach to Performance Management, the Ministry will re-convene with its partners both in Government, Private Sector and Civil Society the development of the relevant Sector Plans that requires the Ministry's intervention.

I am grateful and place high value on the inputs provided by our stakeholders during our consultation of this plan, and trust that we will continue our Public – Private Sector Partnership to deliver the vision of the Ministry to fully support the development of commerce, industry, labour and registration of companies and intellectual properties in Samoa. I believe this will ultimately lead to the achievement one of Governments overarching Goal 2 of its Strategy for the Development of Samoa (SDS 2008 – 2012) i.e. ***Private Sector led Growth and Employment Creation*** which requires our Ministry's leadership in driving this agenda and working together with all of the private sector. I very much look forward to the implementation of this plan.

A handwritten signature in blue ink, consisting of a large, stylized initial 'A' followed by a horizontal line and a small flourish at the end.

Auelua T. Samuelu Enari
CHIEF EXECUTIVE OFFICER

1. INTRODUCTION:

To develop this key strategic document for the Ministry of Commerce, Industry and Labour (Ministry), a review of its previous plan was necessary to form the basis for direction of its key activities under its various mandates over the next three (3) years. The intention of the exercise was to document the achievements, identify gaps, building on those achievements and to continue with what remained to be achieved and realign where new strategies make them necessary. These would provide the means that the Ministry would exploit to harness alignment of its responsibilities with that in the Governments new Strategy for the Development of Samoa (SDS) 2008 -2012 where key priorities have already been identified by Government for the next 5 year. From this new SDS, only two priorities areas relate directly to this Ministry's mandate i.e. Priority area 1. Economic Policies and Priority area 3: Public Sector Management and Environmental sustainability. Despite having being directly responsible for only one priority area of the SDS, the Ministry recognises its important role and contribution in other priority areas and will continue to work in collaboration with other Ministries to support the achievement of the SDS priority areas. It is evident that given the business focus of the Ministry its new plan will focus on its legislative reforms to better service its key partners in the private sector. For the new plan, efforts have been made to align this plan with the principles of the Performance Management framework as adopted by all Government Ministries.

2. REVIEW OF 2004-2007 CORPORATE PLAN

Many challenges were encountered in servicing the now various mandates of the Ministry of Commerce, Industry and Labour (Ministry) under the review period. From the Governments institutional reforms of 2003, staff dealt with challenges associated with changes in its new working environment, organizational culture and familiarization with new work colleagues. The Corporate Services Division (CSD) played a big role being the lead coordinator in providing support services to divisions of the Ministry. And with staff resilience and perseverance, the Ministry soon saw its various divisions integrating well into one direction under the leadership of its new management team. In 2004, the 1st Ministry Corporate plan was developed with clear intentions for staff to fully appreciate their new direction under their various mandates and responsibilities, and to be seen by its partners as a Ministry capable and confident to move forward as one. The CSD was instrumental in leading the implementation and review of the various Government reforms/instructions from its key partners, i.e. Cabinet, Public service Commission and Ministry of Finance. A new management system was adopted to ensure compliance with the various regulations and instructions relating to financial and human resource management. Significant investments were made in its IT infrastructure as the Ministry embraced the evolution of information technology for improving business processes to enable more effective and efficient delivery of its services. Continued support was provided to staff for enhancing their capacities through the various opportunities offered to the Ministry not only for management systems to better manage staff, but also for more technical trainings both local and overseas. Despite efforts to support capacity development of staff, the Ministry continued to feel the strain resulting from high staff turnover. The Ministry like all Ministries continued to be a breeding ground for new qualified graduates who depart soon after they have gained much skills and experience from the various portfolios covered by the Ministry. Annex 3: MCIL Corporate Plan 2004 – 2007 Review results provides details of key achievements against the 2004-2007 Corporate plan.

In 2006, to meet the increasing demand by the private sector, and Governments commitment in its Strategy for the Development of Samoa (SDS) *to strengthen it as the engine of development and growth*, the Industry section was re-instituted as a division (**Industry Development and Investment Promotion (IDIP)**) from the Fair Trading Division to meet its growing portfolio of responsibility. A total of 126 foreign investors were registered under the investment friendly environment. Numerous tools were developed and reviewed as promotional mechanisms advocating Samoa as an ideal investment location including an Investment Policy document, an

Investment Guide & an Investment DVD. The Foreign Investment Act 2000 was reviewed with assistance from the Foreign Investment Advisory Services (FIAS) of the World Bank in 2007. The Division administered four (4) programmes of assistance (Structural Adjustment Facility (SAF), Assistance for hotel/motel duty concessions, Government Export Guarantee Scheme (GEGS) and Private Sector Support Allocation (PSSA). The Trade, Commerce and Industry Development Board being the main forum for Government-Private sector dialogue was revived in September 2006. Its first task was reviewing tariff anomalies and initiating the 'Lotonuu' logo which aimed at promoting the development/marketing and improving the quality of home grown Samoan products.

Under its **Fair Trading arm (FTCD)**, the Ministry identified as a key objective the creation of a **“level playing field for traders and consumers”** in their dealings in the marketplace. Under the review period, a lot was achieved in creating a fair level playing field. Both consumers and traders are increasingly aware of their legislative obligations through the various awareness programmes carried out particularly during the annual celebrations for World Consumer Rights Day (WCRD) 15 March. Policing by the Ministry was increased, resulting in improvements of work-systems i.e. new computerized database in place to facilitate retention of information on: (i) the number of active retailers in the entire country; (ii) level of compliance {issuance of warning letters}; (iii) complaints received from consumers; (iv) improvement in the costing database and (v) consistent inspections to name a few. A major achievement in the period was the increased involvement of Samoa in international and regional Codex foras which contributed immensely to the Ministry's and other line-Ministries, capability and capacity in developing national food standards. In 2004 Samoa being the Regional Coordinator for the geographical Codex Committee of North America and the South West Pacific (CCNASWP) organized the first CCNASWP meeting ever to be held in the Pacific on Codex matters. In 2006, it was successful in bidding for a second appointment to this important role within the Codex. The Division in close collaboration with its Samoa National Codex Committee (SNCC) partners organized a first ever “Codex Stakeholders meeting” in 2004. These significant events contributed to strengthening of the working relationship and networking between SNCC partners creating more awareness and identification of appropriate food standards to be developed. This role that the Ministry plays in convening this partnership is expected to continue with an even more effective momentum in the next plan period. In its convening ability, the Division undertook preparatory meetings for the development of the Commerce Sector Plan which is envisaged to be completed in the new plan period.

Under its **Apprenticeship, Employment and Labour Market Division (AELM)**, one of the key achievements was the implementation of the Labour Market Survey of Private Sector Employers carried out in 2004 and 2007. The results of this survey were made widely available to all stakeholders. A 250% increase was noted in the number of placements for jobseekers in paid employment. In 2006 the Division conducted the initial job search skills workshop for jobseekers, which focussed on improving jobseekers ability to prepare resumes, job application letters, interviews and other related issues. The Apprenticeship Scheme saw an average of 13% of tradesmen in their final year of the scheme graduate with due completion certificates annually, while terminations per year averaged at 5%. The majority of the graduates were in the Motor Mechanic, Electrical, Carpentry and Joinery trades. Trade tests were also conducted during the review period, specifically 2005 and 2006, of which 48 certificates were issued (36 Grade 1 certificates & 28 Grade 2 certificates). The staff of the Division participated in numerous training workshops which contributed to their professional development. Another significant achievement in the plan period was the increase in the minimum wage, which was increased from \$1.60 to \$2.00 per hour.

Under the Ministry's **Industrial Relations, Work Permits and Occupational Safety and Health Division (IRWPOSH)**, the Ministry continued to ensure a stable environment for harmonious industrial relations for both workers and employers. Progress was made in the improvement of work activities for enforcement of labour standards. The increase in the number of routine inspections carried out resulted in a 30% decrease in the level of complaints received. During the course of its routine inspections and investigations of workplace

accidents the Division continued to provide advice to employers and workers on their obligations under the law. In 2005, Samoa became a member of the International Labour Organisation (ILO). The direct involvement of staff in the mediation and conciliation process contributed to the enhancement of staff capacity. New initiatives were in place to promote further awareness including workshops and brochures during Occupational Safety & Health (OSH) day (28 April). The preparation of the regulations for new Occupational Safety and Health Bill 2002 was one of the key tasks of the division under the review period.

Registries of Companies and Intellectual Property division (RCIP) continued to provide its core services vis-a-vis the Registries of Companies, Incorporated Societies, Cooperatives, Credit Unions and Charitable Trusts. In addition, the division was active in the management and protection of rights of Intellectual Property rights holders in subject matters such as trademarks, patents, industrial designs and copyright. The division was also instrumental in the implementation of projects and programmes that would contribute to the achievement of its mandates of ***providing an environment conducive to the development of private sector as the engine of growth***. Some of those projects and programmes covered review of the various legislations, awareness exercises targeting the various interest groups in the community and the set up of an electronic registry system. Of significance achievement was the passage of the Companies Amendment Act including subsidiary legislations including The Receiverships Act 2006, The Securities Act 2006 and The Transitional Provisions Act 2006. This was seen as one of the tools that would contribute immensely to the improvement of the corporate regulatory framework for doing business in Samoa. Various trainings were carried out in 2007 (under funding assistance from the Public Sector Improvement Facility (PSIF)) for different stakeholders groups such as Samoa Association of Manufacturers and Exporter Inc. (SAME), Chamber of Commerce Incorporated, Institute of Society of Accountants, Law Society, Public Bodies, Existing Companies and the interested members of the public. The awareness and training programmes associated with the various legal changes had contributed positively to the integrity of the various Registers and had improved compliance with legislative requirements under the different Registers.

3. OUR CORPORATE PLAN 2010-2012:

The Ministry of Commerce, Industry and Labour plays an important role in fulfilling the vision of the SDS through leading and facilitating **private sector development as the engine of growth**. Its key functions include provision of advice, developing, implementing and administering mechanisms for its regulatory functions.

4. OUR VISION:

OUR VISION IS TO LEAD AND EXCEL IN THE PROVISION OF QUALITY SERVICE TO FOSTER ECONOMIC GROWTH FOR ALL.

5. OUR MISSION:

To provide quality advisory service and develop pragmatic regulatory frameworks to facilitate the development of the private sector to stimulate investment, industry development, fair trade competition create full employment of local workforce and highly qualified trades of people, generate more work opportunities, improve safe work environment, increase innovation and registry integrity in Samoa

6. OUR MANDATES:

The Ministry's mandate contained in the 37 legislations provide the key responsibilities in support of developments highlighted in the SDS. Annex 2 provides the list of these legislations. There are current efforts by the Ministry in support of the objectives of the Law Reform Commission under the leadership of the Attorney General's Office to review all of its legislations and regulations with the intention for an updated legal

framework to support Private Sector Development that would improve the quality of life for all Samoans. The Ministry is mandated to administer regulatory frameworks that:

1. Promote Industry development, foreign investment and guarantees the rights of citizens to participate in the economy of Samoa,
2. Sets standards to regulate fair competitive practices to promote a fair level playing field in all trade,
3. Administers the Apprenticeship Scheme, Employment Services and collection and dissemination of Labour Market information,
4. Promotes and enforces labour and employment relations, foreign worker employment and occupational safety and health,
5. Manages the registries of companies and other legal entities and enforces statutory obligations. Management of IP registers and protection of rights of IP holders.

7. OUR VALUES: Our values encompass those values of the public service which are crucial to the successful delivery of our services. We aspire to keep and respect their importance in the achievement of our Vision and Mission:

- Honesty – we value honesty in the way we perform our duties of service to the public,
- Impartiality – we value impartiality by treating our stakeholders equally and fairly maintaining political neutrality,
- Service and Commitment – we aspire to provide a service that is unconditional with a commitment to satisfy our client needs,
- Respect and empathy – we respect the thoughts, feelings and concerns of others and seek first to understand than to be understood,
- Transparency and Accountability – we encourage open communication and commit to ensure that our actions and decisions are consistent and made with clear reasons in an open manner,
- Efficiency and effectiveness – employment of resources to achieve results of value to the public in the most economical way.

8. OBJECTIVES OF OUR MINISTRY:

The Ministry's objectives to support the implementation and achievement of its vision and mission are as follows:

- 1. Provide appropriate policy advice to the Minister of Commerce, Industry and Labour on all areas of the Ministry's mandate,**
- 2. Provision of an efficient and effective secretariat and administrative support to the Minister,**
- 3. Providing a high level of industry development and facilitating an Investment friendly environment,**
- 4. Setting standards for trade practices and for the production, distribution and trading of goods and services and enforcing compliance and protection of consumers from unfair trade practices,**
- 5. encouraging highly skilled local workforce and their full employment,**
- 6. enforcing labour and employment relations, foreign workers and safe work at the workplace**

- 7. Full protection of rights of intellectual property creators and properties, Full compliance with registration obligations under the companies laws and other registries administered in the Ministry and Protection of efficiency and integrity of all registries and lastly**
- 8. To ensure that sufficient resources (both financial and human) are available to support the effective delivery of the Ministry's services to achieve its Vision and Mission.**

Details of how we are going to deliver on our objectives are attached in *Annex1: MCIL Objectives and Strategies 2010-2012*.

9. OUR ORGANISATION STRUCTURE:

To be able to achieve its eight (8) objectives highlighted above, the Ministry plans to continue to support its staff in capacity development opportunities available both locally and internationally. There are avenues available for staff to enhance their capacities through continued participation in international meetings, conferences and workshops. Mechanisms will be put in place to ensure that staff knowledge is increased and shared within the Ministry. At the same time the Ministry will hire additional staff (to add to its 60 staff) in all of its units to ensure that there are sufficient human resources available to meet the increasing portfolio of mandates housed under the Ministry. To ensure that the Ministry has the appropriate skills and expertise needed to meet its corporate objectives, a Capability plan will be drawn up to ensure that capacity available best fits what is required to achieve objectives. The Capability plan will examine closely and will be integrated with the performance appraisals systems to be rolled out by the Public Service Commission in the period.

10. MONITORING AND EVALUATION:

The Ministry will streamline its annual budget planning and forward estimates against this Corporate Plan and the SDS. Therefore through its annual reporting process, performance achievement will be monitored in terms of how well they translate to the achievement of outcomes. As required under Public Finance Management Legislations, progress on achievement on Ministry Outputs will be reported as usual to Parliament through Annual Reports.

The Ministry where necessary will carry out various monitoring and evaluation reviews with its key partners.

ANNEX 1: MCIL OBJECTIVES AND STRATEGIES 2010 - 2012

ANNEX 2: MCIL LEGISLATIONS AS AT MARCH 2010

ANNEX 3: MCIL 2004 – 2007 CORPORATE PLAN REVIEW RESULTS

Annex 1: MCIL Objectives and Strategies 2010 – 2012

Objectives/Outcomes	Output Strategies	Performance Measure
1. Industry Development – High level of industry development	i. efficient implementation of assistance schemes administered by the Ministry	Increase in utilization of schemes by all different industries;
	ii. Public Awareness Programs on all assistance schemes administered by the Ministry	Solid Public & Private Partnership through an established consultative mechanism such as the Economic Forum;
	iii. Investigate means of introducing a formal government-private sector consultative mechanism;	Increase growth of MSME's
	iv. Promote development of MSMEs through formal set up of policy and strategies;	Assistance schemes facilitated on updated legislations e.g. Regulation for Duty Concession Scheme currently administered under the Customs Amendment Act 2007;
	v. Review policies relating to industrial development growth including the Industry Act under the MCIL Management Bill project	Increase quality of locally made products thus meeting overseas market standards;
	vi. Maintaining good records and database of all assistance schemes administered by the Ministry for reporting purpose	Increase in industry activities leads to increase employment, export generating income etc.
	vii. Promote quality locally made products through the Lotonuu initiative as well as through the National Export Strategy	
	viii. Participate and provide sound advice to National Committees on Industrial development issues [NES, WTO, IPC etc.]	
2. Investment Promotion – An Investment friendly environment	i. Review of investment incentives policies and packages;	Increase registered foreign investments;
	ii. Review, research and update investment opportunities to be promoted;	Increase in economic activities and industrial growth;

	iii. Aggressive investment promotion campaigns;	Increase awareness of Samoa's investment environment i.e. through promotion on website and investment tools;
	iv. Provide updated, efficient and effective information to investors;	
	v. Continuous review of foreign investment policies;	
	vi. Prompt facilitation of foreign investment approvals;	
	vii. Maintenance of Foreign Investment Database for reporting purpose;	
	viii. Participate and provide sound advice to national forums on investment issues ;	
	ix. Facilitation of investment groups.	
3. Level playing field for traders and consumers	i. Development of the Commerce Sector Plan	A well structured plan guiding development of commerce in the country thus allowing for systematic generation of assistance where gaps are identified
	ii. Review and update existing Competition Policy mandate and redevelop an effective legal framework that meets the needs of the market	An effective regulatory framework directing compliance in competitive practices nationally
	iii. Review and update the existing Metrology framework and redevelop an effective and integrated legal framework in trade measurements that is accepted internationally	An effective and internationally accepted system of trade measurements directing implementation, enforcement and compliance nationally
	iv. Continuous development of food and non-food standards in collaboration with members of the Samoa National Codex Committee	Approved Food and Non-food Standards Regulations
	v. Establish a sub-division of the Division in Savaii	Effective, efficient and timely responses to trade complaints from Savaii
	vi. Increase inspection, investigation, monitoring visits throughout the country	Reduction in the number of complaints received
	vii. Increase promotional programs aim at public awareness of consumer rights and trader obligations	Complaints receive are arbitrated by the Ministry saving costly court proceedings

	viii. Provide secretariat services to the Samoa National Codex Committee and the Prices Board	Effective and high quality resolutions achieved
	ix. Improved collaborative partnership with SROS, NUS, USP-Alafua and line Ministries in ensuring food standards are science based	Enhanced confidence of consumers both locally and internationally in Samoa's manufactured goods
	x. Establish registry of service providers [mechanics, carpentries, plumbing, vehicle car dealers, electricians etc]	List of approved accredited by recognized qualification service providers
4. Full Employment of workforce	i. More efficient and effective operation of job referral and placement service	i. Decrease in the number of registered job seekers, reduce the number of unemployed.
	ii. Better Maintenance of labour market information database via Labour Market Information System	ii. Increase employment figures, better partnership/networking.
	iii. More training for job seekers to help improve their employability	iii. Increase in job referrals and placement
	iv. well trained and skilful persons responsible for collecting reliable data/information	iv. increase number of inquiries from employers on vacancies, increase training provided by employers
	v. Information to be presentable for the public's awareness	v. Increase public awareness on employment and LMI
	vi. Better maintenance of reviews on minimum wage through analysis and reporting	vi. Lessen the wage disparity and to accommodate the cost of living
	vii. Provide effective and available information relating to career for the purpose of guiding students with their targeted goals	vii. Increase career / employment awareness
5. Highly skilled workforce	i. Better collaboration between apprenticeship Council and NUSIOT on trades; to maintain a harmonious working relationship	i. Low attrition rate in apprenticeship training
	ii. Organise trade tests in response to demand	ii. Higher level of participation in trade tests
	iii. Effective mechanism for identifying private sector training needs	iii. Increase in number of apprentices and higher completion rate for apprentices

	iv. Review of apprenticeship training scheme and trade testing scheme for relevance and effectiveness	iv Minimum number complaints/differences of opinion over apprenticeship scheme with NUSIOT
6. Strengthen national labour and employment relations systems	i. To develop national strategies on the processes and systems of inspections and to use ILO conventions as Guidelines	i. New provision in the LER Bill and Regulations 2010
	ii. To build functioning reporting systems and hold regular meetings between Government, Workers and Employers and to train labour inspectors staff on labour and employment relations legislations and practices	ii. All labour inspectors trained in LER developments and information regularly communicated to Workers and Employers
	iii. To discuss with tripartite representatives to establish a Forum and recognize as the high level Labour and Employment Relations Advisory Body to Government	iii. Samoa National Tripartite Forum established and functioning
	iv. To mobilize mass-media to promote public awareness programs of labour and employment relations and to promote sound industrial relations at the workplace and strengthening the capacity of industrial actors	iv. High Level participation of Workers and Employers in Forums
	v. To organize seminars and workshops to apply key ILO LER instruments in Samoa workplaces	v. Key ILO LER instruments useful for immediate LER needs are applied accordingly including Labour Inspection Convention (No.81), Working Conditions in Plantation Conventions
	vi. To use successful cooperation measures to support effective implementation of LER Framework planning	vi. International technical cooperation with Pacific, ILO and other partners enhanced strategically LER Framework plan supported through international technical cooperation

7. Improve labour and employment relations inspection and compliance with the LER Bill and Regulations	i. To review and analyse current situations of inspections in SOEs, Agencies and the private sector and to prepare technical guidelines for effective inspection. To improve inspector recruitment systems and training programmes	i. Legal powers and roles of inspectors clarified. Recruitment, salary grading and training systems of inspectors established. Inspection means and reporting formats improved
	ii. To extend inspections in more workplaces in SOEs, agencies and private sectors in particular small and medium enterprises	ii. Select small to medium enterprises workplaces for inspection, and enhance action plans to increase coverage
	iii. To develop and implement annual inspection plans which are achievable by using available resources to identify priority industries. To review and analyse inspection results annually	iii. Strategic inspection plans developed and implemented. Prioritise industries and workplaces for inspection. Annual reports on inspection results published
	iv. To develop investigative reporting format of arbitration cases and ensure that all employers know it through labour inspection and campaign activities. To establish and implement investigation procedures by inspectors referring to ILO Convention no. 81	iv. Monthly reports of investigation of arbitration cases developed and publicized. Coverage of the reporting systems gradually improved.
8. Promote LER activities by Employers and Workers Organisations	i. To link LER activities to productivity enhancement and other management goals. To introduce ILO LER instruments and guidelines for businesses. To organize LER seminars to meet employers needs.	i. Knowledge, skill and practice of LER by Samoan Employers increased. LER action plans developed by employers and their organizations
	ii. To train trade union LER trainers and assist trained trade union trainers in organizing LER activities	ii. Difficult to reach vulnerable group of workers trained by trade union LER trainers. LER activities and training implemented by trade unions
	iii. To plan and implement joint LER campaigns and training activities and to reflect workers' and employers' views to national LER policy developments	iii. Employer – Worker cooperation enhanced in LER activities. Workers' participation promoted by Employers. Workers and employers contributed to national LER policy developments

9. Develop and Enhance processes and systems on the Approvals of Work Passes for Foreign Workers	i. To develop processes and systems for the granting of three categories of Work Passes for Foreign Workers: Professionals (PWP) – qualified professional qualifications; Trades (TWP) – qualified tradespersons qualifications and Domestic Work (DWWP) – restricted.	i. Meet employers labour market and productivity needs
	ii. To organize seminars and orientation programs for foreign workers of their rights to organize and bargain collectively and upholding decent working conditions	ii. Respect of Freedom of Association and collect bargaining
	iii. To advocate and share of information on the promotion of freedom of association and collective bargaining	iii. Develop brochures to raise the visibility of fundamental principles and rights at the workplace
10. Strengthen national occupational safety and health systems	i. To develop national policies on inspection and construction safety as a priority. To use ILO conventions on Labour Inspection Convention (no.81) and Safety and Health in Construction (no. 167) as Guidelines. To identify other priority OSH areas for strengthening legal framework	i. New provision on labour inspection and on construction within the new OSH Bill and Regulations 2010
	ii. To strengthen reporting mechanisms and information sharing systems for effective OSH administration. To train labour inspector staff on OSH legislations and practices	ii. All labour inspectors trained in OSH developments, and information regularly communicated within network of workplace levels. Occupational accidents and diseases regularly reported from workplace.
	iii. To discuss with the tripartite representatives the establishment of the National Tripartite OSH Council and appoint Council members. To official recognize the Council as the high level OSH advisory body to the Government	iii. National Tripartite OSH Council established and functioning

<p>iv. To set up guidelines to support functioning OSH Committee activities at the public, SOEs and the private sectors level. To develop and implement a training programme for industrial physician.</p>	<p>iv. OSH Committees established at the enterprise levels</p>
<p>v. To annually organize National OSH Day on 28 April in line with ILO's World Day on Occupational Safety and Health at the Workplace. To promote public, SOEs and private sector participation to National OSH Day. To mobilize mass-media promotion in OSH good practices in the workplaces. To publish easy-to-read OSH materials in English and Samoan and upload on the Website</p>	
<p>vi. To organize seminars and workshops to apply key ILO OSH instruments in workplaces in Samoa</p>	<p>vi. National OSH Day Campaign established as a regular nation-wide activity in coincidence with the World Day on OSH on 28 April. High level participation to the National Day ensured. OSH promotional leaflets produced and websites developed</p>
<p>vii. To hold regulation coordination meetings to exchange experiences and promote joint programs. To organize joint events such as seminars and workshops</p>	<p>vii. Key ILO instruments useful for immediate OSH needs are applied accordingly including Labour Inspection Convention (no.81); Safety and Health in Construction Convention (no.167); Promotional Framework for OSH Convention (no. 187) or ILO guidelines on OSH Management Systems (ILO OSH 2001)</p>
<p>viii. To identify successful examples in international technical cooperation from past experiences and on-going programs. To actively participate in the Pacific and present OSH achievements in Samoa.</p>	<p>viii. Cooperation and coordination among ministries, SOEs and private sector agencies established and promoted for OSH.</p>

		ix. OSH Framework Plan is supported through internal technical cooperation with Pacific, ILO and social partners
11. Implement special programs for hazardous occupations	i. To develop new Guidelines on OSH in Construction and to strengthen labour inspection in construction sites as a priority. To apply ILO safety and Health in Construction Convention (no. 167)	i. New guidelines in Construction are enacted and include in new OSH Bill and Regulations 2010. Strategic inspection plans for construction are developed and implemented
	ii. To select high risk construction workplaces, assess safety and health risks, and design improvement programmes. To train workers and employers in construction about OSH improvement measures	ii. Government action program in OSH in Construction is developed. Employers and Workers in Construction trained about practical construction measures
	iii. To collect information through the public, SOEs and private agencies on high risk occupations and map them out. To examine safety, health risks through the labour inspectors. To take necessary measures including banning of such high risks activities or enforcing specific measures to reduce risks	iii. High risk workplaces clarified and appropriate protection measures taken. These workplaces inspected regularly by labour inspectors
12. Extend OSH protection to small to medium enterprises and rural and informal economy workplaces	i. To train inspectors and others as WISE and WISH trainers. To help employers' organizations and trade associations promote WISE and WISH trainings. To promote cooperation with workers organizations and NGOs in order to reach more small enterprises and home workplaces	i. WISE and WISH trainers developed in small to medium enterprises and home workplaces. WISE and WISH training carried out by trained trainers. Low cost improvements implemented by trained small to medium enterprises and home workers
	ii. To promote exchanging practical OSH experiences among small to medium enterprises owners and workers. To develop ready to use OSH information materials for small to medium enterprises and home workplaces	ii. Workshops for exchanging practical OSH experiences in small to medium enterprises and home workers organized. Practical OSH improvements information disseminated.

13. Promote collaborative actions with hazardous child labour and HIV/AIDS for stronger compliance	i. To map out workplaces where child workers between 16-18 years work. To apply the existing list of hazardous child labour that needs prohibition or strong protection measures. To link OSH activities to ILO IPEC (International Programme on the Elimination of Child Labour) projects. To develop practical OSH measures for child workers to protect them from accidents and injuries. To strengthen existing child labour monitor networks for stronger protection	i. Child Labour under 16 years of age eliminated. Child workers between 16-18 years old protected and their safety and health risks adequately managed. Action oriented training programs and other protection measures for child workers developed and implemented.
	ii. To establish Tripartite Coordination Committee with a mandate to promote the implementation of the OSH Framework Plan in HIV/AIDS	ii. TCC establish and function. OSH Framework Plan monitored and evaluated
14. Improve safety and health inspection and compliance with the OSH Law	i. To review and analyse current situations of inspections in SOEs, Agencies and the private sector. To prepare technical guidelines for effective inspection. To upgrade inspection means. To improve inspector recruitment systems and training programmes	i. Legal powers and roles of inspectors clarified. Recruitment, salary grading and training systems of inspectors established. Inspection means and reporting formats enhanced
	ii. To extend inspections in more workplaces in particular to small and medium enterprises and home workplaces. To review past achievements and good practices to reach home workplaces and use these experiences for planning inspections	ii. Select small to medium enterprises workplaces for inspection, and enhance action plans to increase coverage
	iii. To develop and implement annual inspection plans which are achievable by using available resources to identify priority industries. To review and analyse inspection results annually	iii. Strategic inspection plans developed and implemented. Prioritise industries and workplaces for inspection. Annual reports on inspection results published

	<p>iv. To develop accident reporting formats and ensure that all employers know it through labour inspection and campaign activities. To establish and implement accident investigation procedures by inspectors referring to ILO Convention no. 81. To collect and analyse accident information and publish injury statistics. To cooperate with the Accident Compensation Corporation (ACC) to ensure that injured workers can get adequate compensation</p>	<p>iv. Monthly reports of work-related accidents and diseases developed and publicized. Coverage of the reporting systems gradually improved. Accident investigation results used for reducing safety and health risks. Adequate compensation provided for injured workers in cooperation with the ACC</p>
<p>15. Promote OSH activities by Employers and Workers Organisations</p>	<p>i. To link OSH activities to productivity enhancement and other management goals. To introduce ILO OSH instruments and guidelines for businesses. To organize OSH seminars to meet employers needs.</p>	<p>i. Knowledge, skill and practice of OSH by Samoan Employers increased. OSH action plans developed by employers and their organizations</p>
	<p>ii. To train trade union OSH trainers and assist trained trade union trainers in organizing OSH activities</p>	<p>ii. Difficult to reach vulnerable group of workers trained by trade union OSH trainers. OSH activities and training implemented by trade unions</p>
	<p>iii. To plan and implement joint OSH campaigns and training activities and to reflect workers' and employers' views to national OSH policy developments</p>	<p>iii. Employer – Worker cooperation enhanced in OSH activities. Workers' participation promoted by Employers. Workers and Employers contributed to national OSH policy developments</p>
<p>16. Full protection of rights of intellectual property creators and proprietors</p>	<p>i. Comprehensive review of existing intellectual property legislation</p>	<p>i. Fewer complaints against violations of IP laws;</p>
	<p>ii. Ensure full computerisation of Trade Marks, Patents and Industrial Designs</p>	<p>ii. Modernise and update IP legislation</p>
	<p>iii. Increase proprietors awareness</p>	<p>iii. Increase in IP registration</p>
	<p>iv. Increase awareness of users on Intellectual Property</p>	<p>iv. Reduction of infringement on IP rights</p>

	v. Implementation of the IP Automated system	v. Reduction of time taken to do searches and registration of Trade Marks, Patents and Industrial Designs
	vi. Establishment of Collective Mechanism	vi. Fewer offending actions
	vii. Preparation and implementation of National IP Strategy	vii. Enhance system of registration
	viii. Draft of Traditional Knowledge Legislation	viii. Motivate of creators to continue with their innovation
	ix. Liaise with WIPO on development of IP issues	ix. Facilitate the enticement of new business venture
	x. Continued update of databases	
17. Full compliance with registration obligations under companies laws and other registries administered in the Ministry	i. increase stakeholders awareness of legal obligations	i. Fewer offending actions
	ii. More efficient and effective monitoring process of registered entities and their obligations	ii. Reduction of time to carry out searches & registration of companies and other related documents
	iii. Create an efficient Companies electronic registry	iii. Enhance procedures for registration and maintaining different legal entities
	iv. Carry out regular inspections of companies and other legal entities	iv. Improve process of deregistration of inactive entities
	v. Comprehensive review of Credit Union, Charitable Trust and Co-operative Societies	
	vi. Update and modernise and passage of Credit Unions, Charitable Trust, Cooperative Societies and Incorporated Societies	
	vii. Passage of PPSA	
18. Protection of efficiency and integrity of all registries	i. Strengthen procedures for registration of companies, other legal entities and intellectual properties	i. Increase level of compliance
	ii. Improve enforcement of statutory obligations	ii. Decrease in complaints from subscribers
	iii. Updated registers will be available	

19. Ensure that sufficient resources (Financial and Human Resource) are available to support the effective delivery of the Ministry's services in support of private sector development.	i. Timely submissions of requests/reports to Parliament, Cabinet, Audit Office, MOF and PSC for human and financial resources.	Zero outstanding reports for the Ministry
	ii. Coordinate budget planning, implementation and reporting internally.	Budget planning, implementation and reporting submitted on time. Reduce re-allocation of resources amongst outputs
	iii. Coordinate capability plan, recruitment and selection and performance management.	Capability plan defined and implemented on schedule.
	iv. To build capacity of staff to utilise IT resource effectively and efficiently to strengthen communication and sharing of knowledge.	Internal unit set up to manage IT resources and peripheries
	v. Develop an adequate asset management system.	Asset management system updated regularly as basis for asset maintenance.
	vi. conduct ongoing trainings on customer services to encourage staff to adhere with obligations outlined Service Charter and the PSC Act.	Annual revisions of the Service charter and ongoing trainings for staff customer services.
	vii. Vehicles are safe and available and used according to Vehicle Policy	
	viii. strengthen records management system for retention and dissemination of information	Set up of internal file server to support storage and use/knowledge sharing of information.
	ix. develop mechanisms to control resource costs for administration of the Ministry,	
	x. to cultivate a culture of appreciation and allegiance of service to the Public	

Annex 2: List of MCIL Legislations as at March 2010:

1. Apprenticeship Act 1972	19. Industrial Designs (Amendment of Fees Order) 2007
2. Apprenticeship Amendment Act 1994	20. Industrial Designs Act 1972
3. Apprenticeship Regulations 1973	21. Labour and Employment Act 1972
4. Charitable Trusts Act 1965	22. Labour and Employment Regulations 1973
5. Companies Act 1955 (NZ)	23. Measures Ordinance 1960
6. Companies Act 2001	24. Miscellaneous Fees Amendment Regulations 1998
7. Companies Regulations 2008	25. Occupational Safety and Health Act 2002
8. Consumer Information Act 1989	26. Patent (Fees) Regulations 2007
9. Cooperatives Societies Ordinance 1992	27. Patents Act 1972
10. Cooperatives Societies Regulations 1954	28. Public Holidays Act 2008
11. Copyright Act 1998	29. Receiverships Act 2006
12. Credit Union Ordinance 1960	30. Samoa Companies Order 1935
13. Daylight Saving Act 2009	31. Securities Act 2006
14. Fair Trading (Approved Egg Standard) Regulation 2009	32. The Shops Ordinance 1961
15. Fair Trading Act 1998	33. Trade Commerce and Industry Act 1990
16. Foreign Investment Act 2000	34. Trade, Commerce and Industry Amendment Act 1998
17. Incorporated Societies Ordinance 1952	35. Trademarks (Fees) Regulations 2007
18. Incorporated Societies Regulations 1973	36. Trademarks Act 1972
	37. Transitional Provisions Act 2006

Annex 3: MCIL 2004 – 2004 Corporate Plan Review results:

Objectives	Division	Strategies	Activities	Performance Indicators	2004 - 2007 Results
1. Continued industrial harmony and stability.	Industrial Relations	increased awareness of requirements of labour laws	routine visits and inspections of workplaces to ensure full compliance of both employers and workers to the requirements of the Labour Legislation	Fewer complaints lodged with Ministry	Noted a 22% increase in inspections carried out with a reduction in numbers of complaints as both workers and employers become more aware of their legal obligations under the Labour Law.
1. Continued industrial harmony and stability.	Industrial Relations	continued close consultation with both workers and employers	Timely response to investigate industrial grievances/complaints lodged with the Ministry.	fewer to no industrial disputes	Level of Complaints has dropped significantly due to Awareness Programmes & Routine Inspections enforcing public Compliance with Labour Laws.
1. Continued industrial harmony and stability.	Industrial Relations	Efficient and effective labour regulatory mechanism	Ensure proper mediation and conciliation procedures to reach an effective and fair settlement on time.	prompt settlement of all grievances and disputes within two (2) weeks	Mediation/Conciliation on a tripartite basis to settle intensive cases were few in numbers mainly because of the experiences and knowledge that staff have in consulting cases right in first time, as well as their own good knowledge of Labour Laws.
1. Continued industrial harmony and stability.	Industrial Relations	Efficient and effective industrial grievances settlement mechanism	initiating legal proceedings	fewer to no prosecutions	No case has reached a state of Court proceedings
1. Continued industrial harmony and stability.	Industrial Relations	Improve accountability and transparency in the administration of division activities contributing to Ministry reporting requirements.	reporting on activities on regular basis	Improvement in staff performances/availability of information and data on a timely basis for Ministry and stakeholder use.	Monthly reports on activities and 1/2 yearly reviews, financial year reports, and the performance measures annual/bi-annual.
2. Full employment of local workforce	Employment	More efficient and effective operation of Job Referrals and Placement Service	register job seekers and update registry	Decrease in number of registered job seekers	Registration and Referrals continue to be steady however placements has declined somewhat with more jobseekers applying directly to employers and employers relying less on the jobseeker scheme. From 2004-2007, referrals made were up to 300% of those registered. Success rates in terms of placements has increased by 250%
2. Full employment of local workforce	Employment	More strict requirements for issue of work permits to expatriate workers	collect information on vacancies from employers and other sources	increase in employment figures	Work Permits moved to Industrial Relations

2. Full employment of local workforce	Employment	Better maintenance of labour market information database	coordinate and follow up referral of job seekers to potential employers	increase in job referrals and placement	Labour Market Information includes employer survey, half yearly returns and employment updates; still in early phases of Labour market information system; Labour market survey of private sector employers in 2004 and 2007 used by MCIL to identify training needs and skills shortages in private sector.
2. Full employment of local workforce	Employment	more training for job seekers to help improve their employability	carry out more checks of workplaces employing expatriates	increase in inquiries from employers re vacancies	Jobseeker skills training now in third year with three workshops conducted in 2006 and 2007.
2. Full employment of local workforce	Employment	increase awareness of Job Referrals and Placement service	update information on labour and employment through surveys and other sources	decrease in unemployment	No awareness activities were carried out due to budget constraints hence the decrease in the number of registered job seekers.
2. Full employment of local workforce	Employment		institute awareness and promotion of employment service through media		Put on hold due to private businesses offering same service; but should be reconsidered.
3. Safe and healthy work environment	A Safe and Healthy work Environment	increased awareness on requirements of OSH laws	Conduct seminars with stakeholders on OSH laws	Level of compliance and understanding have been improved	44% of proposed workshops were conducted which provided both employers and workers basic understanding of their legal obligations under the labour law
3. Safe and healthy work environment	A Safe and Healthy work Environment	Efficient and effective OSH regulatory mechanism	conduct media awareness campaign on OSH	fewer complaints on OSH matters	Media awareness helped both workers and employers in rural areas understand OSH Laws on compliance with workplace safety.
3. Safe and healthy work environment	A Safe and Healthy work Environment	Full compliance by workers and employers of OSH requirement	carry out inspections and routine visits to employers on OSH matters	Higher level of compliance	Of the 1950 inspections proposed, 1365 were carried out i.e. 71% achieved.
3. Safe and healthy work environment	A Safe and Healthy work Environment	Increase awareness of duties and functions on OSH matters	design and print for distribution brochures etc on OSH requirements	More people had known through these brochures and enquiries the duties and functions of the Ministry	A total of 550 brochures were printed, 450 distributed on OSH issues. Hence 414 enquiries were received and attended to from employers and workers.
3. Safe and healthy work environment	A Safe and Healthy work Environment	Enhance the level of understanding and compliance regarding accident reporting	prompt investigations to establish causes of accidents and advise on preventative measures	increase in the number of work accidents reported and recorded with Ministry	A total of 217 work related accidents were reported to the Ministry

4. Highly skilled workforce	Apprenticeship	Better collaboration between apprenticeship council and Samoa Polytechnic on trades training	Timely consultation with NUS on apprenticeship issues.	Low attrition rate in apprenticeship training	Apprenticeship scheme is an ongoing training more apprentices entered and graduated each year than those terminated prematurely.
4. Highly skilled workforce	Apprenticeship	Better collaboration between apprenticeship council and Samoa Polytechnic on trades training	investigation of dropped outs from the program	Less or no apprentices dropped out from the scheme.	Dropout rates for 2004 - 0, 2005 - 23, 2006 - 17 and 2007 - 7.
4. Highly skilled workforce	Apprenticeship	more trade tests in response to demand	conduct public awareness campaign through media on apprenticeship and trade testing	higher level of participation in trade tests	increase number of applications for trade testing
4. Highly skilled workforce	Apprenticeship	effective mechanism for identifying private sector training needs	Conduct research and/or survey into demands of specific trades or cater towards request from either industry or training provider.	increase in number of apprentices and higher completion rate for apprentices	More students join the apprenticeship scheme.
4. Highly skilled workforce	Apprenticeship	review of apprenticeship training scheme and trade testing scheme for relevance and effectiveness	Routine visits and inspections of workplaces where apprentices are employed.	Full compliance to the requirements of Apprenticeship Act.	MOA for services between NUS & Apprenticeship is in its final stage.
4. Highly skilled workforce	Apprenticeship			Less or no apprentices dropped out from the scheme.	Continue revision of apprentices' fees.
5. Investment friendly environment	Investment Promotion	more research into obstacles to investment in present environment	assess applications for foreign investors under Foreign Investment Act, FIA	increase in economic activities and industrial growth	A total of 126 foreign investment applications were received and approved. Investments were mostly in the services and tourism sectors.
5. Investment friendly environment	Investment Promotion	review of investment incentives policies and packages mainly to help remove obstacles identified via above research	Maintain database on Foreign Investment Companies	increase in registered foreign investors	Foreign Investment database is still maintained and updated regularly, it assist in providing reports on the number of FICs registered and deregistered from time to time. Deregistered applicants on the basis that an applicant closes business, license revoked or has become a citizen.

5. Investment friendly environment	Investment Promotion	more research into viable investment potential/opportunities	Follow up inspections of operations of registered foreign investors	more inquiries from overseas investors	Two inspections or site visits are conducted in every year to monitor the progress of registered FICs. No research was conducted on viable investment or potential investment opportunities; hence no other investment profiles were developed. Most investors came up with their own planned and researched activities.
5. Investment friendly environment	Investment Promotion	efficient and effective response by MCIL to investor needs	update investment guide, website, video and other investment promotional material		The Investment Guide and National Investment Policy Statement & Setting up business procedures booklet as promotional tools were updated and reviewed. The Guide was reviewed from time to time but was never printed. The Investment Promotion DVD last developed in the former TCI was reviewed in 2005 with copies of it distributed to overseas missions
5. Investment friendly environment	Investment Promotion	Review of Foreign Investment Act 2000	review and improve investment profiles		The Foreign Investment Act 2000 was reviewed by FIAS in 2006. A report was presented on the review in which the amendments of the Act are based accordingly. MCIL began correspondence with the AG's office in 2007 to date.
5. Investment friendly environment	Investment Promotion	More aggressive investment promotion campaign.	disseminate information on investment for use by media		No aggressive investment promotional campaign was made in the period under review.
5. Investment friendly environment	Investment Promotion		undertake research into new investment areas		An investment mission to Fiji was conducted in 2005 in collaboration with the market study by the Trade Division of MFAT.
5. Investment friendly environment	Investment Promotion	Provide relevant & sound responses to Committee on issues relating to foreign investments	Regular & active participation in the WTO Working Committee	More clear information provided and less queries from WTO members	The division represented MCIL to WTO meetings providing updated information on the FI Act 2000
6. High level of industry development	Industry Development	efficient implementation of assistance schemes administered in the Ministry	receive and assess applications for assistance under GEGS, SAF and PSSA	Full utilisation of assistance available under schemes administered	In 2004-2007: - * SAF - 6 applications received, one (1) was implemented before SAF project was put on hold for review * GEGS was put on hold for review since first application failed with 0% satisfaction. Received 2 enquiries on the scheme * PSSA - A total of 216 applications were received. 153 approved and 63 were declined on the basis that companies applied

					twice in one year for same category and others did not meet the criteria of the scheme
6. High level of industry development	Industry Development	More general awareness of above schemes	receive and assess applications for assistance under Export Incentives Scheme, EIS, Duty suspension scheme, DSS & Hotel/Motel/Beach Accommodation scheme	increase in industry activities, business licenses issued; employment figures, etc	*EIS - In 2004/5 68 entries received with 100% approval rate from the remaining 4 companies under EIS [Yazaki, Pacific Cashmere, Samoa Tropical Products & Desico]. In 2005-07 the only 2 companies remain under the scheme are STP and Yazaki. *DSS - 1 application rec'd & approved and 33 entries processed and approved. *AHMBA - 55 applications rec'd & approved with 4 declined and 1 pending awaiting additional information. 302 entries processed for this scheme.
6. High level of industry development	Industry Development	close consultation with industry on their needs	undertake site visits as part of aforementioned assessments	increase in economic growth	Conducted 14 site visits with 10 outstanding visits in the period under review given the shortage of staff.
6. High level of industry development	Industry Development	review of policies to help rejuvenate industrial growth	maintain database on assistance granted by MCIL under various schemes		Maintained and updated database on assistance granted under various schemes
6. High level of industry development	Industry Development	improve data collection and analysis on status of industry development	monitor the utilisation of assistance as per conditions of grant		Conducted site visits to inspect consignments of approved applications and entries. Inspections of approved project under various schemes are inspected twice a year - most companies comply with conditions of the schemes as approved.
6. High level of industry development	Industry Development	research into potential areas of industrial growth	coordinate the formulation and design of media promotional activities for above mentioned schemes		No media promotional activities conducted however, brochures of various schemes were distributed during inspections and site visits as well as when applicants visit the office.
6. High level of industry development	Industry Development		collect and analyse information on industrial developments ID		Reports were provided for donor funded projects at the end of each financial year.

6. High level of industry development	Industry Development	Improve and promote quality locally made products	Provide Secretarial role for the Lotonuu Subcommittee	Establish a Quality mark and Increase no. of issued quality marks to producers	The Lotonuu mark was developed through a competition and was launched in 2007 by the Development Board. The Committee met on several occasions to set up the constitution
6. High level of industry development	Industry Development	Provide relevant & sound responses to Committee on issues relating to industry development schemes	Regular & active participation in the WTO Working Committee	More clear information provided and less queries from WTO members	The division represented MCIL to WTO meetings providing updated information on Industry Development schemes
6. High level of industry development	Industry Development	A forum for dialogue with private sector on industry development issues	Servicing of TCI Development Board meeting and participation in other national Committees discussing issues relating to investment & industry development	95% Satisfaction level of the Committee's decision to enhance the industry development and investment promotion in Samoa	The TCI Development Board was officially revived in September 2006 since the realignment in 2003. At this first meeting the Board considered the need to review of Tariff anomalies brought up by private sector. A total of 6 Board meeting were held in the first half of 2007
7. Level playing field for traders and consumers	Fair Trading and Consumer Protection	Awareness of Consumer issues	Conduct Media promotional programme on consumer rights	Effective promotion of consumer rights	4-World Consumer Rights Day commemorated during the plan period. TV ads and programs, Radio ads, MCIL van painted with 8 World Consumer Rights, banners, press releases and field activities promoted during these commemorations on yearly themes.
7. Level playing field for traders and consumers	Fair Trading and Consumer Protection		coordinate formulation of food standards under work of National Codex Committee, NCC		Subcommittee tasks on the preparation of the Egg standard started in 2006 and continued on to last year of the plan period. Other major standards work spilt over to next plan period. 16 meetings for egg standard had been convened for this Plan period
7. Level playing field for traders and consumers	Fair Trading and Consumer Protection		Provide secretariat services and implement resolutions of NCC		CODEX Committee and its partners are working together in implementing this. There were 4 meetings conducted within this plan period one in 2004 and another in 2006
8. Full protection of rights of intellectual property creators and proprietors	Companies and intellectual property	comprehensive review of intellectual property legislations	recruit legal consultant to review intellectual property legislation	fewer complaints against violations of IP laws	Passage and implementation of Trade Marks, Patents and Industrial designs (amendment of Fees) Order 2007 Final Draft of the GI legislation prepared.
8. Full protection of rights of intellectual property creators and proprietors	Companies and intellectual property	ensure full computerisation of trademarks	investigate complaints lodged with MCIL under IP laws	more timely referrals of cases to court for action	Ongoing updated database for Trademarks register. Less time taken to search trademarks register and to carry out registration.

8. Full protection of rights of intellectual property creators and proprietors	Companies and intellectual property	increase stakeholders awareness	conduct workshops on IP legislations to promote awareness	increase in IP registrations	Poetry Competition for Secondary School on the significance of Copyright National seminars carried out for the right holders such as Musician Association as well as other stakeholders inclusive of Ministries Accession to the Berne Convention on the Protection of Literary and Artistic Works on the 11 July 2006 Increased number of public awareness results in the increased number of local trademarks applications filed
8. Full protection of rights of intellectual property creators and proprietors	Companies and intellectual property		design and disseminate promotional material on IP laws	Increase awareness of IP properties	Production of Video on Intellectual Property and broadcasting of same on TV to build and enhance skills of staff
8. Full protection of rights of intellectual property creators and proprietors	Companies and intellectual property		liaise with WIPO on development of IP issues		Trainings to build capacity and enhance skills of staff programmes funded by WIPO and other International organisation
9. Full compliance with registration obligations under companies laws and other registries administered in the Ministry	Companies and Intellectual Property	increase stakeholders awareness	inspections of registered companies for compliance	Fewer offending, actions.	Increased compliance with the requirements of the companies act Increase number of defunct companies were struck off the register Update Register of companies
9. Full compliance with registration obligations under companies laws and other registries administered in the Ministry	Companies and Intellectual Property	more efficient and effective monitoring process of registered entities and their obligations	consult with offending companies on compliance obligations		Less time to carry out searches & registration of companies and other related documents
9. Full compliance with registration obligations under companies laws and other registries administered in the	Companies and Intellectual Property		design brochures and other promotional materials for distribution		Not completed due to financial resources constraints

Ministry					
9. Full compliance with registration obligations under companies laws and other registries administered in the Ministry	Companies and Intellectual Property		carry out seminars to explain and promote companies laws		8 trainings conducted in Upolu and Savaii on the requirements of the New Companies Act Increased compliance with requirements of the act
9. Full compliance with registration obligations under companies laws and other registries administered in the Ministry	Companies and Intellectual Property		design promotion on TV and radio		Not completed due to financial resources constraints
10. Protection of efficiency and integrity of all registries	Companies and intellectual property	Strengthen procedures for registration of companies, other legal entities and intellectual properties	conduct seminars and training with stakeholders	increased level of compliance	A study tour by the Registrar and the Deputy Registrar to the companies office of New Zealand to assess the system used in preparation for the development of the electronic registry of companies in Samoa Feasibility study carried out by consultants funded by ADB to assess the viability of setting up of the electronic registry for companies
10. Protection of efficiency and integrity of all registries	Companies and intellectual property	improve enforcement of statutory obligations	carry out inspection of companies and other legal entities	decrease in complaints from subscribers	On-going Inspections both Upolu and Savaii for companies and incorporated societies requirements under the laws increased compliance with statutory requirements
10. Protection of efficiency and integrity of all registries	Companies and intellectual property	review legislations on registration of incorporated societies, - Regular inspections to enforce statutory requirements	update computerised index of active legal entities and intellectual properties	increase revenue collection	Drafting of the Companies Regulations for the implementation of the Companies Amendment Act 2006 increased level of compliance

10. Protection of efficiency and integrity of all registries	Companies and intellectual property	review legislations on registration of incorporated societies, - Regular inspections to enforce statutory requirements	computerisation of companies registries	reduction in time to search the different registries for information	Updated database of all registers Less time take for searches
11. MCIL to be a smooth and efficient administration, to be a functional and enjoyable place to work in	Corporate Services	better recruiting and selection procedures	review and report on MCILS R&S policies and procedures	Improved awareness amongst staff of R&S policies and procedures on R&S	Active contribution to drafting of revised R & S Manual through PSC.
11. MCIL to be a smooth and efficient administration, to be a functional and enjoyable place to work in	Corporate Services	more specialised training of staff	continuing workshops and training on financial management and HRM	Timely processing of financial instructions	1 vehicle policy was developed, 1 induction course carried out for new recruits in 2006, started implementing the R & S on line programme, 1 annual budget training carried out for 2004-2007, training for roll out of Finance1 and payroll, ongoing record keeping training, ongoing training on asset management.
11. MCIL to be a smooth and efficient administration, to be a functional and enjoyable place to work in	Corporate Services	more awareness of and better compliance with internal administration procedures	review training needs and organise in house skill training	Improved internal control on management of staff attendance, staff leave and entitlements, use of office resource.	Less staff on LWOP, better leave planning for utilisation of leave, strengthened internal control on use of office resources through internal memos.
11. MCIL to be a smooth and efficient administration, to be a functional and enjoyable place to work in	Corporate Services	full compliance of all employees with all relevant regulations and instructions	organise training programme on internal and external procedures, PFMA, and other relevant regulations and instructions	fewer complaints and misunderstandings on internal processes	Principal Officer attended PFMA and Regulations training;
11. MCIL to be a smooth and efficient administration, to be a functional and enjoyable place to work in	Corporate Services	full compliance of output managers with PFMA, Cabinet directives, and MOF Instructions	conduct more regular meetings with output managers to check on effectiveness and efficiency of systems in place	Better management of output budgets in line with PFMA, Cabinet directive and MOF instructions	Output Managers fully aware and compliant of PFMA given internal awareness programmes and circulated copies of legislations, cabinet policies and MOF instructions. This is reflected in positive audit feedback.

11. MCIL to be a smooth and efficient administration, to be a functional and enjoyable place to work in	Corporate Services	Effective management systems	develop an effective management system that will meet the needs of the Ministry	Implement an effective management system that would lead to improved performance	System has been set up for better management of assets - fixed assets register, human resources - staffs leave database and vehicles - vehicle usage database.
11. MCIL to be a smooth and efficient administration, to be a functional and enjoyable place to work in	Corporate Services	Timely review of HR needs for all divisions	review of MCIL Structure and resource needs in line with divisional mandates and objectives	better reward system; encourage promotions within the Ministry	No rewards system in place since this is the mandate of the PSC, however ##### promotions were made within the Ministry
11. MCIL to be a smooth and efficient administration, to be a functional and enjoyable place to work in	Corporate Services	More efficient and effective internal communication systems	set up an effective and efficient communication system	# of computers per staff with internet connectivity; # of telephones per staff	Ratio of 1:1 computer per person all with internet/email connectivity; ratio 1:1 telephone per person
				increased client satisfaction	better telephone system and networking
					reduce waiting time
11. MCIL to be a smooth and efficient administration, to be a functional and enjoyable place to work in	Corporate Services	effective on line financial management systems (GoFAR Project)	train new staff/refresher training for staff with GoFAR function	key staff are now able to use online GoFAR daily to better manage the Ministry's budget	Reduce use of manual finance & HR system resulting in reduced time for processing payments/payroll.
					PO prepared internally as this was done previously through MOF. This has created more efficient and effective procurement process.
11. MCIL to be a smooth and efficient administration, to be a functional and enjoyable place to work in	Corporate Services	efficient transport services	procure an effective communication system to monitor and control use of vehicles, increase fleet of vehicles	reduce unnecessary/personal use of vehicles, increase legal compliance of drivers; reduce idle/standing hours of vehicles	02,04,05 all involved in vehicle accidents, vehicle maintenance costs continue to grow, payment of drivers licenses to ensure legal compliance of drivers, policy in place better coordination of transport, 1 new vehicle procured 08.

11. MCIL to be a smooth and efficient administration, to be a functional and enjoyable place to work in	Corporate Services	achieve training objectives for multi-skilling	internal trainings and rotation of roles	continuity of workflow/activities even in absence of responsible staff	Multi skilling of CSU staff results in effective/efficient services
11. MCIL to be a smooth and efficient administration, to be a functional and enjoyable place to work in	Corporate Services	effective and efficient performance appraisal system	review performance appraisal system aligned with MCIL corporate plan	reduced absenteeism	no activities/results implemented for this strategy due to PSC policy/directive freezing increments for all public servants
11. MCIL to be a smooth and efficient administration, to be a functional and enjoyable place to work in	Corporate Services	improved quality of working life	Regular social activities initiated by the Social committee catering for Health, national events etc	Involvement and participation in national events, social activities etc	Improved healthy lifestyle contributes to improved quality of working life
			conduct periodic customer satisfaction surveys	increased community goodwill	Customers satisfied with excellent reception service.