

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"

PO Box 862

Level 4, ACC House

Apia, SAMOA

Tel: (685) 20441 / 20442

Fax: (685) 20443

Email: mpal@mcil.gov.ws

Website: www.mcil.gov.ws

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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 for 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.

Hon Misa Telefoni

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DEPUTY PRIME MINISTER & MINISTER FOR COMMERCE, INDUSTRY AND LABOUR



Afioga Auelua T. Samuelu Enari

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.**

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.

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-avis 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 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,
 - Fifticiency 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,
- 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
	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;
1. Industry Development – High level of industry development	v. Review policies relating to industrial development growth including the Industry Act under the MCIL Management Bill project	' ' '
	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	i. Review of investment incentives policies and packages;	Increase registered foreign investments;
Investment friendly environment	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.	
	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
Level playing field for traders and consumers	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
	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
4. Full Employment of workforce	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
	i. Better collaboration between apprenticeship Council and NUSIOT on trades; to maintain a harmonious working relationship	i. Low attrition rate in apprenticeship training
5. Highly skilled workforce	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
	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
6. Strengthen national labour and employment relations systems	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

	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
7. Improve labour and	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
employment relations inspection and compliance with the LER Bill and Regulations	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.
	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
Promote LER activities by Employers and Workers Organisations	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

Develop and Enhance processes and systems on the	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
Approvals of Work Passes for Foreign Workers	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
	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
10. Strengthen national occupational safety and health systems	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

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.	iv. OSH Committees established at the enterprise levels
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	
vi. To organize seminars and workshops to apply key ILO OSH instruments in workplaces in Samoa	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
vii. To hold regulation coordination meetings to exchange experiences and promote joint programs. To organize joint events such as seminars and workshops	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)
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.	viii. Cooperation and coordination among ministries, SOEs and private sector agencies established and promoted for OSH.

		ix. OSH Framework Plan is supported through internal technical cooperation with Pacific, ILO and social partners
	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
11. Implement special programs for hazardous occupations	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	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
workplaces	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
	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
14. Improve safety and health inspection and compliance with the OSH Law	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

	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	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
	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.	i. Knowledge, skill and practice of OSH by Samoan Employers increased. OSH action plans developed by employers and their organizations
15. Promote OSH activities by Employers and Workers Organisations	ii. To train trade union OSH trainers and assist trained trade union trainers in organizing OSH activities	ii. Difficult to reach vulnerable group of workers trained by trade union OSH trainers. OSH activities and training implemented by trade unions
	iii. To plan and implement joint OSH campaigns and training activities and to reflect workers' and employers' views to national OSH policy developments i. Comprehensive review of existing intellectual property	iii. Employer – Worker cooperation enhanced in OSH activities. Workers' participation promoted by Employers. Workers and Employers contributed to national OSH policy developments i. Fewer complaints against violations of IP laws;
	legislation	i. i ewei complaints against violations of it idws,
16. Full protection of rights of intellectual property creators and	ii. Ensure full computerisation of Trade Marks, Patents and Industrial Designs	ii. Modernise and update IP legislation
proprietors	iii. Increase proprietors awareness	iii.Increase in IP registration
	iv. Increase awareness of users on Intellectual Property	iv. Reduction of infringement on IP rights

	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	
	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
17. Full compliance with	iii. Create an efficient Companies electronic registry	iii. Enhance procedures for registration and maintaining different legal entities
registration obligations under companies laws and other registries administered in the	iv. Carry out regular inspections of companies and other legal entities	iv. Improve process of deregistration of inactive entities
Ministry	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	i. Strengthen procedures for registration of companies, other legal entities and intellectual properties	i. Increase level of compliance
integrity of all registries	ii. Improve enforcement of statutory obligations	ii. Decrease in complaints from subscribers
	iii. Updated registers will be available	

	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
19. Ensure that sufficient	ii. Coordinate budget planning, implementation and reporting internally.	Budget planning, implementation and reporting submitted on time. Reduce re-allocation of resources amongst outputs
resources (Financial and Human Resource) are available to support the effective delivery of the	iii. Coordinate capability plan, recruitment and selection and performance management.	Capability plan defined and implemented on schedule.
Ministry's services in support of private sector development.	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
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.
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
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.
Full employment f 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%
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

					Labour Manhat Lafourestine includes annularies
					Labour Market Information includes employer
					survey, half yearly returns and employment updates;
		Detter meintenen of	assorbanta and fallowing		still in early phases of Labour market information
2.511 1 .		Better maintenance of	coordinate and follow up		system; Labour market survey of private sector
2. Full employment		labour market	referral of job seekers to	increase in job referrals	employers in 2004 and 2007 used by MCIL to identify
of local workforce	Employment	information database	potential employers	and placement	training needs and skills shortages in private sector.
		more training for job			
		seekers to help	carry out more checks of		
2. Full employment		improve their	workplaces employing	increase in inquiries from	Jobseeker skills training now in third year with three
of local workforce	Employment	employability	expatriates	employers re vacancies	workshops conducted in 2006 and 2007.
		increase awareness of	update information on labour		No awareness activities were carried out due to
2. Full employment		Job Referrals and	and employment through		budget constraints hence the decrease in the number
of local workforce	Employment	Placement service	surveys and other sources	decrease in unemployment	of registered job seekers.
			institute awareness and		
2. Full employment			promotion of employment		Put on hold due to private businesses offering same
of local workforce	Employment		service through media		service; but should be reconsidered.
					44% of proposed workshops were conducted which
	A Safe and	increased awareness		Level of compliance and	provided both employers and workers basic
3. Safe and healthy	Healthy work	on requirements of	Conduct seminars with	understanding have been	understanding of their legal obligations under the
work environment	Environment	OSH laws	stakeholders on OSH laws	improved	labour law
	A Safe and	Efficient and effective			Media awareness helped both workers and
3. Safe and healthy	Healthy work	OSH regulatory	conduct media awareness	fewer complaints on OSH	employers in rural areas understand OSH Laws on
work environment	Environment	mechanism	campaign on OSH	matters	compliance with workplace safety.
	A Safe and	Full compliance by	carry out inspections and		, , ,
3. Safe and healthy	Healthy work	workers and employers	routine visits to employers on		Of the 1950 inspections proposed, 1365 were carried
work environment	Environment	of OSH requirement	OSH matters	Higher level of compliance	out i.e. 71% achieved.
		2. 2224		More people had known	
				through these brochures	A total of 550 brochures were printed, 450
	A Safe and	Increase awareness of	design and print for distribution	and enquiries the duties	distributed on OSH issues. Hence 414 enquiries were
3. Safe and healthy	Healthy work	duties and functions on	brochures etc on OSH	and functions of the	received and attended to from employers and
work environment	Environment	OSH matters	requirements	Ministry	workers.
WORK CHAROLILICH	LIMITOTITICIT	Enhance the level of	prompt investigations to	i i i i i i i i i i i i i i i i i i i	HOLINGIA:
	A Safe and	understanding and	establish causes of accidents	increase in the number of	
2 Cafe and healthy	Healthy work			work accidents reported	A total of 217 work related accidents were reported
3. Safe and healthy	,	compliance regarding	and advise on preventative	'	A total of 217 work related accidents were reported
work environment	Environment	accident reporting	measures	and recorded with Ministry	to the Ministry

		Dattan aallah austis a		<u> </u>	I
		Better collaboration			
		between			
		apprenticeship council	- I I I I I I I I I I I I I I I I I I I		Apprenticeship scheme is an ongoing training more
4. Highly skilled		and Samoa Polytechnic	Timely consultation with NUS	Low attrition rate in	apprentices entered and graduated each year than
workforce	Apprenticeship	on trades training	on apprenticeship issues.	apprenticeship training	those terminated prematurely.
		Better collaboration			
		between			
		apprenticeship council		Less or no apprentices	
4. Highly skilled		and Samoa Polytechnic	investigation of dropped outs	dropped out from the	Dropout rates for 2004 - 0, 2005 - 23, 2006 - 17 and
workforce	Apprenticeship	on trades training	from the program	scheme.	2007 - 7.
			conduct public awareness		
			campaign through media on		
4. Highly skilled		more trade tests in	apprenticeship and trade	higher level of	
workforce	Apprenticeship	response to demand	testing	participation in trade tests	increase number of applications for trade testing
			Conduct research and/or		
			survey into demands of specific	increase in number of	
		effective mechanism	trades or cater towards request	apprentices and higher	
4. Highly skilled		for identifying private	from either industry or training	completion rate for	
workforce	Apprenticeship	sector training needs	provider.	apprentices	More students join the apprenticeship scheme.
	.,	review of		.,	
		apprenticeship training			
		scheme and trade			
		testing scheme for	Routine visits and inspections	Full compliance to the	
4. Highly skilled		relevance and	of workplaces where	requirements of	MOA for services between NUS & Apprenticeship is
workforce	Apprenticeship	effectiveness	apprentices are employed.	Apprenticeship Act.	in its final stage.
				Less or no apprentices	
4. Highly skilled				dropped out from the	
workforce	Apprenticeship			scheme.	Continue revision of apprentices' fees.
		more research into			A total of 126 foreign investment applications were
		obstacles to	assess applications for foreign	increase in economic	received and approved. Investments were mostly in
5. Investment	Investment	investment in present	investors under Foreign	activities and industrial	the services and tourism sectors.
friendly environment	Promotion	environment	Investment Act, FIA	growth	
		review of investment		0	Foreign Investment database is still maintained and
		incentives policies and			updated regularly, it assist in providing reports on the
		packages mainly to			number of FICs registered and deregistered from
		help remove obstacles			time to time. Deregistered applicants on the basis
5. Investment	Investment	identified via above	Maintain database on Foreign	increase in registered	that an applicant closes business, license revoked or
friendly environment	Promotion	research	Investment Companies	foreign investors	has become a citizen.
menury environment	110111011011	1C3Caltil	investinent companies	וטוכוצוו ווואבאנטוא	וומא שכנטוווכ מ נונוצכוו.

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

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

6. High level of industry development	Industry Develop- ment	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 Develop- ment	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 Develop- ment	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.

					Doctor Compatition for Cocandon Cobcal on the
					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
8. Full protection of					Protection of Literary and Artistic Works on the 11 July 2006
rights of intellectual	Companies and		conduct workshops on IP		Increased number of public awareness results in the
property creators	intellectual	increase stakeholders	legislations to promote		increased number of local trademarks applications
and proprietors	property	awareness	awareness	increase in IP registrations	filed
8. Full protection of	property	uwareness	uwurchess	mercase in in registrations	incu
· ·	Companies and		docian and discominate		Draduction of Video on Intellectual Dranarty and
rights of intellectual	Companies and		design and disseminate		Production of Video on Intellectual Property and
property creators	intellectual		promotional material on IP	Increase awareness of IP	broadcasting of same on TV to build and enhance
and proprietors	property		laws	properties	skills of staff
8. Full protection of					
rights of intellectual	Companies and				Trainings to build capacity and enhance skills of staff
property creators	intellectual		liaise with WIPO on		programmes funded by WIPO and other International
and proprietors	property		development of IP issues		organisation
9. Full compliance	, , ,		'		
with registration					
obligations under					Increased compliance with the requirements of the
companies laws and					companies act
other registries	Companies and				Increase number of defunct companies were struck
administered in the	Intellectual	increase stakeholders	inspections of registered		off the register
Ministry		awareness	companies for compliance	Fewer offending, actions.	Update Register of companies
	Property	awareness	companies for compilance	rewer orientality, actions.	Opuate negister of companies
9. Full compliance					
with registration					
obligations under		more efficient and			
companies laws and		effective monitoring	l. 11 66 11		
other registries	Companies and	process of registered	consult with offending		
administered in the	Intellectual	entities and their	companies on compliance		Less time to carry out searches & registration of
Ministry	Property	obligations	obligations		companies and other related documents
9. Full compliance					
with registration					
obligations under					
companies laws and	Companies and		design brochures and other		
other registries	Intellectual		promotional materials for		
administered in the	Property		distribution		Not completed due to financial resources constraints

	ı	T		Т	
Ministry					
9. Full compliance					
with registration					
obligations under					
companies laws and					
other registries	Companies and				8 trainings conducted in Upolu and Savaii on the
administered in the	Intellectual		carry out seminars to explain		requirements of the New Companies Act
Ministry	Property		and promote companies laws		Increased compliance with requirements of the act
<u>'</u>	ιτυμετιγ		and promote companies laws		increased compliance with requirements of the act
9. Full compliance					
with registration					
obligations under					
companies laws and					
other registries	Companies and				
administered in the	Intellectual		design promotion on TV and		
Ministry	Property		radio		Not completed due to financial resources constraints
					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
		Strengthen procedures			development of the electronic registry of companies
10. Protection of		for registration of			in Samoa
efficiency and	Companies and	companies, other legal			Feasibility study carried out by consultants funded
integrity of all	intellectual	entities and intellectual	conduct seminars and training	increased level of	by ADB to assess the viability of setting up of the
registries	property	properties	with stakeholders	compliance	electronic registry for companies
10. Protection of	property	Properties	THE STANCE OF TH	Сотпришнос	On-going Inspections both Upolu and Savaii for
	Companies and		carry out increation of		,
efficiency and	Companies and	improvo onforcomort	carry out inspection of	docrosco in complainte	companies and incorporated societies requirements
integrity of all	intellectual	improve enforcement	companies and other legal	decrease in complaints	under the laws increased compliance with statutory
registries	property	of statutory obligations	entities	from subscribers	requirements
		review legislations on			
		registration of			Drafting of the Companies
10. Protection of		incorporated societies,			Regulations for the
efficiency and	Companies and	- Regular inspections to	update computerised index of		implementation of the
integrity of all	intellectual	enforce statutory	active legal entities and		Companies Amendment Act 2006
registries	property	requirements	intellectual properties	increase revenue collection	increased level of compliance

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

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11. MCIL to be a	
smooth and efficient	
administration, to be Implement an effect	
a functional and develop an effective management system	,
enjoyable place to Corporate Effective management management system that will would lead to impro	oved assets - fixed assets register, human resources - staffs
work in Services systems meet the needs of the Ministry performance	leave database and vehicles - vehicle usage database.
11. MCIL to be a	
smooth and efficient	
administration, to be review of MCIL Structure and	
a functional and resource needs in line with better reward system	m; No rewards system in place since this is the mandate
enjoyable place to Corporate Timely review of HR divisional mandates and encourage promotion	ons of the PSC, however #### promotions were made
work in Services needs for all divisions objectives within the Ministry	within the Ministry
11. MCIL to be a	
smooth and efficient	
administration, to be More efficient and	
a functional and effective internal # of computers per s	staff Ratio of 1:1 computer per person all with
enjoyable place to Corporate communication set up an effective and efficient with internet connection	
work in Services systems communication system # of telephones per	
increased client	
satisfaction	better telephone system and networking
	reduce waiting time
11. MCIL to be a	
smooth and efficient	
administration, to be effective on line key staff are now ab	ole to
a functional and financial management train new staff/refresher use online GoFAR da	
enjoyable place to Corporate systems (GoFAR training for staff with GoFAR better manage the	Reduce use of manual finance & HR system resulting
work in Services Project) function Ministry's budget	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 reduce	
smooth and efficient procure an effective unnecessary/person	nal use 02,04,05 all involved in vehicle accidents, vehicle
administration, to be communication system to of vehicles, increase	legal maintenance costs continue to grow, payment of
a functional and monitor and control use of compliance of driver	rs; drivers licenses to ensure legal compliance of drivers,
enjoyable place to Corporate efficient transport vehicles, increase fleet of reduce idle/standing	g hours policy in place better coordination of transport, 1
work in Services services vehicles of vehicles	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.