



MINISTRY OF COMMERCE INDUSTRY AND LABOUR



ANNUAL REPORT for period ending 30 June 2019

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Government of Samoa
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MINISTRY FOR PUBLIC ENTERPRISES

MINISTRY OF COMMERCE, INDUSTRY AND LABOUR,

(Accident Compensation Corporation, Samoa Housing Corporation, Samoa Land Corporation,
Samoa Sports and Facilities Authority, Polynesian Airlines Ltd)

Honourable Speaker of the House,

It is a pleasure for me to table the Annual Report of the Ministry of Commerce, Industry and Labour for the financial year July 2018 to June 2019, for consideration and discussion in this current session of the House.

Lautafi Fio Selafi Purcell

MINISTER FOR COMMERCE, INDUSTRY AND LABOUR




Ministry of Commerce, Industry and Labour
Matagaluega o Pisinisi, Alamanuia ma Leipa



Honourable Lautafi Fio Selafi Purcell
Minister for Commerce, Industry and Labour

Pursuant to section 15 of the Public Service Act 2004, I hereby submit the Annual Report of the Ministry of Commerce, Industry and Labour for the financial year July 2018 to June 2019.

Faafetai



Pulotu Lyndon Chu Ling
CHIEF EXECUTIVE OFFICER

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Word from the Minister for Commerce Industry and Labour



It is my pleasure to present the Ministry of Commerce Industry and Labour ('the Ministry') Annual Report for the financial year 2018/2019.

In 2019, Samoa and other member countries joined the celebration of the 100th anniversary of the International Labour Organization ('ILO'). As a member state, the Government is committed to fulfil its obligations to ratify relevant ILO Conventions, set labour standards, develop policies and devise programs aimed at promoting decent work in order to improve the standard of living for all women and men of Samoa.

The Government recognizes the valuable contribution of the private sector in the economic development of the country. In 2018 Samoa acceded the Madrid Protocol that offers an International Trade Mark System which enables business owners and companies to file a single application and payment of one set of fees to apply for protection in all the hundred plus Madrid Protocol member countries. The Agreement also provides revenue for the Government of Samoa. Furthermore, the Ministry is making progress in preparation for Samoa's accession to other Intellectual Property agreements and treaties that will surely benefit our private sector and businesses.

The Ministry continued to facilitate and create more opportunities for our people through the Labour Mobility programs and have seen an increase in worker recruitments as well as the number of new employers seeking more workers from Samoa under the current labour mobility programs. Samoa is committed to expanding and strengthening participation in these programs which offers more employment opportunities for the vulnerable members of society.

Looking ahead, the Ministry and our key partners will undertake further assessment and work in strengthening the E-commerce regulatory framework and regulations for Samoa. This is an integral part of the Government's national strategic plan that links all the different sectors of the economy. As Minister for Commerce, I believe this is an important aspect for strengthening the enabling environment for business innovation and Samoa should be able to fully engage in trade and business globally in an e-commerce readiness environment.

As in every plan there are always challenges and external factors that hinder the achievement of the Ministry's objectives. However, the Ministry remains committed together with the unwavering support from our stakeholders and development partners, in pursuing and implementing key strategies that contributes towards the overall national vision of the Government in 'Accelerating Sustainable Developments and Broadening Opportunities for All.

I would like to express my sincere gratitude to all the staff as well as our partners for your contribution which has made the financial year 2018/19 another successful year.

Soifua

Lautafi Fio Selafi Purcell

MINISTER FOR COMMERCE INDUSTRY AND LABOUR

Chief Executive Officer's Foreword

This year has seen the Ministry actively participated in policy development consultations across multi sectors and worked collaboratively with other Government agencies to drive the national goals as outlined in its national plan. The Ministry continued as intended to strengthen its public private partnerships in its efforts to provide an enabling environment for business diversity, growth and creating employment opportunities for our citizens.

In saying that, the Ministry and its partners have undertaken research and review of several key legislation and policies. This includes the review of the minimum wage that will begin in July 2019 as well as the development of a Medium Small Enterprises Policy that will be beneficial to the private sector businesses and employees.

Through the assistance of the Enhanced Integrated Framework, the Ministry and its key partner agencies were able to implement key priorities under the Trade Commerce and Manufacturing Sector. This include strengthening Samoa's National Institutional Arrangements for the EIF and to develop a trade sector wide program to improve production systems and productivity to ensure consistency in quantity and quality for export, market information, and use of appropriate technology to improve value-adding, competitiveness and product certification including fair trade.

I would like to thank all staff as well as our partners and supporters for their commitment to deliver on our outcomes during the financial year under review. I look forward to the Ministry's next steps to continue accelerating sustainable development and broadening opportunities for all.



Pulotu Lyndon Chu Ling
CHIEF EXECUTIVE OFFICER

OUR ORGANIZATION

Our purpose is to facilitate an enabling environment for business development and innovation and employment creation for an improved quality of life for all. We work closely with other Government Ministry, State Owned Enterprises, and businesses to achieve our purpose and to accelerate sustainable development to grow a productive economy.

Our vision

To support the Government's vision of Accelerating Sustainable Development and Broadening Opportunities for all, we have developed our vision to become "a leader in promoting an enabling environment for diverse business innovation and employment in Samoa".

Our Mission

MCIL's mission is "Fostering economic growth and prosperity in Samoa by promoting public private partnerships, and ensuring a fair trading platform for businesses and consumers".

Our Long Term Outcome

Enhanced investment resulting in increased employment, incomes and equitable distribution of the benefits leading towards poverty eradication.

Our Legal Mandate

The Ministry is mandated to administer regulatory frameworks that:

1. Promotes 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 level playing field in all trades;
3. Administers the Apprenticeship Scheme, Employment services, conducting of labour market surveys, collection and dissemination of Labour Market Information;
4. Enforce labour and employment standards, approval of foreign employment permits and promote occupational safety and health;
5. Administers the Seasonal Employment schemes;
6. Manage the registries of companies and other legal entities, Intellectual property registers, protection of rights of Intellectual Property holder and enforces statutory obligations.

OUR ROLE AND STRATEGIC DIRECTION

Our role and strategic direction is guided by the Government's strategic priorities outlined in the Strategy for the Development of Samoa (SDS 2016/17-2019/20), the Trade, Commerce & Manufacturing Sector Plan 2017/08-2020/21 and our Corporate Plan 2016/17-2019/20 as illustrated below.

In line with our classification as an entity for Economic Development, our work together with our stakeholders are directly linked to the addressing of Samoa's trade deficit (SDS Key Outcome 3) through value addition and recognition of Samoan goods and services to overseas markets. The Ministry aims to strengthen the Public Private Partnership (PPP) concept with its stakeholders, in-line with the Government's objective of 'enhancing the participation of the private sector in national development' (SDS Key Outcome 5).

Strategy for the Development of Samoa

Vision – Accelerating Sustainable Development and Broadening Opportunities for all

•Priority Area 1 – Economic

- Key Outcome 3 – Export products increased
- Key Outcome 5 – Participation of Private Sector in development enhanced

Trade Commerce & Manufacturing Sector Plan

Vision – Sustainable trade, commerce and manufacturing for enhanced growth and development

•**Mission** – Maximise gains from trade and enhance private sector development to increase income generation opportunities for sustainable livelihoods

•**Goals** – 1. Improve industrial supply and productivity; 2. Increase processing activities and value-addition; 3. Enhance market access and visibility for Samoan goods and services; 4. Strengthen sector coordination, planning and support

Corporate Plan

Vision – A leader in promoting an enabling environment for diverse business innovation and employment in Samoa

•**Mission** – Fostering economic growth and prosperity in Samoa by promoting public private partnership, and ensuring a fair trading platform for businesses and consumers

•**Goals**– 1. Development of the private sector and promotion of investment; 2. Encourage industry productivity and fair trade, and ensure a healthy and competitive market; 3. Create employment opportunities for local workforce and a healthy and safe environment for employees and employers

HIGHLIGHTS OF 2018/19

This Annual Report highlights the progress the Ministry has made during the 2018/2019 in delivering on Government's expectations for providing an enabling environment for private sector development and creating decent employment opportunities for all Samoans. We have categorized our achievements under each strategic goals of our Corporate Plan. The following were key highlights for the year.

GOAL 1 Development of the Private Sector and Promotion of Investment

Trade Commerce and Manufacturing Sector Support

A total of USD\$ 719,410.89 (SAT 1,897,939.71) of EIF funding was spent under the Samoa Trade Sector Support Program, targeting to improve production systems and productivity to ensure consistency in quantity and quality for export, market information, use of appropriate technology to improve value-adding, competitiveness and product certification including fair trade.

Strengthening regulations for Manufacturing and Tourism Industries developments

A review of the Customs (Manufacturing & Tourism Developments) Regulations 2010 are in the pipeline, to extend the current scope of the Duty Concession Scheme to include Agricultural and Fishing Development Projects. The Ministry and the Office of the Attorney General in close consultation with the members of the Investment Committee and the Ministry of Agriculture and Fisheries are in the process of finalizing proposed changes to the Regulations as part of the Government's commitment to Industries and private sector developments.

More Opportunities for protecting Intellectual Property Rights

Micro Small to Medium Enterprises (MSMEs) can now extend the protection of their IP rights such as trademarks not only in Samoa but in other countries under the Madrid Protocol. Samoa became the 103rd contracting party of the Madrid System in December 2018. The Madrid System helps MSMEs and individual in businesses register and manage their trademarks worldwide. It allows businesses to file a single application in one place, in one language and pay one set of fees to apply for trademark protection in multiple territories.

GOAL 2 Encourage Industry Productivity and Fair Trade and ensure a Healthy and Competitive Market

Strengthening Partnerships to promote Consumer Protection

This year, the Samoa Commerce Commission and the Office of the Regulator signed the MOU that sets out arrangements to promote effective communication, cooperation and coordination in performing of roles and functions mandated under their respective legislation. These arrangements aim to enhance the application of Competition and consumer issues in Samoan markets.

National Standards of Samoa

The National Standards of Samoa was established in 2018 to administer the Samoan standardization program and facilitate the development of national standards based on the needs of the industry, community and the Government. The Ministry continues to seek opportunities to enhance market access and productive capacity of Samoan producers including meeting

International Standards. The Product Safety Standards including Polythene storage tanks for water and chemicals for Samoa is been drafted by the Ministry and key sectors with the assistance from the Australian Volunteer International Development (AVID).

Building on Innovation and Creativity

The Ministry recognizes the critical role of science and innovation in developing new ideas and technologies that will allow companies and businesses to increase productivity. In April 2019, the Ministry in collaboration with SROS and NUS hosted the third annual National Secondary Schools Science Fair Competition to commemorate the World Intellectual Property Day with the theme “Reach for Gold”. The objectives of the Science Fair are to provide the students the freedom to innovate and invent beyond the set curriculum, and to provide the opportunity to learn from qualified scientists and students and to learn how Intellectual Property can protect their inventions and innovations. The caliber of projects presented by the students were of high standards and shows innovative ideas are the way for the future and the Government encourages creativity and innovation for economic developments.

GOAL 3 Create Employment Opportunities for the Local Workforce and a Healthy and Safe Environment for Employees and Employers

Labour Mobility Programs

An increase of 35% of Samoan workers participating in the Labour Mobility compared in FY17/18 in industries including viticulture, horticulture, abattoir, trade industries including constructions and accommodation. This has also seen an increase of 44% in the number of new employers that have taken interest in recruiting Samoan workers.

The Ministry is committed to investing in implementing agency’s capacity to cultivate strategic relationships with industry, training providers, workers and communities domestic and abroad. MoU’s have also been developed between SBEC and the Ministry to strengthen worker preparedness, and between the Ministry and NUS to assist in English literacy.

One Stop Shop for Acquiring Foreign Employment Employee and Entry Permits

As part of Government reform in ensuring its essential services provided to the community is improved, efficient and effective, the Ministry and MPMC worked collaboratively to improve the guidelines for acquiring foreign employment employee and entry permits in Samoa. In August 2018, the processes for acquiring both permits were streamlined to ensure the two services are been delivered in a timely and effective manner. Therefore, all FEEP Applications are to be uplifted, lodged and issued by MPMC, whereas the Ministry will continue to assess merits of non-citizens wishing to take up employment and/or operate a business in Samoa.

A Highly Skilled Workforce

Eighteen (18) apprentices successfully completed the four-year Apprenticeship Program and the Trade Test scheme and were graduated with Due Completion Certificates. The Government’s priority is to have a workforce with the right knowledge and skills to help drive economic growth by lifting the standards of service and improve profitability of businesses and the private sector. These apprentices will also have the opportunity to apply for Trades work overseas under the Labour Mobility Programs.

MANAGING RISKS AND CHALLENGES

The size and scale of the Ministry evolves in a rapidly changing environment and we make sure our policies and processes are inclusive and applicable to all. The scope of the Ministry's mandated functions is expanding in its efforts to address the demands of key development partners. This will require proper stock take of existing capacity of personnel and skills set required to meet expectations and sector objectives.

From the Ministry's monitoring and evaluation, it was found that one of the ongoing challenges that the Ministry encountered is the non-compliance of employers and employees of the Labour laws especially the Working Terms and Conditions stipulated on the FEEP granted and foreigners working without Employment Permits. The other challenge is the short staff but the workload continues to increase. The review of the labour laws will ensure to diminish differences on the clarification and wider integration of gaps identified that were not cleared /incorporated under the LERA 2013.

Joint Action for Compliance and Enforcement

The Joint Action for Compliance and Enforcement (JACE) which was established in May 2019 combines the Ministry, Ministry of Customs and Revenue, Ministry of the Prime Minister and Cabinet and the Ministry of Police with the aim of strengthening and monitoring compliance with government policy and legal requirements for issuance of business licences, work permits and temporary residency permits.

The establishment of JACE signals the government's ongoing commitment to effective and efficient service delivery to the public, as well as fostering closer agency collaboration, collegiality, information and resource sharing and a robust collective monitoring body to ensure all businesses and individuals comply with legislation governing foreign investments, business licenses and working permits.

ONEMCIL Roadshows to increase awareness and compliance

The Ministry continued its annual awareness programs in the communities and secondary schools to promote its services, introduce new legislation and processes as well new policies and to continue engagement with all levels of communities. It is the Ministry's aim to take its work through national awareness programs to the community to ensure all of Samoa is fully aware of our functions as well as our key partners from other Government agencies of their interlinked services.

Through awareness programs in Upolu and Savaii, the Ministry was able to provide useful information to the community to comply with the legislative requirements such as applying a Gaming License with the Gaming Control Authority and the legal requirements as a register Cooperative Societies. As a result, the Ministry have noted a huge increase in the number of new Cooperative Societies (148 new registrations) registered within the financial year compare to previous years.

SECTION 1 OUR YEAR IN REVIEW

This section provides an overview of the Ministry's work during the period under review as well as challenges faced in the delivering of our services. We have organized this section into our core services to show how we are progressing to deliver our outcomes for the development of the private sector and creating employment opportunities for all. The status and progress of implementation of our Performance Indicators for the financial year are provided in details in **Appendix 1** of this document.

Maximize Gains from Trade and enhance Private Sector development, to increase Income generation opportunities for Sustainable Livelihoods

TRADE COMMERCE AND MANUFACTURING SECTOR

Sector Vision: "Sustainable trade, commerce and manufacturing for enhanced growth and development"

Sector Performance in-line with the SDS

The TCMSP is hinged upon the Strategy for the Development of Samoa (SDS) Outcomes 3; Export Products Increased and 5; Participation of Private Sector in development enhanced.

The Trade, Commerce and Manufacturing Sector Plan (TCMSP) 2017/2018 – 2020/2021 continues to ensure the development growth of Samoa through strengthening trade agendas as well as commerce and manufacturing sectors. A total of USD\$ 719,410.89 (SAT 1,897,939.71) of EIF funding was spent under the Samoa Trade Sector Support Program, targeting to improve production systems and productivity to ensure consistency in quantity and quality for export, market information, use of appropriate technology to improve value-adding, competitiveness and product certification including fair trade

SDS Key Outcome 3 – Export Products Increased

Samoa's balance of payments is characterized by a large deficit in balance of goods and a surplus in the balance of services as well as substantial transfer inflows (remittances). Our trade in goods deficit balance for FY2018/19 amounts to approximately SAT (734.16) million with imports and exports respectively valued at approximately SAT 827.52 million and SAT 93.36 million. Goods export for FY2018/19 are comprised of fresh fish (29%), taro (6%), noni and its by-products (13%), coconut and its by-products (4%), beer (5%) and others (43%). The imports for the reporting period comprise of petroleum (17%), food (8%), construction materials (10%), motor vehicles (8%), and others (57%).

Samoa's economy is comprised of: 80% services; 10% Industry/Manufacturing; and 10% Agriculture and Fisheries. Therefore, Samoa has a surplus (estimated at SAT\$ 378.72 million) in trade in services attributed to travel which is the determining factor for trend fluctuations. There was a 9% increase in services trade surplus for FY2018/19. Nonetheless, the overall trade in goods and services balance for FY2018/19 notes an estimated deficit of SAT (355.44) million.

Transfer flow shows that Net direct investment (asset on liability) averaged about SAT (25) million in FY2018/19; which is a significant improvement noting that this has averaged at a SAT (36.6) million in the FY2011/12 - FY2015/16 period. This indicates a significant move towards increasing assets usually through reinvestment of earnings. Total remittances averaged at SAT\$340 million (17% of Real GDP) in FY2018/19.

SDS Key Outcome 5 – Participation of Private Sector in Development Enhanced

Samoa's GDP for FY2018/19 is estimated at SAT 2 billion and disaggregated as follows: Commerce Sector 33% (SAT 675 million); Financial Services 10% (SAT 203 million); Agriculture and Fisheries 9% (SAT 189 million); Utilities 7% (136 million); Public Administration 7% (SAT 145 million); Manufacturing, including food manufacturing 6% (SAT 119 million); and other Sectors accounting 28% (SAT 493 million).

Samoa's Doing Business ranking has declined from 57th in 2010, to 90th in 2019, but this does not present a full picture of where we are, and this is why the Distance to Frontier (DTF) measure is a more realistic measure for Ease of Doing Business. The DTF score shows how far on average an economy is at a point in time from the best performance achieved by any economy on each Doing Business indicator since 2005 or the third year in which data for the indicator were collected. The measure is normalized to range between 0 and 100, with 100 representing the frontier. In this regard, Samoa's DTF score for 2019 is 63.77. The notable trends for ease of doing business in Samoa for FY2018/19 are the continuous improvements in Starting a Business, Getting Electricity, and Registering Property.

Sector Work and Project Management

There were two Aid for Trade (AfT) projects managed by the Ministry through its TCM-CU with funding from the Enhanced Integrated Framework (EIF), under the auspices of WTO. The Tier 1 project was officially completed in December 2017 after a 5 year implementation period as aforementioned. The Tier 2 Trade Sector Support Program (TSSP) project is expected to complete all its remaining activities by end of August 2019.

Some of the key activities and achievements of the Sector in FY2018/19:

- Completion of the STEC warehouse/building;
- Banana drying facility and soap-making plant at WIBDI, for community use;
- Assistance in the revamping, reintegration and facilitation of the Labour Employment Export Program;
- Participation in the compulsory EIF Capacity Building workshop in LAO PDR;
- Conducting of Samoa's Trade Policy Review;
- Visibility in the Belt and Road forum and Beijing Expo in China;
- PACER Plus continuous negotiations.

World Intellectual Property Day “Reach for Gold” National Science Fair

In April 2019, the Ministry and its key partner agencies commemorated the World Intellectual Property Day. The theme “Reach for Gold” aimed at promoting scientific knowledge and to provide a platform for Samoan children to create innovations and inventions inside the science laboratory. Three schools from Savaii and twelve from Upolu participated in the Science Fair. The continuous support of the Ministry’s partners such as the EIF (Enhanced Integrated Framework), the Scientific Research Organisation of Samoa and the National University of Samoa helped made the event a success. From the visit to School laboratories, there is greater need for further dialogues with science students and teachers, further need for improvement to science lab facilities and equipment in order to improve science knowledge in secondary schools.

Protection of Trademarks under the Madrid Protocol Agreement

Samoa becomes the 103rd contracting party of the Madrid System since December 2018. The Madrid System now covers 119 countries’ of the world and our consistent engagement in the Intellectual Property system in the field of trademarks and branding helps registration to make it cheaper and accessible. The Ministry is expecting a high number of non-residents filing into Samoa as well as residents in Samoa filing outside the country.

Building Capacity of Intellectual Property Offices on Intellectual Property Rights

With the support of the WIPO, the Ministry was able to host multinational workshops on various Intellectual Property (IP) topics from Brands & Design for Industry: Medium / Small Enterprises (MSMEs) In the Pacific to Intellectual Property, Traditional Knowledge and Traditional Cultural Expressions as well as Accession to IP Treaties for Industrial Property and Geographical Indications.

From these consultations, it was evident that strengthening relationships and partnerships between the Government and Private Sector Organisations in IP Protection work is important for the Pacific region. The Government works closely with key sector agencies, industry bodies, national private sector organizations and manufacturers in increasing private sector participation in developments as well as provide opportunities for businesses to grow.

Looking ahead, the Ministry will continue to work on legislation, and put in place regulatory framework that will support business integrity and innovation.

FUTURE WORK FOR AN ENABLED BUSINESS ENVIRONMENT

- Consultations for the establishment of a Business Names Register;
- Implementation of the Madrid Protocol for the international registration of Trade Marks;
- Accession to the Patent Cooperation Treaty for the international registration of the inventions;
- Accession to the Geneva Act to the Hague Agreement Accession for the international registration of the industrial designs; and
- Accession to the Geneva Act to the Lisbon Agreement Accession for the international registration of appellation of origin and geographical indications.

Review of the Foreign Investment Legislation

With Phase I of the Review of the Foreign Investment Act completed in the previous financial year, Phase II which focuses on the application of the recommended changes from Phase One commenced in June 2019. The Technical Advisor for Phase II, Mr Graeme Keay has completed the first part of this assignment which included in-depth discussions with the Division Ministry as well as a meeting with the Foreign Investment Advisory Committee (FIAC) to discuss the Inception Report and the way forward for this Phase.

The outputs from Phase II of the legislative review project is expected to contribute to the following main outcomes:

- A more precise and therefore less ambiguous foreign investment legislation for Samoa that is perceived to be conducive to investment and to be consistent with Samoa's obligations under the PACER Plus agreement;
- Flowing from this, higher levels of investment over the longer term;
- More effective enforcement of the legislation by IDIP/MCIL;
- Taking the above into account, stronger economic growth and jobs growth and improved perceptions among citizens of the governance of the state; and
- Arising from the above, significant gains to sustainable and equitable national development.

The Reports and findings emanating from Phase I identified the following:

- Options for implementing and revising the current legislation must be reviewed by the Ministry and confirmed for legislative amendments.
- Emerging policy issues that require further consideration include: a definition of "foreign investor" which currently can only be inferred from the legislation, concept and definition of "control", anti-avoidance provisions, compliance powers including penalties and review of the Reserved and Restricted Lists.

As a decision was made to conduct a separate review of the Reserved and Restricted Lists due to the issues involved, the completion of Phase II is therefore pending on the outcome of this separate review, which needs to be taken into account in the proposed Bill on Foreign Investments to be drafted as one of the expected outputs of this Project. The completion of the whole Review Project is anticipated to be finalized within the next financial year.

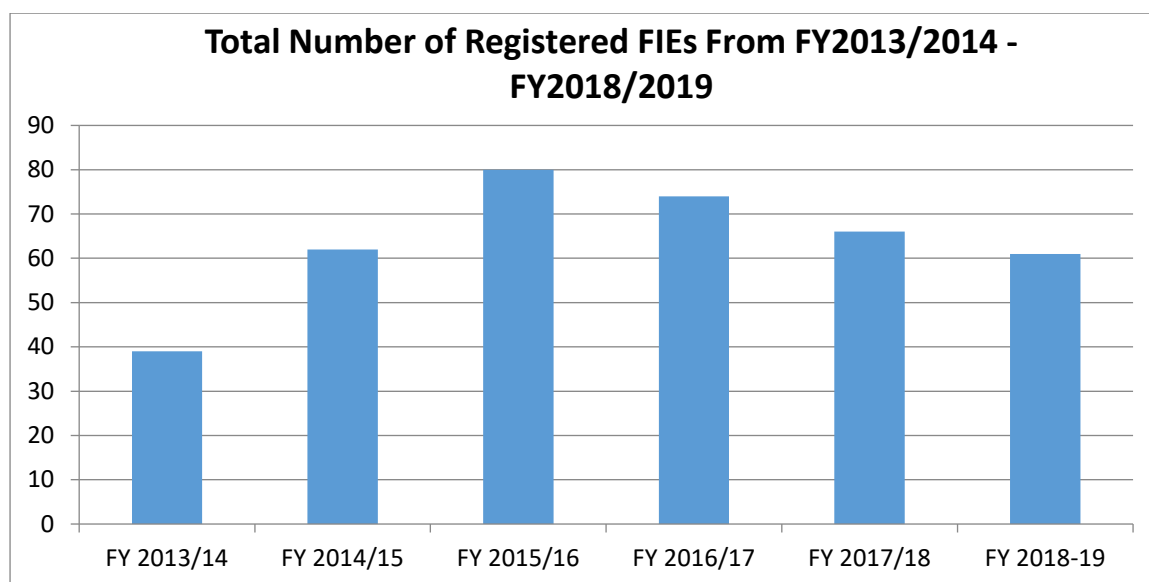
New Registered Foreign Investment Enterprises

A total of 61 new Foreign Investment Enterprises (FIEs) were received, assessed and approved. It is a 7.6% decline from 66 registered in the last FY2017/2018.

The 61 new registered FIEs will create about 495 potential employment opportunities and have declared an estimated total initial working capital of SAT\$8,387,390.00 in their application forms as their potential capital investment into Samoa's economy. In comparison to the estimated initial working capital of SAT\$12,267,312.87 recorded in the previous FY2017/2018, the reduction by 31.6% reflects the decrease in the number of registered FIEs and taking into account the different

sizes and nature of each operation that has been registered. It is anticipated that ongoing Monitoring and Evaluation activities in the FY2019/2020 will confirm the actual number of employment opportunities as some of the newly registered businesses have yet to commence their operations.

The graph below depicts the trend of registered Foreign Investment Enterprises from FY2013/2014 to FY2018/2019



As illustrated above, the number of new registered FIEs peaked in FY2015/2016 but gradually dropped from FY2016/2017 to the current reporting period. Despite the Government's ongoing efforts to establish an enabling environment for more investors to invest into our economy, the downward trend reflects the challenges in the investment environment, the lack of key incentives to attract more new foreign investors and the negative perceptions publicly raised by members of the community towards incoming foreign investors which are possible contributing factors that may have hindered the attraction of potential foreign investors to Samoa.

The 'Professional Services' and 'Retailing' sectors have continued to be highly favoured by investors respectively recording yet the highest numbers as depicted in the table below:

Sectors	Total
Professional Services	33
Retailing of goods EXCLUDING food and drink items	9
Restaurant/Cafe	6
Construction	3
Manufacturing	3
Accommodation	2
Others	2
Agriculture	1
Exporting	1
Wholesaling & Distribution	1
TOTAL	61

Renewals and Amendments to Existing Foreign Investment Certificates (FICs)

In addition to new applications, the Ministry also received applications for renewal of, and amendments to existing certificates.

The table below summarizes the number of applications received for renewals and the various amendments made:

Amendments	Total
Renewals	124
Additional activities	14
Other Amendments (change of location, addition/removal of trading name, change in shareholding details etc)	21
Additional Branches	6
Removal of Activities	10
Total	175

All registered Foreign Investment Enterprises have been advised to renew their foreign investment certificates on an annual basis in line with Section 8B of the Foreign Investment Act 2000.

Citizenship by Investment Program

No applications for Citizenship were received under this Program during the financial year. However, one application to be an Agent for the Citizenship Investment Act that was received in the previous financial year was approved during this year. The Ministry has also received an estimate of approximately 30 enquiries regarding the process and fees associated with the scheme.

MONITORING AND EVALUATION

85 registered FIEs in Upolu and Savaii were inspected during the financial year.

- 56% (47) were active
- 42% (36) were confirmed to have ceased operations and
- 2% (2) have yet to commence operations

Of the 56% that were active;

- 47% (40) were found to be fully compliant;
- 4% (3) were found to be partially compliant;
- 5% (4) were found to be non-compliant

The partial compliant FIEs are those who have valid FICs but have failed to advise of the changes to their operations such as new activities, new shareholders and so forth. The non-compliant are those that have not renewed their annual registration. All the inspected FIEs were reminded of their obligations and the requirements for them to fully comply with the provisions of the FIA and its Regulations.

Policy for the Development of Micro, Small and Medium Enterprises (MSMEs) in Samoa

MSMEs contribute significantly to Samoa's economy, as reflected in the Samoa Bureau of Statistics' Business Activity Survey 2013 which concluded that over 90 percent of all registered businesses in Samoa are MSMEs, employing 43 percent of the commercial workforce. Despite this significant contribution, Samoa is yet to establish a formal MSME policy and legal, regulatory framework specifically aimed at enabling the development, growth and sustainability of MSMEs.

The importance of MSMEs to Samoa's economic development is evident in its specific inclusion in Pillar Four of the Trade, Commerce and Manufacturing Sector Plan 2017/2018 – 2020/2021 requiring support actions to *"promote the development of MSMEs and implement macroeconomic policies and practices that are consistent with Samoa's objective of increasing exports and enhancing competitiveness."*

The Private Sector Development Program (PSDP) funded by the NZ Government provides funding under its Component 1 for TA on projects approved by a Project Approval Committee (PAC). Component 1 of NZMFAT's PSDP is implemented by the Ministry with support from Palladium, the Program Implementation Contractor (PIC).

The PAC approved on 15th May 2019 the Ministry's request for a TA for the development of a MSMEs Policy for Samoa. Two Consultants have been recruited and approved by the PAC to conduct the MSMEs Policy Development Project, with their field work in Samoa commencing in early September. The consultancy assignment will focus on the development of MSMEs through formulation of an appropriate MSME Policy to: enhance the global competitiveness of Samoa's MSMEs; trigger improved growth of sustainable MSMEs through targeted business support services, improved access to finance, strengthened technical and business skills; and improve the legal and institutional framework regulating MSMEs operations in Samoa.

National Industrial Development Strategy for Samoa

Samoa currently does not have an overarching National Industrial Development Strategy framework that caters for all enterprises from large to medium to small and micro sized enterprises. The need to explore the development of a National Industrial Development Strategy (NIDS) was promised in the TCM Sector Plan 2012-2016 and further emphasized as a priority after the comprehensive Diagnostic Trade Integration Study (DTIS) 2017. Specifically prescribed in the DTIS 2017 is the need to develop and implement a NIDS *"to focus on enhancing value addition to products in areas which have comparative advantage; develop and implement measures and strategies to improve the participation of Samoa's services industry in international services trade; and ensure that the necessary investment climate in terms of infrastructure, legislation is strengthened."*

The NIDS will contribute to achieving **'Key Outcome 3: Export Products increased'** and **'Key Outcome 5: Participation of Private Sector in Development Enhanced'** of the Strategy for the Development of Samoa 2016/2017 – 2019/2020. It is also in line with **'Key Outcome 2: Agriculture and Fisheries productivity increased'** as well as providing crucial linkages to other sectors in the Economic Priority 1 arena: i.e. Tourism, Agriculture and Finance Sectors.

Private Sector Organisation Grants

The Government's continual support of the Private Sector as the engine of economic growth was again reflected in the Cabinet's approval this financial year of allocated funds to selected Private Sector Organisations (PSOs) to assist them with their administrative costs.

The funds were presented to 12 PSOs. The eligible organizations are those with commercial affiliations and are registered with the Ministry under the Incorporated Societies legislation. A number of factors are considered in determining the amount of grant to be awarded to each organization, such as registered membership, established office, submission of audited financial accounts and strategic plans as well as progress of development projects that the PSO has undertaken for its members.

The total grant for the financial year 2018/2019 is \$200,000.00 and the approved allocation was as follows:

Approved grant per Private Sector Organization for 2019	
Private Sector Organization	Total grant for Year 2019
1) Women in Business Development Incorporated	\$40,000.00
2) Samoa Chamber of Commerce Inc.	\$40,000.00
3) Samoa Association of Manufacturers and Exporters Incorporated	\$33,000.00
4) Samoa Hotels Association Inc	\$30,000.00
5) Business of Salafai Association Inc	\$17,000.00
6) Samoa Federated Farmers Incorporated	\$9,000.00
7) Savaii Samoa Tourism Association Inc.	\$9,000.00
8) Small Business Association of Samoa Arts & Handicrafts Incorporated	\$7,000.00
9) Samoa Banana Farmers Association Inc.	\$5,000.00
10) Samoa Farmers Association Inc.	\$4,000.00
11) Samoa Mamanu Designs & Manufacturers Association	\$4,000.00
12) Tautai Samoa Association Incorporated	\$2,000.00
TOTAL	\$200,000.00

GOVERNMENT ASSISTANCE FOR PRIVATE SECTOR DEVELOPMENT

Amendments to the Customs (Manufacturing & Tourism Developments) Regulations 2010

Due to requests from the Private Sector for their Projects to be eligible for duty exemption under the DCS, continual reviewing of the criteria and requirements of the DCS is therefore an ongoing task. During this financial year, proposed amendments to the Customs (Manufacturing & Tourism Developments) Regulations 2010 are in the pipeline, to extend the current scope of the DCS to include Agricultural and Fishing Development Projects. These proposed amendments have been drafted by the Office of the Attorney General in close consultation with the members of the Investment Committee with input from the Ministry of Agriculture and Fisheries. As an Investment Committee member, the Ministry has continued to provide feedback into the continuing discussions for reviewing the scope of the DCS and amendments to the relevant Customs Regulations.

1. DUTY CONCESSION SCHEME

Eight new applications were received and facilitated. A decrease in number is noted from the eleven applications received and facilitated in the previous financial year 2017/2018. No new applications were received this year from the Tourism Industry.

Of the 8 applications received, 6 were from the Manufacturing Industry, 1 from the Fishing Industry and 1 from the Information Communication & Technology (ICT) industry. Two (2) were approved by Cabinet as Qualifying Projects; 2 were approved in principle but pending amendments to the Customs (Manufacturing and Tourism Developments) Regulations 2010, 3 were declined by the Investment Committee as not fulfilling the requirements for a 'qualifying project', and 1 on hold pending receipt of further information from the applicant.

The total investment by the above-mentioned applicants into the economy, as indicated in their DCS applications, is estimated at approximately \$55 million tala which is \$25 million tala less than the estimated total investment from Projects reported in the FY2017/2018. However, the total estimated investment of \$55 million tala is based on only six projects as two of the Projects did not provide any information regarding their anticipated total investment.

Requests for extension of time for Duty Concession incentives

Two (2) requests for extension of time were received, assessed and approved by the Investment Committee in this financial year. One request that was received in the last FY2017/2018 was also approved by the Investment Committee in this financial year, due to awaiting further information from the applicant to support their request for additional time.

Request for Additional Goods

A total of 26 requests for additional goods imported were received from Qualifying Projects and all were approved for duty exemption. Whilst the number of new applications for DCS has declined from 11 in the previous year to 8 in the current year, requests for additional goods experienced a significant increase from only 2 in the previous financial year to 26 in the FY2018/2019.

Of the 26 requests received, only 1 request was from a Manufacturing Company and 25 requests were all from one Qualifying Project in the Tourism Industry for a hotel comprising of 49 rooms that is currently under construction.

Pending cases from previous FY2017/2018

Six (6) applications received and reported in the previous financial year were carried forward to this year. Of the 6 applications, 1 was declined by the Investment Committee, 3 were pending a final decision of the Investment Committee due to awaiting required documentation from applicants and 2 had their assessments put on hold due to awaiting further information from applicants.

2. CODE 121 SCHEME

Five (5) applications were received and assessed with four approved as "Qualifying Businesses", and one withdrew its application. One application received in the previous financial year was also assessed and approved in the current financial year.

Of the 5 applicants, 3 applied in the Category of "Commercial Manufacturers of Agricultural Products for Export and Import Substitution" and two applied in the Category of "Commercial Poultry Farmers".

Several enquiries were received during the financial year from local businesses who sought to apply for duty exemption under the Code 121. However, their enquiries did not lead to them filing official applications for Code 121 assistance as import items listed were not eligible for assistance under the Code 121 or did not meet the VAGST threshold of \$130,000. The Ministry has continued

to work closely with the Ministry of Customs and Revenue to revise the eligibility criteria for the Code 121 Scheme, including lowering the threshold to below \$130,000 with an emphasis placed on assisting Small, Medium Enterprises.

3. EXPORT DEVELOPMENT SCHEME

Whilst it was intended that the Export Development Scheme (EDS) will be officially launched this financial year, the implementation of the EDS has been delayed due to the program still undergoing further review.

Further review was necessary given the valid concerns that were raised by the Commercial Banks regarding the current scope, terms and conditions of the EDS. Some of the concerns raised by the banks regarding the EDS included the following:

- 12 months limited duration of the guarantee which was deemed unacceptable by some banks especially if the amount borrowed is above \$20,000 or up to the stated limit of \$100,000;
- Limited scope of the Scheme applying only to Packaging and Transport Costs; and
- Necessary changes to some terms of the current Deed of Guarantee e.g. monies to be repaid to the bank to be inclusive of all interests and charges up to the date and time that the Government Guarantee is paid to the bank.

In light of the bankers' expressed concerns, the possibility is being considered of having the EDS piloted first with one selected bank, in order to determine what other necessary modifications and/or improvements needs to be done to the current proposed Scheme.

Monitoring and Evaluation (including Employment Opportunities created)

The Ministry had conducted 2 inspections during the financial year, in both Upolu and Savaii to 23 beneficiaries to ensure their compliance with the conditions of the Duty Concession and Code 121 Schemes. Also conducted within this financial year were 6 site visits to DCS applicants, 3 of which were jointly conducted with officials from the Ministry of Finance, as the Secretariat for the Investment Committee; and the other 3 applicants were to seek further information before submission to the Investment Committee.

The inspections followed up on the progress of each development project in terms of employment, progress to date and whether materials imported under the Schemes are used for the purpose for which they were approved.

Inspections conducted concluded that:

- All inspected beneficiaries are 100% compliant in utilizing the Schemes in line with the conditions stipulated in the relevant legislation.
- 56% of beneficiaries under DCS are still qualified to import materials needed for production of their products before expiration of their 'qualifying project' status.
- For Code 121, 100% of beneficiaries inspected are still utilizing the scheme with the prominent view brought forth that the current limited scope of eligible goods being duty exempted under the Code 121 Scheme should be expanded to include all necessary imported inputs such as machinery, equipment and other necessary items which add value to the products being manufactured for export.

Employment Creation

In comparison with the previous financial year, a decrease in the number of employment created by the inspected projects was noted. That is, from 1,286 to 1,014 as depicted in the Table below:

Industry/Sector	Number of Employment in the Qualifying Projects Inspected FY2017/2018	Number of Employment in the Qualifying Projects Inspected 2018/2019
Manufacturing Sector	906	441*
Tourism Sector	303	345*
Aviation Sector	24	25*
Code 121 Qualifying Businesses	53	203*
TOTAL	1,286	1,014

**These are not actual figures but estimated numbers provided by personnel during the Inspections. Some businesses were either undergoing changes in their operations, or have yet to commence full operations due to still undergoing construction.*

The above table reflects a large decrease in the number of employment in the Manufacturing sector which correlates with the closing of the largest Manufacturer – Yazaki EDS Samoa - which has significantly impacted on the Manufacturing Sector and the number of employment opportunities it provides. Despite the decreased employment in the Manufacturing Sector, the above table suggests that the Tourism and the Aviation sectors as well as the Code 121 Qualifying Businesses, have experienced an increase in the number of jobs created. Thus it is an indication of how Government's assistance programs not only benefit the applicants but most importantly the wider community in terms of employment creation and income generation.

Enhance and Promote effectiveness of Competition and Fair Trade in markets to benefit Consumers, Businesses and the Community

Samoa Competition and Consumer Commission

Since the establishment of the Samoa Competition and Consumer Commission's ('Commission') operation, the focus was primarily on the administrative setup of the work for the first 3 years as endorsed by Cabinet. In 2019, the Commission's Service Charter and Corporate Plan were developed to outline standard of service and future strategies of the Commission for the next 3 years. One of these strategies included the annual reporting of the Commission to Government of all work progress during the year. In August 2018, the Fees Regulation 2018 came into effect to regulate appropriate fees companies and businesses must pay to the Commission if applying for authorization and for clearance.

Memorandum of Understanding (MOU) between the Regulator and the Commission

An MOU with the Office of the Regulator came into effect during the period under review to allow the Office of the Regulator and the Commission to work collaboratively to set out arrangements to promote effective communication, cooperation and coordination in performing their roles and functions as mandated under the respective legislation. These arrangements aim to enhance the application of competition and consumer issues in Samoan markets, and the performance by the Office of the Regulator and the Commission.

National Standards of Samoa

The Ministry with the assistance of the Australian Volunteer International Development (AVID) volunteer Mr. Mile Phillip is drafting the Product Safety Standard. One of the outcomes of this project was the need to establish a Regulatory body the National Standards of Samoa (NSS) within the Ministry. The NSS will facilitate the development of standards for non-food items in Samoa, establish work processes to be the publisher of the Samoan National Standards. That process expected to be based on a model that partners with other international standards bodies (such as Australian Standards and ISO). Development of the NSS's mode of operation for the development of new national standards is underway, with that process forming the foundation for its primary role as the national standards body.

National standard SNS 4766: 2019 Polyethylene storage tanks for water and chemicals.

Due to concerns received on water tank products, negotiations started with Australia counterpart to have their standard SNS 4766: 2019 Polyethylene storage tanks for water and chemicals to be adopted locally to resolve the problem. The draft standard was put out for public comments before it is finalized, adopted and published.

CODEX – PROTECTING CONSUMER HEALTH AND EXPORT COMMODITIES

The Samoa National Codex Committee (SNCC) continued its work of assessing and consulting with key stakeholders a number of priority projects to ensure food safety and development of Food Standards in Samoa. One of the projects was the development of the Samoa Cocoa Standards.

Cocoa products are one of the main export commodities of Samoa to overseas partners. The purpose of the Cocoa Standard is to ensure cocoa products are consistent with international standards and ensure food safety across borders. The SNCC and its key partner agencies worked collaboratively in gathering information from the Agriculture sector key players and from International Standards and conducted scientific testing. The Cocoa Standard will assist our cocoa producers and suppliers in Samoa to produce high quality cocoa production for the benefit of consumers.

MONITORING AND EVALUATION

Inspections

A total of 693 traders were inspected including follow up inspections during the reporting period. During these inspections, traders were advised and made aware of their obligatory roles. 90% of traders complied with their roles. Non-compliant traders were given warnings and monitored by follow up inspections.

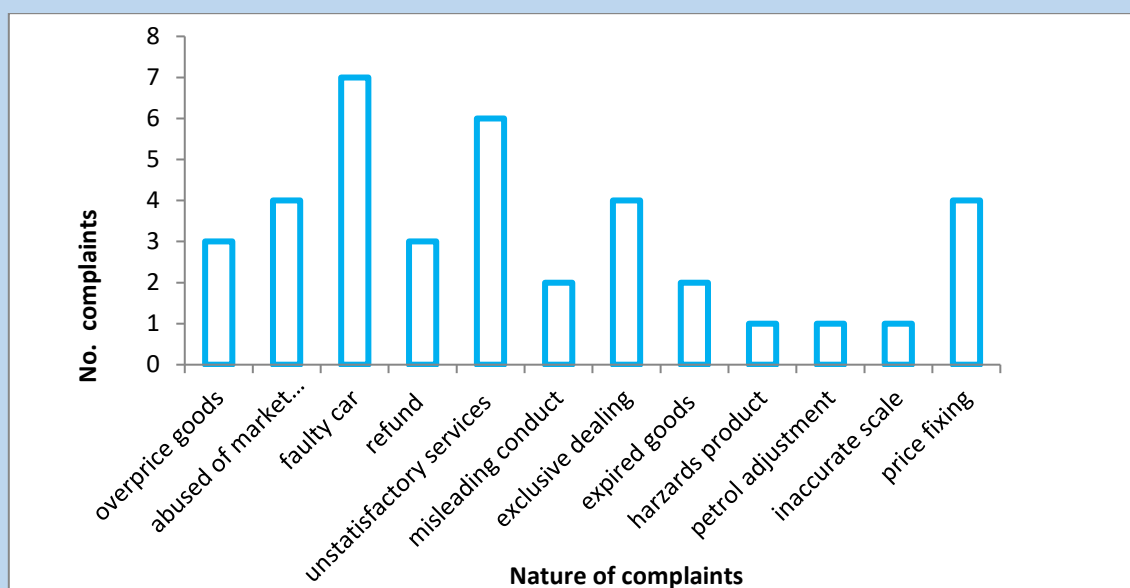
Enquiries

A total of 76 enquiries were recorded for the main island of Upolu;

- 40 enquiries related to Competition. 12 enquired about clarifying the Competition and Consumer Act 2016, 13 related to the General Price Order and 15 enquired on prices of daily products; such as sugar, flour, rice, butter, chicken, cigarettes and beer.
- 23 enquiries linked to Metrology; Majority enquired about calibration of petrol stations and verifying the accuracy of scales used for commercial purposes. Some enquired about the daylight saving.
- 5 enquiries fell under Codex; 1 on food standards, 1 on bar codes and 3 on product labelling.
- 8 enquiries related to others, such as tax payments and the new box size for the sale of tinned fish and corned beef.

Complaints

A total of 38 complaints were recorded. These complaints were received through telephone, email and in person. 90% of these complaints were lodged by consumers as opposed to 10% lodged by traders against other traders. The highest number of complaints concern faulty second hand cars followed by services that were supplied without care or skill in electrical and building grounds. There were also a fair amount of complaints relating to overpriced products, abuse of market power and customers claiming for refund. All these complaints were resolved within the period on the spot while others were investigated and referred to the conciliation process.



METROLOGY

Legal Metrology Act 2015 provides regulations for the control of measurements and measuring instruments. It provides protection of public safety, the environment, consumers, and traders and is critical to fair trade.

The Ministry continued with its monthly **Verification & Inspection of Weighing Instrument and Calibration of Petrol Pumps & Petrol Adjustment**. All Suppliers of weighing equipment (scales) have been registered and were given certificate of approval to manufacture, sell and repair. The initial verification and inspection of scales have been conducted to all traders and still on-going. The calibrations and adjustments of Petrol Stations around Upolu and Savaii were conducted to check the accuracy of prices paid by consumers. All petrol stations were in compliance with certain standards required by the law. Maintenance works was done to the **Town Clock** included upgrading of GPS systems, antenna, spot lights and painting to maintain its accuracy and exquisiteness. The Cabinet approved the continuation of the **Daylight Saving Time for the next 4 years**.

End Date	Time	Start Date	Time
		29 September 2019	3:00am to 4:00am
5 April 2020	4:00am to 3:00am		

MCIL SAVAII BRANCH

The Ministry continued to provide the services on fair trading & competition, consumer protection and metrology matters in Savaii as well as providing support and facilitating some of the core functions of the Ministry. The Savaii team also represented the Ministry to Finance (2040), Energy, Agriculture, Education (Record Management) consultations and workshops as well as conducting pre interview on seasonal employments. The following activities were conducted during the reporting period:-

Inspections

A total of 309 traders was recorded and inspected on a weekly basis in Savaii during the reporting period including follow ups. An average compliance of 89% was recorded of traders who complied with all the various obligations under Competition and Consumer Act 2016. 11% represents traders that have not complied mainly in the areas of overpricing, not displaying GPO and sales of goods below approved standards weight.

Enquiries

A total of 268 enquiries have been recorded. The majority of enquiries related to matters pertaining to the entire Ministry particularly on labour issues, seasonal works and registry of companies as well as issues related to other ministries such as Revenue, Health, Building and Gambling.

Complaints

74 complaints received within the period. A total of 24 complaints were on industrial relations & labour matters and 50 on fair trading and competition issues. All cases on Fair Trading and competition matters were resolved while others on labour issues were referred on time to the responsible Division

Strengthen Social Dialogue and Advice on Industrial Relations, Foreign Employee Employment Permits and Occupational Safety and Health

Enhance our Commitment with the International Labour Organization

As a member country, Samoa continued to commit in fulfilling its obligation to implement various ILO Conventions ratified by the Government.

International Labour Standard Reporting

The submission of 13 International Labour Organisation instruments to the Competent Authority (Samoa Parliament) for endorsement according to the ILO Constitution has been approved and endorsed by the Legislative Assembly. It has also removed Samoa from the list of the member states that have serious failure to comply to the ILO constitution.

- C187 - Promotional Framework for OSH Convention, 2006
- R197 - Promotional Framework for OSH Recommendation, 2006
- R198 - Employment Relationship Recommendation, 2006
- C188 - Work in Fishing Convention, 2007
- R199 - Work in Fishing Recommendation, 2007
- R200 - HIV and AIDS Recommendation, 2010

- C189 - Domestic Workers Convention, 2011
- R201 - Domestic Workers Recommendation, 2011
- R202 - Social Protection Floors Recommendation, 2012
- P029 - Protocol of 2014 to the Forced Labour Convention, 1930
- R203 - Forced Labour (Supplementary Measures) Recommendation, 2014
- R204 - Transition from the Informal to the Formal Economy Recommendation, 2015

The International Labour Organisation Convention on Tripartite Consultation, 1976 (No.144) has been ratified by Samoa within the review period.

The convention promotes an essential principle that ILO was founded: tripartite social dialogue, which is established to be effective in reaching consensus and move towards achieving social justice and decent work for all. Subsequent Reports of the following International Labour Organisation

Conventions were also compiled and submitted to International Labour Organisation office within the review period

- Forced Labour Convention, 29
- Abolition of Forced Labour Convention, 105
- Minimum Age Convention, 138
- Worst Forms of Labour Convention, 182

Promote Best Practice and effective Monitoring and Evaluation systems on the implementation of Labour and OSH Laws for improved Compliance

INDUSTRIAL RELATIONS

The Industrial Relations Unit is mandated to administer Samoa's labour laws to ensure decent work for all, through fair and timely investigation of employment grievances lodged with the Ministry. Through providing sound resolutions, regular inspections and conducting relevant awareness initiatives, the Ministry educates and ensures employers and employees are competent with their obligations.

Inspections and Complaints

A total of 128 employment grievances were lodged within the reported period, with a total of 118 (92%) resolved and the remaining carried forward to the next financial year. Based on cases lodged the most common issues are unpaid final pay for workers that are either terminated or resign, unpaid earned wages, unpaid overtime, unfair dismissal and unpaid NPF contribution.

A total of 5 monitoring and evaluation activities were conducted to 171 employers to ensure proper implementation of the Labour and Employment Relations Act 2013, and Regulations 2016. It was observed that 152 (88.9%) complied with applying labour standards while 3(1.7%) failed to comply and 16(9%) businesses found partial complied. It was observed that the most common non-compliance is the inability of employers to provide documentation of employee records, and the non-existence of employment contracts/agreement to stipulate terms and conditions of workers.

Promotion and Social Dialogue

A total of 12 awareness programs were conducted through a tripartite approach with the attempt to raise awareness to the number of more than 300 participants on labour laws in Samoa, and to

educate employers and workers on their obligations and rights. A total of 682 issues and advices given out to employers and employees on the application of the labour laws

OCCUPATIONAL SAFETY AND HEALTH ('OSH')

The Ministry has enhanced prioritization of Occupational Safety and Health under the newly developed Samoa National Occupational Safety and Health Framework 2018/19 – 2022/23. This will be done through improving OSH at the national level by developing methods for collection and analysis of workplace accident, injuries and illnesses, developing of national OSH standards, providing effective means for engaging employers and employees on OSH standards and strengthening monitoring and evaluation activities. The Ministry have also identified 8 priority areas under the framework to develop OSH standards. The OSH overall key performance indicators achieved 83% in the review period similarly to previous financial year.

Samoa National OSH Task Force

The Ministry have successfully signed a Memorandum of Understanding with the Accident Compensation Corporation for quarterly reports of workplace accidents as part of the taskforce efforts to improve OSH data collection and reporting of the framework. Ongoing collaboration and discussions with donor partners for assistance required for the implementation of other activities of the framework.

Inspections

A total of 107 initial and 33 follow up inspections conducted for business, government ministries and corporation in the financial year. The overall compliance level was noted at 79% across private and public sector. The Ministry noted the need for more awareness in particularly for government ministries to improve compliance level.

Investigations

For the review period a total of 13 incidents plus 8 incidents carried forward from previous financial year were reported to the Ministry, 63% was resolved in the financial year. Under reporting of major/severe/fatality workplace accidents is still an ongoing issue, which the Ministry has included to be address by the National OSH framework in place.

Promotion and social dialogue

Awareness programs have increased significantly in the review period by 65% (31) in comparison to previous financial year (11). The reviving of the pre-departure orientation for seasonal employment workers (13) and the collaboration with Small Business Enterprise Center ('SBEC') through their Cohort OSH Training program (7) to assist small businesses drives the increase in requests. The Ministry held its first ever National OSH Tripartite Conference on the 30th April to commemorate the World Day for Safety and Health under the theme "Safety and Health and the Future of Work"

Strengthening policy for issuance of Foreign Employee Employment Permits

Part IX of the Labour and Employment Relations Act 2013 governs all the functions the FEEP Unit is administering. In particularly thorough assessments and issuance of FEEP as it is pertinent that any non-citizen who wishes to work in Samoa must hold a valid Employment Permit.

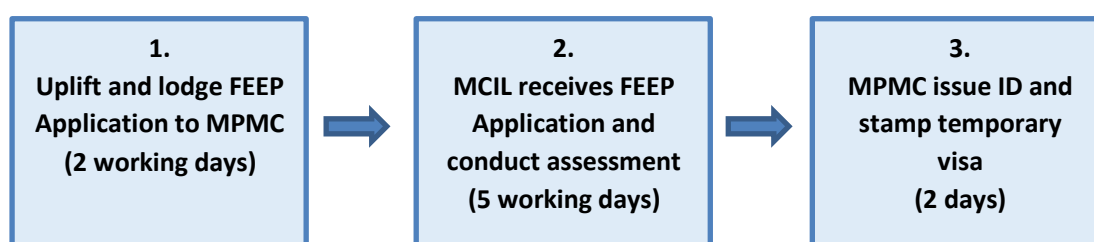
The solemnity of accessing FEEP applications, the Ministry established a FEEP Policy which was approved by Cabinet and came into force in February 2018. It is now used as a guidance to ensure that FEEP are granted and not limited to non-citizens with the skills, qualifications and experience that are shortage in the Labour demand/supply in Samoa.

In the period under review, FEEP applications received:

TOTAL NUMBER FEEP APPLICATIONS RECEIVED	457
FEEP Applications Approved	387
FEEP Applications Declined	10
FEEP Applications Exempt	60

The financial year saw a decrease of foreign workers by 20% with 387 FEEP's approved compared to 583 FEEP's issued in the previous financial year. It was identified that Construction, Domestic Work and Tourism & Hospitality were the top 3 Industries that most FEEPs were granted to. These non-citizens are from China, Fiji and Philippines. FEEP Exemptions were granted to non-citizens who came into the country under the government Memorandum of Understanding for employment below than 3 months and Government Projects.

Despite ongoing awareness programs conducted to educate employers and foreign employees on their obligations and rights and ensure they are adhering to Working Terms & Conditions of their FEEP, the Ministry still encounter challenges of non-compliance of both employers and foreign employees with Working Terms and Conditions stipulated on the FEEP granted and foreigners working without Employment Permits. Collaborative work from the Ministry for Revenue and Ministry of Prime Minister & Cabinet through Immigration Services are still ongoing in solving the aforementioned challenges. Another initiative that birth out of this was the 'One-Stop-Shop' which commenced in August 2018 where all FEEP Applications are to be uplifted, lodged and issued by MPMC, whereas the Ministry will continue to assess merits of non-citizens wishing to take up employment and/or operate a business in Samoa as illustrated below.



Following this change, the Ministry no longer receives its non-taxed revenue as the previous years for there are no longer fees charged for assessing FEEP applications.

APPRENTICESHIP TRAINING PROGRAMME

Expanding Trades on Demand

The Electronic Technology trade Curriculum has been approved by the Apprenticeship Council and is now added to the 2019 Apprenticeship Program. The National University of Samoa is currently working on preparing the Curriculum for Spray Painting & Panel Beating prior endorsement by the Council.

At the completion of the final assessment of 4th year apprentices and by official approval of the Apprenticeship Council, 18 apprentices were successfully awarded with Due Completion Certificates:

Trades	Graduates
Motor Mechanic	3
Fitting and Machining	2
Electrical	2
Plumbing and Sheet Metal	4
Carpentry and Joinery	1
Refrigeration & Air Condition	5
Welding and Fabrication	1

The total number of apprentices at the commencement of School Calendar Year 2018 was 116. Eighteen (18) apprentices graduated and 98 continued the program to 2019. Twenty nine (29) left the program or terminated early 2019 due to employment opportunities elsewhere especially at overseas markets and the NZ quota. Two deceased and 4 withdrew in 2018 thus leaving 63.

Fifty nine (59) new entrants were approved for School Calendar Year 2019 which made up a total of 122 existing apprentices. An increase is noted for the total number of students in this year's program which is 122 in comparison to 116 in 2018.

EMPLOYMENT SERVICES

Jobseeker Hub connects Employers with potential employees

The Jobseekers Hub (Labour Market Information System) was created to increase job creation and employability of our unemployment youths. The number of registered jobseekers in the LMIS is 298 (Online registration 215 & 83 internal) More than 70% percent is referred to employers where employment opportunities are offered and for selection and recruitment processes. Placement is out of the jurisdiction of the Ministry as it is totally up to the discretion of an employer.

Job matching in terms of aligning of qualifications to the requirements of jobs available in the market is also critical to the core function of the Ministry. The continuous increase of unemployed people who are LMIS reflects the full utilization of an online system by jobseekers whenever and wherever they are residing.

Labour Market Survey

The implementation of Field Work for 2019 Labour Market Survey began in April 2019 and completed in July 2019. The availability of labour statistics is very crucial as it makes it easier to measure trends in the labour market, economic and social indicators.

The objectives of the Labour Market Survey are to:

- Identify and prioritize employment matters that are in demand, to ensure the supply side is aligned to what is required within industries and the labour market in the formal private sector;
- To update the profile in the Private Sector Workforce;
- To identify training needs and skill shortages of employees in the Private Sector.

SAMOA LABOUR MOBILITY PROGRAMS

Samoa is now a signatory to 5 established labour mobility schemes including; Australia's Seasonal Workers Program (SWP) and Pacific Labour Scheme (PLS) which opened up for Samoan workers to participate in longer term programs for up to 3 years; New Zealand's Recognized Seasonal Employment (RSE), Pacific Trade Partnerships (PTP) as well as Approval in Principal (AIP) programs. Despite variants in the scope and requirements of each scheme, the determination to capitalize on participation remains constant, all in support of the strategic objective of increasing labour export.

The schemes have enabled many low-skilled Samoan workers to obtain employment opportunities overseas and improve their livelihoods.

Our workers have benefited from the higher incomes earned abroad together with acquisition of new skills, knowledge and relevant training. It is part of a "triple-win" effect, whereby workers, Samoa, and the receiving country all reap the benefits.

Overall, Samoa is currently ranked 2nd in terms of overall RSE numbers, after Vanuatu, and remains 3rd in the SWP scheme. An increase also of 35% of Samoan workers participating in the labour mobility from 2,512 in FY2017/2018 to 3,404 for the current fiscal year in industries including; viticulture, horticulture, abattoir, trade industries mainly construction and accommodation. This has also seen a slight increase of new employers from 51 in FY2017/2018 to 63 for the current fiscal year.

Scheme	FY2017/2018	FY2018/2019
RSE	1,878	2,473
PTP	10	26
AIP	97	236
SWP	527	648
PLS	N/A	21
TOTAL	2,512	3,404

Scheme	FY2017/2018	FY2018/2019
New Zealand	43	50
Australia	8	13
TOTAL	51	63

Strategic Direction

Samoa's commitment to grow and strengthen labour mobility programs has led to funding and strategic planning towards this. With the key focus on 4 areas; Governance, Promotion, Protection and Development, Samoa aims to create sustainable economic growth and ensure potential risks to workers are mitigated. Work for this fiscal year has been on 'getting the house in order' through the review and development of the Labour Mobility Policy, LEEP Operations Manual and processing of three years worker registrations and building a strong work ready pool; and restructure to ensure we have the right staff that will sustain future growth of the LEEP division.

Overall the LEEP division is looking at growing and diversifying labour mobility through deeper stakeholder engagement within Samoa, including TVET providers, civil society stakeholders and other Government Departments; and targeting specific industries and employers in Australia and New Zealand.

Partnerships

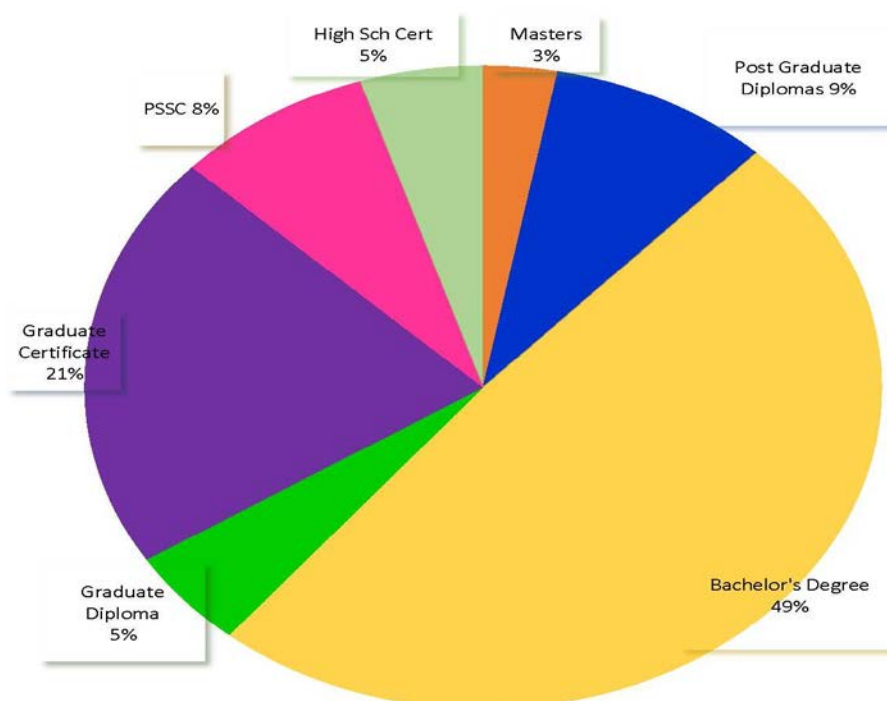
The Ministry is committed to investing in implementing agency's capacity to cultivate strategic relationships with industry, training providers, workers and communities domestic and abroad. A Memorandum of Understanding (MoU) with StarKist Company was signed in April 2019 to effect sourcing of workers through the government work ready pool to work as fish cleaners at StarKist's tuna cannery. However this has yet to come into fruition. Further MoU's have also been developed between SBEC and the Ministry to strengthen worker preparedness, and between the Ministry and NUSIoT to assist in English literacy.

SECTION 2 HUMAN RESOURCE

There were 108 staff members servicing the Ministry at the end of the financial year. Eleven (11) were contract employees, 79 permanent officers, 3 term employees, 5 consultants/commissioners and 10 Labour Market Survey enumerators. Of this amount, 45 (42%) were males and 63 (58%) were females.

Professional Development through Formal Learning

The Ministry supports and encourages its staff members at their own cost and time to pursue further studies for professional and personal development. The Chief Executive Officer and 5 members of the Executive Team took the lead and successfully completed and graduated with Master's and Post Graduate Degrees respectively in 2019.



The staff level of education has improved over the past 12 months. Of the 9 senior executive, 22% hold Bachelor's Degrees, 56% with post graduate diplomas and 22% with Master's degrees. Of the 92 permanent and contract active staff members (senior executive and permanent staff), 26% hold graduate certificates and diplomas, 49% with Bachelor's Degrees, 9% with Post Graduate Diplomas, 3% with Masters Degrees and 13% of staff hold high school certificates or equivalents with trainings at their respective areas of work. Most of these staff members are at the Corporate Services Division working at the basic starting salary level. The Ministry made sure the staff members at this level are given the opportunity for further development at the in-country trainings and in house trainings.

Staff Capacity Building

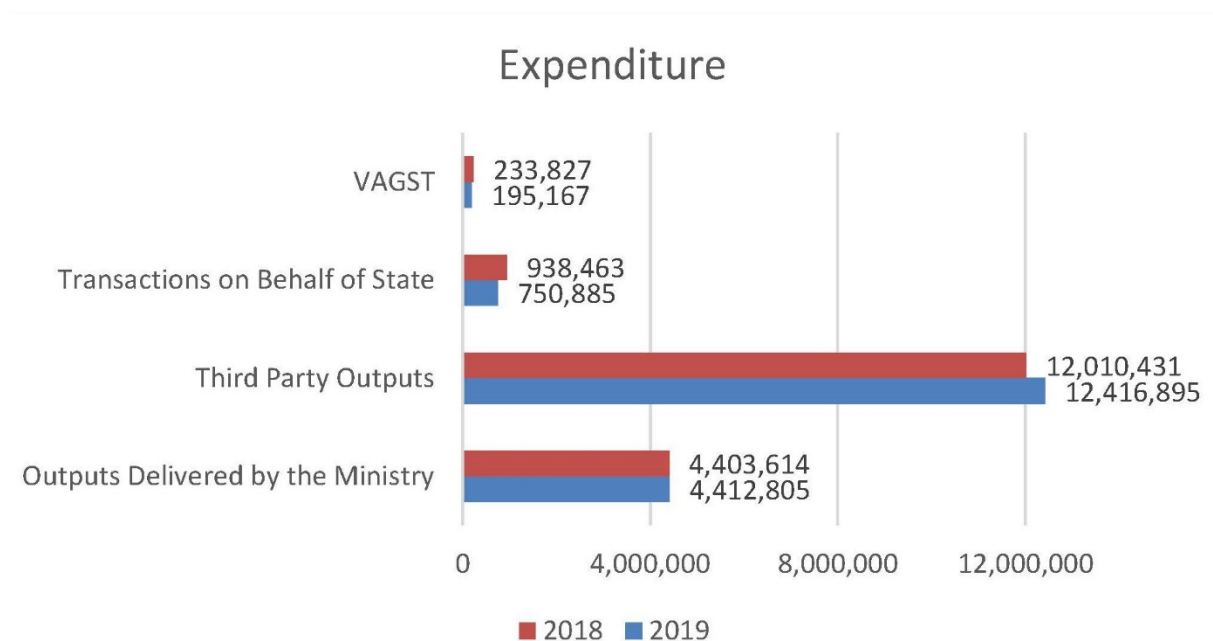
The upskilling of new and current staff to enable them to competently and efficiently perform the Ministry's mandate and the serving of its customers, is therefore a critical priority for the Ministry's management. The Ministry staff are encouraged whenever possible to participate in overseas and local trainings, meetings and conferences in the financial year. Staff members who had attended these trainings, meetings, conferences are required to give presentations during our weekly Staff Knowledge Sharing Sessions.

SECTION 3 FINANCE

EXPENDITURES

Total Final Expenditure estimates for the reporting period is \$124,789 higher than the original appropriation approved in the beginning of the financial year. This is due to additional funds under the First Supplementary 2018/19 for the public service salary increase (\$68,993 for the first year) effecting the Cost of Living Adjustments (COLA) in January 2019. Additional funds for the Samoa Tourism Authority (\$55,796) COLA under the Third Party Outputs was noted in the First Supplementary. The Ministry utilized 98% of its Annual Appropriation of \$18.49 million tala in order to provide services to the public.

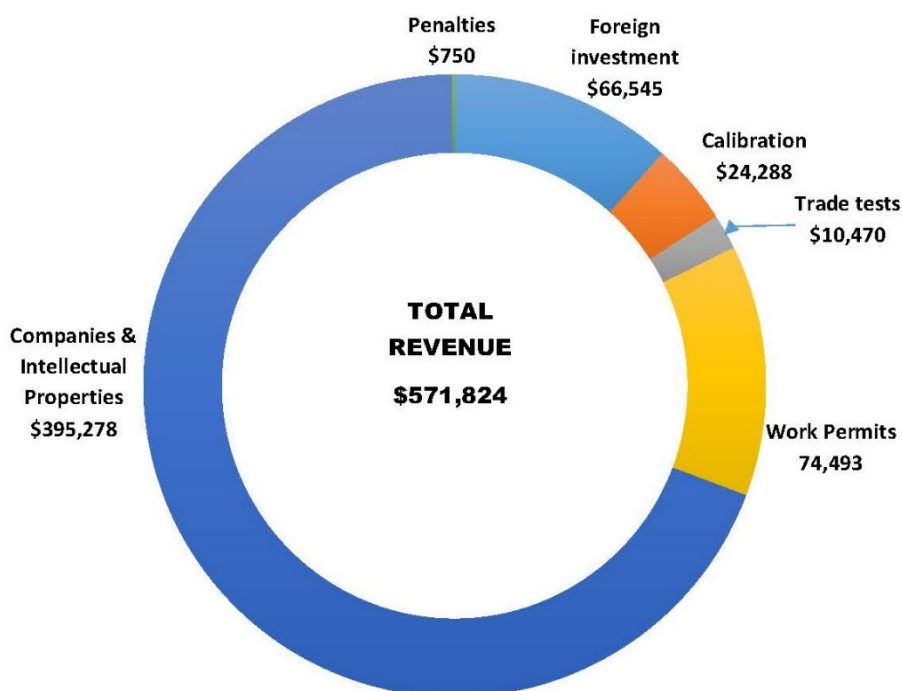
The graph below shows the comparison of actual spending in 2018 and 2019.



Outputs Delivered by the Ministry budget is tailored for the Ministry's Operations and services to the public. Personnel Costs and other expenses such as advertising, travel costs, utilities and others make up the majority of the Ministry's Budget. Ninety six percent (96%) of the final estimate of \$4.61 million tala was utilized for the Ministry's operations for the financial year. **Transactions on Behalf of State** represents Government contribution to Membership to International Organizations Samoa is a member state, financial assistance to the Private Sector and training provider and rent and leases financial obligations on behalf of the Government. Total provision for Transactions on Behalf of State was reduced by 20% due to the removal of the Yazaki Lease. **Third Party Outputs** represents grants to State Owned Enterprises and Government agencies under the Commerce Sector. These funds are being disbursed by the Ministry of Finance on a quarterly basis.

REVENUE

The Ministry's main source of revenue comes from foreign investment fees and charges, calibration of weights and measures under the Metrology Act, trade test fees and registration of companies and other entities and intellectual properties. The chart below shows revenue collection for the financial year. Fees and charges for registration of companies and other entities and intellectual properties such as trademarks, industrial designs and so forth accounts for 69% of revenue collected followed by foreign employee employment permits (13%) and foreign investment fees (12%).



Reforms to Government processes are necessary to ensure the services we delivered to the public are efficient and effective. For the Ministry, the changes of the process for Foreign Employment Employee Permits and Entry Permits with the Immigration Services have impacted on the revenue collection for the Ministry. As a result, only 44% of the target revenue was collected, a 50% reduction in revenue collection compared to the previous financial year.

The Ministry Non Tax Revenue collection is expected to improve in the next financial year from registration fees for the Madrid System as well as other registries for Intellectual Properties in the coming financial years.

More details of the Ministry's expenditure are disclosed in The Statement of Appropriation for 2018/19 in the next page of this document.

**STATEMENT OF MINISTRY RECEIPTS BY REPORTING CATEGORY
AND EXPENDITURE BY OUTPUT APPROPRIATION ACCOUNT**
for the financial year ended 30 June 2019

	2019	Original Estimate	Final Estimate	(Over)/Under	2018
	\$	\$	\$	\$	\$
COMMERCE, INDUSTRY & LABOUR					
RECEIPTS					
Ordinary Receipts					
Other Revenues					
Fees & Other Charges	571,824	1,290,475	1,290,475	718,651	1,140,406
TOTAL RECEIPTS	571,824	1,290,475	1,290,475	718,651	1,140,406
PAYMENTS					
Outputs					
1.0 Policy Advice to the Responsible Minister	827,554	885,221	895,101	67,547	842,785
2.0 Seasonal Employment Unit	350,525	351,180	356,882	6,357	359,321
3.0 Management of Investment Promotion & Industry	542,486	547,855	556,865	14,379	509,791
4.0 Enforcement of Fair Trading and Codex Development	726,250	742,276	753,935	27,685	700,805
5.0 Administration of Apprenticeship Scheme & Employment Services	538,010	575,381	583,346	45,335	549,214
6.0 Enforcement of Labour Standards & Work Permits	488,429	507,132	514,805	26,375	508,558
7.0 Enforcement of Occupational Safety & Health Standards	301,505	299,507	305,112	3,607	297,088
8.0 Management of the Registries of Companies & Intellectual Properties	638,045	633,946	645,445	7,401	636,052
Total Outputs	4,412,805	4,542,496	4,611,491	198,686	4,403,614
Third Party Outputs					
Samoa Tourism Authority (STA)	11,966,895	11,911,099	11,966,895	(0)	11,410,431
Samoa Business Enterprise Centre (SBEC)	450,000	450,000	450,000	0	600,000
Total Third Party Outputs	12,416,895	12,361,099	12,416,895	(0)	12,010,431
Transactions on Behalf of State					
Membership Fees					
International Labour Organisation	9,752	11,142	11,142	1,390	10,462
International Organisation for Consumer Union	1,305	6,200	6,200	4,895	1,325
World Intellectual Property Organisation(WIPO)	7,617	12,000	12,000	4,383	7,405
World Association of Investment Promotion Agency	13,706	15,500	15,500	1,794	13,311

United Nations Industry Development	0	11,560	11,560	11,560	2,097
Corporate Registry Forum	1,102	1,565	1,565	463	1,023
Competition Commission	4,779	15,000	15,000	10,221	0
	38,262	72,967	72,967	34,705	35,622
Government Policies / Initiatives					
Contribution to Private Sector	200,000	200,000	200,000	0	200,000
Apprenticeship Training Provider (NUS)	142,080	178,000	178,000	35,920	133,405
	342,080	378,000	378,000	35,920	333,405
Rents and Leases					
ACB Building Rent/Lease	693,454	704,977	704,977	11,523	673,771
Yazaki Rent/Lease	0	0	0	0	232,008
Rent - Fair Trading Division Office in Savaii	5,352	5,616	5,616	264	4,070
Rents & Leases for Home and Office of the Samoa Liaison Officer (NZ) for RSE	52,080	58,312	58,312	6,232	28,614
	750,885	768,905	768,905	18,020	938,463
VAGST Output Tax	195,167	247,995	247,995	52,828	233,827
Total Transactions on Behalf of State	1,326,395	1,467,867	1,467,867	141,472	1,541,317
TOTAL PAYMENTS - COMMERCE, INDUSTRY & LABOUR	18,156,094	18,371,462	18,496,253	340,158	17,955,361
RECEIPTS OVER PAYMENTS	(17,584,271)	(17,080,987)	(17,205,778)	378,493	(16,814,956)

GOVERNMENT DEVELOPMENT PROJECTS

	2019	Original Estimate	Receipts	Payments	Opening Balance
	\$	\$	\$	\$	\$
Grants - GDP					
Enhanced Integrated Framework Trade (UNDP)	963,794	0	1,502,359	1,784,993	1,246,430
Samoa Private Sector Development Programme (NZ)	35,713	271,641	35,713	0	0
TOTAL GOVERNMENT DEVELOPMENT PROJECTS	999,508	271,641	1,538,072	1,784,993	1,246,430

Appendix 1 FULL YEAR REVIEW OF PERFORMANCE INDICATORS/MEASURES 2018-2019

Output 1 : Policy Advice to the Minister of Commerce, Industry & Labour

Output Performance Measures, Standards or Targets

Performance Measure/Indicator	Baseline Data (Base Year)	2017-2018 Estimated Actual	2018-19 Budget Standard or Target	Traffic Light Progress Indicator	Output Manager's comments on progress towards achievement of the Target they have been funded to deliver, including what corrective actions are being taken
2017/2018 annual report tabled in parliament	N/A	June 2018	Annual Report 2017/2018 submit to Cabinet and Parliament for discussion (Budget Standard/Target - by December 2018)	Completed/ Achieved	Annual Report 17/18 was submitted on time and tabled in Parliament
Annual HR report for PSC and Procurement report for MOF submitted on time	N/A	4 quarterly HR and Procurement reports to submit within FY17-18	1st report (Apr-Jun '18) - July 2018 2nd report (Jul-Sept '18) - Oct 2018 3rd report (Oct-Dec '18) - Jan 2018 4th report (Jan - Mar '19) - Apr 2019	Completed/ Achieved	All reports were submitted on time
Share of Commerce and Manufacturing Sector to the National Gross Domestic Product	New Measure	40% of GDP	40% of GDP	Completed/ Achieved	The Commerce and Manufacturing sector makes up 39% of Samoa's total GDP of estimated SAT2bn tala for the FY18/19. Commerce Sector (33%-ST675m) and Manufacturing (9%-ST189m). Other sectors including Financial services (10% - ST203m), Agriculture & Fisheries (9% -

					ST189m), Utilities (7%-ST136m, Public Administration (7%-145m) and Others Accounting (28%-493m)
2 x legal trainings for staff on new legislation	New Measure	June 2018	June 2019	Completed/ Achieved	Legal support in application of various legislation (LERA), OSH and FIA in the ministry's daily compliance work.
Provide legal advice on at least 3 existing legislation	New Measure	June 2018	June 2019	Completed/ Achieved	Review of the LERA, Impact Assessment of the Apprenticeship Scheme, Foreign Investment Act
Provide legal support for review of at least two service contracts and tender documents	New Measure	June 2018	June 2019	Completed/ Achieved	Continuous support in the review of service contracts with advertising contractors, and consultancy contracts under the Enhanced Integrated Framework (EIF) Project of the TCM Sector

Output Performance Measures, Standards or Targets					
Performance Measure/Indicator	Baseline Data (Base Year)	2017-2018 Estimated Actual	2018-19 Budget Standard or Target	Traffic Light Progress Indicator	Output Manager's comments on progress towards achievement of the Target they have been funded to deliver, including what corrective actions are being taken
Number of workers screened and deployed: New Zealand Australia	1200 (2010-2011)	1600 400	1700 400	Completed/ Achieved	A total of 3,404 workers recorded to take employment under the Labour Mobility Scheme Recognized Seasonal Employment - 2,473 Pacific Trade Partnerships (Construction) - 26 Approved In Principles (Meat Workers) - 236 Seasonal Workers Program (Australia) - 648 Pacific Labour Scheme - 21
Number of Employers recruiting from Samoa: New Zealand Australia	28 (2010-2011)	36 7	40 7	Completed/ Achieved	New Zealand - 50, Australia -12
Capacity building: Number of trainings, site visits secondment for staff	N/A	15 15	20	Completed/ Achieved	2 Ministerial and 3 secondment, 5 training covered a total of 30 staff. Other site visits are being conducted by the NZ Liaison Officer from time to time.
Number of pre-departure orientations and debriefings conducted for workers.	1	200	200	Incomplete	105 Pre Departure orientations covered a total of 1,065 workers
Liaison Officer (NZ based): Number of monthly reports submitted to CEO and Unit.	N/A	36	12	Completed/ Achieved	Australia monthly reports submitted by Vice Consul Trade, Henry Tunupopo NZ reporting comprises of monthly, quarterly, verbal and email updates

Conflict Resolution: Percentage of grievances received by the Unit efficiently managed and resolved in accordance with policies and processes in place	New Measure	50	90%	Incomplete	65% (15) cases resolved from the 23 cases lodged. 15 cases already resolved and closed. 6 cases unable to proceed due to inability to contact worker(s). 3 cases are carried forward to next FY. To ensure cases are resolved within the fiscal year the Industrial Relations Unit is assisting the Legal Unit with process.
Percentage of overall administrative/operational work conducted utilising website and Electronic Labor Mobility System (ELMS) Database	New Measure	N/A	65%-70%	Incomplete	Recommend to remove as the work is on hold - Phase II of the project under NZ is on-hold. Data was entered but we have not been able to utilise the ELMS Database in our everyday work. However, the team has reverted to using manual database (Excel and Word) to register workers, populate worker profile and generate reporting). A total of 500 candidates were screened and processed with 4,000 candidates registered for 2018/2019.
Satisfaction of employers and other agencies with Units service delivery as measured by findings from end of season survey.	New Measure	100%	100%	Incomplete	Work carried forward to the next FY. End of Year Survey has not been developed however, verbal and written congratulatory messages from employers relaying their satisfaction with the LEEP's efforts.

Output Performance Measures, Standards or Targets					
Performance Measure/Indicator	Baseline Data (Base Year)	2017-2018 Estimated Actual	2018-19 Budget Standard or Target	Traffic Light Progress Indicator	Output Manager's comments on progress towards achievement of the Target they have been funded to deliver, including what corrective actions are being taken
The number of new applications, and requests for additional goods & extension of the concessional period received and approved under the Duty Concession Scheme (Tourism & Manufacturing Development)	15 (FY2009/2010)	10	12	Completed/ Achieved	Refer comments below
<p>NEW APPLICATIONS: A total of 8 new applications were received in this financial year (2 fully approved by Cabinet, 2 approved in principle but pending changes to the Regulations, 3 declined by the Investment Committee and 1 on hold pending receipt of further information from the applicant. Of the 8 applications, 6 were from the Manufacturing Industry, 1 from the Fishing Industry and 1 from the ICT industry. REQUESTS FOR EXTENSION OF TIME FOR INCENTIVES: Two (2) requests were received within this financial year and were approved for extension of timeframe. One request that was received in the financial year 2017/2018 was also approved within this financial year. REQUESTS FOR ADDITIONAL GOODS: Twenty six (26) requests for additional goods imported, a significant increase from previous financial years, were received and approved. One (1) request was from a Manufacturing Company and 25 requests were all from one Qualifying Project in the Tourism Industry. PENDING CASES FROM PREVIOUS FY 2017/2018: 6 applications received and reported in the previous financial year were carried forward to this year. Of the 6 applications, 1 was declined by the Investment Committee, 3 were pending a final decision of the Investment Committee due to awaiting required documentation from applicants and 2 had their assessments put on hold due to awaiting further information from applicants. OTHER ACTIVITIES: 6 Investment Committee meetings were held and attended during the financial year 2018/2019. 2 Inspections were conducted to Qualifying Projects within this reporting period (1 in Upolu and 1 Savaii).</p>					
Date by which the Duty Concession Scheme Annual Reports are submitted to Cabinet through the Minister of Commerce, Industry & Labor	N/A	1st report - 30 June 2017 2nd report - 24 December 2017	6/30/19	Incomplete	The combined Duty Concession Scheme Annual Report for the financial years ended 30th June 2017 and 30 June 2018 has already been prepared but is yet to be submitted to Cabinet. The DCS Annual Report for the financial year ended 30th June 2019 is currently in progress and will be submitted together with the DCS Annual Report for the last 2 financial years.
The number of small operators applying for duty exemption received and approved under the	5 (FY2008/2009)	5	3	Completed/ Achieved	5 applications were received and assessed and 4 were approved in this financial year as "Qualifying Businesses". Of the 5 applicants, 3 applied in the Category of

Code 121 Scheme (Manufacturers - agricultural, handicraft, elei and garment; commercial poultry farmers)					"Commercial Manufacturers of Agricultural Products for Export and Import Substitution" and 2 applied in the Category of "Commercial Poultry Farmers". One application was not approved due to the applicant subsequently withdrawing its application as it had gone directly to the Ministry for Revenue for a concessionary duty rate on its imported tractor. One application received in the previous financial year was also assessed and approved in the current financial year. Several enquiries were received during the financial year from local businesses who sought to apply for duty exemption under Code 121 but since they didn't officially file an application, their enquiries were therefore not counted in this KPI.
Date by which a Draft National Industry Development Strategy/SME Policy is finalised and/or implemented:	N/A	New Measure	31 December 2018	Incomplete	The PAC approved on 15th May 2019 the Project for the Development of an MSME Policy for Samoa and two Consultants have been recruited and approved by the PAC to conduct the MSMEs Policy Development Project, with their field work in Samoa commencing in early September. After several requests to the UNIDO for TA to develop a NIDS for Samoa but a positive response was not forthcoming, the development of a NIDS was therefore still outstanding by 30th June 2019. A Concept Note requesting TA under the NZ funded PSDP was presented to the PAC on 15th August 2019 which has been duly approved.
Review of Duty Concessions Scheme -Review of Scope of DCS and amendments to the Customs (Manufacturing & Tourism Developments) Regulations 2010	New Measure	New Measure	30 June 2019	Incomplete	Reviewing of the DCS is an ongoing task. Due to requests from the Private Sector for their Projects to be eligible for duty exemption under the DCS, proposed Amendments to the Customs (Manufacturing & Tourism Developments) Regulations 2010 to extend the current scope of the DCS to include Agricultural and Fishing Developments have

					been drafted by the AGO in close consultation with the Investment Committee members.
The number of applications received, assessed and approved by the EDS Committee and Cabinet.	N/A	3	3	Incomplete	No applications received as EDS Program is still under review and is yet to be launched. The possibility is being considered of having the EDS piloted first with the DBS given the valid concerns raised by the Commercial Banks regarding the current scope, term and conditions of the Scheme.
The number of public awareness programs on all schemes conducted including the Citizenship Investment Program to be conducted on tv/radio/newspaper and with various private sector associations.	N/A	6	6	Completed/ Achieved	A total of 17 awareness programs were conducted during the financial year to promote investment opportunities, the Citizenship Investment Program and the 3 Government assistance schemes (DCS, Code 121 and Private Sector Organisations Grant). This includes 2 ONEMCIL Awareness programs in both Upolu & Savaii, 4 Booths at the Business Network Conference, SQA Career Day, PSC Day and National Mothers Day Exhibitions, 7 presentations at the Samoa Business Network Conference, Samoa Sustainable & Investment Showcase, National Renewable Energy Workshop, Pesega College, Vaiola College, Single Adults Convention, MFAT Head of Overseas Missions and 4 Advertisement & Public notices on Newspaper and Social Media.
Date by which the Review of the Foreign Investment Act 2000 and its Regulations will be completed	New Measure	New Measure	30-Jun-19	Incomplete	Phase 1 of the Review Project was completed in August 2018 whilst Phase Two which involves the implementation of the recommendations made in Phase One, commenced in late June 2019.

The number of new, renewals and amendment applications received and approved for foreign investment registrations.	37 (FY2009/2010)	80	100	Completed/ Achieved	<p>A total of 236 applications were assessed and approved: New Applications: 61 applications received and approved for the following sectors: (Professional Services - 33, Manufacturing - 3, Tourism - 2, Restaurant & Bar- 6, Retailing - 9, Exporting- 1, Construction - 3, Agriculture- 1, Wholesaling - 1, Other services - 2)</p> <p>Amendment Applications: 51 were approved for the for the following:</p> <p>Additional Activities- 14, Removal of Activities: 10, Additional Branches- 6, Other Amendments- 21 (this includes changing other areas of the business such as names, locations, changing form of ownership, etc.)</p> <p>Renewals: A total of 124 applications were approved for the reporting period FY2018/2019.</p>
The percentage of foreign investors complying with requirements of the Foreign Investment Amendment Act 2011 (based on monthly monitoring/enforcement site visits).	N/A	90%	90%	Completed/ Achieved	<p>From the 85 registered FIEs inspected, 56% were active, 2% have yet to commence operations while 42% have closed down businesses. Out of the Active FIEs, 47% percent were fully compliant, 4% partially compliant while the remaining 5% were found non compliant. It is considered that the Target of 90% is achieved given that only 5% of the businesses that were inspected were considered non compliant with the Foreign Investment Act 2000</p>
Date by which the Annual Foreign Investment report is submitted to the Minister of Commerce Industry & Labour	N/A	24 December 2017	12/24/18	Incomplete	<p>The Annual Foreign Investment Report for FY17/18 was submitted to the Minister's Office early January 2019.</p>

The number of TCI Development Board meetings on private sector issues.	5 (2010/2011)	6	6	Incomplete	Due to various factors such as the lack of Submissions from the Private Sector to the TCI Board, non-availability of key stakeholders due to duty travel and other competing priorities, no meetings of the TCI Board was conducted in this Financial year
The number of foreign investment promotion activities and tools developed (e.g. social media as FB, update video clip on website and investment mission)	N/A	3	3	Completed/ Achieved	4 Promotional Tools Developed: Chinese translation of the Citizenship Investment Program and Setting up a Business brochure, Chinese investment video produced by one of the Citizenship Investment agents, Investment Video produced (English version) Promotional Activities: Participation at the First China International Expo in Shanghai and Participation in the China Ready Program in 4 provinces in China where investment opportunities in Samoa were promoted
To complete the review of the National Investment Policy Statement (NIPS) and Samoa Investment Guide (SIG) and update Samoa Investment Video	N/A	24 December 2017 (SIG) 31 March 2018 (NIPS)	24 December 2018 (SIG) 30 June 2019 (NIPS)	Completed/ Achieved	Samoa Investment Guide and National Investment Policy Statement were reviewed and printed in June 2019. The Samoa Investment Video project is still ongoing and will be finalized in the next financial year
The percentage of registered Foreign Investment Enterprises that have successfully established and set up their businesses within 2 years after Registration.	N/A	60%	70%	Incomplete	Due to concerns raised during the Phase 1 of the Review of the Foreign Investment Act regarding the statutory authority for IDIP staff to conduct site visits, spot checks and inspections, only a limited number of inspections were therefore conducted during the financial year. Only 85 FIEs registered from the financial year 2015/2016 were inspected of which 55% (47/85) were confirmed as having successfully commenced business operations within 2 years after Registration. If the FIEs that registered during FY2016/2017 and other years were able

					to be inspected as well, it is anticipated that the targeted rate of 70% compliance would have been achieved.
The number of Citizenship Investment applications received, assessed and approved by the Citizenship Investment Committee	N/A	2	1	Completed/ Achieved	Whilst no application for Citizenship by Investment was received during the FY2018/2019, one application to be an Agent for the Citizenship Investment Program that was received in the previous financial year was approved in this financial year.

Output 4: Enforcement of Fair Trading & Codex Development

Output Performance Measures, Standards or Targets

Performance Measure/Indicator	Baseline Data (Base Year)	2017-2018 Estimated Actual	2018-19 Budget Standard or Target	Traffic Light Progress Indicator	Output Manager's comments on progress towards achievement of the Target they have been funded to deliver, including what corrective actions are being taken
Number of food safety standards to be developed and approved by the National Codex Committee. Food Standards to be enforced by MOH.	1 (2010)	2	2	Incomplete	Cocoa Standard 2018 is completed and enforced by the Ministry of Health under the Food (Quality and Safety) Regulations 2017 with the collaboration of Ministry of Agriculture and Fisheries through Crops Division. Since the Meat Regulation is with the AG hence the delay with the meat standard.
Percentage of trader compliance in using accurate weighing and measuring equipment (mass, volume and length) in accordance with the Metrology Act 2015, for the protection of consumer interest.	93% (2013)	90%	90%	Completed/ Achieved	90% of traders compliance. 1002 traders including 23 Petrol Stations visited. Follow up inspections were conducted to all non-complied traders. All weighing equipment and petrol pumps used for trade were verified and issued Certificate of Accuracy.

Percentage of trader compliance in the obligations under the Competition and Consumer Act 2016	86% (2013)	90%	90%	Completed/ Achieved	90% of traders' compliance. Out of 1002 traders visited, 903 traders complied. Non complied traders were given warnings and monitored by follow up inspections.
Number of complaints received from traders on anti-competitive practices and/or resolved as per Competition and Consumer Act 2016	N/A	60%	30	Completed/ Achieved	A total of 32 complaints received on anti-competitive issues . All were successfully resolved.
Number of awareness programs on Competition and Consumer Act 2016 and Metrology Act 2015	N/A	2	2	Completed/ Achieved	12 awareness programs were carried out on Competition and Consumer Act 2016 to organizations and Metrology.
Number of complaints and enquiries received and/or resolved by Upolu and Savaii offices per year.	114 (2013 Upolu only)	350	350	Completed/ Achieved	A total of 456 enquiries and complaints received in Upolu and Savaii. Out of the 456, 114 was recorded for Upolu, 76 enquiries and 38 complaints, all complaints have been resolved. For Savaii, a total of 342 complaints and enquiries received. 74 complaints and 268 enquiries. All complaints were resolved and referred to main office in Upolu to relevant divisions.
Number of Consumer Information Guide (brochure or video) to be developed on specific products or services for protection on Consumer	1 (2011)	1	1	Completed/ Achieved	Commission Corporate Plan, General Service Standard, Complaint form have been completed. Adoption of Manufacturing of Tank Standard is still in progress.

Output Performance Measures, Standards or Targets

Performance Measure/Indicator	Baseline Data (Base Year)	2017-2018 Estimated Actual	2018-19 Budget Standard or Target	Traffic Light Progress Indicator	Output Manager's comments on progress towards achievement of the Target they have been funded to deliver, including what corrective actions are being taken
Number of existing Apprentices	111 (2009/2010)	165	166	Incomplete	125 registered apprentices in 2018, 36 terminated and 28 graduated on Dec 2018, leaving 61 apprentices from last year plus 59 new entrants for 2019 school calendar year. Total existing apprentices is 120
Number of Apprentices terminated	20 (2009/2010)	4	4	Completed/ Achieved	36 terminated - due employment opportunities at overseas markets and the NZ quota
Number of inspections for Apprentices to ensure full compliance of parties involved in the Apprenticeship Scheme: (Inspections/Follow Ups)	300 (2009/2010)	370	380	Incomplete	Target routine inspections is not achieved only (66%) as team was engaged with the Apprenticeship Impact Assessment project
	300 (2009/2010)	260	270	Completed/ Achieved	Target F/up inspections is 100% achieved and 80% for both Routine & F/ups is also achieved
Number of training and awareness programs to increase the employability of local trades people	New Measure	3 (2 Savaii & 1 Upolu)	3 (1 Savaii & 2 Upolu)	Completed/ Achieved	3 awareness programs conducted inclusive 2 One MCIL Awareness
Number of Apprenticeship Council Meetings	4 (2009/2010)	4	4	Completed/ Achieved	4 Council meetings held

Number of new trades added under the Apprenticeship Scheme to extend scope of Program	New Measure	2	2	Completed/ Achieved	1 new trade added to the list of Trades under the Apprenticeship Program i.e Electronic Technology. The second trade Spray Painting and Panel Beating curriculum is yet to be completed by the National University of Samoa
Number of new apprentices entered into the Apprenticeship Training Scheme	50 (2009/2010)	85	90	Incomplete	Out of 90 applications dispatched, 59 were approved for the Apprenticeship program
Percentage of Apprentices graduated from the Apprenticeship Scheme	New Measure	80-90%	80-90%	Completed/ Achieved	97% of Year 4 (final Year) students successfully graduated
Review National Competency Standards (NCSs) to match with require standards within Trades industries	New Measure	Ongoing	Ongoing	Completed/ Achieved	Review of NCSs completed awaiting the Training Provider (NCSs) to incorporate these NCSs to each respective trade's curriculum
Number of Jobseekers:					
Registered	121 (2009/2010)	150	160	Completed/ Achieved	298 total registered jobseekers (215 online registration and 83 internal)
Refer	47 (2009/2010)	85-90%	70-80%	Completed/ Achieved	More than 70% of registered jobseekers were refereed to employers for recruitment and selection processes
Place	35 (2009/2010)	50-60%	40-50%	Completed/ Achieved	18 was successfully placed in permanent employment. Placement is at the discretion of the employer.
Number of vacancies lodged and advertised through:	23 (2009/2010)	60	60		
Employment Service- Samoa Observer/Media				Incomplete	12 vacancies was lodged through the Employment Service team. The team was engaged in the Labour Market Survey project

	20 (2009/2010)	65	65	Incomplete	22 employment opportunities through Samoa Observer/Media, target was not met as employment team was directly engaged in preparation and implementation of 2019 LMS
Number of half yearly employment survey returns collected from employers	385 (2009/2010)	450-500	450-500	Completed/Achieved	This activity was conducted in parallel with the Labour Market Survey 2019
Number of jobseekers trained successfully to receive certificates	14 (2009/2010)	85	90	Incomplete	No jobseekers training conducted due to the Labour Market Survey project
Industry Awareness					
- Number of Senior Schools attended	8 (2009/2010)	10	8	Completed/Achieved	ONE MCIL Awareness Roadshow in Secondary Schools in Upolu and Savaii in March 2019
- Number of Students participated	80 (2009/2010)	100-120	90-100	Completed/Achieved	
- Number of Presenters	8 (2009/2010)	12	8	Completed/Achieved	
Date the Labour Market Survey 2019 is conducted	150 (2007/2010)	2016	Field Work commence February -April 2019 (80-90% formal private sector employers to be covered) (10 enumerators to be hired)	Completed/Achieved	Field work completed. Analysis of data collected and reporting in progress

Output 6 : Enforcement of Labour Standards and Assessment of Work Permits

Output Performance Measures, Standards or Targets

Performance Measure/Indicator	Baseline Data (Base Year)	2017-2018 Estimated Actual	2018-19 Budget Standard or Target	Traffic Light Progress Indicator	Output Manager's comments on progress towards achievement of the Target they have been funded to deliver, including what corrective actions are being taken
Date Review of the Labour and Employment Relations Act 2013	N/A	By June 2018	By December 2018 Cabinet to approved review of LERA 2013	Completed/ Achieved	FK(18)45 Cabinet approval
Number of awareness programs conducted to strengthen social dialogues and networking between employers and employees on all labour and employment relations working terms and conditions	5 (2008/2009)	2 public seminars on the review of the Labour and Employment Relations Act 2013 by December 2017 2 Consultations (Upolu and Savaii) for the Foreign Employee Employment Permit Policy by December 2017.	2 public awareness on the LERA 2013 2 public awareness (Upolu and Savaii) for the approved FEEP Policy by December 2018	Completed/ Achieved	682 Issues and Advise (issues determine areas for awareness) 3 Public Awareness through OneMCIL 9 One-on-one Sessions 1 Awareness on FEEP Policy
Number of reports consulted with the Samoan National Tripartite Forum on policy and/or best practise initiatives concerning labour and employment relations	3 (2009/2010)	<p>SNTF approval and Cabinet approval of WCE for private sector by June 2018</p> <p>Review report on Labour and Employment Relations Act 2013 to be endorsed by July 2017</p> <p>SNTF and Cabinet approval of Grievance Manual by December 2017</p>	<p>Quarterly Reports submitted on labour and employment matters and progress of work carried out by the division</p> <p>Draft Samoan National Tripartite Forum Strategy Plan by December 2018</p> <p>2 International Labour Standard Reports on progress on ratified</p>	Completed/ Achieved	<p>3 quarterly report presented to SNTF</p> <p>Draft Strat Plan to be presented in February 2019 during SNTF retreat and final draft integrating comments from second presentation</p> <p>13 ILS reports completed, consulted and conveyed to ILO</p>

		Quarterly Reports submitted on labour and employment issues	conventions endorsed by the SNTF		
Number of International Labour Standard Reports submitted on the progress of ratified conventions	N/A	Submit 2 International Labour Standard Reports by September 2017 (a) C100 Equal Remuneration Convention (b) C111 Discrimination (Employment and Occupation) Convention	Ratify Convention 144 Tripartite Consultation Ratify Convention 81 Labour Inspectorates by December 2018	Completed/ Achieved	Cabinet FK18(25) approval of ratification C144 now implemented in LERA review Information paper to be presented to SNTF on ratification of C81 and C187 completed
Percentage of labour/employment grievances and disputes lodged are successfully resolved by 30 June 2018	9 (2008/2009)	80% - 90%	80%-90%	Completed/ Achieved	128 received and 118 resolved and case closed 92% percent cases closed
Number of foreign employment permits are assessed and issued in line with the labour workforce demand and supply and the requirements of the LERA Act 2013	375 (2008/2009)	60-90%	500 FEPP Applications assessed and issued in line with the FEPP Policy by June 2019	Completed/ Achieved	457 FEPP applications approved
Number of M&E conducted to ensure: - employers/employees effectively implement relevant provisions of LERA; - identify and address common issues of the LERA	92(2009/2010)	6 M&E conducted by June 2018	3 M&E by the Industrial Relations Unit to ensure compliance of the LERA 2013 3 M&E by the Employment Permit Unit to ensure compliance of the FEPP Policy 2018	Completed/ Achieved	5 M&E conducted (2 Upolu and 1 Savaii) to 171 businesses (Upolu and Savaii) 88.9% compliance of effective implementation of minimum standards

Number of trainings conducted to enhanced capacity of staff on Labour and Employment Relations requirements, best practices and International Labour Standards (ILS)	N/A	5 by the end of June 2018	5 local trainings by the end of June 2019	Completed/ Achieved	5 trainings (3 locals - 1 international) Regional Training on ILS in Fiji Legal Policy Training, Samoa Leadership for Public Sector, Samoa Time Management, Samoa First Aid Training, Samoa Work Attachment RSE, NZ
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Output 7 : Enforcement of Occupational Safety & Health Standards

Output Performance Measures, Standards or Targets

Performance Measure/Indicator	Baseline Data (Base Year)	2017-2018 Estimated Actual	2018-19 Budget Standard or Target	Traffic Light Progress Indicator	Output Manager's comments on progress towards achievement of the Target they have been funded to deliver, including what corrective actions are being taken
Number of M&E conducted to ensure: - employers/employees effectively implement relevant provisions of the OSH Act 2002; - identify and address common issues of the OSH Act 2002	300 (2009/2010)	6 M&E conducted by June 2018	6 M&E to cover a total of 200 businesses / companies / organisations conducted by June 2019	Completed/ Achieved	1 M&E to Waste Management Sector 1 Manufacturing Sector - Upolu 1 Manufacturing Sector - Savaii 1 Accommodation Sector - Upolu 1 Accommodation Sector - Savaii 1 Government/SOEs - Upolu 1 Government/SOEs - Savaii 1 Retailing - Savaii
Percentage of workplace accidents, incidents and illnesses actually reported by employers to the Ministry	40 (2009/2010)	70% - 90% of businesses / companies / organisations inspected by June 2018	70%	Completed/ Achieved	70% of cases reported by employer

Percentage of all investigations on all workplace accidents, incidents and illnesses reported are resolved in-line with the OSH Act 2002	70 (2009/2010)	70% - 90% of reported work place accidents investigated and closed by June 2018 01st draft of an Investigation Manual by December 2017	80% OSH Investigation Manual endorsed by National OSH Task Force by August 2018 and SNTF by November 2018	Completed/ Achieved	63% of investigated cases are resolved. Recommendations put forward to all employers on outcome of investigation. From the 21 [13 FY2018/2019 and 8 carried forward from 2017/2018] only 12 have been investigated - 7 carried forward to 2019/2020 Draft OSH investigation manual completed
Number of awareness programs to enhance understanding of employers and employees on all OSH legislative requirements and practice	3 (2009/2010)	2 Consultations (Upolu and Savaii) for the OSH Policy by June 2017. 3rd Samoa OSH Stewardship Awards 2017 by April 2018	2 Awareness initiatives (Upolu & Savaii) for the OSH Framework by December 2018 World Day for Health and Safety at Work on April 2019	Completed/ Achieved	33 Awareness Programs conducted Upolu and Savaii (one-on-one and public) Report on outcome of World Day for Health and Safety submitted and endorsed by SNTF
Number of reports consulted with the Samoa National Tripartite Forum & OSH Task Force on policy and/or best practice initiatives concerning OSH	N/A	Commence ratification process for C81 Labour Inspection Convention to be endorsed by SNTF	Quarterly Reports submitted on OSH matters and progress of work carried out by the OSH team	Completed/ Achieved	3 quarterly reports and 1 annual report presented to OSH Task Force on OSH work for FY
Enhanced capacity of staff on OSH practices and International Labour Standards	N/A	5 by the end of June 2018	5 local trainings by the end of June 2019	Completed/ Achieved	7 trainings

Output 8 : Management of Registries of Companies & Intellectual Properties

Output Performance Measures, Standards or Targets

Performance Measure/Indicator	Baseline Data (Base Year)	2017-2018 Estimated Actual	2018-19 Budget Standard or Target	Traffic Light Progress Indicator	Output Manager's comments on progress towards achievement of the Target they have been funded to deliver, including what corrective actions are being taken
Number of applications received:	N/A				
<u>1.1 Companies</u>					
Public, Private, Overseas		100	100	Completed/ Achieved	119 companies applications received within the FY
Incorporated Societies		10	10	Completed/ Achieved	51 incorporated societies application received
Charitable Trusts		5	5	Completed/ Achieved	87 Charitable Trusts application received
Cooperative Societies		5	5	Completed/ Achieved	150 Co-operative societies received
Credit Union		1	1	Incomplete	no applications for Credit Union received
Personal Property & Securities		50	50	Completed/ Achieved	694 applications received for PPS
<u>1.2 Intellectual Properties</u>					
- Designs		2	2	Completed/ Achieved	71 applications received
- Marks & Collective Marks		200	200	Completed/ Achieved	518 mark applications per class received
- Geographical Indications		1	1	Incomplete	no GI Applications
- Patents & Innovative Patents		1	1	Completed/ Achieved	2 Patent applications received

- Plant Breeder's Rights		1	1	Incomplete	no PBR applications received
- Layout Designs of Integrated Circuits		1	1	Incomplete	no LDIC applications received
Number of new registrations : (2008/2009) <u>Companies:</u>					
- Public, Private, Overseas	60	100	100	Completed/ Achieved	117 new companies registered within the FY
-Incorporated Societies	10	10	10	Completed/ Achieved	51 incorporated societies registered
-Cooperative Societies	3	5	5	Completed/ Achieved	148 Co-operative Societies
- Charitable Trusts	5	5	5	Completed/ Achieved	87 Charitable Trust registered
- Credit Union	1	1	1	Incomplete	no new Credit Unions registered
- Personal Property & Securities	-	50	50	Completed/ Achieved	694 PPS registered within the FY
<u>Intellectual Properties:</u>					
- Designs	2	1	1	Completed/ Achieved	78 designs registered
- Marks & Collective Marks	140	200	200	Completed/ Achieved	345 Trademarks (in classes) registered
- Geographical Indications	-	1	1	Incomplete	
- Patents & Innovative Patents	4	1	1	Completed/ Achieved	2 Patent Rights registered
- Plant Breeder's Rights	-	1	1	Incomplete	no PBR registered

- Layout Designs of Integrated Circuits	-	1	1	Incomplete	no LDIC registered
Number of Re-registrations / Renewals / Annual Returns / Continuations / Restorations: <u>Companies</u>					
- Public, private, Overseas	600	700	600	Completed/ Achieved	619 Annual Returns filed for companies
- Incorporated Societies	200	120	120	Completed/ Achieved	123 Financial Statements Filed
- Cooperative Societies	-	10	10	Completed/ Achieved	15 Annual Returns for Cooperative Societies
- Credit Union	50	2	2	Completed/ Achieved	2 Annual Returns for Credit Union
- Personal Property & Securities	-	1	1	Completed/ Achieved	
<u>Intellectual Properties:</u>					
- Designs	-	-	0	Completed/ Achieved	1 Design renewed
Marks & Collective Marks	80	250	250	Completed/ Achieved	245 Trademarks renewed
- Patents & Innovative	-	-		Completed/ Achieved	17 Patents maintained
Number of Removals from the Registers (incl Abandoned Marks & Collective Marks)					
<u>Companies</u>					
- Public, Private, Overseas	20	1	1	Completed/ Achieved	169 Companies removed due to non-compliance

- Incorporated Societies	10	none		Completed/ Achieved	20 Incorporated Societies removed
- Cooperative Societies	-	none		Completed/ Achieved	
- Charitable Trusts	-	none		Completed/ Achieved	
- Credit Unions	-	none		Completed/ Achieved	no Credit Unions removed
- Personal Property & Securities	-	10	10	Completed/ Achieved	29 PPS terminated
<u>Intellectual Properties</u>					
- Designs		none	none	Completed/ Achieved	no Designs removed
- Marks & Collective Marks	101	none	none	Completed/ Achieved	10 Marks removed for non-compliance
- Patents & Innovative	-	none	none	Completed/ Achieved	no Patents removed
Number of Awareness Programs (Trainings, workshops) conducted	N/A	Companies - 4, Intellectual Properties - 4, World Intellectual Property Day-3	Companies - 4, Intellectual Properties - 4, World Intellectual Property Day-3	Completed/ Achieved	14 IP awareness programs, 5 Sub-regionals & 4 local workshops and 8 trainings conducted by IP Team. 6 trainings for cooperative societies - 4 in Upolu and 2 in Savaii;
Number of media advertisements (Awareness and Registration Processes)	N/A	Companies - 5, Intellectual Properties - 100	Companies - 5, Intellectual Properties - 100	Completed/ Achieved	474 Trademark (in classes) applications advertised in the Savali newspaper
Number of Registry Searches conducted	N/A	Companies - 100, Intellectual Properties-50	Companies - 100, Intellectual Properties-50	Completed/ Achieved	86 IP searches conducted through IPAS system and the Office emails, 350 searches conducted online for company searches.

Number of Examinations conducted	N/A			
- Designs	5	5	Completed/ Achieved	78 Designs examined
- Marks & Collective Marks	50	50	Completed/ Achieved	200 Trademarks applications examined
- Patents & Innovative	1	1	Completed/ Achieved	2 Patents examined
Number of Complaints Received	Companies & Others - 50, Intellectual Properties - 50	Companies & Others - 50, Intellectual Properties - 50	Completed/ Achieved	15 complaints received by IP team in regards to the Intellectual Property Automated (IPA) system temporary shut down
Number of Inspections/investigations Conducted				
<u>Companies</u>	<u>Inspections</u>	<u>Inspections</u>		
- Public, Private, Overseas	100	100	Completed/ Achieved	180 companies inspected within the FY
- Incorporated Societies	50	50	Completed/ Achieved	57 Incorporated societies inspected
- Cooperative Societies	10	10	Completed/ Achieved	42 Cooperatives Societies inspected
- Charitable Trusts	10	10	Completed/ Achieved	15 Charitable Trusts inspected
- Credit Unions	5	5	Completed/ Achieved	5 Credit Unions
	<u>Investigations</u> - 5	Investigations - 5		
<u>Intellectual Properties</u>	<u>Inspections</u>	<u>Inspections</u>		

- Designs	40	40	Completed/ Achieved	100 inspections conducted
- Marks & Collective Marks	40	40	Completed/ Achieved	280 inspections conducted
- Copyrights & related	40	40	Completed/ Achieved	
	<u>Investigations</u> - 5	Investigations - 5	Completed/ Achieved	
Number of staff Capacity Building Activities				
<u>Local (incl In House) meetings, trainings</u>				
- Companies & Others	6	6	Completed/ Achieved	7 local meetings attended by companies staff
- Intellectual Properties	6	6	Completed/ Achieved	20 in-house capacity buildings trainings
<u>International/Regional Meetings, Trainings</u>				
- Companies & Other	2	2	Incomplete	1 meeting attended by PO of Companies in Singapore
- Intellectual Properties	2	2	Completed/ Achieved	26 international meetings attended by IP team