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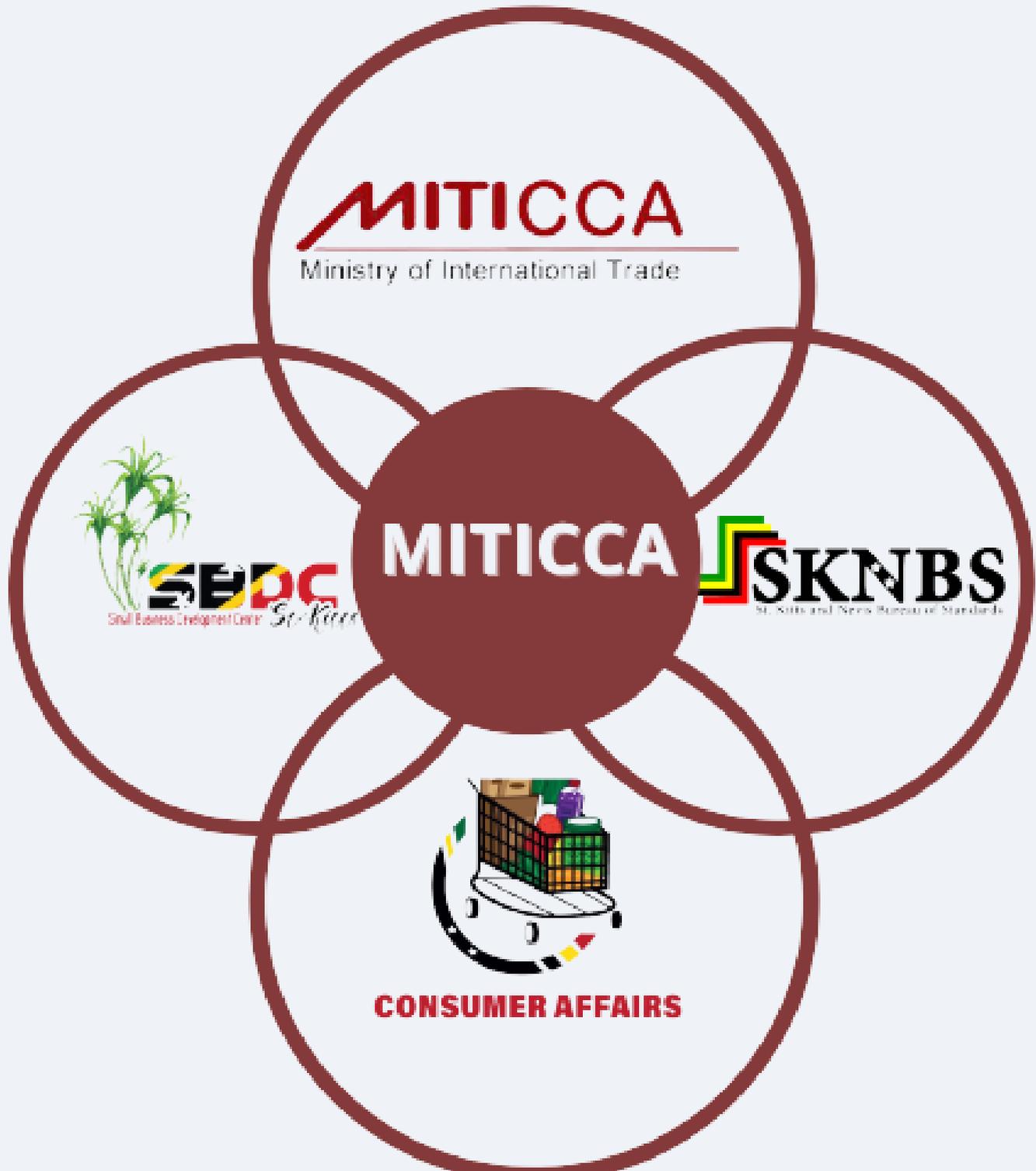
The official quarterly newsletter of the
MINISTRY OF INTERNATIONAL TRADE, INDUSTRY,
COMMERCE AND CONSUMER AFFAIRS

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TRADE AT A GLANCE



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Quotes

“Foreign trade clearly holds down the cost of products we buy.”

~ Tim Bishop ~

“If we have a food supply that we can't trust, that has enormous implications for the way we view government, for the way we trust business, and for our international trade relations. ”

~ Marion Nestle ~

“A big business starts small.”

~ Richard Branson ~

“Bringing great people onto your team is about demonstrating that size really doesn't matter – people do.”

~ Jess Campbell ~

“Different groups are differentially vulnerable to advertising; and their vulnerability varies not so much with the character or quantity of advertisements as with the informational resources they can claim by age, education, station in life, and government guarantees of consumer protection.”

~ Michael Schudson ~

“Expensive, well-executed, and familiar ads convince the investors, as nothing in the black and white tables of assets and debits can, that the company is important and prosperous.”

~ Michael Schudson ~

“Quality is never an accident; it is always the result of high intention, sincere effort, intelligent direction and skillful execution; it represents the wise choice of many alternatives.”

~ William A. Foster ~



Staff Developmental Sessions



The Ministry of International Trade, Industry, Commerce and Consumer Affairs hosted a series of staff developmental sessions on the 6th, 7th and 10th January, 2022 to familiarize the new employees of the Ministry with the various departments as well as to promote personal growth and development within the workplace.

During the first session, Mr. Delwayne Delaney gave a brief overview of the Small Business Development Center (SBDC) which was formerly known as the National Entrepreneurial Development Division (NEDD). The main purpose of this department is to provide technical support to small businesses in the form of providing assistance with business plans, duty free concessions and any other support. After actively engaging in the discussion of a business plan, participants were grouped to formulate and present a business plan.



The second session was conducted by Ms. Ralseia Glasgow of the Trade Division who briefly presented on Motivation. In addition to providing a detailed definition of the term, she further elaborated on the two types of motivation: Intrinsic and Extrinsic. Intrinsic motivation is known as self-motivation while extrinsic motivation refers to motivation from outside sources. We learned that this is the most complicated form of motivation as this is the drive you get from within, it's a choice whether to do something, or what we are working on is beneficial to what we are trying to achieve.

Although extrinsic motivation can be beneficial to one's well-being, we should not solely rely on this type to achieve our goals and dreams. Moreover, the participants listened keenly to stories that focused on motivation. In closing, the participants were encouraged to express their source of motivation and share any plans or goals that they wish to achieve within the next 5 years.



Mr. I-Ronn Audain provided a brief summary of the St. Kitts and Nevis Bureau of Standards at the third session. In this session, the establishment of the Bureau of Standards on 8th March, 1999 was discussed, along with its main purpose of protecting the environment, health and safety of consumers. Mr. Audain thoroughly reviewed the five different departments within the Bureau of Standards namely Metrology, Chemistry, Microbiology, Air Quality and Standardization. He also elaborated on the role of each department. At the end of this session, there was a discussion and a quiz to test participants' knowledge and understanding.

The final session on Knowledge Sharing and Development was hosted by Miss Latoya Davis. This session addressed Teamwork, Personal Growth, Professionalism and Conflict Resolution. Miss Davis spoke about the benefits of team work and the high level of productivity that can be achieved when working together as a team. She further discussed Personal Growth and Professionalism whereby she indicated several ways to be professional. Finally, she spoke about Conflict Resolution and what measures can be taken to remain calm when faced with a conflict.



Conflict resolution techniques were also discussed to be implemented in these situations. Participants actively engaged in a few fun-filled exercises, where prizes were won.

They were all informative sessions.



EPA ^{UNIT}



ECONOMIC PARTNERSHIP AGREEMENT

WHAT HAVE WE BEEN DOING?

The Unit is actively engaged in the CARIFORUM-EU EPA's second 5 year Review.

WHAT IS THE EPA FIVE YEAR REVIEW?

“IN A NUTSHELL” - The basis for the Five Year Review of the CARIFORUM-EU EPA is set out in the Declaration on the Signing of the Economic Partnership Agreement. The Declaration, in part, states the following: We understand that, in the context of our continued monitoring of the Agreement within its Institutions, as provided for under article 5 of the Agreement, a comprehensive review of the Agreement shall be undertaken no later than five (5) years after the date of signature and at subsequent five-yearly intervals, in order to determine the impact of the Agreement, including the costs and consequences of implementation and we undertake to amend its provisions and adjust their application as necessary.

WHAT ARE WE ABOUT TO DO?

- Foster and build stronger relationships and bonds with our stakeholders.
- Have a sensitization session with the Administrative Team of Trade
- Organize sensitization sessions with our stakeholders such as:-
The Entertainment Sector (Musicians, Artists, Dj's, Bands)
Services Sector (Architects, Accountants, Engineers etc.)

FUN FACT

Did you know that one of our main stakeholders is the St. Kitts & Nevis Customs & Excise Department?

They play a very important role in the implementation process.

Prepared by: EPA Secretariat



Inter-Ministerial Consultative Committee (IMCC) Meetings

The Ministry of International Trade, Industry, Commerce and Consumer Affairs hosted a series of meetings with the Permanent Secretaries and respective Heads of Departments of various Ministries to outline their alignment with Trade. These meetings highlight how each Ministry's work correlates with the work of the Ministry of International Trade et al., thus ensuring that the mandates of the government are met.

For March 2022, we have conducted meetings with the following line Ministries:

- the Ministry of Foreign Affairs
- the Ministry of Sustainable Development
- the Ministry of Health
- the Ministry of Justice and Legal Affairs
- the Ministry of Youth, Sports and Culture
- the Ministry of Tourism and Transport
- the Ministry of Social Development et al.
- the Ministry of ICT, Entrepreneurship, Entertainment and Talent.

At these meetings, challenges faced in the development of work projects along with future areas of collaboration are discussed. Follow-up action as a result of these meetings, are also noted to increase cooperation between both Ministries and establish structured meetings for future collaboration.

Please see below some images from these meetings.



PRESENTS

SMALL BUSINESS CHOOSE DAY

22ND FEB 2022

Virtual Presentation on Digital Marketing Zoom

10:00 am to 11:00 am

Have business cards on hand.
Group photo will be taken and posted on S.S.S, EK, St. Kitts - Nevis Times, Mervin Hanley, buckiegotit and Everton Powell social media platforms.

Zoom login
Meeting ID: 813 3407 6104 Passcode: 356540

On Tuesday, 22nd February, 2022, the Small Business Development Center, SBDC St. Kitts engaged 48 entrepreneurs on the topic "Digital Marketing". This was done via the ZOOM platform.

Participants were enlightened on the different digital platforms that are at their disposals, but should ensure that their product/service is of good value.

Leveraging influencers within the social media market is one very effective way to promote. "People believe trusted people" said Mr. Delaney.

I encourage all to support local, and shop small for not only on the occasion of Small Business Tuesday, but as we continue to grow our economy and sector.

#smallbusinesschooseday #shopsmall #sbdcstkitts

In an effort to encourage greater participation in the programme by tech-based businesses in the Eastern Caribbean, the OECS hosted a free virtual techie talks Zoom Webinar entitled "Unlocking Business Opportunities in Emerging Technologies" on March 22nd, 2022 at 2:00 to 3:30 pm.

The applications for the OECS TECHIE Incubator programme and the Accelerator programmes are open! The Application deadline for both programmes is 14th April, 2022. For more information, please see the OECS Techie Website at <http://oecstechie.org>.

OECS Techie Talks **FREE**

Unlocking Business Opportunities in Emerging Technologies

An initiative of the OECS Technology Competitiveness Hub for Innovation and Entrepreneurship

New Frontiers ... The Future IS BLOCKCHAIN
Dr Dawn N. Jutla
CEO, Pear Ledger
The Responsible Supply Chain Company

Scaling-up to a SUCCESSFUL Tech-based Business
Dr Abhishek Kumbhat
Chief Technology Officer at Sugil & Damani

LEADING INDUSTRY EXPERTS

Moderator
Michael Gordon
Program Director

Tuesday March 22nd, 2022
2:00 to 3:30 pm ECT

Target: Tech-based entrepreneurs from the OECS

Webinar Link: [Click here to REGISTER](#)

Call for more information: (868) 337-5673
Email: clientservices@oecstechie.org

APPLY NOW www.oecstechie.org

Join our Virtual Business **INCUBATOR!**
www.oecstechie.org

Join our Virtual Business **ACCELERATOR!**

LAUNCH IT - SCALE IT

Accelerator

- ICT based or ICT enabled
- Products in the market and growth oriented

Let's take your business to the next level!

Incubator:

- ICT based or ICT enabled
- Innovative
- Ready for market within 3 months

Application Deadline: **14th April, 2022**

TECHIE CONTACT: communications@oecstechie.org 1-868-337-5673

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Submitted by:
Ms. Chedding Brookes
Junior Industry Officer

Good news from the Eastern Caribbean Greenpreneurs Accelerator Programme!

Global Green Growth Institute
Eastern Caribbean
**GREENPRENEURS ACCELERATOR
INTEREST-FREE LOAN PROGRAM**

Apply for interest-free loans up to
US\$50,000 to grow your green business.

Eligibility Criteria

- At least three years of operations
- Minimum average annual turnover of EC 120,000 (around USD 44,400) during the last 3 fiscal years
- At least 25% revenue growth over the last 3 fiscal years
- Demonstrate sufficient financial resources
- Contribution to resilient low carbon development

Where?

A for-profit green business registered and with operations in one of the following countries:
Antigua and Barbuda, Commonwealth of Dominica, Grenada, St. Kitts and Nevis, Saint Lucia, St. Vincent and the Grenadines.

Proof of business registration will be required.

APPLY NOW

Join our mailing list: bit.ly/CaribbeanGreenpreneurs
Contact GGGI Caribbean: ecgreenpreneurs@gmail.com

The goal of the Accelerator Programme is to contribute to the growth of green businesses resulting in the creation of green jobs and improved livelihoods for people of the OECS.

The programme targets high-potential enterprises in the growth stage, offering investor matching services and funding through the Global Green Growth Institute's (GGGI) Green Innovation Fund. The Interest-Free Loan programme offers investments of up to US\$ 50,000 to cover operation and/or capital expenses of selected beneficiary enterprises. The programme is being implemented by the Global Green Growth Institute in partnership with the OECS Commission with funding from the Qatar Fund for Development.

Please note that application closure date is April 14th, 2022. We encourage you to apply by this date to be considered for our Interest-Free Loan of up to US\$50,000, for your green business opportunity.

The time is now to seize this golden opportunity! Apply for the Interest-Free Loan Programme by clicking the link: <https://bit.ly/InterestFreeLoanApply>

For application guidelines, please click on the following link: <https://bit.ly/AcceleratorGuidelines>

Do visit the Accelerator Programme website for programme details by clicking on the link: <https://bit.ly/ECGreenpreneursAccelerator>

Ministry of International Trade to encourage consumers to shop smarter



Basseterre, St. Kitts, January 21, 2022 (SKNIS): The Ministry of International Trade will continue its educational campaign to equip consumers with the knowledge to make informed decisions about purchasing and saving especially at this time when there is inflation due to the global shipping crisis brought about by the COVID-19 pandemic.

**MRS. JASEMIN WARNER-WEEKES, PERMANENT SECRETARY
THE MINISTRY OF INTERNATIONAL TRADE, INDUSTRY, COMMERCE AND CONSUMER AFFAIRS**

The Ministry's Permanent Secretary Jasemin Warner-Weekes said that the training will be conducted weekly and feature topics such as purchasing power, finance, shopping, budgeting, taxes, business development and other related areas. The training date and other details will be shared at a later time.

"I think this is critical because if you have that information you can now plan better going forward," she said on Wednesday's edition (January 19, 2021) of Working for You. "If we are to become more self-sustainable we have to now try to help ourselves."

Mrs. Warner-Weekes added that small businesses are often the engine of any local economy. However, she said that exogenous shocks often negatively impact small businesses first and this is evident during the current economic fallout as a result of the COVID-19 pandemic.

The Permanent Secretary said that part of the strategy of promoting self-sufficiency is to encourage spending among local businesses to generate economic activity.

Increased economic activity facilitates business expansion and job hiring which in turn provides a greater tax base for the government.

For more information, please use the link provided below:

<https://www.facebook.com/WINNFM/videos/280232984095148>

WORLD CONSUMER RIGHTS DAY 2022



**CONSUMER AFFAIRS
DEPARTMENT**
ST. KITTS & NEVIS

"FAIR DIGITAL FINANCE"



Event	Date	Day
*ST KITTS & NEVIS CONSUMER AFFAIRS JOINT CHURCH SERVICE @ ZION MORAVIAN	13	SUNDAY
*Minister's Speech Broadcast (ZIZ TV/ RADIO & VON)		
CONSUMER SPOTLIGHT RADIO SESSIONS ZIZ * FREEDOM FM * SUGAR CITY FM * VON	14	MONDAY
BUSINESSES SENSITIZATION FORUM	15	Tuesday
ST KITTS CONSUMER & NEVIS CONSUMER STAFF RETREAT (NEVIS)	16	WEDNESDAY
* STAFF SENSITIZATION WORKSHOP * PANEL DISCUSSION @ 8:30 P.M. - 10:00 PM (ZIZ RADIO TV * YOUTUBE* FACEBOOK LIVE)	17	THURSDAY

13th - 17th March 2022



Official Address in observance of World Consumer Rights Day

by SKNISEditor in Featured, Press Releases



On March 15th of each year, the global community observes World Consumer Rights Day in order to shine the spotlight on the rights and entitlements of consumers of goods and services which are purchased from manufacturers, suppliers and sellers. The theme for this year's observance of World Consumer Rights Day is "Fair Digital Finance" – a focus that is meant to stress the importance of consumers' access to financial products and services, using the digital, electronic and online platforms that have been created to boost the ease of doing business.



Hon. Wendy C. Phipps
Minister of International Trade,
Commerce, Consumer Affairs & Labour

"Fair Digital Finance" also means the following:-

- 1) That the necessary digital infrastructure, be it the internet, the mobile phone or computer, would be in place to facilitate our access to financial products and services which are provided to customers by banks, credit card companies, insurance companies, cash transfer businesses, etc.;
- 2) That all consumers, regardless of their socio-economic status, should have access to digital financial services;
- 3) That when digital financial services are made available to consumers the cost for such would be fair and affordable;
- 4) That vulnerable groups such as our youth, single mothers, the poor and persons living with disabilities should be included in the access to, and design of affordable, digital financial services; and
- 5) That Small and Medium-sized Enterprises (SMEs) must be included in digital financial platforms in order to enable them to provide goods and services to customers.

When one takes the time to ponder the significance of World Consumer Rights Day, one should realise that the core objective is that of ensuring that you and I – as consumers – are able to purchase the best quality goods and services that will not be harmful to our health and general wellbeing, and that these said goods and services will be sold to us at competitive prices within a positive customer service environment.

The Group of 20 of the world's richest nations, normally referred to as the G20, would have developed in 2016 some eight (8) High-Level Principles for Digital Financial Inclusion. These principles would have had input from the private sector, non-G20 countries, international organisations and Central Banks. They are as follows:

- 1) Promote a Digital Approach to Financial Inclusion;
- 2) Balance Innovation and risk to Achieve Digital Financial Inclusion;



- 3) Provide an Enabling and Proportionate Legal and Regulatory Framework for Digital Financial Inclusion;
- 4) Expand the Digital Financial System Infrastructure Ecosystem;
- 5) Establish Responsible Digital Financial Practices to Protect Consumers;
- 6) Strengthen Digital and Financial Literacy and Awareness;
- 7) Facilitate Customer Identification for Digital Financial Services; and
- 8) Track the Progress of Digital Financial Inclusion.

Essentially, all of the above Principles can be summed up as follows: (a) that digital financial services should be available to all; (b) that laws and regulations must be in place to protect both consumers and the providers of financial goods and services; (c) that those who provide digital financial goods and services to consumers must ensure that they adhere to a strict Code of Ethics or Industry Standards; (d) that providers of digital financial services and products must be able to take on a manageable level of risk even while using innovation and technology to power their businesses; and (e) that performance indicators must be put in place to track the progress being made in terms of digital financial inclusion.

St. Kitts and Nevis is fairly well advanced in terms of the provision of digital financial services and products to consumers. We are also very fortunate to have one of the highest mobile telephone penetration rates in the CARICOM region. This means that with more persons having access to cellular phone technology, more business can be conducted using electronic means. We can also see, through the emergence of digital financial services being provided by local firms such as JAD Cash and Carib Pay, that our Country is steadily progressing in this sector. Our market has also seen the entry of D-Cash, which is a digital currency product of the Eastern Caribbean Central Bank (ECCB) that was launched in 2021. Within the past few months we have also witnessed the interesting development of some 129 local businesses that are now taking the crypto currency Bitcoin as an acceptable form of payment for goods and services. As of the time of this recording, some 125 of these businesses were in St. Kitts and four (4) in Nevis.

In St. Kitts and Nevis, advocacy for consumer rights is led by the Ministry of International Trade, Industry, Commerce and Consumer Affairs. The Department of Consumer Affairs is the Ministry's focal point for such matters and functions in several ways to protect consumers. This includes regular policing of business entities to ensure that matters such as clear pricing, placement and storage of goods, expiry dates, after sales services, return policies, etc, are properly in place to protect consumers. The Department also provides mediation services in an effort to fairly settle consumer disputes with the private sector that may have originated from false, misleading or deceptive representation. Every effort is also made to empower consumers through various forms of consumer education. This year, the Ministry is also focused on strengthening the legislative and regulatory framework in which business is conducted in our Country via the passage of a new Consumer Protection Bill that already had a first reading in August 2021.



The Department intends to complete all stakeholder consultations on the Bill by the end of the second quarter 2022 before the Bill receives its 2nd reading and is then passed. The Department of Consumer Affairs continues to encourage all citizens and residents to know and exercise their rights as consumers. Consumers are also welcomed at the Department to seek redress of their grievances. A week of activities has been planned to observe World Consumer Rights Day 2022, the highlights of which are as follows:

- Business Sensitization Forum – March 15th
- Joint Staff Retreat in Nevis – March 16th
- Staff Sensitization Workshop & Panel Discussion on ZIZ Radio and Television – March 17th.

A Church Service would have already been held at the Zion Moravian Church on Sunday, March 13th; and Consumer Spotlight Radio Sessions were carried on ZIZ, Freedom FM, Sugar City FM and Von Radio on Monday, March 14th.

Fellow Citizens and Residents of St. Kitts and Nevis, I extend best wishes to all on the occasion of World Consumer Rights Day 2022. Let us know our rights as consumers, and exercise those rights in a manner that fosters good relations between the buyers and sellers of goods and services in our Federation.



The Consumer Affairs Department (CAD) joined its International Counterparts in celebration of World Consumer Rights Day with a Week of Activities.

The Week of Activities began on Sunday, 13th March 2022 with a church service at the Zion Moravian Church. Senator, The Honourable Wendy C. Phipps, Minister responsible for the Ministry of International Trade, Industry, Commerce and Consumer Affairs opened the week with a National Address which was aired on ZIZ Radio & Television and other Social Media Platforms.

On Monday, 14th March the Consumer Affairs Officers visited various radio stations to educate the listening public on the 2022 World Consumer Rights Day Theme - "Fair Digital Finance".

On Tuesday, 15th March, CAD used this day to educate the business community on the Consumer Protection Bill that is before Parliament.



The Consumer Affairs Department and by extension the Government of St Kitts and Nevis is in the process of introducing the updated consumer protection legislation which is envisaged to significantly improve the standard of doing business within the Federation, while also providing protection mechanisms to consumers and service providers alike.

On Wednesday, 16th March, staff from both the St Kitts & Nevis Consumer Affairs Department held a staff retreat in Nevis under the theme - "Repair, Rebuild, Reconcile!"



For more information, please visit the St. Kitts Consumer Affairs Department Facebook page:

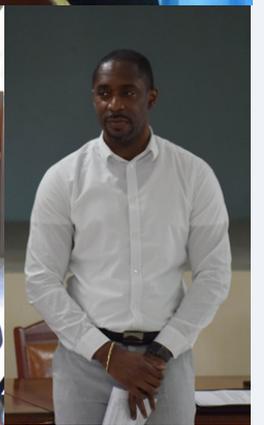
<https://www.facebook.com/consumeraffairsskn>

Highlights from the Consumer Affairs' Week of Activities



Departments of Consumer Affairs strengthen partnership

Departments of Consumer Affairs strengthen partnership



The SKNBS is currently participating in CROSQ's implementation of the 11th European Development Fund (EDF) Economic Partnership Agreement (EPA) Technical Barriers to Trade (TBT) Programme, "Support to CARIFORUM States in furthering the implementation of their Economic Partnership Agreement Commitments and in meaningfully reaping the benefits of the Agreement." One of the core activities in this project aims at institutionalizing a dialogue forum between national Quality Infrastructure (QI) institutions, regional QI networks and the private sector. In Saint Kitts and Nevis, such a dialogue forum was developed with the tourism sector. (A similar exercise was conducted with the agriculture sector in 2015).

In her keynote address, Mrs. Carlene Henry-Morton, Permanent Secretary in the Ministry of Tourism, stated that her ministry welcomes the opportunity to share its ideas about how they can partner with stakeholders for sustainable development outcomes to raise standards across the board and that they would want to use those standards to enhance the profile of the destination, which will add value to every guest experience, boost the country's appeal, add to its charm and competitiveness.

"This national dialogue is a call to action, a coming together of the critical stakeholders, the key players, for us to engage each other in lively discussions, to listen to each other's ideas, to share our concerns, our plan and to talk about the collective vision we have for present, and future of this very transversal sector called tourism," she said.

At the end of the national dialogue, an action plan was developed which will enable the QI institutions to support the tourism sector in effectively increasing and providing good quality service and products, while meeting the requirements of the market.



National Lessons Learnt Workshop held as GEF 5558 POPs Project nears completion

As the Global Environment Facility (GEF) 5558 Project titled “Development and Implementation of a Sustainable Management Mechanism for Persistent Organic Pollutants (POPs) in the Caribbean”, nears completion, the Basel Convention Regional Centre for Training and Technology Transfer for the Caribbean Region (BCRC-Caribbean), in collaboration with the St. Kitts and Nevis Bureau of Standards (SKNBS), hosted a National Lessons Learnt Workshop for the project on Monday, March 14, 2022, at the St. Kitts Marriott Resort & Royal Beach Casino.

The objectives of the workshop were to:

- Review and share information on the major project activities and outcomes in the context of Saint Kitts and the St. Kitts and Nevis Bureau of Standards
- Review and discuss the issues and challenges encountered and mitigation measures (BCRC-Caribbean and PWC perspectives).
- Review and discuss recommendations for successful execution of similar national and/or regional projects.
- To promote continued cooperation on the way forward.

During his remarks at the workshop, Dr. Alfredo Cueva, Industrial Development Officer, United Nations Industrial Development Organization (UNIDO), said he is grateful to the participating countries and the national stakeholders for their contributions, both for the financing and the implementation of the project. UNIDO is a specialized agency of the United Nations that promotes industrial development for poverty reduction, globalization, and environmental sustainability.

“Therefore, this event, outcome and project fully aligns us with our mission of promoting and accelerating inclusive and sustainable industrial development in our member states,” he said. “Indeed, UNIDO supports the three pillars of sustainable development, the 2030 Agenda for Sustainable Development and its related Sustainable Development Goals (SDGs) in particular SDG #9, which calls for building resilient infrastructure, promoting inclusive and sustainable industrialization, and fostering innovation.”

Ms. Jewel Batchasingh, Director, BCRC-Caribbean, who also spoke at the event, said that the lessons learnt workshop was essential as it allowed all stakeholders to see the individual components of the entire project and to provide feedback on pitfalls and triumphs.

She further spoke to the various accomplishments coming out of the project. “For the waste technocrats, they saw the submission of the updated National Implementation Plan in keeping with the St. Kitts and Nevis commitment under the Stockholm Convention; for the customs personnel, the Training Modules, and the Component 1; for the chemistry aficionados, Schematic Areas 3 and 4; for the lawyers, legislative components and development of the Model Act,” she said.

Ms. Batchasingh noted that the centre seeing the vision of the POPs database come to life and then building the in-house capacity and becoming the clearing house mechanism for waste and chemical data, forms an integral part of the centre's vision.

Over 25 professionals from governmental and non-governmental agencies in both St. Kitts and Nevis participated in the one-day workshop.

#bcrcaribbean #stopthepops #persistentorganicpollutants

Read more here: <https://bit.ly/3wat5iV>



Submitted by:
Ms. Zarina Lawrence
TBT Officer