



APEC Study on Export Technical Assistance Models

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Executive Summary

The APEC “Study on Export Technical Assistance Models” is a project of the APEC Standards and Conformance Subcommittee (SCSC) implemented by SPRING, Singapore. This study was undertaken with the objective of improving APEC Small and Medium Enterprise’s (SMEs) access to information on technical barriers to trade (TBTs) by way of identification of best practices.

This undertaking has resulted in the identification of a range of strategies and good practices implemented in the APEC region. This report contains a description of the study and the findings of the investigations. The report additionally identifies practices that have a potential for wider adoption within the APEC region and explores opportunities for cooperation between APEC economies in the provision of information on TBTs. The findings were reported at a seminar held on 5 March 2010 in Hiroshima, Japan.

The first two phases of this study focused on the collection and review of information on existing practices within APEC economies and this was followed with visits to three selected economies, Hong Kong, China, Chinese Taipei and the United States.

In the third phase, the results were reviewed and shared among APEC member economies at a seminar on “Export Technical Assistance Models” held in Hiroshima Japan on 5 March 2010, on the margins of the SCSC I meeting. Chile, Chinese Taipei, Singapore and the United States shared their experiences on helping industries to overcome TBTs. Representatives from 18 APEC member economies participated actively in this seminar and made several suggestions to the SCSC on best practices for the provision of information on technical requirements for export during the breakout group discussions. These suggestions were reported to the SCSC plenary meeting held on 6 and 7 March, 2010 and have been incorporated into this report.

Key Findings

A total of 18 member economies, representing both large and small economies on both sides of the Pacific participated in the study. The study revealed that in all economies, multiple agencies were involved in the provision of information on technical barriers to trade. A significant number of these agencies combine such information services with export trade promotion and SME development initiatives. The provision of information on trade barriers was often a secondary function of

these agencies. The types of agencies identified during the study, included departments within ministries responsible for foreign trade and commerce, trade promotion organisations, TBT and Sanitary and Phytosanitary (SPS) enquiry points, national standards bodies, SME development agencies and also trade associations.

Recommendations

Based on the surveys, study visits and discussions at the seminar, the following are recommended.

1. Active Engagement of Agencies and Industry Associations.

The involvement of trade associations to provide such services is a recommended practice. Examples of cooperation include the outsourcing of work on collection of trade barrier information, engagement of representatives in trade policy committees, outsourcing of information dissemination on trade barriers. In addition, overseas trade offices also have a useful role to collect early information, before such information is available through WTO notifications.

2. Coordinated Approach to provide Information Services to Exporters

It is common practice that various government agencies, with their specific expertise play different roles towards assisting exporters with TBTs. Hence a coordinated approach amongst these agencies will go a long way in helping exporters have access to these expertises. The coordination could be through a focal point in the economy. This also ensures that exporters can find a comprehensive range of resources at a single point instead of having to search through multiple agencies.

3. Proactive Identification of Potential Trade Barriers

The practice of proactively identifying potential technical trade barriers that impact industry is recommended to assist policymakers in establishing priority sectors and services. Such information may be collected through various means (eg:

surveys, invitations for web-based feedback, visits to factories and hotline complaints service). Besides help in identifying the information needs of exporters, this information facilitates the reduction of trade barriers through direct intervention by trade officials and also serves as inputs for trade policy development.

4. Effective Use of the Internet

The use of the internet provides an efficient means to deliver information on trade barriers. The establishment a consolidated website or a well-linked internet interface portal to provide related information on all aspects on technical barriers arising from standards, technical regulations and conformity assessment procedures would help to provide easy access to exporters.

5. APEC Network for information sharing

The development of a network of APEC export technical assistance providers to aid the flow of information is recommended. Such a network could facilitate smoother flow of information to assist Member economies in providing quicker service to exporters and aid in resolving technical trade barrier concerns at an early stage.

1. Introduction

Expansion and development of exports is a defined goal of the APEC community. APEC member economies have an agreed common objective to ensure that markets are accessible, products widely accepted. The member economies implement a wide range of initiatives to promote growth of export trade. The availability of information on market demand and preferences and on standards, conformity assessment procedures and technical regulatory requirements is a critical factor in ensuring the achievement of this goal through the development of export trade. Initiatives to assist businesses to obtain such information feature prominently in strategies adopted by APEC economies to promote and develop export trade.

1.1 Objectives of the Study

This study focuses on strategies, actions and practices used to satisfy the information needs of the small and medium enterprise (SME) sector for overcoming technical barriers to trade.

The objective of this study is to:

- Improve APEC SMEs' access to information on overseas technical regulatory requirements; and
- Identify best practice models that shall enable further improvement of existing strategies in helping SMEs to overcome technical barriers to trade.

This study examines the provision of information on trade barriers as a component of the range of services to exporters with the objective of developing and enhancing their capacity to export. Information on technical trade barriers is an essential prerequisite for SMEs to engage in export trade.

The study has resulted in the collection of data on arrangements and practices that are currently available in the APEC economies. An examination of this data was undertaken to obtain insights into the practices that have proven to be successful. The study also explores the potential of cooperation within the APEC economies to further the SCSC's objectives for trade facilitation.

2. Project Methodology

A three phase approach was defined for this project. The first phase focused on the collection and review of information on existing arrangements and practices of export technical assistance agencies within APEC member economies. The second phase further examined some of these practices in detail through visits to these agencies. Results of the study were shared with member economies and recommendations to the SCSC were developed in the third phase.

3. Phase One: Circulation of Questionnaire

A questionnaire was circulated to all member economies to collect information on domestic existing arrangements for the delivery of information and related services on technical barriers to trade. The questionnaire utilised for the survey is found in **Annex A**.

The questionnaire sought information on the following:

- Scope of services delivered
- Agencies involved
- Methods of delivery and organisational arrangements

Sixteen member economies responded to the survey. In addition, data collected was supplemented by review of publicly available information and information available on websites of member economies.

Summaries of the arrangements in all 21 member economies were compiled and forwarded for confirmation. Eighteen member economies confirmed the summaries.

3.1 Survey Results

3.1.1 Agencies Providing Information Services on Technical Barriers to Trade (TBTs).

The results of the survey indicated that multiple agencies were involved in all economies, with the number of agencies varying from two to ten (Table 1).

Table 1: Number of Agencies Providing Information Services on TBTs

No.	Economy	Number of Agencies
1	Australia ¹	4
2	Brunei Darussalam	2
3	Canada ¹	4
4	Chile	4
5	Hong Kong, China	3
6	Indonesia	4
7	Korea ¹	4
8	Malaysia	3
9	Mexico	6
10	New Zealand	2
11	Papua New Guinea	7
12	Peru	2
13	Philippines	6
14	Singapore	2
15	Chinese Taipei	9
16	Thailand	9
17	United States	10
18	Viet Nam	3

A closer examination of the economies with a larger number of agencies engaged in delivering such services revealed that in these economies, each agency usually had a narrow sector focus.

A significant number of the agencies performed the functions of export trade promotion and SME development, in addition to providing information on overcoming technical barriers to trade. Examples of these are the Hong Kong Trade Development Council (HKTDC), New Zealand Trade Enterprise and Directorate of Export Promotion (ProChile), Chile. A number of the information service providers were departments within larger entities having related functions for SME development or trade promotion (e.g. Singapore's Export Technical Assistance Centre (ETAC) is part of the SME development and national standards agency and Hong Kong,China's Trade and Industry Department manages the SME development services).

It was noted that with a few exceptions, the agencies providing such information services were part of government. One notable exception, the Hong Kong Trade Development Council (HKTDC), is managed by a council comprising of representatives of government and business interests. Other exceptions are trade associations; such as the Taiwan Textile Federation and the Chinese National Federation of Industries in Chinese Taipei, and the Philippine Exporters

¹ The information for Australia, Canada and Korea was derived from examination of publicly available information and confirmed by representatives of the economies.

Confederation Inc. In all of these cases, active government collaboration and support for the trade associations was noted.

Provision of information on trade barriers was noted to be a secondary function of a number of different types of agencies and not as the sole or main function. A number of different types of agencies provide information services on trade barriers. The main categories of agencies identified were:

- Departments within ministries responsible for foreign trade and commerce
- Specialist trade promotion organisation
- TBT enquiry points. It was noted that these enquiry points were placed within a number of different types of organisations – standards bodies or government departments responsible for trade and commerce.
- National standards bodies
- SME and industry or enterprise development bodies
- Agencies of government responsible for food and agriculture. SPS enquiry points were most often placed within these departments.

A summary of the types of export technical assistance agencies in each of the 18 member economies who participated in the study is found in **Annex C**.

3.1.2 Economy-wide Coordination

In response to questions on whether the information services provided to exporters were centrally planned and coordinated, eight of the sixteen² survey respondents indicated a national level central coordinating or lead agency responsible for policy and delivery of these services. This suggests that agencies operate in an independent manner within their specific mandates in the other seven economies that responded to the survey.

3.1.3 Types of Services Provided

It was noted that there is a considerable variance in the comprehensiveness of the services provided. The types of services provided range from two categories in one economy to the full twelve that were listed in the questionnaire in two economies.

² Information was not available on 2 of the 18 economies

The most common types of services provided are:

- Dialogues and seminars with industry to promote awareness of export requirements and on trade agreements.
- Monitoring developments of technical regulations and standards in export markets.
- Provision of enquiry service on technical regulations affecting exports.
- Seminars and workshops on technical regulations of export markets.

Several respondents additionally indicated programmes for:

- Dissemination of information on export requirements through alerts on changes to technical requirements, newsletters and other publications on export requirements.
- Free Trade Agreements (FTAs) and market research data. Electronic circulation is widely used for this purpose.
- Production and distribution of publications on export requirements and export trade processes.
- Provision of information on foreign and international standards through library services, enquiry services and sales of standards.
- Dissemination of WTO/TBT and SPS notifications.
- Translations of WTO notifications and technical regulations.

Several of the agencies were concurrently engaged in providing marketing and trade promotion services in addition to trade barriers information. The services include:

- Provision of market research data and market intelligence providing information on export opportunities.
- Assistance in trade negotiations.
- Organising trade fairs/exhibitions and trade missions.
- Providing business and trade data and information through websites and resource centres.
- Providing training on implementation of quality assurance and export plans.

It was observed that several agencies focused on providing market information. Information on technical trade barriers was a less significant component of the total information services provided. It is also noted that awareness and outreach

type of services featured prominently in a majority of economies, indicating the recognition of the need to increase awareness of technical barriers.

3.1.4 Use of the Internet and IT Systems

The use of the internet and IT systems to varying degrees was noted in all economies. Nine economies maintained websites containing information on technical trade barriers and standards. The extent of information available ranged from basic information on trade agreements and standards to well developed websites with comprehensive information and searchable databases for standards and on technical regulations of export markets.

The internet was widely used by ten of the economies for dissemination of information through e-newsletters and e-publications and circulation of WTO/TBT notifications and alerts on new technical regulations. A related common practice was the use of enquiry platforms to receive and respond to queries on technical regulations and standards.

3.1.5 Main Sources of Information for Service Providers

The survey responses from the 16 APEC economies identified the following information sources were used in developing their services:

- WTO information systems, its websites and notifications.
- Trade partner economies including websites of trade agencies, regulators and other agencies.
- Newsletters, newspapers, magazines (including internet publications), RSS feeds.
- Trade associations, including exporters associations, domestic companies.
- Internal research reports, internal databases.
- Public agencies (within economies).
- Trade offices overseas.
- Private service vendors.
- Multilateral agencies, including International Trade Centre (ITC), APEC, International Plant Protection Convention (IPPC).
- International standardisation bodies.
- Embassies.

- WTO/TBT enquiry points.

3.1.6 Fees for Services

All the services are mostly provided free of charge in all economies that responded to survey. The exceptions noted were customised consultancy services in two of the economies, publications in one economy, attendance fees for seminars and workshops in three economies. One economy levied a charge for subscription to an alert service.

3.2 Role of Various Economic Agencies Providing Information Services on Technical Barriers

Information was collected on agencies responsible for SME development and the trade promotion organisations to assess the role of these agencies in the provision of information on technical trade barriers.

3.2.1 Provision of Information Services on Technical Barriers by SME Development Agencies

The direct delivery of information on technical barriers to trade by SME development agencies is not a widespread practice; only four economies indicated that its agencies responsible for SME development provide information on technical barriers to trade. However it should be noted that the close coordination between the SME agencies with other information providers serves to achieve the objective of making such information available to the SME sector.

3.2.2 Provision of Information Services on Technical Barriers by Trade Promotion Agencies

Six trade promotion agencies indicated that they include such information in its services to its clients. Investigation of two such agencies during the study visits revealed that the information provided was on limited to selected subjects and of a generic nature. This information was intended to provide a broad picture and links were provided to external sources for more detailed and specific information.

4. Phase Two: Study Visits to APEC Export Technical Assistance Agencies

Visits were made to three member economies (Chinese Taipei, Hong Kong, China and the United States) to obtain in-depth information on services delivered by each of the main agencies. These visits were aimed at assisting with the identification of good practices that could be shared with other member economies.

Agencies that were identified to be responsible for the provision of information services on technical barriers of trade within the three economies were visited. Discussions were held with officials in the identified agencies on the services provided. Views on potential cooperation within the APEC region were also sought from the officials of these agencies.

4.1 Objectives of the Visits

The main institutions in each economy engaged in the provision of information services and related assistance were identified and arrangements for the visits were made with the assistance of the economies with SCSC contact points.

The key objectives of the visits were:

- To obtain a deeper understanding of the initiatives implemented by each of the agencies in these economies;
- To seek out potential good practices;
- To hold discussions with officials of the agencies involved on policies plans implemented; and
- To assess the effectiveness of practices adopted for the delivery of information and related services on technical barriers to trade.

4.2 Selection of Economies for the Study Visits

The economies for the study visits were identified from the review of the questionnaire responses. Economies identified for the study visits were those that have established institutions and a good range of programmes for the delivery of information and associated services on overcoming technical barriers to trade for exporters, and have significant export trade.

4.3 Results of Study Visits

4.3.1 Organisations Visited

Visits were made to three economies, Hong Kong-China, Chinese Taipei and the United States and the agencies visited are as follows:

a) Hong Kong,China

- Product Standards Information Bureau, Innovation and Technology Commission
- Trade and Industry Department (TID)
- Hong Kong Trade Development Council (HKTDC)

b) Chinese Taipei

- Bureau of Foreign Trade (BOFT), Ministry of Economic Affairs
- Taiwan External Trade Development Council (TAITRA)
- China National Federation of Industries (CNFI)
- Bureau of Standards, Metrology and Inspection
- Agencies within the Ministry of Economic Affairs:
 - Office of Trade Negotiations
 - SME Administration
- Taiwan Accreditation Foundation
- Bureau of Animal and Plant Health Inspection and Quarantine (BAPHIQ)

c) The United States (US)

- National Institute of Science and Technology (NIST), WTO/TBT Enquiry Point, and National Standards and Certification Information Centre
- American National Standards Institute (ANSI)
- US Department of Commerce
- Trade Compliance Centre
- Trade Information Centre
- Office of International Trade Administration (ITA) Standards Liaison
 - Office of the United States Trade Representative
 - Foreign Agriculture Service (FAS) of the US Department of Agriculture

4.3.2 Observations from the Study Visits

The study visits provided several useful insights into the policies, arrangements and practices adopted in the delivery of information services on technical barriers to trade (TBTs) by the three economies visited. Some notable observations are as follows:

a) Integrated Approach for Delivery of Export Promotion Services

In all three economies, the provision of information on TBTs is seen as one component of the overall trade development and promotion strategy of the economy. A strong link between the information service with market development and promotion services was observed.

A number of the agencies engaged in providing information on TBTs additionally provided other trade related information and assistance on other trade barriers (eg: tariffs, anti dumping, intellectual property rights issues). This suggests that these agencies have broad mandate to cover a comprehensive range of trade issues and were not confined to addressing concerns on technical barriers.

It was noted that information service providers do not make a distinction between SME sector and the larger businesses. It is also noted that additional services for business development, technology and quality improvement, financial assistance are provided to aid SMEs develop export capability.

b) Effective Use of the Internet

Internet is the most widely used medium to deliver information services in the economies visited. The services delivered through the internet include delivery of documents, making information on web-pages, providing access to searchable databases, updating of current news items, circulation of subscription newsletters, and delivery of automated alerts on significant new developments. Substantial databases with information on technical trade barriers were observed to have been developed by a number of agencies.

Agencies responsible for providing TBT information in the economies visited have established links within their websites to other websites of local agencies that provide market, finance and business development services to exporters. For example, in the US, a seamless consolidated website³ has been established and regularly maintained to provide a full spectrum of services for exporters.

³ The "export.gov.us" website, maintained by the US Department of Commerce consolidates services provided by the several US agencies to assist exporters.

The agencies visited also shared that a substantial amount of information is publicly available from internet sources and is often sufficient to provide responses to enquiries from industry.

Other innovations noted:

- The use of moderated discussion forums on export requirements on internet was noted. This provides an additional avenue for exporters to obtain information from other users and the information service provider on an informal and often quicker time frame.
- It was observed that several agencies provided links to trade partners' websites for further detailed information.

c) Identification of Trade Barriers for Proactive Actions

It was noted that there was a significant effort made by relevant agencies in Chinese Taipei and the US to seek and compile on technical trade barriers that confront exporters. These efforts included initiatives to systematically collect information on trade barriers through surveys, invitations on websites to submit complaints relating to TBTs encountered, and establishing hotlines for exporters to directly communicate with the service providers. Additionally in the US, there is an active effort by US government agencies to act on this information to remove or overcome trade barriers that come to their attention.

d) Communication and Cooperation with the Industry

All three economies had implemented mechanisms to establish comprehensive communications with industry. The mechanisms adopted included formation of advisory committees, outreach programmes featuring seminars and talks, and seeking feedback from exporters on their needs and concerns through the internet. These inputs were also used for development of trade policies and strategies.

Significant cooperation with trade associations was noted. The type of cooperation included outsourcing of services to trade associations and inviting proposals for actions from industry for specific programmes on addressing technical barriers to trade and provision of briefings and provision of training.

e) Alert Systems

Early information on new trade barriers was seen as important. WTO notifications provide only limited basic information on new technical regulations. Obligations under the TBT agreement require only a six month notice prior to implementation of new technical regulations or conformity assessment procedures. Information obtained through the WTO notification system was seen by some agencies as not providing sufficient lead time and as not sufficiently comprehensive in coverage to meet exporters' requirements.

It was also noted that the level of transparency in export markets varies and additional efforts are required in cases where trade partners may not have transparent practices. The economies relied on a network of overseas trade offices as a supplementary source of information in these situations.

f) Obtaining Financial Resources for Services

Public funds are mostly provided for the costs of financing of the operations of information service providers in most cases. However it was noted that in one case the government imposed a levy on exports to finance trade promotions operations.

g) Service Scope, Development and Delivery

A number of interesting operational arrangements and practices were observed. These include:

- Information on voluntary sector standards, including "private standards"⁴ and conformance is included and services is not limited to government imposed technical regulations and conformity assessment requirements. These private standards are essential for market acceptance for a range of products.
- Using the "WIKI"⁵ concept in developing web-pages for providing information on technical barriers to exporters is being considered as an option to overcome resource constraints

⁴ The term "private standards" refers to standards published by industry consortia and are required by specific purchasers. Examples are standards such as Globalgap on agricultural practices, SA 8000 on social issues, WRAP on textiles and those published by the Fairtrade Labelling Organisation International (FLO).

⁵ This refers to the practice adopted by Wikipedia website, in which content is developed through contributions from volunteers. This is proposed for the reason that it is cost and resource effective and overcomes resource constraints.

- Provision of hands on training to enable exporter's personnel to independently search for technical information on standards, technical regulations and conformity assessment procedures was noted.

h) Cooperation with other Economies

A more positive and unilateral action taken by the US enquiry point to invite other WTO member's enquiry points to subscribe to the TBT notification dissemination system was noted. Twelve APEC member economies are currently registered for the service.

Bilateral cooperative arrangements between standards bodies across borders for the development of information portals on trade partner's standards, conformance and technical regulatory were noted to have been established by the American National Standards Institute (ANSI) in the US.

5. Phase Three: Sharing of Study Results

The results of the study were shared at an APEC seminar on Export Technical Assistance Models on 5 March 2010 in Hiroshima, Japan and this was attended by 52 participants from 18 APEC member economies.

During the seminar, Chile, Singapore, Chinese Taipei and the United States shared their practices and achievements in providing information on technical barriers to SMEs, and engaging industry in TBT matters.

Participants were divided into groups to discuss on the following issues and make recommendations to the SCSC:

- Identification of best practices for providing information services for maximum impact,
- How can networks and linkages be strengthened within individual APEC member economies to ensure effective information support is available for exporters, and
- Potential collaborations with the APEC SCSC in making information services available for industries so as to facilitate exports.

The seminar programme is found in **Annex B**.

5.2 Discussion Outcomes

The seminar discussions on the three issues resulted in the following suggestions that were presented to the SCSC on 6 March 2010 in Hiroshima, Japan.

5.2.1 Identification of Best Practices

The establishment of an adequate infrastructure to serve needs of exporters is a prerequisite for enabling information services on technical barriers to trade. Establishing a web-based information system bodies is an essential part of the infrastructure. The information system should be linked to other internal and available international and regional websites providing trade barrier information.

TBT and SPS enquiry and notification points play a key role in disseminating information in a timely manner. It was suggested that SME development agencies establish direct links with TBT and SPS enquiry points to enable SMEs to access the range of information services on trade barriers.

The involvement of trade associations in providing TBT information is another recommended practice. Trade associations provide a direct channel to reach out to the export sector and for collection of information on trade barriers. Regular discussions for between trade associations and agencies involved in providing TBT information services are a useful means for this increased public-private sector cooperation. Such cooperation especially in activities for raising awareness and collection of trade barrier information is a recommended practice.

It was observed that a number of different agencies are involved in providing TBT information within each economy. The establishment of a focal point for providing such services is recommended for ensuring a nationally coordinated approach.

5.2.2 Strengthening Network & Linkages for Effectiveness

The full range of information on trade barriers required by exporters is not usually available in any single agency, but is sourced from a number of organisations.

A comprehensive range of services can be made available to exporters through a coordinated approach and with interagency linkages. In addition exporters benefit from associated inputs on market information, trade promotions and business support services that these linked agencies provide.

It was suggested that:

- The TBT Enquiry Point would be a suitable the central coordinator of this network of organisations that have a role in delivering information on technical barriers to trade
- Interagency coordination needs to be highlighted government policymakers as many economies have various resources that are not always coordinated nor fully utilised
- Government agencies responsible for trade policy are potential lead agencies for developing the recommended interagency cooperation in delivering information services on technical trade barriers.
- Strategies be established for information dissemination. These strategies should rely on the media, and include utilisation of alternative means such as social networks, websites, training programs, standards committees and publications.
- Tapping into current publically available sources of trade barriers (eg: WTO and international standards bodies' websites) to avoid duplication of work. Expansion of these resources was also suggested.

5.2.3 Cooperation within the SCSC

A number of suggestions on areas of cooperation between APEC SCSC members were made. They are:

- Sharing of the study results with various agencies in APEC member economies that have a stake in issues related to technical barriers to trade. The study has wide applicability and can potential benefits may be derived by these organisations from the adoption of final study recommendations.
- The development of a network of APEC information service providers would aid the flow of information between APEC member economies. Such a network would aid direct communication between information service providers in APEC economies without intermediaries and facilitate quick flow of information to aid and resolve technical trade barrier concerns. Specific actions to achieve this are :
 - o Promotion of cooperation between enquiry points within the APEC region.

- A meeting of enquiry points from APEC economies on the margins of the WTO/TBT Committee meeting in June 2010 to develop such cooperation.
- APEC could be used to facilitate a network for collaboration drawing on existing initiatives such as Trade Facilitation Task Force and various ongoing regulatory dialogues within APEC.
- The sharing of success stories and challenges of helping SMEs overcome technical barriers to trade.
- It was suggested that SCSC revisit the previous initiatives⁶ the SCSC had implemented on sharing information of contact points of regulatory agencies of APEC economies.

⁶ Reference is made to SCSC's previous initiative for member economies to update information on their contact points for all regulatory agencies on an annual basis and a publication of this information in hardcopy and in the APEC website. This has been discontinued and replaced with a self-updating system that has not ensured continuous updating and availability of full information.

6. Final Recommendations

The following recommendations are made based on the findings from the three phases of the project.

6.1 Good Practices within APEC Member Economies

6.1.1 Active Engagement of Agencies and Industry Associations

While a number of SME development agencies were noted to directly provide some information on trade barriers, it would be more efficient for SME development agencies to provide such information through links with other specialised agencies such as standards bodies, TBT and SPS enquiry points, government departments responsible for trade and commerce. Such arrangements would avoid duplication of efforts and lead to better use of resources.

Trade associations provide a convenient route to reach potential exporters. The involvement of trade associations to provide such services is a recommended practice. Successful examples of cooperation include the outsourcing of work on collection of trade barrier information, engagement of representatives in trade policy committees, outsourcing of information dissemination on trade barriers.

Overseas trade offices have a useful role to collect early information, before such information is available through WTO notifications. Such initiatives provide industry with a longer lead time and more details on export requirements...

Cooperation between trade barrier information service providers and conformity assessment bodies is recommended. The cooperation should enable exchange of information between the two parties, to enable exporters to obtain information on conformity assessment requirements for exports and also links to conformity assessment service providers.

6.1.2 Closer Interagency Linkages

It is common practice that various government agencies play different roles towards assisting exporters with TBTs. Hence strong interagency linkages are critical to ensure that a comprehensive range of services is made available to exporters.

Table 2 illustrates a model arrangement and recommended roles for the range different agencies that are usually available in each member economy. This

integrated approach has been implemented in a number of APEC economies that have successful export trade.

Table 2: Recommended Roles within Different Agencies

Agency	Role and services	Suggested Activities
National Standards Body	Global Standards Information – all sectors Potential for collaboration with trade partner NSBs to exchange information	To include all types- national, international, private and specialised sector
TBT Enquiry and SPS Enquiry Points	Information on mandatory standards, TRs and CAPs SPS measures – Global Information source Enquiry service,	This should include alerts on significant new concerns
Trade Promotion Body	Market intelligence, trade promotion (exhibitions, fairs, missions), Business matching, Advisory services Develop special information packages and services for major concerns	Link to standards and TR information is vital Focus on sectors of interest Link to Conformity Assessment Services
Overseas Trade Offices	Market intelligence- advance warning of new developments Services to assist exporters in overcoming specific trade concerns	Ideal for collection of advance information On site practical assistance and information
Trade Policy & Trade Negotiation Agency	Elimination/Reduction of trade barriers through policy initiatives and negotiation with trade partners – trade agreements Outreach to increase industry awareness Industry consultation on concerns on trade requirements	Links and the involvement is essential for a proactive approach for elimination of technical barriers. Outreach and good feedback systems with industry required.
Trade Associations	Identification of trade barriers Dissemination of information Outreach – increasing industry awareness	Essential cooperation for collection of information on trade barriers and serve as effective channel for delivery of information.
Conformity Assessment and Accreditation Bodies	Services to comply with export requirements	Accreditation and certification bodies should develop recognised services for exports in addition to domestic needs
SME Development Agency	Business development Provide/Link to financing, trade promotion, TBT information service providers and technology providers	SME agencies should establish cooperation with trade barrier information providers to enable easy access.

6.1.3 Central Coordination

Establishment of a focal point for providing information services on technical trade barriers is necessary for ensuring a coordinated approach. The government agencies responsible for trade policy would be an appropriate focal point to undertake this role.

This interagency coordination ensures that the various resources that are available in member economies are utilised in a coordinated manner to provide information and assistance on trade barriers to exporters.

6.1.4 Proactive Identification of Potential Trade Barriers

The practice of proactively identifying specific technical trade barriers that industries face has been adopted by some agencies. Such information is collected through various means (eg: surveys, invitations for web-based feedback, visits to factories and hotline complaints service). Besides helping in identifying information needs of exporters, this information provides for reduction of trade barriers through direct intervention by trade officials and also inputs for trade policy development.

The complexity and extensiveness of information on trade barriers has led several agencies to focus on selected sectors in order to optimise use of resources. Key sectors could be selected based on export trade potential and be periodically reviewed.

6.1.5 Effective Use of the Internet

The use of the internet provides an efficient means to deliver information on trade barriers. The establishment a consolidated website or a well linked internet interface to provide related information on all aspects on technical barriers arising from standards, technical regulations, conformity assessment procedures would assist to provide easy access to exporters.

It would be desirable that this also provides internet links to services such as those for conformity assessment, financing, business development, business matching, trade promotion and marketing and trade promotion that are required by SME exporters.

6.1.6 Service Delivery

Bilateral cooperation between standards bodies of trade partners in establishing web portals for each other's information on technical trade barriers is a practice that APEC members should consider adopting. This concept may be adopted by organisations other than standards bodies. Such cooperation makes trade partner information available with a minimum resource inputs.

6.1.7 Training

Provision of hands on training to enable exporter's personnel to independently search for technical information on standards, technical regulations and conformity assessment procedures is recommended. The availability of extensive information on the internet would lead to exporters increasingly self sufficient.

6.2 Areas of Cooperation with APEC

6.2.1 Network for Information Sharing

The development of a network of APEC export technical assistance providers to aid the flow of information is recommended.

This could facilitate smoother flow of information to assist in providing quicker service to exporters and aid in resolving technical trade barrier concerns at an early stage.

It was noted that some information sharing initiatives are already in place within APEC (eg: the APEC Toy Safety Initiative and Part 1 of the APEC EE MRA)

7. Conclusions

Eighteen APEC economies participated in the study, thus representing both the large and small economies on both sides of the pacific. The results of the survey and study are thus substantially representative of the situation in the APEC region.

The results of the survey indicated a range of strategies, organisational arrangements and practices in delivery of information services on technical barriers to trade available in APEC member economies. This diversity indicates the differing levels of support available to exporters. The differences in types of services provided by the agencies responsible are reflective of the varying levels of development, priority allocated and sophistication of the agencies involved.

This study identified a range of practices at both strategic and tactical level that have been successfully implemented by member economies with good results. Member economies may review and consider adoption of these to optimise their own practices.

The study has also indicated a potential for enhanced APEC-wide cooperation on the provision of information services on technical barriers to trade.

Annex A

Questionnaire

APEC Study On Export Assistance Technical Assistance Models

To:
APEC member economies

Dear Colleagues

Standards, conformity assessment procedures and technical regulatory requirements pose significant barriers to trade particularly for small and medium enterprises (SMEs) seeking export markets. Many APEC economies have launched initiatives to help their businesses overcome these regulatory hurdles.

This study on Export Technical Assistance Models is conducted under the auspices of the APEC Subcommittee on Standards and Conformance (SCSC).

For the first phase of the study, a questionnaire to survey existing export technical assistance models within APEC member economies is circulated. The survey will help to identify some of the best practices amongst APEC economies. Visits will follow to selected organisations in the identified APEC member economies for more detailed studies.

The attached questionnaire is in **two parts**.

Part 1 is to be completed by the SCSC member only.

Part 2 is to be completed by each agency or organisation (including the SCSC member if appropriate) that provides export technical assistance to SMEs.

We seek your kind assistance to provide your inputs by **30 October 2009** electronically to Mr Rajinder Raj Sud, email: rajinder.raj.s@gmail.com and copied to Ms Rachel Choy at rachel_choy@spring.gov.sg and your respective economies' SCSC representatives

Thank you for your cooperation.

LAM KONG HONG
PROJECT OVERSEER
SPRING SINGAPORE

PART 1
(To be completed by APEC SCSC member)

Questionnaire
APEC Study On Export Assistance Technical Assistance Models

1. Contact Information

Economy :	
Name of Contact Person:	
Telephone:	Fax:
Email:	

2. Agencies responsible for provision of information services for export assistance
(List all organisations within the economy that are engaged in providing information services on foreign technical regulations.)

Name and website	Scope of Activity	Sectors covered	Which Ministry do they report to?
1. <i>website url:</i>			
2 <i>website url:</i>			
3 <i>website url:</i>			
4 <i>website url:</i>			
5: <i>website url:</i>			

3. Please state the organisational and operational links between the agencies listed above. *(State nil if there are no links)*

a) Do the agencies report to the same ministry in the government?	Yes/No
b) Do any the agencies above provide services jointly?	Yes/No

4. Please name the agency (ies) **that has the overall responsibility** of providing information services on overcoming technical barriers to trade.

(Indicate "nil" if there is no such agency, or indicated "shared" if the responsibility is distributed to two or more organisations)

- 5a. Name of agency responsible for providing services for SME development.

- 5b. Are information services on overcoming technical barriers to trade provided by this agency? Yes / No

- 6a. Name of agency responsible for promotion of external trade.

- 6b. Are information services on overcoming technical barriers to trade provided by this agency? Yes / No

PART 2
(To be completed by each agency or organisation providing export technical assistance)

Questionnaire
APEC Study On Export Assistance Technical Assistance Models

1. Contact Information

Economy :	
Name of Agency	
<input type="checkbox"/> Government Agency <input type="checkbox"/> Non Government Agency <i>(Please tick the appropriate)</i>	
Name of Contact Person:	
Telephone:	Fax:
Email:	
Website Address (if available)	

2. Range of services provided for assisting exporters overcome technical barriers to trade.

Services	Yes/No	If Yes, sectors covered	Fee payable? (Yes/No)
<u>Enquiry Services</u>			
a) Platform for receiving enquiries regarding export technical regulations (eg: telephone hotline, email address)			
b) Provision of consultancy services on complying with export regulations and standards (excluding product development service)			
<u>Awareness Promotion</u>			
<i>Outreach and Education</i>			
a) Maintain a website with relevant information on technical barriers to assist exporters			
b) Maintain a database (online or physical library) of export technical regulations for exporters			
c) Seminars and workshops on export technical regulations (both classroom or			

Services	Yes/No	If Yes, sectors covered	Fee payable? (Yes/No)
web based)			
d) Dialogue sessions with relevant industry and trade associations			
e) Coordinate industry inputs and comments for public consultations for impending technical regulations impacting exporters			
Dissemination of Information			
a) Monitoring of developments in technical regulations and standards in relevant export markets and products			
b) Dissemination of alert notices on changes to technical regulations			
c) Dissemination of WTO-TBT notifications to interested parties			
d) Publications on export regulations affecting key products/sectors of export (eg: guidebooks, fact sheets, guidance documents)			
e) Translation services on export requirements			
Other Services Provided for Assisting Exporters to overcome TBTs <i>(please list below)</i>			

3. Information on Export Assistance Services Provided

i. Please list the **major services** provided in order of significance.

No.	Service	No. of Clients served annually
1		
2		
3		
4		
5		

ii. Indicate the total number of staff directly engaged in the provision of the services listed in question 2 above. _____

iii. Please provide details of where the following information on your agency/organisation may be obtained:

a. Annual Reports: _____

b. Information on the services provided: _____

c. Studies and research reports on technical barriers to trade

iv. Please indicate your agency/organisation's resources in gathering the information provided to exporters. (e.g. multilateral agencies, trade partners economies, private sector organisations, newsletter subscriptions, WTO etc)

1	
2	
3	
4	
5	

v. Coordination Work

i) Have high level policies or plans been established by the government that guide the agency in providing its services?	Yes/No
ii) If Yes please name the organisation that has established these plans or policies	Name:

Annex B

Seminar on Export Assistance Technical Assistance Models

Seminar Programme

- 08:30am **Registration**
- 09:00am **APEC 2010 Priorities**
SOM Chair Office, Japan
- 09:10am **Welcome Address**
Mr Tatsuo Yamamoto, Director-General for Technical Regulations, Standards & Conformity Assessment Policy Unit, Ministry of Economy, Trade and Industry (METI), Japan, Chair, Subcommittee on Standards and Conformance (SCSC)
- 09:20am **Opening Address**
Mr Teo Nam Kuan, Group Director, Quality and Standards Group, SPRING Singapore, Vice-Chair SCSC, Singapore
- 09:30am **Findings of the APEC Study on Export Technical Assistance Study**
Mr Rajinder Raj Devraj Sud, Consultant for APEC
CTI 36/2009T
- 10:00am **Tea Break**
- SESSION 1 - Sharing of Experiences**
- 10:15am **Export Technical Assistance for Singapore Industries**
Ms Rachel Choy, Manager, Planning and International Policy Dept, Quality and Standards Group, SPRING Singapore
- 10:45am **Engaging Industries in TBT Matters**
Mr Peter Lin, Senior Specialist, Trade Development Section, The Chinese National Federation of Industries, Chinese Taipei
- 11:15am **Information and Exporter Assistance Services For SMEs**
Mr Mario Lavin, Assistant of Strategic Development Department General Directorate of International Economic Affairs -ProChile
- 11:45am **The United States' Experience and Initiatives to help Exporters with TBTs**
Ms Jennifer Stradman, International Trade Specialist
Office of the ITA Standards Liaison, U.S. Department of Commerce
- 12:20pm **Question & Answer Session**
Moderator Mr Rajinder Raj Devraj Sud, Consultant for APEC
CTI 36/2009T
- 01:00 pm **Lunch**

SESSION 2 – Recommendations to APEC (Breakout Group Discussions)

02:15pm	Three breakout groups to address the following:
	i. What are the good practices for providing information on technical barriers to trade that APEC economies may adopt for maximum impact?
	ii. How can networks and linkages be strengthened within individual APEC Economies to ensure effective information support is available for exporters?
	iii. How can APEC SCSC cooperate in making information services available for industries so as to facilitate exports?
03:15pm	Presentation of Outcomes from Breakout Groups
04:00pm	Tea Break
04:30pm	Conclusions and Recommendations to APEC
05:00pm	End

Breakout Group Discussion Topics

- **3 tables for each discussion group.**
- **Each discussion group to appoint a representative to collate the information into power point slides (max 5 slides) and present the group's recommendations (10mins)**

Group 1

What are the good practices for providing information on technical barriers to trade that APEC economies may adopt for maximum impact?

APEC economies have established a number of institutions and arrangements for the task of providing information on technical barriers to trade. This task has been identified as an important component in the services provided to businesses to improve market access and expand export trade. The findings of this study, and presentations from APEC member economies show that wide range of initiatives and practices in place. Participants are called upon to reflect on these findings and their own experience in providing information and related services to promote exports, with a focus on SMEs, and to identify practices that can be recommended to have maximum impact, are amenable for implementation in APEC economies.

Group 2

How can networks and linkages be strengthened to ensure effective information support is available for exporters?

The collection and dissemination of information trade barriers is dependent on networks of organisations and persons. Information service providers source information from external (global) sources and also from other domestic sources. There are a number of international sources of information. The dissemination of information to exporters can be facilitated through networks and cooperation

arrangements between information providers and other organisations that have good links with SMEs and exporters.

This group is requested to explore networks that are available for the collection of information and also those that can serve to effectively disseminate information on technical trade barriers to exporters. Specific concerns and limitations faced by SMEs should be taken into account. This Group is called upon to identify these networks, the cooperative arrangements and methods of communication between the parties involved for both the information collection and dissemination.

Group 3

How can APEC SCSC cooperate in making information services available for industries so as to facilitate exports?

This Group is called upon to deliberate upon and recommend future initiatives that APEC SCSC may consider to adopt with regard to enhancing members capacity to provide information services to industry (focussing on SMEs) towards the wider SCSC's objectives of promoting free and open trade. Participants are requested to take into account, the findings of this study, existing information sharing arrangements such as those under the EE MRA, the Toy Safety MRA and may consider any other ideas that they have.

Annex C

Summary Reports of Arrangements for Provision of TBT information in APEC Economies

Summary Reports of technical assistance arrangements for the provision of information and related services on standards, conformity assessment procedures and technical regulatory requirements of export markets.

Economy	Page
Australia	35
Brunei Darussalam	38
Canada	40
Chile	44
Hong Kong,China	47
Indonesia	51
Republic of Korea	54
Malaysia	57
Mexico	61
New Zealand	64
Papua New Guinea	68
Peru	71
The Philippines	74
Singapore	77
Chinese Taipei	81
Thailand	86
The United States	89
Viet Nam	94

Summary of types of agencies engaged in the provision of information services on standards conformance and technical regulations for export.

Economy	NSB	TPO	SME	TBT	SPS	Ministries	Trade Associations	Others
Australia		√		√	√	√		
Brunei Darussalam	√							
Canada	√	√		√	√	√		√
Chile	√	√	√	√	√	√		
Hong Kong, China	√	√	√			√		√
Korea	√	√	√	√		√		
Indonesia	√			√				
Malaysia		√		√		√		√
Mexico	√	√	√	√	√	√		√
New Zealand	√	√		√		√		√
Papua New Guinea	√			√				
Peru	√	√			√			
The Philippines	√	√		√	√		√	√
Singapore	√	√	√					
Chinese Taipei	√	√	√	√	√	√	√	√
Thailand	√		√	√	√	√		√
The United States		√		√				
Viet Nam	√	√		√	√			

Note :

NSB - National standards bodies, TPO - trade promotion organisations, SME - enterprise development agencies, TBT - enquiry and notification authorities, SPS- enquiry and notification authorities, Ministries – ministries (including departments) responsible for foreign trade, Others – organisations other than those in one of the identified categories

Member Economy:	Australia	
Agencies providing Information Services on technical regulations and standards for export:	<ul style="list-style-type: none"> i. Australian Trade Commission (Austrade) ii. The Australian TBT Contact Point iii. The Australian SPS Contact Point 	
Types of services provided	<p><u>Enquiry Services</u></p> <ul style="list-style-type: none"> a) Receiving and responding to enquiries regarding export technical regulations (eg: telephone hotline, email, mail) b) Provision of consultancy services on complying with export regulations and standards (excluding product development service) 	<p>Austrade provides information on export requirements on line. It provides a fee based consultancy service through overseas representatives.</p> <p>It provides links to a range of other organisations providing sector specific information; AQIS (quarantine and border controls), Standards Australia (foreign and international standards), DAFF (agriculture, fisheries, forestry)</p>
	<p><u>Awareness Promotion</u> <i>Outreach and Education</i></p> <ul style="list-style-type: none"> a) Maintenance of a website with relevant information on technical barriers to assist exporters b) Maintain a database (online or physical library) of export technical regulations for exporters c) Seminars and workshops on export technical regulations (both classroom or web based) d) Dialogue sessions with relevant industry and trade associations 	<p>Austrade manages a comprehensive website which provides export related guides and general information. The information includes that on technical barriers for major products for key markets. (free) It also provides links for commercial services, grants and incentives available.</p> <p>It also organises workshops and events across the economy and also through the internet which are generally free.</p>

	e) Coordinate industry inputs and comments for public consultations for impending technical regulations impacting exporters	
	<p>Dissemination of Information</p> <p>a) Monitoring of developments in technical regulations and standards in relevant export markets and products</p> <p>b) Dissemination of alert notices on changes to technical regulations</p> <p>c) Dissemination of WTO-TBT notifications to interested parties</p> <p>d) Publications on export regulations affecting key products/sectors of export (eg: guidebooks, fact sheets, guidance documents)</p> <p>e) Translation services on export requirements</p>	<p>Austrade provides information on FTAs Standards Australia maintains and disseminates standards.</p> <p>Department of Foreign Affairs and Trade acts as Australia's TBT Contact Point and disseminates WTO TBT notifications to interested parties</p> <p>Austrade has developed a substantial range of publications on key markets and products and also case studies (available online). These include general information on technical barriers.</p>
Other Services		
Department of Agriculture, forestry and fisheries (DAFF) Australian SPS contact point	This agency distributes notifications on SPS to interested parties within the economy and assists exporters to obtain details of technical barriers from other WTO members.	
SAI Global Limited	Sales and information on international and foreign standards	

Profile of Agencies

Department of Foreign Affairs and Trade

This department oversees Australia's foreign trade. It provides online information on regional and bilateral Free Trade Agreements, and international trade agreements. It also acts as Australia's WTO TBT Contact point.

Australian Trade Commission (Austrade)

This is the Australian Government's trade and investment development agency, operating as an agency within the Department of Foreign Affairs and Trade. It is mandated to provide trade and investment related services. It provides extensive market information for main Australian exports and major markets. The information includes general information on standards and technical regulations .

Its publications include case studies of successful exporters, a monthly e newsletter (Export Update). It also provides links to information on all FTAs that Australia has entered into. It also has a link to Small Business Advisory services that are part funded by the government.

Links are also provided to other agencies that provide incentives and grants, market, financial or other related services.

Department of Agriculture, forestry and fisheries (DAFF) Australian SPS contact point

DAFF provides information on SPS, TBT and trade agreements on its website. The website has substantial information on requirements to export agricultural forestry and fisheries products from Australia. It also provides information on grants and incentives available to exporters.

The Australian SPS contact point is located in the Department of Agriculture, Forestry and Fisheries (DAFF). The functions of the Australian SPS contact point include:

- Distributing SPS notifications to interested stakeholders within Australia
- Obtaining further details on other economies' SPS notifications
- Sending Australian SPS notifications to the WTO for publication on their website, and
- Coordinating Australian comments on other WTO Member economies' SPS notifications.

Government information gateway

The business.gov.au website is an online government resource for the Australian business community. It provides links to the whole range of services provided by agencies across government. Information available on technical regulations is however limited and of a generic nature. The focus is on market and commercial information.

Member Economy:	Brunei Darussalam	
Agencies providing Information Services on technical regulations and standards for export:	Ministry of Development (MOD)	
Types of services provided	<p><u>Enquiry Services</u></p> <p>a) Receiving and responding to enquiries regarding export technical regulations (e.g: telephone hotline, email, mail)</p> <p>b) Provision of consultancy services on complying with export regulations and standards (excluding product development service)</p>	MOD provides and enquiry service on construction materials.
	<p><u>Awareness Promotion</u></p> <p><i>Outreach and Education</i></p> <p>a) Maintenance of a website with relevant information on technical barriers to assist exporters</p> <p>b) Maintain a database (online or physical library) of export technical regulations for exporters</p> <p>c) Seminars and workshops on export technical regulations (both classroom or web based)</p> <p>d) Dialogue sessions with relevant industry and trade associations</p> <p>e) Coordinate industry inputs and comments for public consultations for impending technical regulations impacting exporters</p>	

	<p>Dissemination of Information</p> <p>a) Monitoring of developments in technical regulations and standards in relevant export markets and products</p> <p>b) Dissemination of alert notices on changes to technical regulations</p> <p>c) Dissemination of WTO-TBT notifications to interested parties</p> <p>d) Publications on export regulations affecting key products/sectors of export (eg: guidebooks, fact sheets, guidance documents)</p> <p>e) Translation services on export requirements</p>	<p>MOD disseminates WTO//TBT selected notifications to interested parties.</p>
Other Agencies	Services provided and sectors covered	
Construction Planning and Research Unit, Ministry of Development (CPRU)	Maintains a library of International standards for reference by industry.	

Profile of Agencies

Ministry of Development (MOD) and Construction Planning and Research Unit, (CPRU)

MOD is the ministry responsible for physical development of the nation. The Construction Planning and Research Unit (CPRU) established within this Ministry, functions as the focal point for standards activities. The Unit maintains a full library of International Standards and is the focal point for conformity assessment activities.

Member Economy:	Canada	
Agencies providing Information Services on technical regulations and standards for export:	<ul style="list-style-type: none"> i. Canada Border Services Agency (CBSA) ii. Standards Council of Canada (SCC) iii. Department of Foreign Affairs and International Trade, Canada (Virtual Trade Commissioner Web site -VTC) 	
Types of services provided	<p><u>Enquiry Services</u></p> <ul style="list-style-type: none"> a) Receiving and responding to enquiries regarding export technical regulations (eg: telephone hotline, e-mail) b) Provision of consultancy services on complying with export regulations and standards (excluding product development service) 	<p>SCC provides a free information service as well as a fee-based custom research service</p>
	<p><u>Awareness Promotion</u> <i>Outreach and Education</i></p> <ul style="list-style-type: none"> a) Maintenance of a website with relevant information on technical barriers to assist exporters b) Maintain a database (online or physical library) of export technical regulations for exporters c) Seminars and workshops on export technical regulations (both classroom or web based) d) Dialogue sessions with relevant industry and trade associations 	<p>CBSA operates the Small and Medium-sized Enterprise Centre which provides export related guides and general information. The information includes that on technical barriers for major products for key markets. CBSA organises seminars of specific export interest. (free)</p> <p>VTC publishes trade barriers from the CIMAR (Canada's International Market Access Report) database free. VTC also publishes reports, including those on technical barriers.</p>

	<p>e) Coordinate industry inputs and comments for public consultations for impending technical regulations impacting exporters.</p>	
	<p><i>Dissemination of Information</i></p> <p>a) Monitoring of developments in technical regulations and standards in relevant export markets and products</p> <p>b) Dissemination of alert notices on changes to technical regulations</p> <p>c) Dissemination of WTO-TBT notifications to interested parties</p> <p>d) Publications on export regulations affecting key products/sectors of export (eg: guidebooks, fact sheets, guidance documents)</p>	<p>VTC provides information on FTAs, a searchable database on trade barriers (CIMAR), publishes CANAEXPORT, an e-magazine on current trade concerns.</p> <p>SCC maintains a database of Canadian standards. It disseminates information pertaining to the scope of standards. It also provides a free general enquiry service</p> <p>SCC operates “Export Alert service” (free), and distributes WTO-TBT & SPS notifications through the service</p>

Profile of Agencies

Canada Border Services Agency (CBSA) CBSA

The Agency has the mandate for providing integrated border services that support national security and public safety priorities and facilitate the free flow of persons and goods, including animals and plants.

The CBSA provides a range of services to assist exporters through its SME Enterprise Centre.

A vast amount of information is provided on line The Agency also organises nationwide seminars for Canadian exporters, both of general export requirements and also on specific technical requirements for selected products and markets. The major part of the information provided is of a generic nature and this includes information on barriers imposed on exporters under Canadian law, FTAs, obligations arising out of international agreements, incentives available and general trade practices. There additionally some specific information on technical barriers on few selected sectors.

Links are also provided to other agencies that provide market, financial or other related services.

Standards Council of Canada (SCC)

The SCC is the national standards and accreditation body for Canada. The organisation operates the National WTO TBT and SPS Enquiry Points, and serves as the ISONET Information Centre.

SCC provides a range of information services on standards and technical regulations to exporters. The services provide are:

- A web based "Export Alert "system on disseminating WTO/TBT and SPS notifications to interested parties. The system includes a follow-up service for obtaining technical regulations and submitting comments. (Free)
- Information service on standards including identification of standards for export. (free)
- Custom research standards, legislation and conformity assessment requirements in world markets.(fee based)
- Operation of a technical documentation centre with a collection of international and major developed economy standards with a reference service and search tools available for public use.

Department of Foreign Affairs and International Trade, Canada

The Department is responsible for Canada's participation in global, regional and bilateral trade agreements. It provides a number of services that are of interest to exporters.

The department operates the "**Virtual Trade Commissioner (VTC)**" which is a gateway to personalized information online. The VTC contains market related information and also generic information on technical barriers to trade. It provides links and advice for obtaining further specific market and product related information and an enquiry service.

It publishes CANADEXPORT articles, an *e-magazine* that provides export related information, including information on technical barriers to trade.

It also publishes the "Canada's International Market Access Report (CIMAR)" Trade & Investment Barriers Database", providing information on foreign trade and investment barriers.

Member Economy:	Chile	
Agencies providing Information Services on technical regulations and standards for export	<ul style="list-style-type: none"> i. General Directorate of International Affairs (DIRECON) ii. ProChile , the Export Promotion Bureau 	
Types of services provided	<p><u>Enquiry Services</u></p> <ul style="list-style-type: none"> a) Receiving and responding to enquiries regarding export technical regulations (e.g: telephone hotline, email, mail) b) Provision of consultancy services on complying with export regulations and standards (excluding product development service) 	DIRECON through, ProChile the national Export Promotion Bureau, provides an enquiry and consultancy services on all aspects of export trade.
	<p><u>Awareness Promotion</u> <i>Outreach and Education</i></p> <ul style="list-style-type: none"> a) Maintenance of a website with relevant information on technical barriers to assist exporters b) Maintain a database (online or physical library) of export technical regulations for exporters c) Seminars and workshops on export technical regulations (both classroom or web based) d) Dialogue sessions with relevant industry and trade associations 	<p>Pro Chile maintains a web based search facility containing information on barriers to trade. Additionally it has market and information on standards, conformity assessment and technical regulations for all key markets on its website.</p> <p>It organises seminars and workshops on requirements for export for selected sectors agro-industrial, seafood, manufactures, services, and forestry sectors.</p>

	e) Coordinate industry inputs and comments for public consultations for impending technical regulations impacting exporters	
	<p>Dissemination of Information</p> <p>a) Monitoring of developments in technical regulations and standards in relevant export markets and products</p> <p>b) Dissemination of alert notices on changes to technical regulations</p> <p>c) Dissemination of WTO-TBT notifications to interested parties</p> <p>d) Publications on export regulations affecting key products/sectors of export (eg: guidebooks, fact sheets, guidance documents)</p> <p>e) Translation services on export requirements</p>	<p>The Ministry of economy monitors information on technical barriers and publishes an annual report.</p> <p>The information on technical barriers is disseminated to interested parties via newsletters to all sectors related to industry, food, agriculture, fruit, and services.</p> <p>Export regulations affecting key products/sectors of export are published by ProChile in its website.</p> <p>Translators and interpreter contacts are provided to exporters</p>
Other Agencies	Services provided and sectors covered	
Ministry of Economy, SME Division	Publication of a document containing the main barriers of the Chilean products in other economies annually.	
CORFO (SME Development organisation under the Ministry of Economy)	Provides a range of programmes for the development of enterprises including SMEs. The services provided include financial support, technological innovation support and quality improvement services for potential exporters.	
INN	INN is the national standards body and it maintains a library of international and foreign standards..	

Role of Main Agencies

DIRECON Ministry of Foreign Affairs and ProChile, Export Promotion Bureau

Directorate General for International Economic Relations (DIRECON) under the Ministry of Foreign Affairs is the part of government responsible for foreign trade.

ProChile the Export Promotion Bureau is an agency within the DIRECON. ProChile provides marketing support for small and medium enterprises, promotes the use of the opportunities created by trade agreements Chile has entered into. It has a network of offices throughout Chile and in major markets worldwide and provides a range of services available to the exporters that include market and technical information, training, advisory services, trade fairs and conducts studies.

Member Economy:	Hong Kong,China	
Agencies providing Information Services on technical regulations and standards for export:	<ul style="list-style-type: none"> i. Trade and Industry Department (TID) ii. Innovation and Technology Commission (ITC) iii. Hong Kong Trade Development Council (HKTDC) 	
Types of services provided	<p><u>Enquiry Services</u></p> <p>a) Receiving and responding to enquiries regarding export technical regulations (eg: telephone hotline, email, mail)</p> <p>b) Provision of consultancy services on complying with export regulations and standards (excluding product development service)</p>	<p>TID, ITC and HKTDC provide an enquiry service on export technical regulations at no cost.</p> <p>Additionally HKTDC provides a consultancy service to assist exporters.</p>
	<p><u>Awareness Promotion</u> <i>Outreach and Education</i></p> <p>a) Maintenance of a website with relevant information on technical barriers to assist exporters</p> <p>b) Maintain a database (online or physical library) of export technical regulations for exporters</p> <p>c) Seminars and workshops on export technical regulations (both classroom or web based)</p> <p>d) Dialogue sessions with relevant industry and trade associations</p>	<p>TID, ITC and HKTDC maintain websites with information on major sectors with export interest.</p> <p>The HKTDC Business Info Centre contains extensive information on global business and the Product Standards Library of the Products Standards Information Bureau (PSIB) of ITC maintains collection of standards and technical regulations.</p> <p>HKTDC holds seminars and workshops for industry on various sectors and conducts regular dialogues amongst industry players.</p>

	<p>e) Coordinate industry inputs and comments for public consultations for impending technical regulations impacting exporters</p>	
	<p><i>Dissemination of Information</i></p> <p>a) Monitoring of developments in technical regulations and standards in relevant export markets and products</p> <p>b) Dissemination of alert notices on changes to technical regulations</p> <p>c) Dissemination of WTO-TBT notifications to interested parties</p> <p>d) Publications on export regulations affecting key products/sectors of export (eg: guidebooks, fact sheets, guidance documents)</p> <p>e) Translation services on export requirements</p>	<p>TID and HKTDC monitor developments in technical regulations and standards, on major sectors of export interest.</p> <p>TID disseminates alert notices free of charge on technical regulations and standards affecting main sectors. HKTDC operates fee-based alert service.</p> <p>HKTDC has extensive publications for all major export sectors, e-alerts, periodicals, research reports, trade data, guidance documents etc.</p> <p>TID provides Chinese language translation of information.</p>
<p>Other services provided</p>	<p>Standards Sales Service provided by the PSIB of ITC for standards issued by different international standards bodies.</p>	

Profile of Agencies

Trade and Industry Department (TID)

The TID is responsible for, among others, the commercial relations of Hong Kong, China (HKC), promotion and protection of HKC's trade interests as well as supporting and facilitating the development of HKC's small and medium enterprises and industries. TID also provides licensing and certification services for certain commodities in fulfillment of HKC's international and bilateral obligations, and to meet public safety and security requirements.

The TID provides information on trade measures introduced by various major trading partners, activities of international and regional trade organisations and general requirements on import and export. For major trading partners, information on significant technical regulations is also provided. TID disseminates information through electronic circulars and provides free enquiry service.

Innovation and Technology Commission (ITC)

The objectives of the ITC include, among others, the promotion of internationally accepted standards and conformity assessment services to underpin technological development and international trade.

The Product Standards Information Bureau (PSIB) of the ITC provides a comprehensive range of standards-related services; including providing information on local and overseas standards and technical regulations, and assisting the traders to comply with these requirements. Its Product Standards Library maintains a comprehensive collection of documents and publications on standards. This includes international and national standards, technical regulations and product safety requirements implemented in major trading partners. It also provides a sale service for standards, guides, publications or handbooks issued by international and national standards bodies.

The PSIB offers a free technical enquiry/ advisory service on overseas product standards, safety and certification requirements and regulations.

Hong Kong Trade Development Council (HKTDC)

Established in 1966, the Hong Kong Trade Development Council (HKTDC) is the international marketing arm for Hong Kong-based traders, manufacturers and service providers. With more than 40 global offices, including 11 in the Chinese mainland, the HKTDC promotes Hong Kong as a platform for doing business with China and Asia. The HKTDC connects international buyers and sellers through a variety of integrated services, namely its trade fairs, online marketplace and product magazines. One of the world's major trade fair organisers, the HKTDC puts on more than 30 international trade fairs annually in Hong Kong.

The HKTDC website, www.hktdc.com, features about 700,000 registered buyers and more than 100,000 quality suppliers from Hong Kong, the

Chinese mainland and beyond. Users can browse through more than 4,500 clearly defined product categories to find products and services on this website. With 15 product magazines and industry supplements and more than five million readers, the HKTDC is a major publisher. The HKTDC also produces about 150 trade reports, sector-specific updates and business newsletters a year, providing market intelligence on Hong Kong, the Chinese mainland and international markets.

Supporting these services is HKTDC Business Matching, which helps companies find the right partners. Its global databank includes about 700,000 business contacts.

The HKTDC also produces more than 160 seminars, conferences, workshops and forums a year to help Hong Kong companies develop new markets for their products and services. As well, it organises about 600 Hong Kong promotional events around the world, reaching nearly 100,000 business people in key markets each year, and receives about 600 international business missions a year. The HKTDC's serves on six bilateral committees which are high-level business forums promote economic ties between Hong Kong and the European Union, France, Japan, Korea, the United Kingdom and the United States. The HKTDC also serves as Secretariat for the Federation of Hong Kong Business Associations Worldwide.

Member Economy:	Indonesia	
Main agencies providing Information Services on technical regulations and standards for export:	Badan Standardasi Indonesia(BSN) – National Standardisation Agency of Indonesia	
Types of services provided	<p><u>Enquiry Services</u></p> <p>a) Receiving and responding to enquiries regarding export technical regulations (e.g: telephone hotline, email, mail)</p> <p>b) Provision of consultancy services on complying with export regulations and standards (excluding product development service)</p>	BSN is the national TBT enquiry point and provides enquiry service.
	<p><u>Awareness Promotion</u></p> <p><i>Outreach and Education</i></p> <p>a) Maintenance of a website with relevant information on technical barriers to assist exporters</p> <p>b) Maintain a database (online or physical library) of export technical regulations for exporters</p> <p>c) Seminars and workshops on export technical regulations (both classroom or web based)</p> <p>d) Dialogue sessions with relevant industry and trade associations</p> <p>e) Coordinate industry inputs and comments for public consultations for impending technical regulations impacting exporters</p>	<p>BSN maintains a library (open to public) of foreign and international standards and operates an information service covering standards, conformity assessment and technical regulations.</p> <p>BSN organises seminars and workshops on technical requirements for export for selected sectors (e.g. Chemical, food and beverage, rubber, automotive, forestry, fish and fisheries product, agricultural, drinking water)</p>

	<p>Dissemination of Information</p> <p>a) Monitoring of developments in technical regulations and standards in relevant export markets and products</p> <p>b) Dissemination of alert notices on changes to technical regulations</p> <p>c) Dissemination of WTO-TBT notifications to interested parties</p> <p>d) Publications on export regulations affecting key products/sectors of export (eg: guidebooks, fact sheets, guidance documents)</p> <p>e) Translation services on export requirements</p>	<p>BSN monitors TBT notifications and circulates these to interested parties via newsletters.</p>
Other Agencies	Services provided and sectors covered	
Ministry of trade	Provides information on trade agreements. Publishes a number of newsletters on export trade. Maintains a data base with links to trade agreements, trade statistics and market information.	
Name The National Agency for Export Development (NAFED)	Focus on market information for exports and business and market development consultancy and training	
Agency for Agricultural Quarantine	SPS Contact point for Indonesia. Provides essential information on SPS agreement.	

Profile of Agencies

Badan Standardisasi Nasional Indonesia (BSN) - National Standardisation Agency of Indonesia

BSN is the national standards body and also functions as the national TBT enquiry point and notification authority. It monitors and circulates TBT notifications to interested parties through a newsletter and e-mail. BSN has also established an information centre that has a standards library containing international standards and major foreign standards. These are available for reference to the public. It additionally provides an enquiry service on standards and technical regulations to exporters.

Badan Pengembangan Ekspor Nasional (BPEN)-National Agency for Export Development (NAFED)

National Agency for Export Development (NAFED) is an agency of the Ministry of Trade. NAFED and has the functions of assisting Indonesian exporters. Its range of information and consultancy services are focused on market information and business development. It does not focus on technical regulations.

Links are also provided to other agencies that provide market, financial or other related services on NAFED's website

Member Economy:	Republic of Korea	
Agencies providing Information Services on technical regulations and standards for export:	Korean Agency for Technology (KATS)	
Types of services provided	<p><u>Enquiry Services</u></p> <p>a) Receiving and responding to enquiries regarding export technical regulations (e.g: telephone hotline, email, mail)</p> <p>b) Provision of consultancy services on complying with export regulations and standards (excluding product development service)</p>	KATS provides and enquiry service on TBT matters.
	<p><u>Awareness Promotion</u></p> <p><i>Outreach and Education</i></p> <p>a) Maintenance of a website with relevant information on technical barriers to assist exporters</p> <p>b) Maintain a database (online or physical library) of export technical regulations for exporters</p> <p>c) Seminars and workshops on export technical regulations (both classroom or web based)</p> <p>d) Dialogue sessions with relevant industry and trade associations</p> <p>e) Coordinate industry inputs and comments for public consultations for impending technical regulations impacting exporters</p>	

	<p>Dissemination of Information</p> <p>a) Monitoring of developments in technical regulations and standards in relevant export markets and products</p> <p>b) Dissemination of alert notices on changes to technical regulations</p> <p>c) Dissemination of WTO-TBT notifications to interested parties</p> <p>d) Publications on export regulations affecting key products/sectors of export (eg: guidebooks, fact sheets, guidance documents)</p> <p>e) Translation services on export requirements</p>	<p>KATS disseminates WTO//TBT notifications to interested parties has implemented and electronic alert system</p>
Other Agencies	Services provided and sectors covered	
Ministry of Knowledge Economy (MKE)	Operates 11 export centers to provide SMEs with export-related information and consulting services	
Small & Medium Business Administration (SMBA)	Implements a program to support SMEs to obtain international certifications in for areas such as CE (Communité Européenne), NTRL (Nationally Recognized Testing Laboratory) including areas of system certification such as TS 16949 and ISO 14001. SMBA also assists SMES in participation in overseas trade missions and exhibitions and provides training courses on overseas trade.	
Korean Standards Association (KSA)	It provides information on international standards and foreign and sells these standards.	

Profile of Agencies

Korea Trade and Investment Promotion Agency (KOTRA).

The government owned Korea Trade and Investment Promotion Agency has the mandates of implementing trade and investment promotion programmes. KOTRA provides a range of promotional services to exporters. It operates a "business matchmaking" service introducing foreign importers to Korean businesses. KOTRA also organizes or assists with trade missions and exhibitions domestically and overseas. KOTRA's conducts research and issue publications as well as hold seminars on world trade regimes and regional market conditions. It has a trade information library containing g information such as business directories, tariff schedules, periodicals for use by export industry. KOTRA also operates Invest KOREA, the national investment promotion agency

Korean Agency for Technology (KATS)

The Korean Agency for Technology and Standards (KATS), under the Ministry of Knowledge Economy (MKE), is the national standards body and it is also the official enquiry point on industrial products under the WTO Agreement on Technical Barriers to Trade. KATS operates an information service on technological regulations of respective economies, which are notified to the WTO. It has also launched a TBT Notifications Alert Service, which transmits TBT notifications to stakeholders by e-mail and encourages them to submit their comments.

KATS overseas conformity assessment services, certification, registration and testing of industrial products. It operates the Korea Laboratory Accreditation Scheme (KOLAS), which accredits testing and calibration laboratories and inspection bodies, as well as the Korea Accreditation System (KAS), which provides accreditation for product certification bodies.

Member Economy:	Malaysia	
Agencies providing Information Services on technical regulations and standards for export:	National TBT Enquiry Point (SIRIM Berhad) Malaysia External Trade Development Corporation (MATRADE)	
Types of services provided	<p><u>Enquiry Services</u></p> <p>a) Receiving and responding to enquiries regarding export technical regulations (eg: telephone hotline, email, mail)</p> <p>b) Provision of consultancy services on complying with export regulations and standards (excluding product development service)</p>	SIRIM Berhad operates the National TBT Enquiry Point which provides an enquiry service on export technical regulations. The Information Resource Centre of Ministry of International Trade provides an enquiry service on reference materials

	<p><u>Awareness Promotion</u> <i>Outreach and Education</i></p> <p>a) Maintenance of a website with relevant information on technical barriers to assist exporters</p> <p>b) Maintain a database (online or physical library) of export technical regulations for exporters</p> <p>c) Seminars and workshops on export technical regulations (both classroom or web based)</p> <p>d) Dialogue sessions with relevant industry and trade associations</p> <p>e) Coordinate industry inputs and comments for public consultations for impending technical regulations impacting exporters</p>	<p>The website of the National enquiry point has limited general information on WTO/TBT for exporters. MITI provides information on trade agreements on its website.</p> <p>The Food Safety and Quality Division of the Ministry of Health has information on fishery products exports to EC.</p> <p>MATRADE organises seminars and conducts dialogue sessions on export requirements including on technical barriers to trade.</p> <p>MITI conducts dialogues, engages in consultation and holds seminars on selected technical barriers to export trade.</p>
	<p><i>Dissemination of Information</i></p> <p>a) Monitoring of developments in technical regulations and standards in relevant export markets and products</p> <p>b) Dissemination of alert notices on changes to technical regulations</p> <p>c) Dissemination of WTO-TBT notifications to interested parties</p> <p>d) Publications on export regulations affecting key products/sectors of export (eg: guidebooks, fact sheets, guidance documents)</p> <p>e) Translation services on export requirements</p>	<p>MATRADE monitors developments in technical regulations in export markets.</p> <p>SIRIM Berhad distributes WTO notifications to interested parties through its web based service. It also issues alert notices on significant changes to technical regulations.</p> <p>MATRADE an agency of MITI, publishes guidebooks on a selected number of sectors and markets.</p>

Other Agencies	
Ministry of International Trade and Industry (MITI)	The Ministry of International Trade has the responsibility of overseeing the development and promotion of international trade. Together with its agency, MATRADE (Malaysia External Trade Development Corporation) it provides information and marketing and business development support for developing exports. MARTRADE maintains a website and publishes guidebooks on general export trade and market conditions. MITI website contains information on FTAs. Another agency of MITI, SME Corporation, is responsible for the development of small and medium enterprises.
Food Quality and Safety Division, Ministry of Health Malaysia	This agency is the National Enquiry point for SPS on Food Safety. It provides general information on SPS and has specific information to support fishery products to EU.

Profile of Agencies

SIRIM Berhad

SIRIM Berhad is a multifunction agency, with activities in industrial research, standards, conformity assessment and metrology. It manages the National TBT Enquiry Point as part of its standards development function. The TBT enquiry point operates a web based distribution system of TBT notifications and also circulates alerts of new significant technical regulations. It provides an enquiry service to exporters and assists in the sourcing of technical regulations.

The Technical Information service manages a publicly assessable library containing international and major foreign standards. The services provided include sales for standards.

Ministry of International Trade (MITI), MATRDE and SMIDEC

The Ministry of International Trade is responsible for industrial development and international trade. It has specialised agencies for the functions of trade promotion, MATRADE (Malaysia External Trade Development Corporation), investment promotion, MIDA (Malaysian Industrial Development Agency), small and medium enterprise development, SME Corporation and productivity enhancement Malaysia Productivity Corporation.

MITI together with MATRADE provide trade data, information on export markets, FTAs, and general guidance on exports through its websites and through seminars and training.

Ministry of Health, Food Safety and Quality Division.

This agency is responsible for national food safety and is the SPS contact point for food safety. It provides information on Codex, standards and general information on SPS.

Member Economy:	Mexico	
Agencies providing Information Services on technical regulations and standards for export:	Ministry of Economy	
Types of services provided	<p><u>Enquiry Services</u></p> <p>a) Receiving and responding to enquiries regarding export and import technical regulations (e.g: telephone hotline, email, mail and fax)</p> <p>b) Provision of consultancy services on complying with export and import regulations and standards (excluding product development service)</p>	<p>DGN offers an enquiry services for enquires on export and import requirements for all sectors.</p> <p>Export assistance consultancy is provided through DGN and through COMPEX in the Ministry of Economy.</p>
	<p><u>Awareness Promotion</u> <i>Outreach and Education</i></p> <p>a) Maintenance of a website with relevant information on technical barriers to assist exporters and importers</p> <p>b) Maintain a database (online or physical library) of export technical regulations for exporters</p> <p>c) Seminars and workshops on export technical regulations (both classroom or website)</p> <p>d) Continued dialogue sessions with relevant industry and trade associations</p> <p>e) Coordinate industry comments on impending technical regulations impacting exporters to be raised to WTO Members for mutually satisfactory solution.</p>	<p>The Ministry of Economy provides information on FTA's and also maintains databases on foreign technical regulations and of Organizations International on Standardization</p> <p>The Ministry of Economy provides seminars and workshops on export requirements for industry and has established systems to obtain comments and inputs from industry.</p>

	<p>Dissemination of Information</p> <p>a) Monitoring of developments in technical regulations and standards in relevant export markets and products</p> <p>b) Dissemination of alert notices on changes to technical regulations locally and internationally</p> <p>c) Dissemination of WTO-TBT notifications to interested parties</p> <p>d) Publications on export regulations affecting key products/sectors of export (eg: guidebooks, fact sheets, guidance documents)</p> <p>e) Translation services on export requirements</p>	<p>DGN has established the NOTIFICANORM-ALERT system that disseminates notifications on WTO TBT and SPS alerts to exporters and importers</p>
<p>Other Agencies</p>	<p>Services provided and sectors covered</p>	
<p>Sistema Integral de Información de Comercio Exterior</p>	<p>This is a web based integrated system of comprehensive information on foreign trade.</p>	
<p>Centro Promotor de Diseño (Development Center of Design-Mexico)</p>	<p>This is a joint public- private sector initiative that offers technical support services in marketing and product development, for the micro, small and medium enterprises to increase competitiveness, in the national and international markets.</p>	
<p>Mexican- European Union Business Center (Centro Empresarial México Unión Europea) CEMUE)</p>	<p>CEMUE manages PIAPyME which is an integrated support program for SMEs. CEMUE is a joint Mexican and European Commission programme that seeks to strengthen economic relations, trade and business between Mexico and the European Union.</p> <p>It implements a wide range of technical assistance programmes, training and information services, targeted at individual companies, business groups and European and Mexican operators, both private and public.</p>	

Profile of Agencies

Ministry of Economy

The Ministry of information provides information on trade agreements and trade data. The Ministry provides comprehensive business general information system (SIEM) through a specialised website (SIEM). The Ministry through, the Joint Commission for the Promotion of Exports (COMPEX) coordinates the provision of business and market consultancy and support to industry. The Joint Commission is also part of the Federal Executive which aims to analyse, evaluate, propose and coordinate actions among public and private sectors in the export of goods and services.

The Ministry of Economy is the Secretariat for Small and Medium Business that has programmes for assisting these to export.

General Bureau of Standards (DGN)

DGN is the enquiry point for the national standards system which coordinates the functions of standards development organisation in Mexico. It also coordinates the publications of technical regulations published for 11 Dependencies of the standardisation government. It is an agency of the Ministry of Economy and also serves as notification for both the WTO TBT, SPS Agreement and bilaterally with the Members of Free Trade Agreements.

DGN is a member body of ISO, IEC and Codex Alimentarius and they are Organization International of Standardization by recognized by WTO.

PROMEXICO

A trade promotion agency PROMEXICO has been established under the Ministry of Economy promote foreign investments and provides marketing, consultancy and promotions for Mexican exporters.

Member Economy:	New Zealand	
Main agencies providing Information Services on technical regulations and standards for export:	iv. New Zealand Trade and Enterprise (NZTE) v. New Zealand Centre for SME Research vi. Standards New Zealand (SNZ) vii. Ministry of Economic Development viii. Ministry of Foreign Affairs and Trade	
Types of services provided	<u>Enquiry Services</u> a) Receiving and responding to enquiries regarding export technical regulations (eg: telephone hotline, email, mail)	NZTE responds and provides information to queries relative to export regulations covering the prioritized sector of the government. SNZ operates an enquiry service on TBT notifications.
	b) Provision of consultancy services on complying with export regulations and standards (excluding product development service)	No agency providing such services has been identified.
	<u>Awareness Promotion</u> <i>Outreach and Education</i> a) Maintenance of a website with relevant information on technical barriers to assist exporters	

	b) Maintain a database (online or physical library) of export technical regulations for exporters	NZTE has some market data and reports on selected products and markets on its website. These economy reports contain a limited amount of generic information on technical regulations in the target markets.
	c) Seminars and workshops on export technical regulations (both classroom or web based)	NZTE conducts seminars and workshops on technical export regulations with government identified prioritized sectors as recipients.
	d) Dialogue sessions with relevant industry and trade associations e) Coordinate industry inputs and comments for public consultations for impending technical regulations impacting exporters.	NZTE and SMERC has initiatives that allow for dialogue with relevant industry and trade associations.
	Dissemination of Information a) Monitoring of developments in technical regulations and standards in relevant export markets and products	SNZ as the national standards body maintains a database of standards and is a sales agent for international and selected foreign standards
	b) Dissemination of alert notices on changes to technical regulations	Updates to legislation and regulations are available on NZ government website. http://newzealand.govt.nz/

	c) Dissemination of WTO-TBT notifications to interested parties	SNZ, the appointed TBT enquiry point, operates an email service on WTO/TBT notifications and assists in obtaining copies of foreign technical regulations
	d) Publications on export regulations affecting key products/sectors of export (eg: guidebooks, fact sheets, guidance documents)	
	e) Translation services on export requirements	
Other Services		
Standards New Zealand	Information on national and international standards.	

Profile of Agencies

New Zealand Trade and Enterprise (NZTE)

New Zealand Trade and Enterprise is the New Zealand Government's national economic development agency. The services provided include business and market development advice. It manages associated financial incentives and grants for selected industries.

NZTE provides a range of services to assist exporters. It has substantial information on its website on target export markets and products. This often includes general information on technical regulations and standards. The website contains reports from successful exporters. NZTE distributes a e-newsletter containing current developments, business opportunities and market intelligence. The website has information on FTAs and other international trade agreements. Links are also provided to other agencies that provide market, financial or related services.

NZTE works in cooperation with the **Ministry of Foreign affairs and Trade (MFAT)**. Services provided by MFAT include assistance to help overcome barriers for exporters entering international markets (e.g. tariffs, import restrictions, health or packaging requirements).

New Zealand Centre for SME Research

This centre, in Massey University, conducts research on SME related issues. It also holds dialogue sessions with relevant industry and trade associations and monitors of developments in technical regulations and standards in relevant export markets and products.

Standards New Zealand (SNZ)

Standards New Zealand is the national standards body and operates the National TBT enquiry point on behalf the Ministry of foreign affairs and trade. It maintains and sells international and selected foreign standards.

SNZ's TBT service provides information to exporters on TBT notifications and assists in obtaining foreign technical regulations.

Member Economy:	Papua New Guinea	
Agencies providing Information Services on technical regulations and standards for export:	National Institute of Standards & Industrial Technology (NISIT)	
Types of services provided	<p><u>Enquiry Services</u></p> <p>a) Receiving and responding to enquiries regarding export technical regulations (e.g: telephone hotline, email, mail)</p> <p>b) Provision of consultancy services on complying with export regulations and standards (excluding product development service)</p>	NISIT provides and enquiry service on TBT matters.
	<p><u>Awareness Promotion</u> <i>Outreach and Education</i></p> <p>a) Maintenance of a website with relevant information on technical barriers to assist exporters</p> <p>b) Maintain a database (online or physical library) of export technical regulations for exporters</p> <p>c) Seminars and workshops on export technical regulations (both classroom or web based)</p> <p>d) Dialogue sessions with relevant industry and trade associations</p> <p>e) Coordinate industry inputs and comments for public consultations for impending technical regulations impacting exporters</p>	

	<p>Dissemination of Information</p> <p>a) Monitoring of developments in technical regulations and standards in relevant export markets and products</p> <p>b) Dissemination of alert notices on changes to technical regulations</p> <p>c) Dissemination of WTO-TBT notifications to interested parties</p> <p>d) Publications on export regulations affecting key products/sectors of export (eg: guidebooks, fact sheets, guidance documents)</p> <p>e) Translation services on export requirements</p>	NISIT disseminates WTO//TBT notifications to interested parties.
Other Agencies	Services provided and sectors covered	
National Fisheries Authority (NFA)	Implementation of the Fish Export Quality Standard Fresh & Canned Fish	
Department of Agriculture & Livestock	Agricultural Primary Products Export Assistance Agriculture	
Department of Trade	General	
National Agriculture Quarantine & Inspection Authority (NAQIA)	National Contact for WTO – Sanitary & Phyto-Sanitary Measures(Live Animals, Plants & Meat Exports	
National Agriculture Research Institute (NARI)	Certification of Rubber for Export	
National Forest Authority (NFA)	Certification of Sawn Timber & Round Logs for Export	
Mineral Resource Authority	Issuance of Gold & Copper Export Permits	

Profile of Agencies

National Institute of Standards & Industrial Technology (NISIT)

NISIT is the national standards body for Papua New Guinea. Its functions and responsibilities include

- Development, adoption, and publication of Papua New Guinea Standards (PNGS).
- Dissemination of standards information to industries and the public through public awareness programs and seminars.
- Sales of foreign and international standards

NISIT provides an advice to the industry on standards and conformance issues upon industry requests. It has established a Standards Information Centre that respond to all queries from industry regarding standards and other related information.

NISIT is the WTO-TBT Contact Point for Papua New Guinea where information received is transmitted to all concerned stakeholders within the PNG economy.

Member Economy:	Peru	
Agencies providing Information Services on technical regulations and standards for export:	Commission of Promotion of Peru for Export and Tourism (PROMPERU)	
Types of services provided	<p><u>Enquiry Services</u></p> <p>a) Receiving and responding to enquiries regarding export technical regulations (e.g: telephone hotline, email, mail)</p> <p>b) Provision of consultancy services on complying with export regulations and standards (excluding product development service)</p>	PROMPERU provides an enquiry and consultancy service on all export sectors
	<p><u>Awareness Promotion</u> <i>Outreach and Education</i></p> <p>a) Maintenance of a website with relevant information on technical barriers to assist exporters</p> <p>b) Maintain a database (online or physical library) of export technical regulations for exporters</p> <p>c) Seminars and workshops on export technical regulations (both classroom or web based)</p> <p>d) Dialogue sessions with relevant industry and trade associations</p> <p>e) Coordinate industry inputs and comments for public consultations for impending technical regulations impacting exporters</p>	<p>A website on technical trade barriers is maintained by the government.</p> <p>PROMPERU maintains a database and a library of international technical regulations and guides. Seminars are organised for exporters nationwide.</p> <p>PROMPERU conducts dialogue sessions and coordinates industry inputs on technical regulations affecting exports.</p>

	<p>Dissemination of Information</p> <p>a) Monitoring of developments in technical regulations and standards in relevant export markets and products</p> <p>b) Dissemination of alert notices on changes to technical regulations</p> <p>c) Dissemination of WTO-TBT notifications to interested parties</p> <p>d) Publications on export regulations affecting key products/sectors of export (eg: guidebooks, fact sheets, guidance documents)</p> <p>e) Translation services on export requirements</p>	<p>PROMPERU monitors and issues alerts on technical regulations affecting exports.</p> <p>Publications on exports regulations are developed by PROMPERU.</p> <p>Translation of selected information is undertaken.</p>
Other Services	Services provided and sectors covered	
Integrated Information System for Foreign Trade (SIICEX)	This is an integrated on line information system that provides exporters information on market intelligence, trade statistics, trade promotion events and services, foreign buyers , trade policies, trade agreements and also on standards and regulations.	

Profile of Agencies

Commission of Promotion of Peru for Export and Tourism (PROMPERU)

This is the agency responsible for planning and implementing export trade programmes. It is an agency under the Ministry of Foreign Trade and Tourism. Its activities include participation in trade fairs, provision of advisory and training services, information dissemination and market prospecting.

INDECOPI

Technical and Commercial Regulations Commission of INDECOPI is the Peruvian standardisation and accreditation body and also its TBT enquiry point. It is the national institution responsible for approving recommended Peruvian standards for all sectors, as well as the Peruvian metrology regulations.

Member Economy:	Philippines	
Agencies providing Information Services on technical regulations and standards for export:	Bureau of Product Standards (BPS)	
Types of services provided	<p><u>Enquiry Services</u></p> <p>a) Receiving and responding to enquiries regarding export technical regulations (e.g: telephone hotline, email, mail)</p> <p>b) Provision of consultancy services on complying with export regulations and standards (excluding product development service)</p>	<p>The WTO/TBT Enquiry Point operated by BPS provides an enquiry service.</p> <p>BPS provides a consultancy service for exporters and assists in the identification and provision of relevant documents containing export requirements.</p> <p>The Department of Agriculture provides enquiry and consultancy services for the agriculture and fisheries sectors.</p>
	<p><u>Awareness Promotion</u></p> <p><i>Outreach and Education</i></p> <p>a) Maintenance of a website with relevant information on technical barriers to assist exporters</p> <p>b) Maintain a database (online and physical library) of export technical regulations for exporters</p> <p>c) Seminars and workshops on export technical regulations (both classroom or web based)</p> <p>d) Dialogue sessions with relevant industry and trade associations</p>	<p>BPS maintains a library and databases (open to public) of foreign and international standards and operates an information service covering standards, conformity assessment and technical regulations. PHILEXPORT maintains a website with information on selected products and markets that includes information on technical regulations.</p> <p>BPS organises promotional events on technical requirements for export on a regular basis. It also conducts dialogues with industry and coordinates industry response to new technical regulations.</p> <p>The Department of Agriculture provides services to the agriculture and fisheries sectors</p>

	e) Coordinate industry inputs and comments for public consultations for impending technical regulations impacting exporters	
	<p><i>Dissemination of Information</i></p> <p>a) Monitoring of developments in technical regulations and standards in relevant export markets and products</p> <p>b) Dissemination of alert notices on changes to technical regulations</p> <p>c) Dissemination of WTO-TBT notifications to various stakeholders for their review and comment</p> <p>d) Publications on export regulations affecting key products/sectors of export (eg: guidebooks, fact sheets, guidance documents)</p> <p>e) Translation services on export requirements</p>	<p>BPS monitors TBT notifications and circulates these to interested parties. It also operates a web based alert service for exporters.</p> <p>It publishes alerts on selected technical regulations on its website.</p> <p>The BPS website has a search facility to search for standards, technical regulations, conformity assessment procedures in various markets and products.</p>
Other Services	Services provided and sectors covered	
Department of Trade and Industry		
Bureau of Export Trade Promotion (BETP)	Export market information and consultancy services.	
Philippine Exporters Confederation, Inc. (PHILEXPORT)	Library, e-newsletters and website containing information and links to information on technical regulations and standards of export markets, among others.	
Department of Agriculture	Provides regulatory, technical, and information services concerning trade and other non-tariff measures such as sanitary and phytosanitary measures and issues affecting the agriculture and fisheries sector. In August 2009, it has established a web-based market information system (AFMIS) which initially provides market prices and a directory of traders.	

Role of Main Agencies

Bureau of Product Standards (BPS)

BPS is a government agency under the Department of Trade and Industry (DTI) established with the objective of raising the quality and global competitiveness of Philippine products and protecting the interests of domestic consumers and businesses. As the national standards body, it has the mandate to develop, coordinate and implement standardisation activities in the Philippines. Besides developing national standards, BPS operates a product certification scheme and implements standards promotion programmes. It provides information services on standards through its library and an information centre. BPS operates the WTO/TBT Enquiry Point for the Philippines and provides an enquiry service and assistance to its export industry on identifying and obtaining information on standards and technical regulations. The enquiry point also disseminates information on TBT notifications to stakeholders within the economy.

Bureau of Export Trade Promotion (BETP)

The Bureau of Export Trade Promotion (BETP) is the export trade promotion agency in the Department of Trade and Industry (DTI). It provides assistance and information, and consultancy services to exporters. It operates TRADELINE PHILIPPINES, which provides a range of market information related services to Philippine exporters that includes, trade statistics, exporter/supplier and local/foreign buyer listings, and product and market profiles. Its International Trade Resource Centre located in Manila provides reference material and links to market information and publishes a monthly Export Awareness Bulletin containing current information on market conditions for Philippine exports.

Philippine Exporters Confederation, Inc. (PHILEXPORT)

PHILEXPORT is a non-profit umbrella organisation of Philippine exporters accredited under the Export Development Act (EDA) of 1994. It provides a range of services for the economy's export industry through its export promotion and development programs. These services include advisory services on export and import procedures and regulations and other export requirements. Additionally, it provides training programs, seminars and workshops to its exporters on a range of subjects such as on marketing, product development, productivity enhancement, export financing and shipping; import-export procedures and on export documentation. It operates a trade reference Library and publishes a weekly media packet called PHILEXPORT News and Features in addition to sectoral and general market and policy advisories. Its website contains substantial data and/or links to websites on selected export markets and other resources/information, including information on technical barriers to trade and other regulations affecting exports.

Member Economy:	Singapore	
Agencies providing Information Services on technical regulations and standards for export:	<ul style="list-style-type: none"> i. SPRING Singapore/Export Technical Assistance Centre (ETAC) ii. International Enterprise Singapore(IE) 	
Types of services provided	<p><u>Enquiry Services</u></p> <p>a) Receiving and responding to enquiries regarding export technical regulations (eg: telephone hotline, email, mail)</p> <p>b) Provision of consultancy services on complying with export regulations and standards (excluding product development service)</p>	<p>ETAC of SPRING provides an enquiry service on export technical regulations for all sectors, IE provides a similar service focusing on FTAs.</p> <p>ETAC provides a consultancy service and IE provides consultancy specializing on FTAs.</p>

	<p><u>Awareness Promotion</u> <i>Outreach and Education</i></p> <p>a) Maintenance of a website with relevant information on technical barriers to assist exporters</p> <p>b) Maintain a database (online or physical library) of export technical regulations for exporters</p> <p>c) Seminars and workshops on export technical regulations (both classroom or web based)</p> <p>d) Dialogue sessions with relevant industry and trade associations</p> <p>e) Coordinate industry inputs and comments for public consultations for impending technical regulations impacting exporters</p>	<p>ETAC maintains a website with information on selected sectors (food, electrical & electronic products, environment related regulations))</p> <p>The Information Resource Centre of SPRING contains extensive information on global standards and technical regulations.</p> <p>SPRING holds seminars and workshops for industry on the selected sectors and conducts dialogues.</p> <p>IE focuses on FTAs and maintains information on its website and conducts similar awareness activities.</p>
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	<p>Dissemination of Information</p> <p>a) Monitoring of developments in technical regulations and standards in relevant export markets and products</p> <p>b) Dissemination of alert notices on changes to technical regulations</p> <p>c) Dissemination of WTO-TBT notifications to interested parties</p> <p>d) Publications on export regulations affecting key products/sectors of export (eg: guidebooks, fact sheets, guidance documents)</p> <p>e) Translation services on export requirements</p>	<p>ETAC monitors developments in technical regulations , while IE focuses on FTAs.</p> <p>ETAC disseminates alert notices on technical regulations and WTO notifications. IE undertakes to disseminate information on FTAs.</p> <p>The information Resource Centre of SPRING has a number of publications for SMEs and case studies.</p> <p>ETAC website has information on technical regulations for the selected sectors</p> <p>IE sells a large number of publications containing export related data and information through its website. It also provides enquiry and consultancy services.</p>
Other Services	nil	

Profile of Agencies

SPRING Singapore/Export Technical Assistance Centre (ETAC) and SPRING Singapore

SPRING is the national enterprise development agency. It is concurrently the national standards body, manages the national accreditation system and the focal point for the weights and measures.

ETAC is housed in SPRING Singapore and has the role of providing information and assistance to assist Singapore based companies to comply with technical regulations and standards of export markets. It focuses its services on selected sectors (food, electrical & electronics, and sectors affected by environmental related technical regulations). It maintains a database of WTO/TBT notifications and the website provides information on the major regulations in the selected sectors. ETAC provides enquiry and consultancy services to exporters.

The Information Resource Centre of SPRING contains extensive information on global standards and technical regulations.

The Industry Development division of SPRING oversees a range of business development services to SMEs. The Quality and Standards Division manages a programme to assist companies in the implementation of selected standards (including international standards) that has market access as one of its objectives.

Links are also provided to other agencies that provide market, financial or other related services.

International Enterprise Singapore (IE)

International Enterprise (IE) Singapore is an agency under the Ministry of Trade and Industry responsible for the development of Singapore's external trade. The organisation provides services to help enterprises export, develop business capabilities, find overseas partners and enter new markets. IE oversees an extensive range of services for export development ranging from capacity development to financial assistance.

It provides basic information on export practices together with training and consultancy services. Its website contains information on FTAs and it offers consultancy services on utilising FTAs to industry. Additionally the organisation provides links to business development services, and financial incentives available, market information and trade statistics.

IE publishes and electronically distributes a regular news letter (IE Connect) on current developments and its activities.

Member Economy:	Chinese Taipei	
Main agencies providing Information Services on technical regulations and standards for export:	The Bureau of Standards, Metrology and Inspection (BSMI)	
Types of services provided	<p><u>Enquiry Services</u></p> <p>a) Receiving and responding to enquiries regarding export technical regulations (eg: telephone hotline, email, mail)</p> <p>b) Provision of consultancy services on complying with export regulations and standards (excluding product development service)</p>	<p>The Bureau of Standards, Metrology and Inspection provides an enquiry service specifically on areas of TBT measures (free).</p> <p>BSMI provides consultancy services on standardisation matters. The information centre of BSMI operates an enquiry service on CNS, foreign and international standards. Copies of such standards are charged based on royalty rates agreed with related standardizing bodies.</p> <p>The Office of Trade Negotiations of the Ministry of Economic Affairs provides an enquiry services.</p> <p>BOFT additionally provides a consultancy service.</p> <p>The SPS enquiry point of BAPHIQ, Council of Agriculture provides similar enquiry and consultancy services for the agricultural sector.</p>
	<p><u>Awareness Promotion</u></p> <p><i>Outreach and Education</i></p> <p>a) Maintenance of a website with relevant information on technical barriers to assist exporters</p> <p>b) Maintain a database (online or physical)</p>	<p>BSMI, and CNFI maintain websites on technical barriers to trade and TBT notifications. The Bureau of Foreign Trade maintains information on trade agreements and links to market information and trade opportunities.</p> <p>BSMI organises seminars and workshops on TBT</p>

	<p>library) of export technical regulations for exporters</p> <p>c) Seminars and workshops on export technical regulations (both classroom or web based)</p> <p>d) Dialogue sessions with relevant industry and trade associations</p> <p>e) Coordinate industry inputs and comments for public consultations for impending technical regulations impacting exporters</p>	<p>related sectors</p> <p>The Office of Trade Negotiations and BOFT hold dialogues with industry and trade interests.</p> <p>BOFT, CNFI holds seminars with industry on technical regulations affecting exports, conducts investigations and undertakes consultation with members on trade barriers encountered.</p> <p>The SPS enquiry point provides the full range of services listed for its sector.</p>
	<p><i>Dissemination of Information</i></p> <p>a) Monitoring of developments in technical regulations and standards in relevant export markets and products</p> <p>b) Dissemination of alert notices on changes to technical regulations</p> <p>c) Dissemination of WTO-TBT notifications to interested parties</p> <p>d) Publications on export regulations affecting key products/sectors of export (eg: guidebooks, fact sheets, guidance documents)</p> <p>e) Translation services on export requirements</p>	<p>BSMI maintains and disseminates standards and provides free TBT enquiry service. The SPS enquiry point does the same for issues on animal and plant health. BOFT monitors developments and sends alerts on goods and service trade.</p> <p>CNFI provides alerts and notifications on industrial products. BSMI translates and distributes WTO notifications electronically to interested parties.</p> <p>Bureau of Animal and Plant Health Inspection and Quarantine provides translations of SPS related documents.</p> <p>BSMI and the SPS enquiry point provide translation services</p>

Other Services	Services and sectors covered
Office of Trade Negotiations, Ministry of Economic Affairs (OTN)	Trade Negotiations, enquiry services and dialogue sessions with industry all sectors
Bureau of Foreign Trade, Ministry of Economic Affairs (BOFT)	Updates foreign technical regulations and market information, all sectors (Consultancy services, maintenance of database, seminars and workshops and dialogue sessions, monitoring of technical regulations and dissemination of alerts)
Taiwan External Trade Development Council (TAITRA)	Updates foreign technical regulations and market information, all sectors
Taiwan Textile Federation	Updates foreign technical regulations and market information, textile sector
Bureau of Standards, Metrology and Inspection (BSMI) (National standards body) Bureau of Standards, Metrology and Inspection (BSMI) (TBT Enquiry Point)	Standards information , all sectors Providing translated TBT notifications to related industrial associations maintaining a TBT enquiry point website and replying enquiries from other members or interested parties
Taiwan Accreditation Foundation (TAF)	Accreditation and conformity assessment information, all sectors (web based data, dialogue sessions, monitoring and dissemination of alert notices and information)
Bureau of Animal and Plant Health Inspection and Quarantine (BAPHIQ), Council of Agriculture (SPS enquiry point)	Animal and plant health inspection and quarantine service The Bureau provides enquiry services, and consultancy services for agricultural services for export trade on SPS matters. It maintains a website with export requirements and provides such information to exporters. It also organises dialogues, seminars and workshops. (Department of Health is responsible for enquiry services for food on SPS matters). The Bureau also monitors developments in export markets and issues alert notices on new developments.
Chinese National Federation of Industries (CNFI)	Awareness and information on export barriers, research and investigation. Industrial goods, both on line and through seminars and workshops.

Profile of Agencies

Bureau of Standards of Standards, Metrology and Inspection (BSMI)

The Bureau of Standards, Metrology and Inspection (BSMI) under the Ministry of Economic Affairs is the authority responsible for standardisation, metrology and product inspection in Chinese Taipei. The activities of the BSMI encompass the development of national standards, the verification of weights and measuring instruments, the inspection of commodities and the provision of other certification or testing services.

The WTO/TBT Enquiry Point for Chinese Taipei is operated by the BSMI and it has three main functions: dissemination of notifications, provision of comments on notifications of other WTO members or response to inquiries, and provision of information on technical regulations.

BSMI has established an Information Center to assist industry, government agencies, institutes and researchers in obtaining information regarding local and international standards. An extensive collection of Global Foreign Standards and international Standards is available. This includes standards from Asia, Americas Europe, Africa standards and Pacific economies.

The international collection includes Standards developed by the Codex Alimentarius Commission (CAC), the International Electrotechnical Commission (IEC), the International Organisation for Standardisation (ISO), the International Telecommunication Union (ITU) and the International Union of Railways (UIC). The information centre also operates an enquiry service and sales service for foreign standards.

BSMI organises seminars and workshops on export requirements and also has established a website with substantial information of a generic nature and also of specific export concerns on key sectors and new requirements.

Links are also provided to other agencies that provide market, financial or other related services.

Bureau of Animal and Plant Health Inspection and Quarantine (BAPHIQ)

(SPS enquiry point)

The Bureau of Animal and Plant Health Inspection and Quarantine (BAPHIQ) is responsible for animal and plant disease and pest control, health inspection and pest control, health inspection and quarantine, veterinary drug administration, and meat hygiene and inspection. It is the national SPS Enquiry point and provides export trade information services to the food and agricultural sector.

Chinese National Federation of Industries (CNFI)

The Chinese National Federation of Industries (CNFI) is a non-profit organisation consisting of 152 member associations in their range of manufacturing industries in Chinese Taipei.

It maintains a website with information on technical regulations of export markets, conducts seminars and workshops and conducts investigations and undertaken research on technical barriers faced by its industry members. The organisation also disseminates alert notices on new regulations and TBT notifications.

Taiwan Accreditation Foundation (TAF)

The Taiwan Accreditation Foundation (TAF) is the only national accreditation body in Chinese Taipei and is a signatory to the Multilateral Mutual Recognition Arrangement (MLMRA) of the International Laboratory Accreditation Cooperation (ILAC) and the International Accreditation Forum (IAF). It is recognised by the government for the accreditation of conformity assessment bodies against international standards. As a not-for-profit and self-funded organisation, TAF offers third-party impartial, independent and transparent assessment services. TAF accreditation recognises and promotes organisations by assessing, against international standards and criteria, their competence in providing specific types of certification, calibration, testing, inspection and proficiency testing programme services.

TAF plays an important role in various international accreditation co-operations and has significant connection to other accreditation bodies, regional bodies and accreditation related organisations.

The TAF accreditation symbol is recognised and supported by the government and industries.

Member Economy:	Thailand	
Main agencies providing Information Services on technical regulations and standards for export:	Thai Industrial Standards Institute, National Bureau of Agricultural Commodity and Food Standards, Department of Foreign Trade, Department of Export Promotion	
Types of services provided	<p><u>Enquiry Services</u></p> <p>a) Receiving and responding to enquiries regarding export technical regulations (eg: telephone hotline, email, mail)</p> <p>b) Provision of consultancy services on complying with export regulations and standards (excluding product development service)</p>	Thai Industrial Standards Institute and National Bureau of Agricultural Commodity and Food Standards are the TBT enquiry points and performs enquiry functions
	<p><u>Awareness Promotion</u> <i>Outreach and Education</i></p> <p>a) Maintenance of a website with relevant information on technical barriers to assist exporters</p> <p>b) Maintain a database (online or physical library) of export related technical regulations for exporters</p> <p>c) Seminars and workshops on export related technical regulations (both classroom or web based)</p> <p>d) Dialogue sessions with relevant industry and trade associations</p>	<p>TISI supplies information on international and selected foreign standards.</p> <p>It also has full information on TBT on its website. Information on FTAs, MRAs and other recognition arrangements is also available. The International Affairs Bureau within TISI is tasked with providing such information to exporters.</p> <p>It conducts seminars and arranges dialogues with industry groups on export related technical regulations and standards.</p>

	e) Coordinate industry inputs and comments for public consultations for impending technical regulations impacting exporters	
	<p>Dissemination of Information</p> <p>a) Monitoring development of technical regulations and standards in relevant export markets and products</p> <p>b) Dissemination of alert notices on changes to technical regulations</p> <p>c) Dissemination of WTO-TBT notifications to interested parties</p> <p>d) Publications on export regulations affecting key products/sectors of export (eg: guidebooks, fact sheets, guidance documents)</p> <p>e) Translation services on export requirements</p>	<p>TISI monitors development of technical regulations and standards in potential export markets and products.</p> <p>TBT notifications are disseminated to interested parties.</p> <p>It has published handbooks for assisting exports of selected products - electrical and electronic, rubber and rubber products</p>
Other Services	Sectors covered	
Food and Drug Administration	Food, drug, narcotics, cosmetic, medical devices and hazardous substances	
National Bureau of Agricultural Commodity and Food Standards	Agricultural commodity and Food	
Department of Agriculture	Agriculture (fertilizer, plant seed, rubber, hazardous substances), Plant Quarantine and Plant Varieties Protection	
Department of Livestock Development	Animal feed	
Department of Fisheries	Fish and Fishery Products	
Department of Alternative Energy Development and Efficiency	Energy	

Department of Energy Business	Crude oil, Natural Gas. Petroleum Products, Ethanol and Biodiesel
Department of Industrial Works	Hazardous substances
Department of Land Transport	Motor vehicles
Name The National Telecommunications Commission	Telecommunication
Department of Foreign Trade	Import and export of goods

Profile of Agencies

Thai Industrial Standards Institute (TISI)

TISI performs a range of functions, it is the national standards body, it is the national TBT enquiry point, it is a certification body which undertakes both voluntary and mandatory certification. It also provides information services on standards through its information centre.

TISI additionally conducts seminars and workshops, holds dialogue sessions and consultations with industry on technical barriers for export. It also undertakes the dissemination of information on new regulations affecting exports, including circulation of TBT notifications. It has published guidebooks on exporting for selected industries (electrical, electronic products and also rubber and rubber products). TISI's scope is limited to the industrial products sector (i.e. food and agriculture is excluded)

Its website provides information on WTO/TBT notifications, FTAs and MRAs that Thailand has entered into with foreign economies and organisations.

Other agencies providing information on technical regulations affecting exports

Thailand has stated that a number of other agencies additionally provide information on the food, agricultural, pharmaceutical sectors. These are listed in the table above.

Member Economy:	The United States	
Agencies providing Information Services on technical regulations and standards for export:	U.S. Department of Commerce (including the International Trade Administration and National Institute of Standards and Technology), U.S. Department of Agriculture, Office of the U.S. Trade Representative	
Types of services provided	<p><u>Enquiry Services</u></p> <p>a) Receiving and responding to enquiries regarding export technical regulations (e.g: telephone hotline, email, mail)</p> <p>b) Provision of consultancy services on complying with export regulations and standards (excluding product development service)</p>	<p>The U.S. Service for exporters to receive WTO TBT notifications is the NOTIFY US program administered by NIST.</p> <p>Commerce/Agriculture have services to assist exporters in compliance</p>
	<p><u>Awareness Promotion</u> <i>Outreach and Education</i></p> <p>a) Maintenance of a website with relevant information on technical barriers to assist exporters</p> <p>b) Maintain a database (online or physical library) of export technical regulations for exporters</p> <p>c) Seminars and workshops on export technical regulations (both classroom or web based)</p> <p>d) Dialogue sessions with relevant industry and trade associations, and small business</p>	<p>Several agencies with websites and databases provide a range of information. (Trade Compliance Center, Trade Information Center, FAS, NCSCI)</p> <p>A number of agencies (see list below) provide seminars on export requirements.</p>

	<p>e) Coordinate industry inputs and comments for public consultations for impending technical regulations impacting exporters</p>	
	<p><i>Dissemination of Information</i></p> <p>a) Monitoring of developments in technical regulations and standards in relevant export markets and products</p> <p>b) Dissemination of alert notices on changes to technical regulations</p> <p>c) Dissemination of WTO-TBT notifications to interested parties</p> <p>d) Publications on export regulations affecting key products/sectors of export (eg: guidebooks, fact sheets, guidance documents)</p> <p>e) Translation services on export requirements</p>	<p>The Trade Compliance Center and ITA's Market Access and Compliance and Commercial Service units more broadly monitor developments for technical regulations that may assist US SMEs in exporting.</p> <p>The NOTIFY US programme of NIST provides WTO TBT Notification alert service.</p> <p>Dissemination of notifications is undertaken through the NOTIFY US programme.</p> <p>Several agencies produce reports and publications, These are coordinated and made available through ITA websites.</p> <p>National Trade Estimate provided on USTR's website provides an annual trade barrier report.</p> <p>ANSI (private sector) maintains a Standards Portal for information on standards for other economies (China, India, Korea are the first operating units).</p>

		The US government may provide unofficial translations in certain circumstances depending on resources available, but most often refers interested parties to translation services.
Other Services	Services provided and sectors covered	
Office of the U.S. Trade Representative	Provides information on Agreements on Technical Barriers to trade and publishes the National Trade Estimate	
Trade Information Center	CE/CCC Marking Assistance.	
USDA, FAS, Office of Scientific and Technical Affairs (OSTA)	OSTA serves as a coordinator for Food- and Agriculture-related technical and sanitary and phytosanitary measures. OSTA through an interagency process, compiles the official U.S. response and partners with NIST to submit an official U.S. government (USG) bilateral response. OSTA also serves as the primary liaison with the U.S. food industry and provides technical input and recommendations on funding under various FAS outreach and development programs (Cochran, Emerging Markets Programs, Market Access Program),	
Compliance with EU REACH	Website dedicated to the EU Directive on Registration, Evaluation, and Authorisation of Chemicals	
Export.gov	This is the U.S. Government's export promotion and finance portal. The Department of Commerce's International Trade Administration manages Export.gov in collaboration with 19 other Federal agencies that offer export assistance programs and services. This ranges from market research, trade leads, export finance information to agricultural export assistance from USDA.	

Profile of Agencies

U.S. Department of Commerce

International Trade Administration

The U.S. Department of Commerce's International Trade Administration has several offices/websites that offer services for exporters experiencing issues with foreign standards and technical barriers.

A) The Trade Compliance Center

The Trade Compliance Center, the TCC, in the U.S. Department of Commerce's International Trade Administration, is the U.S. Government's focal point for monitoring foreign compliance with trade agreements to see that U.S. firms and workers get the maximum benefits from these agreements. The TCC is your one-stop shop for getting U.S. government assistance in resolving the trade barriers or unfair situations you encounter in foreign markets.

B) Office of the Standards Liaison

The Office of Standards Liaison coordinates standards activities through the International Trade Administration, with other governmental agencies, and with private sector stakeholders to resolve issues and provide information to U.S. stakeholders on trade-related standards and conformity assessment issues including on market access , protection of intellectual property rights, compliance with trade agreements, resolution of technical barriers to trade and standardisation and conformity assessment frameworks of developing market.

C) The Trade Information Center (TIC)

The Trade Information Center is the first stop for companies seeking export assistance from the U.S. Government. TIC international trade specialists: advise exporters on how to locate and use government export programs; guide businesses through the export process; direct businesses to market research, statistics, and trade leads; provide information on domestic and overseas trade events and activities; explain sources of public and private export financing; refer businesses to U.S. Export Assistance Centers as-well-as state and local trade organisation that can provide additional ongoing assistance. Particularly the TIC provides exporters specific information on CE Marking and CCC marking.

Selected Embassy/Mission websites have information for exporters on particular regulations where U.S. exporters will have significant questions, such as the U.S.-EU Mission website on REACH. <http://www.buyusa.gov/europeanunion/reach.html>

National Institute of Standards and Technology (NIST)

A) Notify U.S. Program

This service and its associated web site is managed and operated by the National Center for Standards and Certification Information (NCSCI) an organisation within the National Institute of Standards and Technology (NIST). This service provides an update of all WTO/TBT Agreement notifications to US businesses.

B) National Center for Standards and Certification Information (NCSCI)

NCSCI provides research services on standards, technical regulations, and conformity assessment procedures for non-agricultural products. NCSCI 's services include provision of answers to queries on questions on standards, technical regulations, and conformity assessment and alerts on changes in U.S., foreign, and international regulations and conformity assessment rules.

U.S. Department of Agriculture (USDA)

Foreign Agriculture Service (FAS)

FAS provides USDA's services for market development, trade agreements and negotiations, and the collection and analysis of statistics and market information. FAS is the enquiry point for World Trade Organisation (WTO) sanitary and phytosanitary issues. As such, the agency serves as the official conduit for queries and comments about these measures. FAS provides information through a range of publications and through its website. It also administers USDA's export credit guarantee and food aid programs, and development programs such as the Emerging Markets Program, Cochran Program and Market Access Program.

Office of the U.S. Trade Representative

The Office of the United States Trade Representative (USTR) is an agency of more than 200 committed professionals with decades of specialized experience in trade issues and regions of the world.

USTR negotiates directly with foreign governments to create trade agreements, to resolve disputes, and to participate in global trade policy organisation. USTR also meet with governments, with business groups, with legislators and with public interest groups to gather input on trade issues and to discuss the President's trade policy positions.

Member Economy:	Viet Nam	
Agencies providing Information Services on technical regulations and standards for export:	Directorate for Standards, Metrology and Quality (STAMEQ), WTO/TBT Notification Authority & Enquiry Point Viet Nam Sanitary and Phytosanitary Notification Authority & Enquiry Point, Ministry of Agriculture and Rural Development	
Types of services provided	<p><u>Enquiry Services</u></p> <p>a) Receiving and responding to enquiries regarding export technical regulations (e.g: telephone hotline, email, mail)</p> <p>b) Provision of consultancy services on complying with export regulations and standards (excluding product development service)</p>	<p>STAMEQ provides an enquiry service and also consultancy services on technical requirements for exports for all sectors except the SPS sector.</p> <p>Services for the SPS sector are provided by the counterpart SPS enquiry point.</p>
	<p><u>Awareness Promotion</u> <i>Outreach and Education</i></p> <p>a) Maintenance of a website with relevant information on technical barriers to assist exporters</p> <p>b) Maintain a database (online or physical library) of export technical regulations for exporters</p> <p>c) Seminars and workshops on export technical regulations (both classroom or web based)</p> <p>d) Dialogue sessions with relevant industry and trade associations</p> <p>e) Coordinate industry inputs and comments for public consultations for impending technical regulations impacting exporters</p>	<p>STAMEQ maintains a database with information on technical barriers for export and on technical regulations.</p> <p>STAMEQ organizes seminars and workshops on foreign technical regulations of current concern.</p> <p>It conducts dialogues with industry and obtains inputs on new technical regulations.</p>

	<p>Dissemination of Information</p> <p>a) Monitoring of developments in technical regulations and standards in relevant export markets and products</p> <p>b) Dissemination of alert notices on changes to technical regulations</p> <p>c) Dissemination of WTO-TBT notifications to interested parties</p> <p>d) Publications on export regulations affecting key products/sectors of export (eg: guidebooks, fact sheets, guidance documents)</p> <p>e) Translation services on export requirements</p>	<p>STAMEQ monitors TBT notifications</p> <p>STAMEQ circulates notifications and alerts to interested parties.</p>
Other Services	Services provided and sectors covered	
Vietnam Trade Promotion Agency – Ministry of Industry & Trade	Market information through, its website, publications and newsletter, organises training courses, seminars workshops, exhibitions and trade fairs.	

Roles of Main Agencies

Directorate for Standards, Metrology and Quality (STAMEQ),

STAMEQ is the parent organisation of a comprehensive range of agencies that provide information and related services on standards and technical regulations that impact Viet Nam's export trade. These include the national standards body, a conformity assessment body, the SME development agency and the WTO/TBT enquiry and notification point. STAMEQ additionally has an information centre that provides library and enquiry services.

Viet Nam Sanitary and Phytosanitary Notification Authority & Enquiry Point, Ministry of Agriculture and Rural Development

Viet Nam Sanitary and Phytosanitary Notification Authority and Enquiry Point is an agency in the Ministry of Agriculture and Rural Development in acting as a main body to perform the transparency-related obligations as required by Agreement on Application of Sanitary and Phytosanitary Measures WTO.

Viet Nam Trade Promotion Agency

This is an agency in the Ministry of Industry & Trade that functions as the national trade promotion organisation. It provides market information and marketing support to industries, including organising trade fairs and promotional events. It provides information on export markets on its website and also through newsletters and publications.