

# Making Good Decisions:

## how to use UNEP IE's OzonAction Clearinghouse



### OzonAction Programme

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# Making Good Decisions:

## how to use UNEP IE's OzonAction Clearinghouse

Implementation of the Montreal Protocol requires many decisions to be made in selecting ozone-friendly technologies, products and policies. However, those choices cannot be made in a vacuum. Decision makers require specialized information with which to evaluate the benefits and drawbacks of each option, and to decide what is most appropriate for their unique situation. This guide describes how UNEP IE's OzonAction Clearinghouse can support you in your decision making to phase out ozone-depleting substances (ODS).

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# 1

## Why is information important?

*'... the main barriers to rapid phase out in developing countries are largely informational and administrative, rather than technical and economic.'* (TEAP)

### **1 July 1999 is not far off! Are you prepared? Do you have the information you need?**

Article 5 countries have committed themselves under the Montreal Protocol to freeze their consumption and production of Annex A CFCs at 1995-97 levels. Now is the time to take action ... the OzonAction Programme can help.

With the freeze of Annex A substances (chlorofluorocarbons or CFCs) fast approaching and phase-out deadlines for other ODS looming, information to assist your decision making about technologies, policies and management of the phase-out process will be a critical factor in meeting your goals.

This kind of information is available from many different sources worldwide but the challenge is to identify and obtain in a timely and cost-effective manner the information that addresses your country's situation. One important source of such information is UNEP's OzonAction Programme located at the Industry and Environment centre in Paris.

Since mid-1991, UNEP under the Multilateral Fund has been providing clearinghouse services to developing countries through the OzonAction Programme to build their capacity to take informed decisions about phasing out ODS. Those services include information exchange, training and networking of ODS officers. In addition to the clearinghouse function, the Programme supports the develop-

If your country has not yet ratified the Montreal Protocol or formulated its Country Programme, contact the OzonAction Programme for guidance about how to start the process.

ment of national ODS phase-out strategies and action plans by assisting with the development of Country Programmes and Institutional-Strengthening projects.

The programme is a 'neutral' information source that follows the technical recommendations of the UNEP Technical and Economic Assessment Panel (TEAP) and its Technical Options Committees (TOCs).

The clearinghouse provides a wide range of information including case studies, guidelines on alternative technologies, workshop and networking reports, videos and posters, a database of contacts, and supplier lists. This guide has been produced to assist you in understanding how and at what stage each of these different information types can be effectively used.

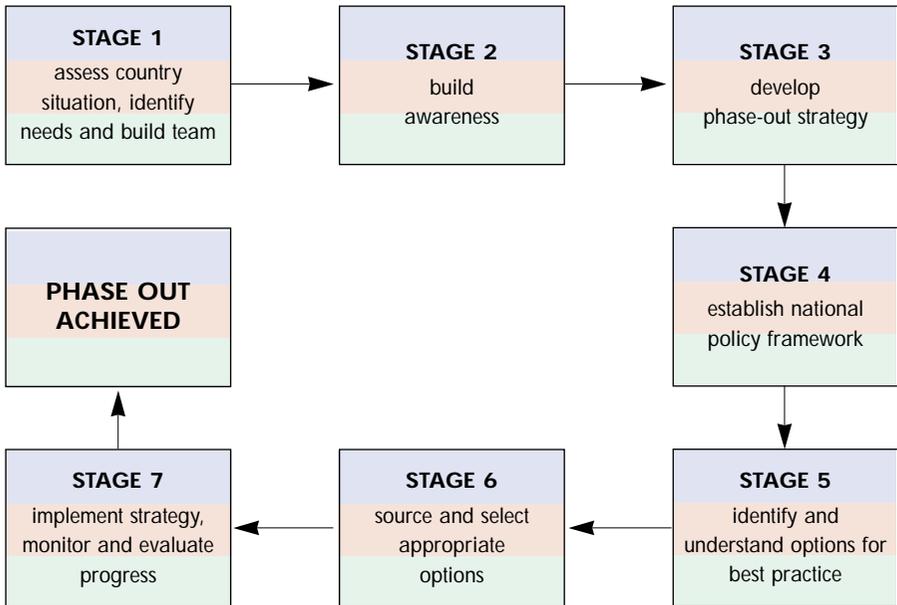
**Do you want to know how to start your own clearinghouse?**

This guide can be used alongside another UNEP IE's publication, *Using Information to Protect the Ozone Layer: How to Build Your Own Clearinghouse*, which describes how NOUs can establish their own information services based on the OzonAction model.

## 2 How can I get the most out of the OzonAction Clearinghouse?

The process of phasing out ODS can be visualized as a sequence of events in which each stage requires different types of information to support your decision making.

### PHASE OUT: A STAGE-WISE PROCESS



Each of these stages is explained in detail in two other OzonAction publications: *Elements for Establishing Policies, Strategies and Institutional Framework for Ozone Layer Protection* which is primarily aimed at NOUs and *Practical Guide to Policy Guidelines for Industry on the Management of Phase-out of ODS* which is designed to assist industry.

Each stage of the implementation of the phase-out strategy needs leadership and coordination. Good information is critical to the team. So when designing your phase-out strategy, identify your information needs at each stage and make it clear who will be responsible for information collection and dissemination.

No two countries have the same information needs at the same time, nor will each country necessarily follow all of the stages. Even within countries, some substances or sectors will be of higher priority than others and will therefore be at different stages of the process. Furthermore, the various partners in each country (the 'stakeholders') will require specific information to fulfil their individual roles in the phase-out process.

'Stakeholders' means literally that all partners have a 'stake' or an interest in an outcome.

What follows is a closer examination of the information needs at each stage, the roles of the major stakeholders and the information available in our clearinghouse to assist you at each stage.

Remember that each of the four Implementing Agencies (UNDP, UNEP, UNIDO and the World Bank) can help guide you through the stages.

## STAGE 1: ASSESS COUNTRY SITUATION, IDENTIFY NEEDS AND BUILD TEAM

An effective phase-out strategy relies on knowing the facts, assessing the needs and focusing on the priorities.

### GOVERNMENT (NOU)



#### Role

- ✓ establish a National Ozone Unit (NOU) to manage a Country Programme
- ✓ build inter-agency cooperation with other ministries, departments, etc.
- ✓ identify financial and technical assistance available to ODS users and government institutions

#### Information requirements

- ✓ sources of technical and financial assistance and how to apply for them
- ✓ who should be part of the team and how to work together
- ✓ general information on the Montreal Protocol

### INDUSTRY



#### Role

- ✓ assist the NOU in compiling data for the Country Programme
- ✓ organise the industry sector, perhaps through industry associations
- ✓ individual companies should form their own internal task forces bringing together the various departments (management, technology, labour)

#### Information requirements

- ✓ financial and technical assistance available
- ✓ contact people within government
- ✓ general information on the Montreal Protocol

### NGOs



#### Role

- ✓ work with the NOU on the Country Programme
- ✓ assist government to educate the public on issues identified in the Country Programme
- ✓ organize which NGO groups will address the different aspects of the phase-out process

#### Information requirements

- ✓ general information on the Montreal Protocol
- ✓ contact people within government

## ASSISTANCE AVAILABLE FROM THE CLEARINGHOUSE

*Elements for Establishing Policies, Strategies and Institutional Framework for Ozone-layer Protection*: guidelines for NOUs to implement phase out, including an important section on team building.

*Directories of Ozone Protection Focal Points in National Ozone Units Networks of ODS Officers, and Industry Associations,*

*Standards Organizations, NGOs, Training Institutes*: a series of information papers identifying key contacts in developing and developed countries that can be used to: provide information, share experiences, and offer other assistance.

*Country Programmes*: more than 80 developing countries have formulated their Country Programmes, assessed their country situation, and identified their needs. The OzonAction Programme has considerable experience in assisting Article 5 countries (especially those in the low-volume ODS-consuming category) with the formulation of their Country Programmes. If your country does not yet have one, contact us to learn how to start the process.

More than 80 developing countries have already established their NOUs and developed national ODS phase-out strategies. Guidelines such as these supported the countries with this process. **Suggested uses:**

- ✓ Distribute it to the national team
- ✓ Use it to help implement your Institutional Strengthening project

## STAGE 2: BUILD AWARENESS

Awareness provides a foundation for taking action and bringing stakeholders together.

### GOVERNMENT (NOU)



#### Role

- ✓ communicate to decision makers the environment and health impacts of stratospheric ozone depletion
- ✓ encourage and support the users of ODS to phase out
- ✓ provide awareness to other ministries, departments, parliamentarians, etc.

#### Information requirements

- ✓ general public awareness materials
- ✓ concise and easy to read information on the Montreal Protocol, and environment and health impacts of ozone depletion

### INDUSTRY



#### Role

- ✓ inform the president, CEO or owner of a company about why the company should be involved
- ✓ inform other divisions of the importance of stratospheric ozone protection

#### Information requirements

- ✓ information on why a business should be concerned about ozone protection, and how and when to act
- ✓ easy to understand information for educating employees
- ✓ public awareness materials

### NGOs



#### Role

- ✓ communicate with government and industry on the need to take early action
- ✓ inform the public about the need to support the Montreal Protocol
- ✓ build awareness with other NGOs

#### Information requirements

- ✓ environment and health impacts of ozone depletion
- ✓ concise and easy to read information on the Montreal Protocol
- ✓ general public awareness materials that illustrates how the public can support ozone protection in their purchasing patterns

## ASSISTANCE AVAILABLE FROM THE CLEARINGHOUSE

*Five Stages for Raising Awareness on Ozone Depletion: a handbook for National Ozone Units: a practical guide for NOUs and others on how to raise awareness on ozone-depletion issues, with examples of activities from developing countries.*

*The OzonAction Newsletter (OAN): a quarterly newsletter dedicated to stratospheric ozone protection and ODS phase*

The NOU at the Ministère de l'Environnement et des Forêts in Cameroon developed its newsletter using OzonAction News (OAN) as its model.

**Other suggested uses:**

- ✓ Use the articles from OAN in your own newsletter
- ✓ Use OAN to write press releases and information bulletins
- ✓ Distribute the newsletters at trade shows, workshops and seminars

out, containing the most recent updates on industry and government initiatives, new products, alternative technology, phase-out success stories, etc.

do to prevent it. It also discusses the international response to the problem of ozone depletion. A companion booklet helps you maximize the effectiveness of the video by providing material to use in group discussions.

*OzonAction Illustrative Posters: a set of two colourful awareness posters. In China, the National Environmental Protection Agency used the artwork, translated the message, and printed and distributed 35 000 copies to commemorate International Ozone Day.*

**Suggested uses:**

- ✓ Send to NGOs, companies and your government's public affairs department to encourage them to run their own awareness campaigns
- ✓ Use the case studies as examples of what you can do in your own country
- ✓ Use the publication as a basis for a workshop

*Saving the Ozone Layer: every action counts. An 18-minute video explaining why the ozone layer is threatened, the implications of ozone depletion and what we can*

In celebration of the first International Ozone Day, a number of NOUs translated the OzonAction Video into their local languages including Hindi, Arabic, Chinese, Spanish. This enabled the video to reach a massive audience.

**Other suggested uses**

- ✓ Show the video at workshops or seminars and use the booklet to stimulate discussion afterwards
- ✓ Provide the video to a television station to be used as a public service announcement

### STAGE 3: DEVELOP PHASE-OUT STRATEGY

A clearly defined phase-out plan, within the framework of the Country Programme, should help ensure that the needs of industrial and non-industrial users of controlled substances are properly taken into consideration.

#### GOVERNMENT (NOU)



##### Role

- ✓ publicize the targets of the national phase-out strategy
- ✓ work in close collaboration with industry on sector-specific strategies
- ✓ understand the financial and technical implications of the strategy and identify sources of assistance for industry
- ✓ provide industry with information, especially to small and medium sized enterprises (SMEs)

##### Information requirements

- ✓ how to draft a national strategy
- ✓ examples of other national approaches
- ✓ sources of financial assistance

#### INDUSTRY



##### Role

- ✓ articulate to the NOU the financial, technical and training needs of specific companies
- ✓ protect long-term interests of domestic manufacturers, perhaps through industry associations
- ✓ individual companies to set targets and goals in line with national strategy

##### Information requirements

- ✓ how to draft a sector or company strategy
- ✓ sources and types of financial and technical assistance

#### NGOs



##### Role

- ✓ assist government in communicating the strategy to the public and industry

##### Information requirements

- ✓ details of the strategy
- ✓ role of the public in supporting the national strategy

## ASSISTANCE AVAILABLE FROM THE CLEARINGHOUSE

*Practical Guide to Policy Guidelines for Industry on the Management of Phase Out of ODS*: a guide to assist industry (in particular, small and medium-size enterprises) in identifying where it uses ODS, and understanding alternative processes and technologies. There is also information on where to get technical and financial assistance.

*Reports of the Network Meetings of ODS Officers* describe other countries' experiences in designing and implementing their national phase-out strategies.

UNEP, in cooperation with the other Implementing Agencies, has been helping the seven regional and sub-regional networks of NOUs. Their ODS Officers meet regularly to exchange information and seek collective solutions. About 90 developing and 10 developed countries are part of this network.

These countries are at different stages in phase-out implementation and their experiences may be useful in helping you plan your phase-out strategy.

### **Suggested uses:**

- ✓ Use it as a basis for a workshop to train plant employees
- ✓ Industry associations can send it to their members to initiate their own ODS phase-out programmes

## STAGE 4: ESTABLISH NATIONAL POLICY FRAMEWORK

Investment projects work much better when there is an effective regulatory framework in place.

### GOVERNMENT (NOUs)



#### Role

- ✓ draft and adopt policies and regulations in cooperation with other stakeholders in order to support the goals of the Country Programme

#### Information requirements

- ✓ different policy instruments available
- ✓ examples of policies adopted by different countries
- ✓ policy case studies illustrating what works and what doesn't

### INDUSTRY



#### Role

- ✓ industry associations should work closely with government in the policy development and communicate the final policy to their members
- ✓ companies should ensure that they comply with the policies

#### Information requirements

- ✓ examples of policies adopted by other countries
- ✓ case studies of how policies affect industry
- ✓ copies of the policies and regulations

### NGOs



#### Role

- ✓ work closely with government in policy development
- ✓ assist government in communicating policy to the public

#### Information requirements

- ✓ examples of policies adopted by other countries
- ✓ case studies of how policies affect industry
- ✓ copies of the policies and regulations

## ASSISTANCE AVAILABLE FROM THE CLEARINGHOUSE

*Regulations to Control ODS*: a guidebook to support NOUs and legal officers in structuring and drafting regulations to control and eliminate the use of ODS. It is a reference document designed to facilitate direct contacts and further investigation by providing an overview of existing structure and strategies in developing and developed countries around the world.

### **Suggested uses:**

- ✓ Use it to devise your own regulations
- ✓ Distribute the document to appropriate government decision makers such as parliamentarians, and legal drafting groups
- ✓ Contact the NOUs listed in the document for further information on their policy development experiences

*Monitoring Imports of ODS*: a guide for NOUs and customs officials that provides summaries of, and guidance on, policies and monitoring systems drawn from the experience of the members of the Network of ODS Officers for South-east Asia and the Pacific.

*Preliminary List of Trade Names of Chemical Products Containing Substances Controlled Under the Montreal Protocol and Trade Names of HFC Alternatives*: an information paper that lists the commercial names of chemical products containing substances controlled under the Montreal Protocol and trade names of HFC alternatives for NOUs and custom officials wishing to identify the use or import of ODS.

*Government Strategies to Phase Out Ozone-depleting Refrigerants: four case studies from the Nordic countries*: a publication for ODS officers and legal officers that shares the successful policy experience of developed countries in the area of refrigerant management.

## STAGE 5: IDENTIFY AND UNDERSTAND OPTIONS FOR BEST PRACTICE

Making decisions on adopting the most effective and appropriate technology, equipment or management approach (i.e. 'best practice') depends on your country-specific situation. There is rarely one right answer for everyone.

### GOVERNMENT (NOUs)



#### Role

- ✓ familiarize yourself with the latest technical approaches and practices
- ✓ provide industry with information on best practice

#### Information requirements

- ✓ latest information on best practice
- ✓ case studies from other countries

### INDUSTRY



#### Role

- ✓ seek and understand best practice
- ✓ disseminate best practice information to other countries, especially small and medium-sized enterprises (SMEs) in the supplier chain

#### Information requirements

- ✓ best practice information
- ✓ technical equipment and chemical supplier information
- ✓ case studies from other companies

### NGOs



#### Role

- ✓ encourage consumer support of companies that have adopted ozone-friendly technologies and products
- ✓ influence behaviour of companies, especially SMEs
- ✓ promote technologies that are acceptable to the NGO community

#### Information requirements

- ✓ latest information on best practice
- ✓ case studies from other countries

## ASSISTANCE AVAILABLE FROM THE CLEARINGHOUSE

*Technical Brochures*: a series of five easy-to-read summaries of the reports of the UNEP Technical Options Committees, designed for government decision makers, industry managers and NGOs.

*Chillers and Refrigerant Management Training Manual* and *Good Practices in Refrigeration Training Manual*: part of a series of training manuals that responds to the need for reducing emissions of ODS in the refrigeration sector by giving detailed information on good maintenance and servicing practices. They also contain information on containment practice, recovering and recycling

*Elimination of CFC Refrigerants from Domestic Refrigeration Manufacture*: an information paper that summarizes alternative technologies, elements of conversion, indicative costs and contact sources including suppliers.

*Cyclopentane: a blowing agent for polyurethane foams for insulation in domestic refrigerator/freezers*: an information paper that provides information on the availability, properties, handling and safety issues on the use of cyclopentane for insulating foams for refrigerator/freezers.

*Safety Aspects of Hydrocarbon Refrigerators*: an information paper that addresses the safety issues related to the manufacture of domestic refrigerators using hydrocarbons as refrigerants and cyclopentane as the blowing agent.

In Malaysia, the NOU at the Department of the Environment translated excerpts from the technical brochures into Malay for use in a series of small booklets that was distributed to industry.

### **Other suggested uses:**

- ✓ Companies could use the brochures to help market non-ODS products and services
- ✓ NOUs could distribute them to business leaders to inform them about technical issues of their industry sector

In the Maldives, the vocational training centre used the Training Manual on Chillers and Refrigerant Management to revise their curriculum of the refrigeration sector. Ghana adapted the training manuals to fit more closely with their local needs. The project was a joint effort between the equipment manufacturers and the government.

## STAGE 6: SOURCE AND SELECT APPROPRIATE OPTIONS

Understanding the best option is only half the battle — the other half is finding the right supplier or consultant to help you implement it.

### GOVERNMENT (NOUs)



#### Role

- ✓ compile and transfer selection guidance and sourcing information to industry associations
- ✓ provide guidance as to what technologies comply with national policies

#### Information requirements

- ✓ information about selecting technologies
- ✓ technology equipment descriptions and contact addresses of suppliers
- ✓ case studies from companies

### INDUSTRY



#### Role

- ✓ learn about benefits and drawbacks of different technologies
- ✓ obtain technical and equipment supplier information
- ✓ disseminate sourcing information, particularly to SMEs
- ✓ develop case studies based on company's successes/failures and share them with other companies

#### Information requirements

- ✓ technology, equipment and chemical supplier information
- ✓ detailed performance information
- ✓ case studies from other companies

### NGOs



#### Role

- ✓ encourage consumer support
- ✓ influence behaviour of companies, especially SMEs
- ✓ promote technologies that are acceptable to the NGO community

#### Information requirement

- ✓ technology, equipment and chemical supplier information

## Assistance available from the Clearinghouse

*Sourcebooks of Technologies for Protecting the Ozone Layer*: a series of four, regularly updated publications (aerosols, foams, refrigeration, specialized solvent uses) that provides 'neutral', worldwide information to help industries identify, select and implement technologies to reduce or eliminate the use of ODS. They provide technology- and equipment-sourcing information, and describe the benefits/drawbacks of each non-ODS technology.

*Aerosol Conversion Handbook*: a guide that assists the aerosol industry in assessing, selecting and implementing alternative technologies by providing information on alternative propellants and technologies, conversion formulation technologies, machinery considerations, hydrocarbon storage, handling and transport, filling room technology and hydrocarbon propellant purification. The guide includes examples from industry in various countries.

*Retrofitting with Non-CFC Substitutes*: an information paper that provides summaries of studies concerning the retrofitting of domestic refrigeration, mobile air conditioning, centrifugal chillers, cold storage and food processing facilities, and commercial refrigeration. A list of organizations undertaking retrofitting work is also included.

*Blends as Refrigerants to replace CFCs and HCFCs*: an information paper that identifies the components and trade names of binary and ternary blends of refrigerants for vapour compression systems and includes abstracts/summaries of technical studies.

### Suggested uses:

- ✓ Produce fact sheets on specific technologies based on chapters of the Sourcebooks
- ✓ Use them as part of your query response service
- ✓ Distribute them to industry managers

## STAGE 7: IMPLEMENT STRATEGY, AND MONITOR AND EVALUATE PROGRESS

Any management cycle can be summed up in four words: 'plan, do, correct, improve'.

### GOVERNMENT (NOUs)



#### Role

- ✓ assess whether the goals of the Country Programme have been met
- ✓ communicate to the stakeholders what has been accomplished and what still needs to be done
- ✓ review new phase-out requirements and plan further actions, if required

#### Information requirements

- ✓ updated data on consumption and production of ODS in the country
- ✓ feedback from industry on whether phase-out processes are complete or what remains to be done

### INDUSTRY



#### Role

- ✓ evaluate progress at the company level
- ✓ identify remaining ODS to phase-out and revise strategy, if necessary
- ✓ communicate any remaining technical or financial needs to NOU
- ✓ communicate results of successful phase-out

#### Information requirements

- ✓ feedback from ODS-using companies and their departments as to whether phase out is complete
- ✓ identification of any barriers that prevent complete phase out

### NGOs



#### Role

- ✓ assess whether the goals of the Country Programme have been met
- ✓ communicate to the public and industries what has been accomplished and what still needs to be done

#### Information requirement

- ✓ information from government and industry as to what remains to be done

## ASSISTANCE AVAILABLE FROM THE CLEARINGHOUSE

Amount of ODS phased-out is your ultimate performance indicator. Although information needs at this stage are rather specific, our query-response service may be able to assist you.

Network meetings are a forum in which NOUs can discuss obstacles, exchange information and share experiences with your peers from developed and developing countries.

This is a good stage in which to identify any training needs. The OzonAction Programme can assist in setting the agenda and providing the necessary training material.

# 3

## How can I access this information?

Various communication media and mechanisms are available to meet your needs. In information exchange, hard copy, diskettes, internet and query/response are all vehicles to get useful information to you quickly and in a cost-effective manner. Similarly, networks and workshops are effective ways to disseminate information to ODS officers, trainers and other specialized target groups.



### HARD COPY

UNEP IE's OzonAction Programme's printed publications number more than 200 documents. Some are available in multiple languages and many are available free of charge (see our publication list, *Stratospheric Ozone Protection Publications*)

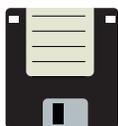


### QUERY/RESPONSE TEAM

All stakeholders need information on which to base their technical or policy decisions over the lifetime of their ODS phase-out process. As part of its clearinghouse function, the OzonAction Programme continuously researches and provides responses to specific questions received from NOUs and industry in Article 5 countries. The query/response service draws upon its extensive network of experts and cooperating organizations including UNEP's Technical Options Committees. This service is available to the public through e-mail, the World Wide Web, mail, telephone and fax.

### OZONACTION INFORMATION CLEARINGHOUSE DISKETTE

An easy-to-use, Windows™-based database containing contact information, quality-reviewed literature abstracts, information about the Multilateral Fund, the *Montreal Protocol Handbook*, Country Programme Coversheets, *Sourcebooks of Alternative Technologies*, contacts for ozone protection focal points and much more.



## OZONACTION HOME PAGE

A World Wide Web site that provides information about the mission and services provided by the OzonAction Programme, the Multilateral Fund, public awareness materials and publications, list of the ODS controlled under the Protocol, latest phase-out schedule agreed to by the Parties, on-line versions of the latest OzonAction newsletters, answers to ozone protection questions, contacts for key ozone-protection focal points, list of the upcoming ozone-protection events, and links to other stratospheric ozone protection web sites. Point your web site browser to:



<http://www.unepie.org/ozonaction.html>

## TRAINING AND NETWORKING WORKSHOPS

Platforms for exchanging experiences, developing skills, and tapping the expertise of peers and other experts. Both the network meetings and workshops are conducted on a regional level. The networks include seven regional and sub-regional networks in which ODS officers from more than 80 countries meet regularly to exchange information and seek collective solutions.

As a result of the needs expressed during networking and training workshops, the OzonAction Programme develops new publications which can be further distributed to those inside and outside the region.



# 4

## Who else can help?

In addition to UNEP, the following sources of information can also help you:

- ✓ National Ozone Unit (NOUs)
- ✓ industry associations, chambers of commerce
- ✓ technical institutes, universities, professional associations,
- ✓ standards organizations
- ✓ other companies in the 'supplier chain'
- ✓ individual experts, consultants,
- ✓ non-governmental organizations (NGOs),
- ✓ other implementing agencies of the Multilateral Fund (UNDP, UNIDO and the World Bank), and its Secretariat.

Besides those types of organizations listed in the box, there are international organizations that are specifically mandated to support the phase out of ODS in developing countries. The Multilateral Fund was established by the Parties to the Protocol in January 1991 to provide financial and technical assistance to developing countries to enable them to meet

their commitments under the Montreal Protocol. Four organizations serve as the Fund's implementing agencies: the UN Development Programme (UNDP), the UN Environment Programme (UNEP), the UN Industrial Development Organization (UNIDO) and the World Bank.

Contacts for other sources of information and further information can be obtained from:



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