



DEPARTMENT OF SUSTAINABLE DEVELOPMENT

Ministry of Education, Sustainable Development, Innovation, Science, Technology and Vocational Training



INTEGRATED TOOLIKIT TO IMPROVE THE TRANSMISSION OF INFORMATION UNDER ARTICLE 07 AND 15 OF THE STOCKHOLM CONVENTION

Report on Potential Linkages with Available National Database Management Systems and recommendations on its administration at the National level



Table of Contents

List of Fi	guresgures	2
List of Ta	ables	2
List of A	bbreviations	3
Executiv	e Summary	. 4
1.	Background	. 4
2.	Existing Systems and Procedures for Article 7 and 15 Reporting	5
3.	Existing Saint Lucia National Data Management Systems	7
4.	The Integrated Electronic Toolkit	7
5.	Department of Sustainable Development Workplace Applications	8
6.	Potential linkages of Data Management Systems available at the National Level	9
7.	Recommendations for arrangements for the administration and sustainability of the Integrated Articles 7 And 15 Toolkit at the National Level	9
The "Tea	am" created shall consist of a number of channels; GENERAL for all agencies to view, and or PRIVAT for specific agencies to record activities only for their use and access	
Appendi	ix I	16
Sample	List of Agencies Inventoried for POPs Information	16
Appendi	ix II	21
Nationa	I Implementation Plan Module	21
Appendi	ix III	27
Microso	ft Teams vs. Slack	27
Micro	osoft Teams vs Slack — Features Overview	28
Appendi	ix IV	30
Microso	ft Teams Module	30
Appendi	ix V	33
Referen	ces and Acknowledgements	33

List of Figures

Figure 1. Overview of data collection on POPs for reporting purposes in Saint Lucia	5
Figure 2. Workflow depiction of data and information collated by the DSD consultant	6
Figure 3. Integrated Electronic Toolkit Module Interlinkages	8
Figure 4. Workflow depiction of data and information collated by the Department of Sustainable Development	
Figure 5. Overview of national data sources for POPs information with MS Teams (Microsoft 365)	Deployed.
Figure 6. The above caption depicts a sample set of stakeholders, agencies, and associates which added to MS Teams.	can be
Figure 7. Signed-in screen displayed for the Technical Team/Designated Experts for NIP Submission	
Figure 8. Select relevant country for data entry; where responses are selected, either narrative for quantitative entries, maps and images	ormat,
Figure 9. NIP Submission Module structured list of POPs data to be entered	
Figure 10. MS Teams with the inclusion of a stakeholder's website, NEIS	
Figure 11. Short List of Team members. A member can be an "Owner", "Member" or "Guest". A g	
not belong to the hosting organisation.	-
Figure 12. A member can belong to multiple organisations. For example, Alton Stephen. Alton Ste	
guest of the "Saint Lucia Tourism Authority" and "Unite Caribbean"	-
List of Tables	
Table 1. Sample list of organisations, agencies and companies for gathering POPs data	20

List of Abbreviations

<u>Abbreviation</u> <u>Definition</u>

ASYCUDA Automated System for Customs Data

BI Business Intelligence

BCCC Basel Conventional Coordinating Centre

BCRC-Caribbean The Basel Convention Regional Centre for Training and Technology Transfer for the

Caribbean

BCCC-SCRC-LATU Basel Convention Coordinating Centre, Stockholm Convention Regional Centre for

Capacity Building and Transfer of Technology hosted by Uruguay

CARPHA Caribbean Public Health Agency
CDSF Common Data Storage Facility
CRM Customer Relationship Management

CSO Central Statistics Office

DSD Department Of Sustainable Development

GEF Global Environment Facility

GITS Government Information Technology Services Ltd.

GOSL Government Of Saint Lucia

HBB Hexabromobiphenyl

HBCD Hexabromocyclododecane

HS Harmonized System

LATU Uruguayan Technological Laboratory
LUCELEC St. Lucia Electricity Service Limited
MEAs Multilateral Environmental Agreements

MOU Memorandum Of Understanding

MS Microsoft

NEIS National Environmental Information System

NIP National Implementation Plan
NIR National Inventory Report

PBDE Polybrominated Diphenyl Ethers

PC Personal Computer

PCB Polychlorinated Biphenyls
POP Persistent Organic Pollutants

SC Stockholm Convention
SCRC Stockholm Convention Regi

SCRC Stockholm Convention Regional Centre
SLASPA St. Lucia Air and Sea Ports Authority

SLSWMA Saint Lucia Solid Waste Management Authority

SPOC Single Point of Contact

UNCBD United Nations Convention on Biological Diversity
UNCCD United Nations Convention to Combat Desertification
UNCTAD United Nations Conference on Trade and Development

UNEP United Nations Environment Programme

UNEP IT United Nations Environment Programme Information Technology

UNFCCC United Nations Framework Convention on Climate Change

UPOP Unintentionally Released POPs

WASCO St. Lucia Water and Sewage Company

Executive Summary

This report presents the findings of an assessment that was conducted on the existing data management systems and procedures applied for compiling national data and information for Persistent Organic Pollutants (POPs). The assessment also included a review of the Government of Saint Lucia (GOSL), Department of Sustainable Development (DSD) Information Technology infrastructure, digital applications deployed and potential linkages with the national data management systems.

Recommendations for arrangements for the administration and sustainability of the Integrated Articles 7 And 15 Toolkit at the National Level are:

- 1. Design a dedicated national POPs data application to support easy access to current and historical information, remove the need for consultants and thus reduce capital expenditure or funding for subsequent Stockholm Convention (SC) cycles.
- 2. Map a new workflow for administering the electronic toolkit for SC reporting.
- Use Microsoft Teams as it is included in the Microsoft 365 subscription. MS Teams is a tool for collaborative work and to provide the foundation for the development of a dedicated digital POPs repository.

1. Background

The National Implementation Plans (NIP) and National Reports submitted to the Stockholm Convention's Secretariat under Articles 7 and 15 respectively, are the key data sources used for evaluating the effectiveness of the implementation of the SC at both the global and national levels.

International recognition that Persistent Organic Pollutants (POPs) posed major and increasing threats to human health and the environment, led to the adoption of the Stockholm Convention on POPs (SC Convention). The effectiveness evaluation process conducted by the Secretariat identified the limited availability of data from national reports and NIPs as a key challenge as the quantitative information on POPs reported by parties was extremely limited.

An integrated electronic toolkit for reporting under Articles 7 and 15 for POPs information has been developed by the United Nations Environment Programme (UNEP) for pilot testing by counties, including Saint Lucia. In that regard, the Department of Sustainable Department (DSD), through the support of the Basel Convention Coordinating Centre, Stockholm Convention Regional Centre for Capacity Building and Transfer of Technology hosted by Uruguay (BCCC-SCRC-LATU), has engaged the Information Technology Consultancy services to undertake the needed preparatory work to support the piloting of the integrated electronic toolkit for the transmission of information under the Stockholm Convention by:

- (i) Supporting the technical team/designated experts in populating the integrated electronic toolkit
- (ii) Identifying data management systems available at national level including their structures, features and characteristics.
- (iii) Compiling potential linkages with the data management systems available at the national level
- (iv) Identifying the necessary arrangements for the administration of the integrated electronic toolkit for Article 7 ad 15 at the national level after the project ends.

2. Existing Systems and Procedures for Article 7 and 15 Reporting

The gathering of information at the national level for POPs reporting cycles has been conducted by nationally engaged consultants; this activity has been outsourced by the DSD.

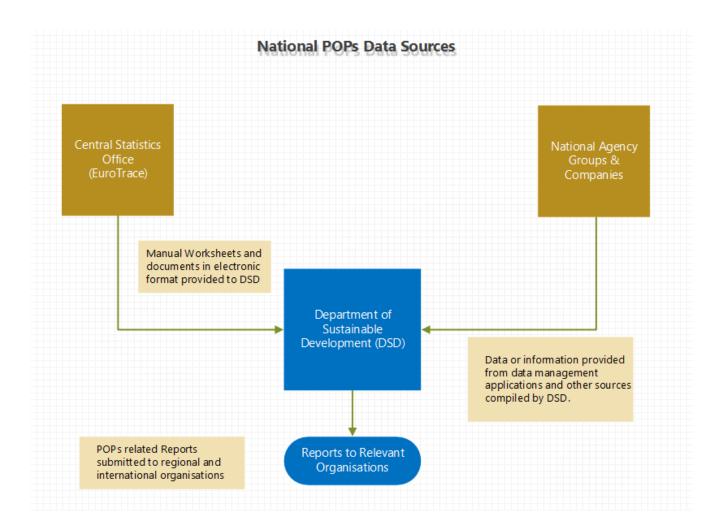


Figure 1. Overview of data collection on POPs for reporting purposes in Saint Lucia

Information is provided by stakeholders in both public and private sector. Typically, consultants obtain information/data from face-to-face interviews and from the distribution of questionnaires. See Appendix I. which lists a sample of agencies interviewed.

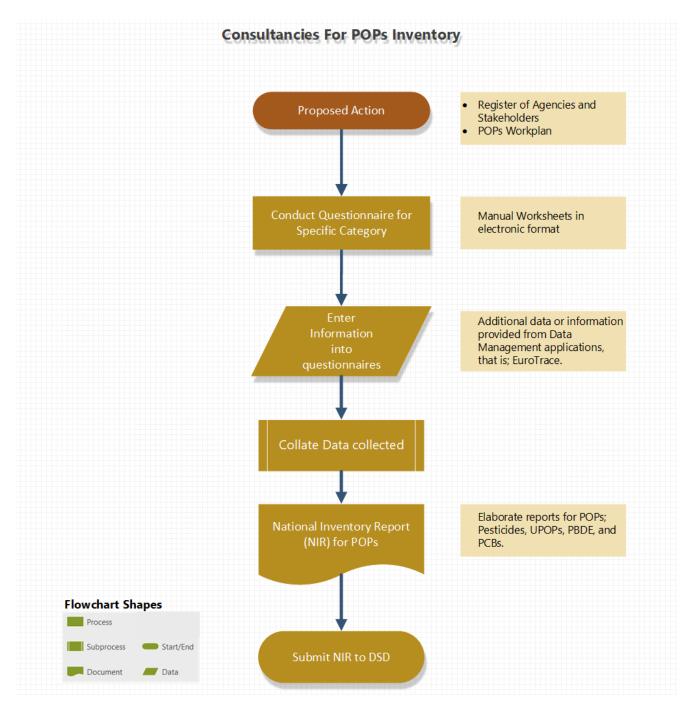


Figure 2. Workflow depiction of data and information collated by the DSD consultants.

The information requested on POPs from various entities is typically provided in electronic format; Excel format and/or Word document. The Central Statistics Office utilizes "EuroTrace" to provide any data/information requests.

Other agencies provided their POPs information by manual inputs entered into created electronic templates; tables, documents and/or questionnaires, supplied by the DSD consultants.

3. Existing Saint Lucia National Data Management Systems

Central Statistics Office

The Central Statistics Office (CSO) utilises **Eurotrace**, an application used for the collection, compilation, and dissemination of external trade data at national and regional levels. It is a generic and open system able to be adapted to national and regional requirements and to most types of statistics. Eurotrace allows the user to import and manage the data necessary for the development of the external trade statistics (in particular customs' data).

The Central Statistics Office interfaces with national instance of the United Nations Conference on Trade and Development (UNCTAD) Automated System for Customs Data (ASYCUDA). The DSD provides the list of imported products/items that are associated with POP content, for example fire-fighting foams of a particular type, televisions, monitors, and so forth. The CSO then performs a look up for the Harmonized System (HS) codes for these requested products. The report generated is transmitted via email to the DSD officer.

Ministry of Agriculture

The- Ministry of Agriculture utilizes and custodian of the Saint Lucia National Environmental Information System (NEIS). The NEIS was designed to be a publicly accessible platform for enhanced co-ordination of existing knowledge and generation of new information on the state of Saint Lucia's environment. The NEIS includes a reporting system and a Common Data Storage Facility (CDSF) that stores and records data centrally to serve as a supporting and foundational tool for reporting on Multilateral Environment Agreements (MEAs) — specifically, United Nations Framework Convention on Climate Change (UNFCCC), United Nations Convention to Combat Desertification (UNCCD) and United Nations Convention on Biological Diversity (UNCBD). This system facilitates open sharing of critical environmental data for cross-sectoral and inter-agency collaborative evidence-based policy and development planning. The use of the NEIS data collated is to garner information for impact, risk, and vulnerability in environment adaptation planning considering the increasingly severe climate change conditions, land degradation and loss of biodiversity.

Division of Public Sector Modernization, Department of Public Service

This department is the custodian for the **Saint Lucia Open Data Portal**. Saint Lucia's Open data programme was designed on the concept of helping agencies to improve the way in which they share public data. It offers every agency of government an online profile through their website on which they could manage how they share their own data with the public and with other agencies. It also serves as a "one-stop-shop" for finding re-usable data from the Government of Saint Lucia. Investors, researchers, students, analysts, app developers and other government agencies, rely heavily on easy access to data.

4. The Integrated Electronic Toolkit

The Department of Sustainable Development in the Ministry of Education, Sustainable Development, Innovation, Science Technology and Vocational Training, Saint Lucia, with the support of the Basel Convention Coordinating Centre, Stockholm Convention Regional Centre for Capacity Building and Transfer of Technology hosted by Uruguay (BCCC-SCRC-LATU) is executing in-country activities within the framework of the United

Nations Environment Programme (UNEP) / Global Environment Facility (GEF) project *Integrated Stockholm Convention toolkit* to improve the transmission of information under *Articles 07 and 15* (GEF ID 9884).

An integrated electronic toolkit is being developed by the United Nations Environment Programme (UNEP) and tested by project pilot countries, including Saint Lucia. This electronic toolkit consists of four (4) modules:

- 1. POPs Inventory Module
- 2. NIPs Submission Module

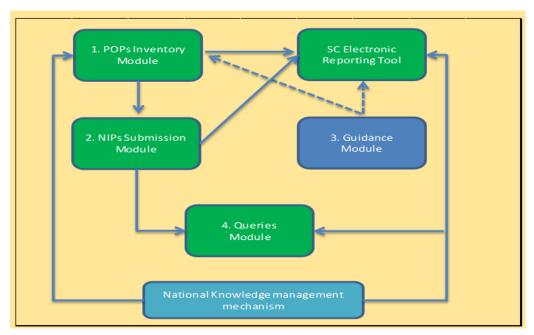


Figure 3. Integrated Electronic Toolkit Module Interlinkages

- 3. Guidance Module
- 4. Queries Module

The National Implementation Plan (NIP) Submission Module was presented by the UNEP IT consultant explaining the structure and layout of the application; namely, Quantitative, Qualitative information and Narrative. Also presented was the "first look" of the electronic NIP Toolkit. Saint Lucia is one of seven (7) country participating in this project phase.

The UNEP IT Consultant provided training on the way to populate the electronic NIP Submission module with test data. The specific MS Word document template was introduced and the procedure to first enter all the relevant information for the several sections and categories, then have this information entered into the electronic toolkit. The information will be entered in tables where responses are selected, either narrative format, quantitative entries, maps, and images. The NIP module is still undergoing development.

5. Department of Sustainable Development Workplace Applications

The DSD subscribes to Microsoft Office 365, which is administered by the Government Information Technology Services Ltd (GITS).

6. Potential linkages of Data Management Systems available at the National Level

There are two (2) existing data management systems which can be configured to make available data and information for Articles 7 and 15, these are the NEIS repository portal and the Saint Lucia Open Data portal. Discussions with the GOSL departments and custodians for these applications stated given detail specifications of the information and data required and frequency for periodic updates, this information can be made available and easily accessible.

The NEIS (www.neis.govt.lc), repository portal was launched August 2018. To support its implementation a Memorandum of Understanding (MOU) was signed between seventeen (17) private and public Sector Agencies agreeing to share and provide environmental data to the system. Each agency has a data curator and data contributors that can upload data to the Common Data Storage Facility (CDSF) and generate reports. However, it is evident that this MOU execution may have fallen short of a sustainable component to facilitate ongoing maintenance to keep the NEIS portal relevant.

Currently, Saint Lucia's Open data website (www.data.govt.lc), holds data for eleven (11) agencies of government and over fifty (50) Public Officers have received training in using and uploading data. The website publishes data on education, weather, tourism, Nemo, Transport department, vehicle statistics, population, labour, finance, and geospatial data – to name a few. The website was launched in June 2018 as part of the implementation of the Open Data policy and it is unfortunate that the portal appears not functional and suffered a similar fate to NEIS.

To receive the benefit of these deployed data management applications and systems they must be properly maintained for sustainability. During the interval of this Information Technology (IT) consultation both applications were experiencing technical problems and a clear indication that there needs to be redundancy for these applications or an alternative method to ensure the information is available and accessible.

The Central Statistics Office is a stakeholder for this process in providing the relevant trade and imported goods information which will be required for the Open Data portal. Eurotrace is always available and supported by UNCTAD.

7. Recommendations for arrangements for the administration and sustainability of the Integrated Articles 7 And 15 Toolkit at the National Level

The administration and gathering of information for Article 7 and 15 for the electronic toolkit at the national level comes with it challenges as each GOSL agency, institution or organisation has their own operating procedures and applications. In order to support more effective and efficient collaboration amongst these various agencies, institutions, and organisations, it is proposed that they all subscribe to a common platform. The prescribed platform must be intuitive, easy to adapt, easy to adopt, portable and digital.

Currently, there is no dedicated national POPs data management application or portal, therefore the data collected is dependent on the availability of the other national data management systems and contracting of consultants for the gathering of data from various agencies and stakeholders. In recognition that the compilation of data and information for the SC should be periodic and frequent so that the quantitative information on POPs

is readily available, and therefore the custodians of the data and information need to ensure that their information is current, to support SC reporting obligations.

Ideally, a dedicated national POPs data application is needed, for ease of access to current and historical information. This approach will greatly reduce the need for consultants and capital expenditure or funding for the next SC cycle and subsequent ones. The application should feature:

- A Customer Relationship Management (CRM) module. This records agencies and stakeholders profile as well as keeping track of all communications with them.
- A repository module. This is a database to store all required POPs information from the agencies and stakeholders. This module can be configured to automatically send out reminders to agencies and stakeholders for the various types of POPs information that requires periodic updates.
- The capability to interface with existing national data management systems which contain information related to POPs.
- The ability to process POP data files imported into the application. These files must be of a predetermined format for processing at the application.
- The application must be capable of generating the required SC POP reports for national, regional, and international stakeholders and organisations.

The development of such a software application (website / portal) will be bespoke built and therefore capital expenditure can average USD 50,000.00 based on details of the specification definition. Once implemented then there are maintenance costs average of USD 10,000.00 annually for the system to remain available and current, to avoid the predicament of what we realised of the few national data management systems previously deployed.

As the development of a software application for national POPs, is a mammoth undertaking, it is proposed that this undertaking be done in a pragmatic approach, should the ultimate objective be the implementation of a dedicated application for recording, retrieving, and reporting POPs data and information. The DSD can consider a phased approach for owning and managing a data and information collection system for POPs.

Enormous strides have been made in the development and improvement of "off the shelf" applications to increase productivity, efficiency, and efficacy in the workplace with the adoption of digital collaborative tools. To short list a few of these tools:

- Dropbox
- Google Drive
- Slack
- Microsoft (MS) Teams

The ultimate selection for one or more of the digital tools will be based on the organisation's requirements. They each have their pros and cons, but the selection is for the best fit. For the Department of Sustainable Development where there is interaction with several bodies and organisations gathering the information requires communication and contact at multiple modes or channels:

- Phone Calls
- Emails

- Meetings
- Presentations
- Sharing documents
- Project Management
- Workflows
- Tracking tasks

For the above requirements there are two collaborative tools which may fulfil these, namely Slack and Microsoft Teams.

Microsoft Teams is a proprietary business communication platform developed by Microsoft, as part of the Microsoft 365 ecosystem or family of application products. MS Teams primarily competes with the similar service Slack, offering workspace chat and videoconferencing, file storage, and application integration.

Slack is a messaging application, similar to *Meta WhatsApp*, solely for business that connects colleagues to the information they need. By bringing colleagues together to work as one unified team, Slack transforms the way organizations communicate. Slack makes access to your colleagues easy, "message" anyone inside or outside your organization and collaborate. Colleagues can work in dedicated spaces called "channels" that bring together the relevant colleagues and information. In Slack, everyone in an organization has access to the same shared and searchable information. When teams work together in channels, information can be shared with everyone at once, helping keep teams stay aligned and make decisions more quickly.

MS Teams is being recommended as the best fit for this DSD as they already have subscribed to Microsoft Office 365 license. The information and data gathered may also serve as an alternative to the national level data management systems, namely, NEIS and Saint Lucia Open Data portals previously deployed.

MS Teams features include (refer to Appendix IV for detail information):

- Sharing documents
- Chats for grouped teams, and channels
- Meetings; video and audio conferencing
- Manage apps, for example MS Lists, Workflows, To-Do-Lists, Power BI (reporting), etc.
- A Member or associate can belong to multiple teams or organisations.

MS Teams is used by several agencies and companies in their daily operations as well as projects. The cost of the module which is an integral component of the Microsoft 365 (work and education) suite of software applications, average USD 150.00 annually per user. It provides the functionality and features to get DSD started in being independent and self-sustaining for POPs information without a huge capital expenditure amount. The estimates suggests that this is not cost prohibitive to deploy and maintain. The associates and agencies do not need to subscribe to MS Teams for collaboration. The deployment of new systems will require training for DSD staff and associates on the MS Teams module which is readily available. This training can be done in person or from online resources.

The Slack application subscription will incur an additional cost as it is a standalone application. Its cost is the same with MS Office 365 subscription.

See Appendix III. for comparison between MS Teams and Slack.

The following workflow depicts the proposed first stage method of approach for DSD to own and manage POPs data and information.

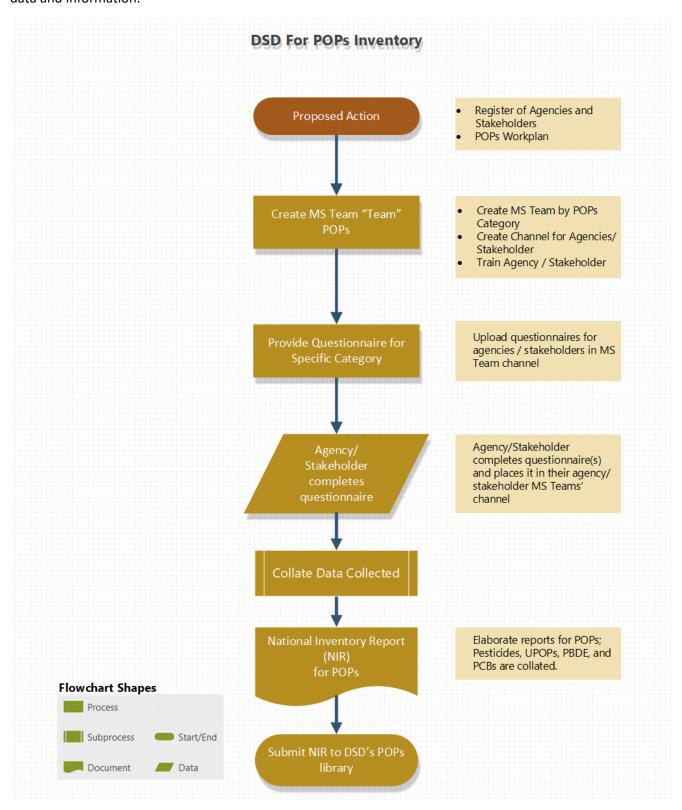


Figure 4. Workflow depiction of data and information collated by the Department of Sustainable Development

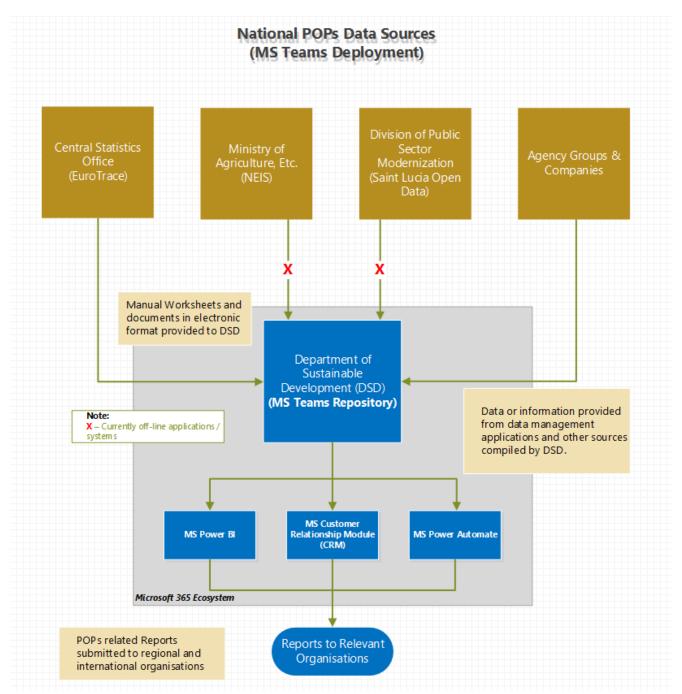


Figure 5. Overview of national data sources for POPs information with MS Teams (Microsoft 365) Deployed.

The above illustration depicts the deployment of Microsoft 365 components for the collation and management of POPs data and information. MS Teams is used to collaborate with the agencies and stakeholders for communication, gathering data and information. MS CRM to manage, track and store information related to agencies and stakeholders. MS Power Automate is a service application that is able to create reminders and automate workflows. MS Power BI is used to generate reports and can aid with analysing the collected data.

Suggested DSD MS Teams Organization for POPs Information



Figure 6. The above caption depicts a sample set of stakeholders, agencies, and associates which can be added to MS Teams.

The "Team" created shall consist of a number of channels; GENERAL for all agencies to view, and or PRIVATE for specific agencies to record activities only for their use and access.

Appendix I Sample List of Agencies Inventoried for POPs Information

The reports submitted by the engaged consultant were categorised in four (4) groups:

- (i) Unintentionally Released POPs (UPOPs) Inventory
- (ii) POPs Pesticides Inventory
- (iii) Polybrominated Diphenyl Ethers (PBDE) POPs Inventory
 - a. Hexabromobiphenyl (HBB) POPs Inventory
 - b. Hexabromocyclododecane (HBCD) POPs Inventory
- (iv) Polychlorinated Biphenyls (PCBs) POPs Inventory

The national sources contacted for gathering the information and data for populating the NIP Submission Module document template provided were:

Aganas Grassa & Communica	POPs Inventory Classification			
Agency Groups & Companies	Pesticides	UPOPs	PBDE	PCBs
GOSL Public Sector				
Central Statistics Office*	Х	Х		
St. Lucia Fire Services Department		Х		
Transport Division*				
Department of Sustainable Development*				
Customs and Excise Department	Х			
Saint Lucia Solid Waste Management Authority (SLSWMA)	Х	Х		
Deglos Sanitary Landfill	Х	Х		Х
Vieux Fort Solid Waste Management Facility	Х	Χ		Х
Black Bay (Historic thermal copper wire reclamation site)				Х
Department of Agriculture	Х	Χ		
Royal Saint Lucia Police Force, Traffic Department*				
Ministry of Health and Wellness (Environmental Health)	Х			
Owen King European Union Hospital		Χ		
Victoria Hospital		Χ		
St. Jude Hospital		Χ		
Department of Education			Х	
Government Information Technology Services Ltd.			Х	
Caribbean Public Health Agency (CARPHA)	Х			
Sir Arthur Lewis Community College (Dennery Farm)	X	Х		
Statutory Organisation				
St. Lucia Electrical Services Limited (LUCELEC)		Χ		X
St. Lucia Air and Seaports Authority (SLASPA)		Χ		
St. Lucia Water and Sewage Company (WASCO)		Χ		

Agency Groups & Companies	POPs Inventory Classification			
Agency Groups & Companies	Pesticides	UPOPs	PBDE	PCBs
Corporate/Private Sector				
1st National Bank of Saint Lucia Ltd.			Χ	
Bank of Saint Lucia			Χ	
Bay Gardens Resorts			Χ	
Belle Vue Farmers' Cooperative	X	Χ		
Buckeye St. Lucia Terminal Ltd.		Χ		
Caribbean Aqua-Terrestrial Solutions		Χ		
Cepal Holdings Ltd.		Х		
Chemical Manufacturing and Investment Supplies		Х		
Concrete Xpress Ltd.		Χ		
C. O. Williams Concrete and Aggregates		Χ		
Construction and Recycling Inc.		Χ	Х	
Greening the Caribbean		Χ		
Grew (1989) Ltd.		Χ		
Guyana Trinidad Mutual Insurance Company Ltd.			X	
Hanco		Х		
Manufactures of Chemicals and Foams				
NAGICO (St. Lucia) Ltd.			Х	
Northern Recycling Centre		Χ		
Palm Haven Hotel			Х	
Rambally Blocks Ltd.		Х		
Rambally's Funeral Parlour		X		
Recycle-It Ltd		X		
Renew St. Lucia Ltd.		Х		
Rubis		X		
RG Quarry		Х		
Sagicor Life Insurance			Х	
Sol EC Ltd.		Х		
St. Lucia Linen		X		
St. Lucia Development Bank			X	
Wilrock Ltd.		Х		
Waste Recyclers		Λ	X	
West Indies General Insurance Company			X	
Tapion Hospital St. Lucia		Х	Λ	
Tapion Hospital St. Lucia		^		
Construction				
Lara's Construction Limited			Х	
Rayneau Construction & Industrial Parts			Х	
Renee's Construction Co. Ltd.			Х	
S&M Construction			Х	
Textiles				

Agency Groups & Companies	POPs Inventory Classification			
Agency Groups & Companies	Pesticides	UPOPs	PBDE	PCBs
RMC Ltd.			Χ	
RAMCO Plastics Ltd			Χ	
Floatuspies 9 Floatuical Faurippess				
Electronics & Electrical Equipment			V	
Best Buy			X	
Brawo/B&D Electronics			X	
Cell Rack			X	
Computer and Electrical Services Ltd.			Х	
Computer World St. Lucia Ltd.			Х	
General Business & Technical Services Ltd.			Х	
H&M Holdings Inc./Fleva			Х	
J. E. Bergasse & Co. Ltd			Х	
J. H. Larcher's Electrical Ltd.			Х	
Massy Stores St. Lucia			Х	
Michel's Electrical			Χ	
Northern Electrical Supplies			Χ	
Tech Depot			Χ	
Tech 'N Gamez Entertainment			Х	
Technical Support & Consultancy Services Ltd. /The				
Computer Store			Χ	
The Cell			Χ	
Voyager			Χ	
ALS Lambert Ltd.			Χ	
CPR St. Lucia			Χ	
Datalabs			Х	
Marshall's Electronics			Х	
Techland			Х	
Transport				
ABI Auto Imports/Autobrokers			Х	
Avis Rent-A-Car			Х	
Beachcomber Ltd.			X	
Best Rates 24 Hours Car Rental			X	
Blue Seas Services			X	
Budget Rent-A-Car (St. Lucia)			X	
Car Total			X	
Courtesy Car Rentals Ltd.			X	
Hertz			X	
J. Q. Motors Ltd.			X	
Mauricette's Auto Repairs & Car Rental			X	
Northwest Ltd. Peter & Co. Ltd			X	

Agangu Grauns & Companies	POPs Inventory Classification			
Agency Groups & Companies	Pesticides	UPOPs	PBDE	PCBs
Six Rent-A-Car			Χ	
Thirty Car Rental			Χ	

^{*} Stakeholder Agency or group Table 1. Sample list of organisations, agencies and companies for gathering POPs data

Appendix II

National Implementation Plan Module

Alpha version of the Module

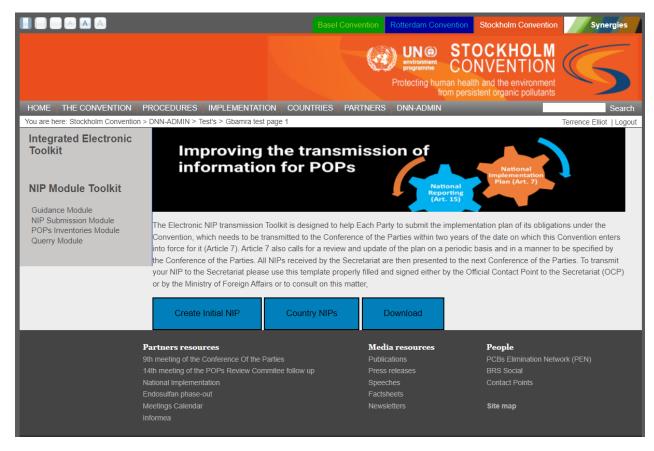


Figure 7. Signed-in screen displayed for the Technical Team/Designated Experts for NIP Submission Module

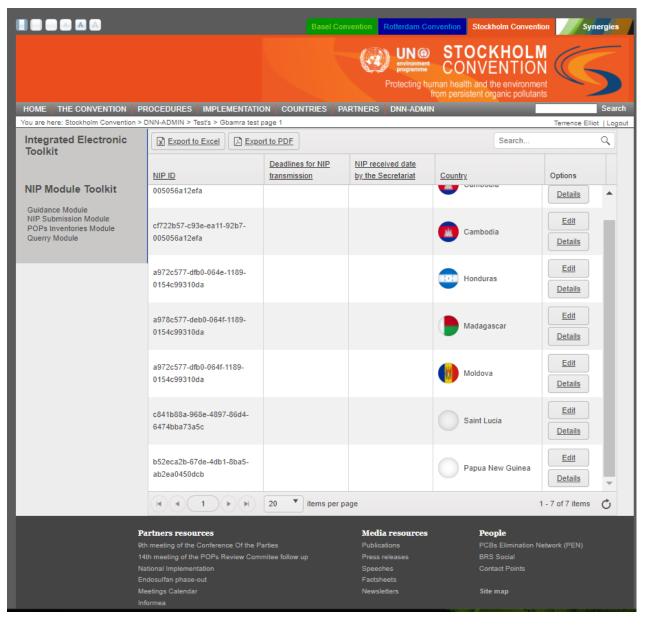


Figure 8. Select relevant country for data entry; where responses are selected, either narrative format, quantitative entries, maps and images

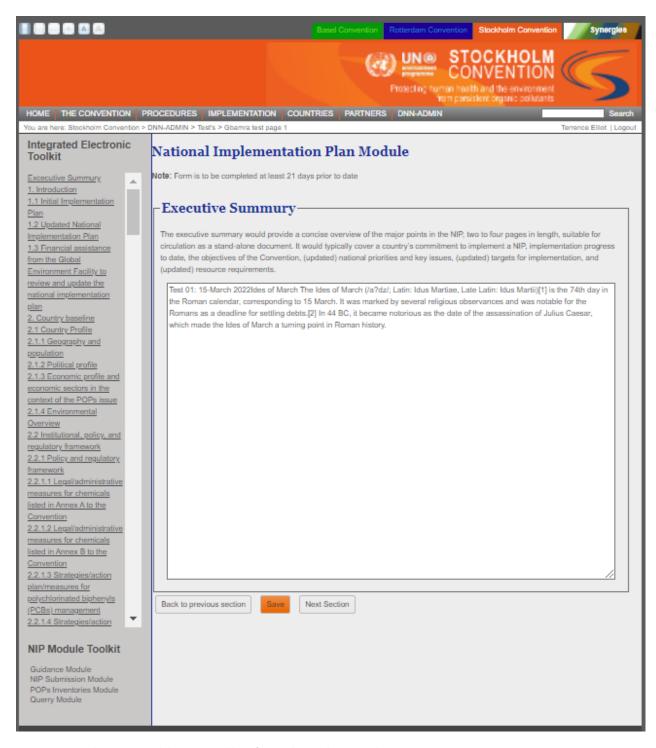
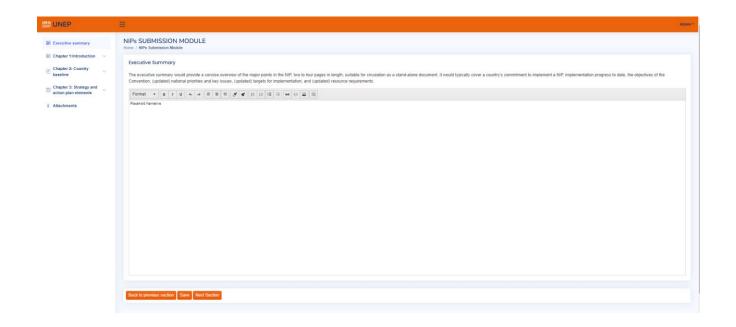
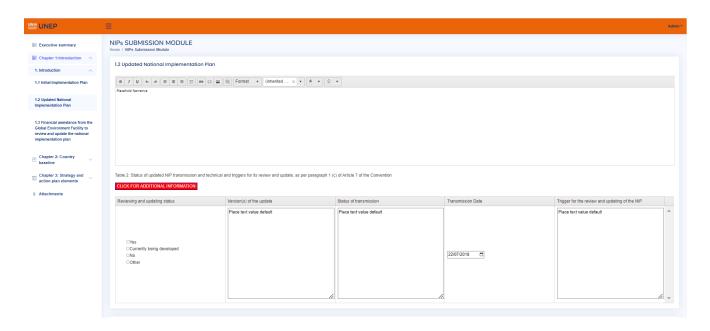
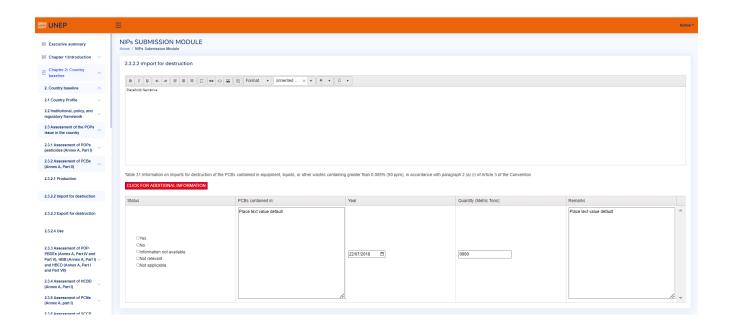


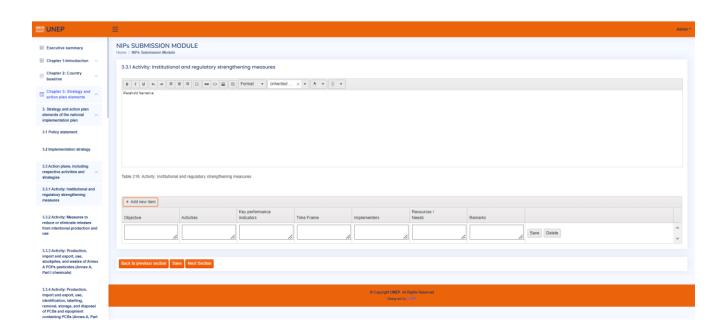
Figure 9. NIP Submission Module structured list of POPs data to be entered.

Beta version of the module









Appendix III

Microsoft Teams vs. Slack

Microsoft Teams vs Slack — Features Overview

Feature	Microsoft Teams	Slack
Channels (Teams)	✓	✓
Private Messages	✓	✓
No. of Users	Up to 500k with free plan	Unlimited
Unlimited Messages	✓	✓
Comprehensive Message Search	√	√ (Up to 10,000 messages with free plan)
File Sharing	✓	✓
Guest Access *	Your first 50k are free for Premium features	Unlimited collaboration with external users for paid plans
Screen Sharing	✓	√ (Not included in free plan)
Video & Audio Calls (1-on-1)	Unlimited	Unlimited
Video Conferences	Up to 250 users with paid plans	Up to 15 users with paid plans
Web, Desktop & Mobile Apps	✓	✓
Shortcuts & Productivity Tools	(40+ Shortcuts for Desktop App)	(50+ Shortcuts for desktop app with most available for web app as well.)
Bots & Workflow Tools	✓ Who Bot (Paid only) and Third-Party Chatbots	✓ SlackBot
Integrations	472 apps to choose from	Up to 10 for free plans, with 2,000+ apps to choose from

^{*} A guest is someone who does not have an account with your organisation. For example, guests may include partners, vendors, suppliers, or consultants. Anyone who is not part of your organisation can be added as a guest in Teams or Slack.

Both Microsoft Teams and Slack offer a comprehensive list of features that will help your team collaborate and get more done.

Features like private and public channel (or team) messaging, searchable message history, video conference calls, screen sharing, file sharing (with permission controls from Office 365 suite like SharePoint), and more, help companies work closely together, even though they're not physically in the same office.

In terms of the features, both solutions are quite evenly matched. Slack has the advantage in some areas, while Microsoft Teams has an advantage in others.

One key difference is that collaboration with outside teams is very limited with Microsoft Teams. It has a limit of five users even on paid plans unless you buy more licenses, where Slack allows unlimited external collaboration with paid plans.

Microsoft Teams offers more robust video conferencing. It can support video conferences of up to 250 users or live events with up to 10,000 people (using a combination of Teams, Microsoft Stream, and Yammer.

Appendix IV

Microsoft Teams Module

Microsoft Teams is a cloud-based communications platform that combines different services for collaboration, such as chat, meetings, calling, and files. Teams is tightly integrated into Microsoft 365 and combines multiple workloads into a **unified communication and collaboration** system. In addition, Teams offers integration capabilities for other tools and third-party products

Microsoft Teams Features:

- Skype for Business; phone calls
- Security, compliance and privacy
- Manage and monitor teams
- Chat, teams and channels
- Meetings and audio conferencing
- Manage apps, for example MS Lists, Trello, Workflows, To-Do-Lists, etc.
- Supports small, medium and large organisations.
- Portable, available on multiple operating systems, PCs, iOs and Android devices
- OneDrive (Access limited to MS Account users), user's remote data storage
- A Member can belong to multiple organisations.

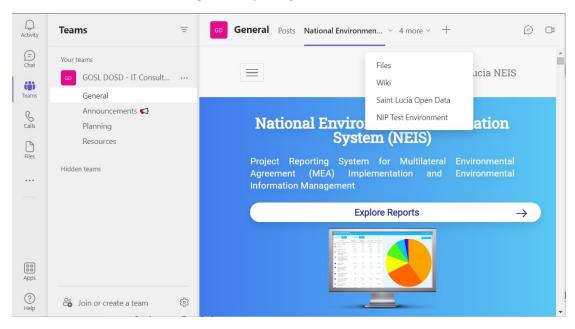


Figure 10. MS Teams with the inclusion of a stakeholder's website, NEIS

Team: GOSL DSD – IT Consultancy

Team Channels:

General

- Announcements
- Planning
- Resources

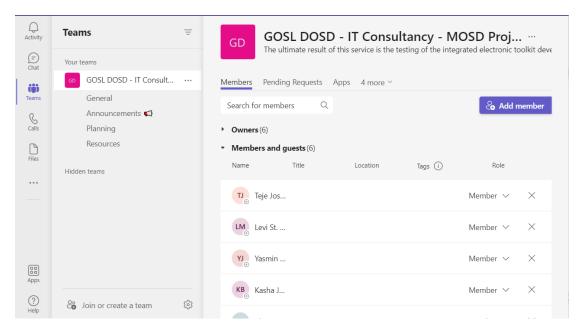


Figure 11. Short List of Team members. A member can be an "Owner", "Member" or "Guest". A guest does not belong to the hosting organisation.

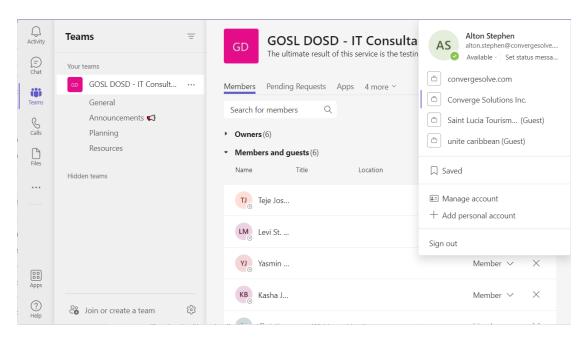


Figure 12. A member can belong to multiple organisations. For example, Alton Stephen. Alton Stephen is a guest of the "Saint Lucia Tourism Authority" and "Unite Caribbean".

Appendix V

References and Acknowledgements

Acknowledgements:

Ms. Yasmin Jude, Sustainable Development Officer, Department of Sustainable Development, for her invaluable knowledge of POPs and assistance.

Mr. Luther Tyson, GOSL, Ministry of Agriculture, NEIS Overview virtual meeting notes.

Ms. Louise Mathurin, for Saint Lucia Open Data overview information.

Mrs. Uranda Xavier-Caesar, GOSL, Central Statistics Office for EuroTrace overview.

Mrs. Sheralin Monrose-Gustave, Chief ICT Officer, Division of Public Sector Modernization, Department of Public Service for Saint Lucia Open Data documentation.

The staff of the Department of Sustainable Development; Mrs. Kasha Jn. Baptiste, Levi St. Marie and Silas Nicholas.

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