

Managing Quality in State of Palestine

A directory of services for SMEs



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MANAGING QUALITY IN STATE OF PALESTINE

A DIRECTORY OF SERVICES FOR SMEs

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Companion guide and supplement to the publication, Export Quality Management: A guide for small and medium-sized enterprises, country adaptation for the State of Palestine. This publication provides an overview of the country's national quality infrastructure that includes food safety and animal and plant health; it also provides contacts of quality-related service providers in the State of Palestine.

Descriptors: **State of Palestine, Quality Control, Quality Management, Standards, Conformity Assessment, Exports, Inspection, Testing and Analysis Services, Certification, Metrology, Accreditation SPS, TBT, Directories, SMEs, Services.**

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Developed by Dr. Mohammed Salhi, PTB.

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Foreword

Nowadays, export-oriented industries and products are a pillar to achieve a strong economy.

The international community has developed criteria to underpin these industries, including international standards and certificates to guarantee a seamless conformity of exported products and services with the requirements of the importing countries.

The State of Palestine has always sought mutual recognition of its conformity assessment procedures to reduce technical barriers to trade. Developing relevant policies and regulations, as well as facilitating trade, are a precondition to boost local production and increase export shares.

The State of Palestine has steadily achieved progress in this regard, by developing a National Export Strategy and by signing trade agreements and Memoranda of Understanding with national standards bodies in the region.

For Palestinian goods and services to be competitive, a comprehensive, internationally recognized quality infrastructure must be in place. The Ministry of National Economy has focused its efforts on raising awareness of the importance of obtaining international certificates for products and management systems, as a prerequisite to open new markets for Palestinian exporters.

This publication, *Managing Quality in the State of Palestine*, is part of these awareness-raising efforts. Combined with the ITC-PTB publication, *Export Quality Management: A Guide for Small and Medium-sized Exporters*, it provides Palestinian businesses with a reliable source of information to achieve a clearly defined level of quality for their products

The Ministry of National Economy is very thankful for the outstanding efforts exerted by the PTB, the German Metrology Institute, and ITC, in supporting our efforts to develop this targeted information. We are absolutely certain that it will trigger a new wave that will take us towards achieving a competitive and sustainable economy.



Abeer Odeh

Minister of National Economy
Ministry of National Economy
State of Palestine

Foreword by ITC and PTB

Today's competitive global trade environment demands that small and medium enterprises (SMEs) invest in productivity and quality. Having goods and services that can compete in international markets requires attention to standards and meeting the technical requirements behind these standards. For many SMEs, however, this can be a challenge – especially in view of the growing number of these standards, both public and private.

Governments impose a range of legitimate technical requirements to protect the health and safety of their citizens as well as to safeguard plant and animal life and the environment. Industry associations, multinationals and retailers also develop a range of “voluntary” private standards to meet the increasingly discerning demands of consumers. ITC research has shown that exporters and importers face many challenges related to non-tariff measures. Among the most significant are quality-related technical regulations, conformity assessment procedures, and sanitary and phytosanitary measures.

To ensure that enterprises can remain competitive and participate in value chains, they need up-to-date information about the applicable technical requirements in their target markets. These SMEs must adapt their products and processes to satisfy market requirements and demonstrate compliance with these regulations. They must check whether recognized conformity assessment services are available in their country, or whether they must turn to recognized but more costly foreign certification bodies. Gathering such information is costly and burdensome for small businesses, but necessary if they are to internationalize into regional and global markets.

Given this context, the International Trade Centre (ITC) and Physikalisch-Technische Bundesanstalt (PTB – the National Metrology Institute of Germany) are joining forces with partners in developing countries to help SMEs gain wider access to relevant quality management information. ITC and PTB are working with national partners to develop a series of customized national versions to accompany the ITC/PTB guide, *Export Quality Management: A Guide for Small and Medium-sized Exporters*.

National versions are tailored to the needs of each economy. They explain the quality infrastructure and Sanitary and Phytosanitary (SPS) system in the economy, outline local services related to standards, metrology, accreditation and conformity assessment; and point to further information sources on standards, technical regulations and SPS measures in target markets. The national publications also serve as directories, with contacts for quality-related institutions. These targeted documents are published in English and, wherever possible, in the national language of the economy. They are accompanied by a series of training programs for SMEs to raise awareness and knowledge of how to improve market access through compliance with standards, technical regulations and SPS measures.

We are confident that this guide will be a useful resource and practical tool for SMEs in the State of Palestine in their efforts to improve competitiveness and increase their participation in international trade.



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This publication has been developed by Dr Mohammed Salhi. It draws upon the work of the International Trade Centre and PTB, the German Metrology Institute, which developed the ITC-PTB publication, Export Quality Management: A Guide for Small and Medium-Sized Exporters.

This guide, originally launched in 2001, has been customized and distributed in national partners in 15 countries, showing the need to provide relevant information to SMEs wishing to expand their businesses through trade.

ITC updated and published a new edition of this guide with PTB. The methodology to customize and distribute local versions has been upgraded too. This is the first local adaptation of the revised guide. It was made with the support of many Palestinian stakeholders, who provided content, advice and peer review. We would specifically like to acknowledge the Ministry of National Economy of the State of Palestine, as well as the following contributors:

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Acronyms

Unless otherwise specified, all references to dollars (\$) are to United States dollars. The term 'product' ('products') is used to mean both goods and services wherever appropriate and particularly in the chapters on product certification, quality management and ISO 9000.

AIDMO	Arab Regional Standards Body
ASTM	American Society for Testing and Materials
BMZ	Federal Ministry for Economic Cooperation and Development, Germany (Bundesministerium für wirtschaftliche Zusammenarbeit und Entwicklung)
CPHL	Central Public Health Laboratories
EU	European Union
FPCCIA	Federation of Palestinian Chambers of Commerce, Industry and Agriculture
ISO	International Organization for Standardization
ITC	International Trade Centre
MoA	Ministry of Agriculture
MoH	Ministry of Health
MoNE	Ministry of National Economy
NDP	National Development Plan
NES	National Export Strategy
NQP	National Quality Policy
PalTrade	State of Palestine Trade Center
PAU	State of Palestine Accreditation Unit
PSI	State of Palestine Standards Institution
PTB	Physikalisch-Technische Bundesanstalt (Germany's national metrology institute)
SPS	Sanitary and phytosanitary (food safety, plant health, animal health)
TBT	Technical barriers to trade
UNIDO	United Nations Industrial Development Organization
WTO	World Trade Organization

Chapter I

An overview of Export Quality Management in the State of Palestine

The existence of an efficient, effective and internationally recognized quality management infrastructure will not only grant Palestinian exports effective access to most international markets, but will also be a key determinant of competitiveness and export performance of the key priority sectors of the National export strategy.

Although an intensive work has been running so far to enhance quality management in the State of Palestine supported mainly by external financing, a whole quality management infrastructure is still to be developed, including building standard-setting systems, conformity assessment including testing capability, testing infrastructure, technical know-how and international recognition of Palestinian conformity assessment services. While advances in these areas may be made independently, it is only through synergetic interaction that a truly modern infrastructure can be created and leveraged to support export competitiveness.¹ Palestinian exports will need to overcome the challenges in accessing foreign markets, such as basic sanitary and phytosanitary measures (SPS) and technical barriers to trade.

The National Quality Policy, initiated by the Ministry of National Economy (MoNE) and the State of Palestine Standards Institution (PSI), was approved in 2014. It aims at reforming the quality infrastructure in the State of Palestine to be in line with current requirements of the consumers and the suppliers. It also aims to ease the process of import and export through conformity with the international requirements.

State of Palestine Standards Institution

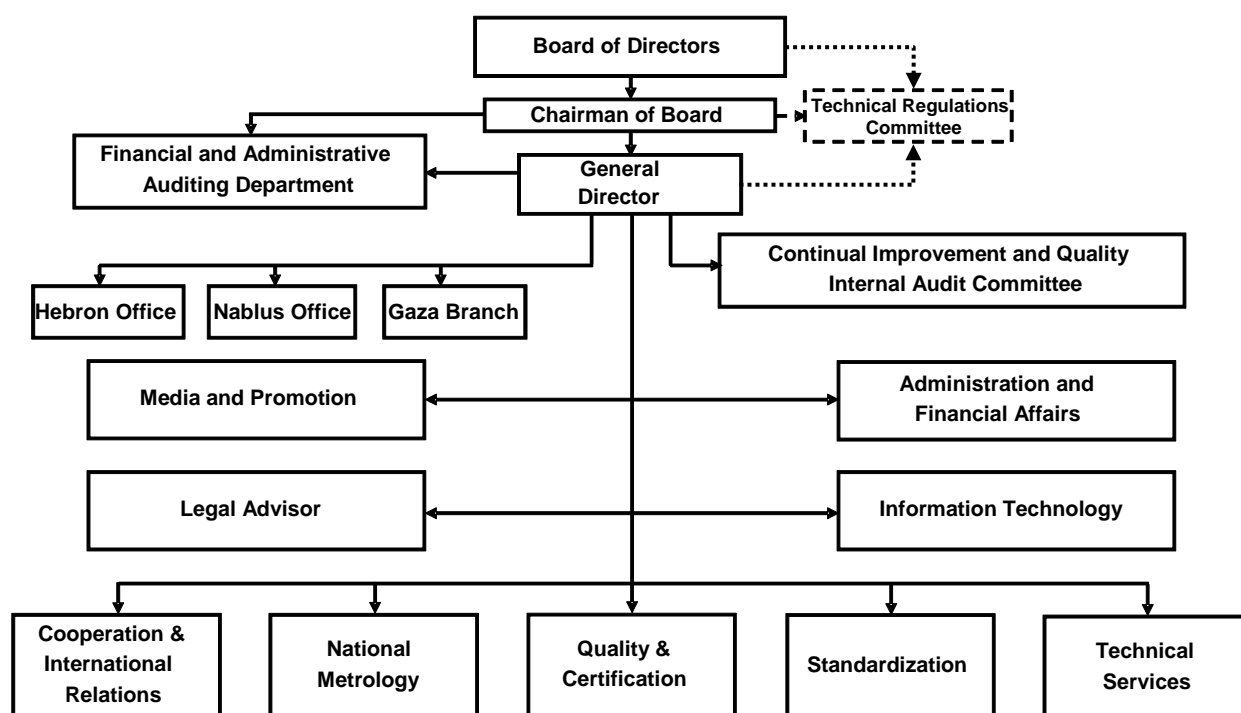
PSI is the national standards body of the State of Palestine and was founded in 1996 as responsible for developing and issuing standards through technical committees comprising the public and private sectors, academic institutions, sector associations, and customer protection agencies. The organizational chart of PSI is illustrated in chart 1. PSI aims at developing standards related to metrology, conformity assessment and quality. The organization is chaired by the Minister of National Economy, although participants also include members of the private sector, other ministries, and academic communities. PSI is governed by a board of directors from the public and private sectors with the Minister of National Economy as a chair. In addition to its headquarters in the city of Ramallah, PSI has three more branches in the cities of Gaza, Nablus and Hebron.

PSI offers certification, inspection, testing and calibration services participates in the technical committees, and cooperates with the different institutions in the governmental and private sector. All information in this regard is obtainable from PSI.

PSI became a subscriber member of ISO in 2001 and upgraded its membership to correspondent member in 2004.

PSI is a member of AIDMO (Arab Regional Standards Body). A number of Memoranda of Understanding have been signed with similar national standards bodies in the region and elsewhere (e.g. with ASTM International).

¹ National Export Quality report 2014

Figure 1. State of Palestine Standards Institution – Organization Chart

Ministry of National Economy

The Ministry of National Economy (MoNE) contributes directly to the quality policy in the State of Palestine since it aims to improve the private sector and the living standards through planning the general economic policy in collaboration with the other ministries and the consultative bodies.

MoNE offers wide range of services which include:

- Import-export authorization;
- Industrial licences;
- Company registrations;
- A range of trade-related certificates, such as certificates of origin for import-export animal and plant products.

MoNE also provides the public with guides, advice, consulting, and collaborates with the sector associations for better outcome of these services.

The pages ahead provide the reader with an overview about the national quality infrastructure in the State of Palestine, including institutions in the area of sanitary and phytosanitary measures. Annex I lists the major national programmes on quality and SPS compliance. Annex II lists contact details of relevant organizations in the State of Palestine.

Chapter II

Quality Infrastructure in the State of Palestine

The **National Development Plan (NDP)** 2014–2016 is based on a set of policy principles and guidelines endorsed by the Council of Ministers on 2 May 2013. The NDP 2014–2016 emphasizes on the preparation of an effective and efficient special quality infrastructure as a prerequisite for achieving this goal.

The **National Export Strategy (NES)** of the State of Palestine 2014–2018 which was endorsed by the council of Ministers on September 2014 includes comprehensive analysis to overcome the constraints which restrict the Palestinian exporters from penetrating the international market. The export strategy focuses on increasing and diversifying Palestinian exports. The potential sectors include marble and stone, olive oil and other food and agricultural products, textiles and garments, footwear and leather, shoemaking, furniture, and services. The strategy includes also tourism and information technology sectors.

National Quality Policy

The quality infrastructure is the whole institutional framework which is necessary for the establishment of services needed to provide an acceptable proof that the products and services meet specific technical requirements.

The Palestinian quality infrastructure can be categorized in four functional areas:

- Standardization;
- Conformity assessment services (certification, testing, and inspection);
- Accreditation;
- Metrology.

The Ministry of National Economy contributes to the Palestinian economy through updating the development framework of the private-sector projects. The Ministry as a Palestinian entity is responsible for directing economic policy, achieving progress through the inter-ministerial cooperation in all spheres of economic analysis and research.

The **National Quality Policy (NQP)** was approved by the Ministerial Cabinet in August 2014. The development process was supported by the project “Supporting the Quality Infrastructure in the Palestinian Territories”, funded by the German Federal Ministry for Economic Cooperation and Development (BMZ) and implemented by PTB.

The NQP contains a set of plans and actions and have the following objectives:

- Ensure the national and international acceptance of Palestinian goods and services through procedures that match or exceed the needs, expectations and requirements of the regulatory authorities as well as those of the retailers, purchasers and consumers.²³
- Design and establish metrology, standardization, accreditation, inspection, testing and certification infrastructure that fully meets the needs of the country and at the same time complies with international standards throughout.
- Establish a common and effective national approach to technical regulation in the State of Palestine to safeguard the people, fauna and flora, and the environment – including its related legislation – that meets international requirements such as the WTO TBT and SPS Agreements and international good practices.

² Fresh fruits, vegetables and herbs, processed meat.

³ *National Quality Policy for State of Palestine 2014.*

- Support an effective cooperation amongst the national quality infrastructure institutions and the national regulatory authorities, and with their international and trading partner counterparts.
- Develop the human resources which are necessary to support the Palestinian quality infrastructure.
- Raise the awareness of quality importance among suppliers and consumers.

The new NQP is accompanied by many planned organizational reforms. For example:

- The State of Palestine Standards Institution (PSI) will be reorganized to provide **standards** development, publications, information, and conformity assessment services. This is very similar to analogous institutions in most countries worldwide. The Ministry of National Economy will remain the line ministry – in other words PSI will report to the Ministry of National Economy.
- The **accreditation** activities of PSI are separated and established as an independent organization with the Ministry of National Economy as its line Ministry, thereby dealing decisively with the conflict of interest in the current PSI organizational structure that precludes international recognition of the accreditation service.⁴
- The **metrology** activities of PSI, such as the metrology directorate, will remain, for the time being, within the organizational structure of PSI. It will, however, be operated as a separate institute in order to foster rapid development and capacity building. In time to come the Palestinian Authority may consider establishing the Metrology Directorate as an independent institute, i.e. once it has reached a meaningful size or its independence is required in terms of international recognition.
- **Testing and certification services** would be provided by laboratories and certification bodies from the private sector, the public sector (including PSI) or academic institutions, thereby providing customers a choice of service providers as long as they are accredited. This would also hasten the establishment of laboratories in the private sector.

Standardization

PSI is the primary organization mandated with setting standards in the State of Palestine. PSI works according to the Palestinian Standards and Measurement Law No. (6) of 2000.

PSI executes this function through collaboration with other public and private stakeholders. So far PSI has 3,500 standards adopted from international and regional standards such as ISO, IEC, Codex Alimentarius, ASTM, and Arab Standards. Roughly 200 new standards are introduced each year. The Palestinian standards could be requested from PSI directly, or could be obtained from the standards list found on PSI website (in Arabic).⁵ The standardization work within PSI is conducted by technical committees set up for this purpose by the standardization department. The process for developing standards is initiated by drafting of annual plans for standardization.

To raise awareness about the importance of standards, PSI regularly holds several activities such as the deployment of the adoption of a new standard in the media, participates in the celebration of the Arab Standardization Day, in addition to the seminars, workshops and educational activities.

Standards development in the State of Palestine

The PSI standardization directorate is responsible for developing standards in accordance with Instructions for Palestinian Standards Preparation No. 1 of 2003. These are based on the Palestinian Standards and Measurement Law, issued based on the Article No. 11 and Article No. 15 of the Palestinian Standards Law No. (6) of 2000.

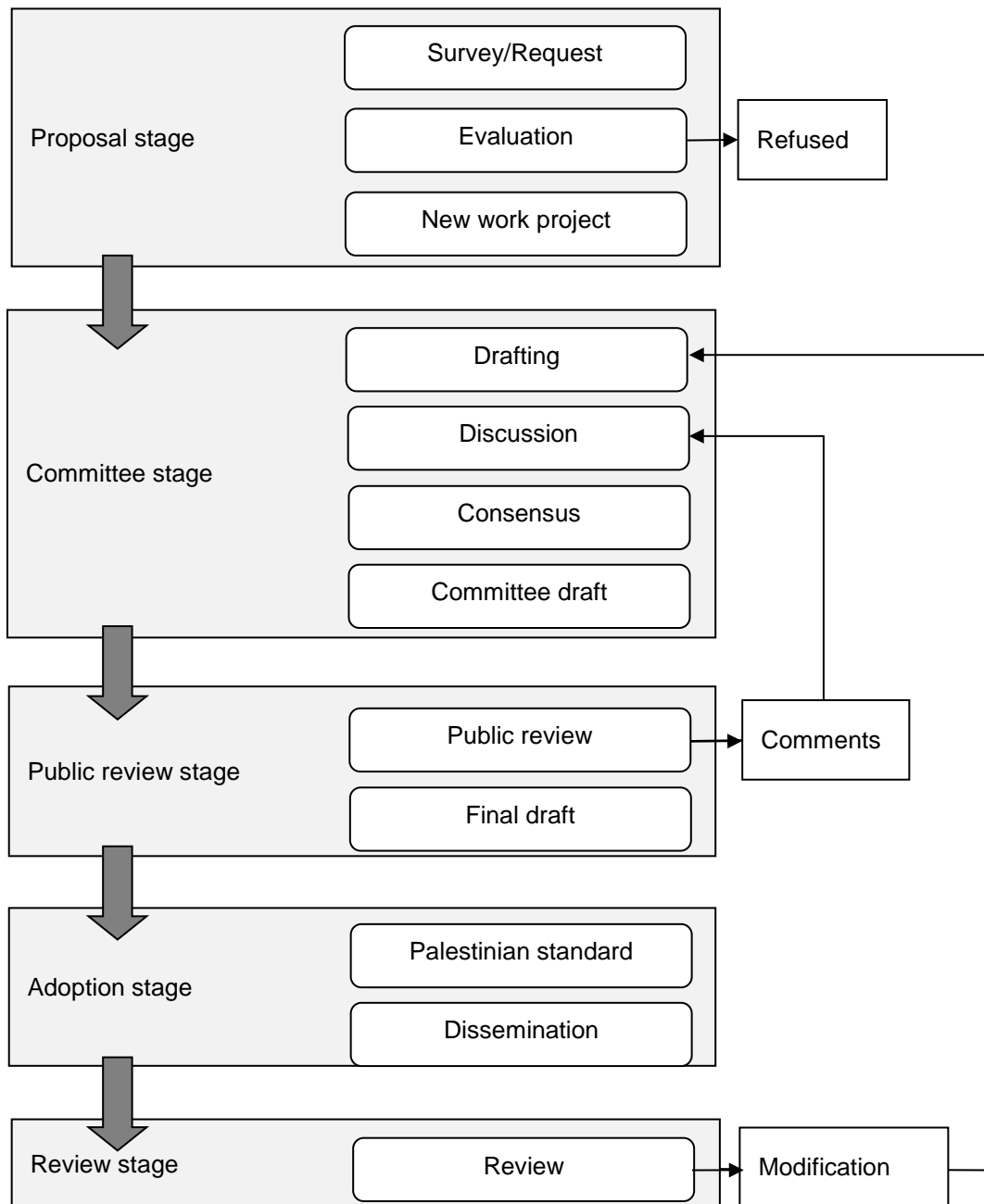
To develop standards, standard committees (7 – 10 members) are formed, including representatives from the public sector, private sector, academic sector and expertise bodies, including PIS-appointed rapporteur. Regular meetings are held to study the draft standards until the final draft, which is submitted to the Board of Directors for approval.

⁴ Accreditation activities were separated from PSI in February 2015 and now there is an independent unit PAU (State of Palestine Accreditation Unit) in MoNE.

⁵ <http://82.213.48.171/Standards.aspx>, accessed on 02.04.2015.

The methodology to develop standards is captured in figure 2, Standards development process in the State of Palestine.

Figure 2. Standards development process in the State of Palestine



In the Standards directorate, all standards-type documents are classified into fields, groups and sub-groups according to the International Classification for Standards (ICS). The ICS is a hierarchical classification which consists of three levels, with level 1 covering broad fields of activity in standardization.

As for 2013, 150 standards have been approved by the technical committees bringing the number of Palestinian standards approved until the end of the year 2013 to 3,348 standards:

- 1160 Palestinian standards
- 2188 Palestinian standards adopted by PSI of international standards such as ISO.

There are also in the pipeline 36 projects of new standards in various sectors, including 20 in the services sector.

The most active technical committees include those working on food, the environment, chemicals, plastics, petroleum products, textile, household appliances, construction materials and cosmetics. Most standards adopted by PSI are internationally harmonized.

In the State of Palestine many technical committees are active.⁶

Table 1. Active technical committees in the State of Palestine

Active technical committees	
1. Metals and its products	17. Paper and carton
2. Medical devices	18. Fertilizers and pesticides
3. Vehicles and its accessories	19. Metallic connectors and pipes
4. Pharmaceutical contraceptives	20. Tobacco and related products
5. Cement construction	21. Plastic connectors and pipes
6. Sterilization and medical analysis	22. Agricultural animal feed
7. Thermal isolation	23. Pressure containers
8. Electricity transport	24. Lifts
9. Marble and stone	25. Food products
10. Electrical appliances	26. Management systems
11. Petroleum products	27. General food regulations
12. Switches, keys and contacts	28. Tourism
13. Environment	29. Cosmetic products
14. Information systems	30. Customer services
15. Surface active materials	31. Textile and leather
16. Fruits and vegetables	

A main challenge is the acceptance of Palestinian standards and harmonization with international standards. Another challenge is to raise awareness regarding the culture of standards among Palestinian enterprises. There is duplication of standards adopted in the Palestinian market, as well as variation between Palestinian and Israeli standards (particularly imported goods which are examined according to the latter's standards). The discrepancy between jurisdiction and the different government institutions is another challenge. This stems from a number of government parties issuing standards or criteria different than that stated in the standards.⁷

Testing Services

Testing services are provided by the private and the public sector, as well as academia and PSI. PAU is responsible for accrediting testing laboratories.

Due to the weak infrastructure and capacity shortage, Palestinian laboratories are unable to conduct tests on certain products. Therefore these product samples must be tested abroad, for example in Israel, Jordan and other countries.

⁶ Annual report of PSI 2013.

⁷ MSMEs in State of Palestine: Challenges and Potential, State of Palestine Economic Policy Research Institute (MAS), 2010.

There are no accredited testing laboratories by internationally recognised accreditation bodies; they are only accredited by PAU that is not internationally recognised so far. Furthermore, some measurement and calibration equipment is not available for metrology actions to be performed (e.g. dimension, frequency and electricity, moisture).⁸

Yet, a limited number of tests are being performed with the available facilities on the Palestinian territories. These include mainly food products, weights, pressure, construction materials, lifts, drugs and cosmetics, as well as marble and stone products.

The testing services are offered mainly by private-sector laboratories in addition to few public laboratories especially in food safety, and plant and animal health.

The following table lists the major accredited testing laboratories in the State of Palestine.⁹

Table 2. Accredited testing laboratories in the State of Palestine

	Laboratory	Status	Scope of tests	Accreditation	Contact details
Construction and building materials					
1	Hijjawi Construction Laboratories (HCL) – Nablus	Private	Reinforcing steel, soil test, concrete test, building stones, asphalt	PAU accredited According to ISO/ IEC 17025-2005 requirements	Dr. Sami A. Hijjawi Nablus Tel: +970-9-2382636 Fax: +970-9-2338334 Email: Info@hcl.com.ps Website: www.hcl.com.ps/
2	AL-Meezan Engineering Company Testing Laboratory – Nablus	Private	Reinforcing Steel, soil test, concrete test, building stones, asphalt	PAU accredited	Eng. Abdelnaser Al-shakhshir Tel: +970-9-2344542 Fax: +970-9-2345958 Email: atsnaser@yahoo.com
3	Ramallah Testing Laboratory	Private	Reinforcing Steel, soil test, concrete test, building stones, asphalt	PAU accredited	Eng. Akram Mousa Tel: +970-2-2413349 Fax: +970-2-2413138 Email: ramallahlab@yahoo.com
4	Building Center for Material Testing and Engineering Studies Laboratory – Hebron	Private	Rocks and soil tests, inspection and quality testing for construction materials (e.g. concrete), bitumen and bituminous mix, metals	PAU accredited, ISO 9001:2000 and BS-EN ISO 9001: 2000 certified by UKAS	Eng. Abdel Naser Shahin 6 Abu Obeideh Street Ras Al-Jourah P.O. Box (286) – Hebron Fax: +970-02-2226111 Email: Areej-h@builcent.com Info@builcent.com
5	ACES – ABAZA Center for Engineering Studies – Salfeet	Private	Concrete, soil and rocks, asphalt, bitumen and bitumen mixes, construction and building materials	PAU accredited	Eng. Abdulrahman Ishtayyeh Shar'ia Old Court St. Downtown, Salfeet Tel: +970-9-2515363 Email: Acceeslab@hotmail.com
6	Laboratory of International Center for Geotechnical and Engineering Studies – Hebron/	Private	Soil testing, construction material testing, structure evaluation	PAU accredited ISO 9001-2008	Dr. Mohammad Alsayed Bethlehem Fax: +970-2-2765244 Hebron Tel: +970-2-2230923

⁸ National Export Strategy, 2014.

⁹ As per 2013.

	Laboratory	Status	Scope of tests	Accreditation	Contact details
	Bethlehem				Email: abumoath2@yahoo.com
7	Structural & Geotechnical Engineering laboratories – Jenin	Private	Concrete mix design, compressive strength, slump, non-destructive hammer test, core test Quality control for concrete production plants Los Angeles abrasion test Soundness test Gradation of aggregates, concrete aggregates and cement inspections	PAU accredited	Eng. Ayman Thaher Mecca Building, State of Palestine street,, Jenin Tel:+970-4-2437788 Fax:+970-4-2347555
8	Geotechnical and Materials Testing Center (GMT) – Ramallah	Private	Metal tests, asphalt tests, ceramic tiles tests, gypsum board tests, steel studs tests, concrete compression test, construction materials, steel bars tests, coating thickness test, self-compacting concrete tests, soil investigation and samples test, non-destructive tests, pile integrity test, pile loading tests, pull-out test, thermal imaging test, plastic pipes tests, all aggregate tests, cement tests, building evaluation, electrical resistivity test, crack inspection, welding ultrasonic test, wall jack test, building stone tests, rock materials tests, manhole cover test, steel bolts and anchors test	PAU accredited	Eng. Mahmoud Abdallah State of Palestine – Ramallah Radio Street, Beit Assia Building Tel:+970-2-2960930 Fax: +970-2-2960931 Mobile:+970599266899 Email: info@gmt-center.com mahmoudabdullah1@gmail.com Website: www.gmt-center.com/
9	Laboratory of Construction and Transportation Research Unit – An-Najah National University – Nablus	Private	conformity tests of beton and building stones, asphalt, concrete, metal tests,	PAU accredited	Dr. Mutasim Babaa An-Najah National University– New Campus – Nablus – State of Palestine Tel: +970-92345115 Fax: +970-92345982 Email: kittanehra@yahoo.com
10	Laboratory of Al-Etemad Eng. & Material Testing Center – Jenin	Private	Concrete, asphalt, bricks, rubble, base course, soil	PAU accredited	Eng. Asad Raja Al-Mahattah St.,Near Al-Qadi Mosque Downtown, Jenin Fax: +970-4-2433201 E-mail: Ale-center2004 @yahoo.com
11	Laboratory of State of Palestine Center for Engineering Studies – Qalqilia	Private	Concrete tests (unit weight, core test, strength test, concrete mix design, quality control), aggregates tests, building materials, soil tests, asphalt tests	PAU accredited	Eng. Murad Shaghnoubi Jaljoolya St. Shreim, Qalqilia Fax: +970-9-2940134 Email: pces_murad@yahoo.com
12	Laboratory of Technical Services & Consultations –	Private	Stone and marble tests	PAU accredited	Eng. Imad Dweik Hebron Fax: +970-2-2257483

	Laboratory	Status	Scope of tests	Accreditation	Contact details
	State of Palestine Polytechnic University – Hebron				Email: ahmadmhs@yahoo.com
13	Laboratory of Tubas Engineering Testing Co. – Tubas	Private	Reinforcing Steel, soil test, concrete test, building stones, asphalt	PAU accredited	Mujalli Sawaftah Main St. Al-aqaba, Tubas Fax: +970-9-2571541 Email: tubasetc@yahoo.com
14	Emar Center for Engineering Studies – Ramallah	Private	Reinforcing Steel, soil test, concrete test, building stones, asphalt	PAU accredited	Majid Farah Opposite to JAWWAL Building Al-balou', Al-bireh Fax: +970-2420128 Email: Emar_center@yahoo.com
15	Shadeed Engineering Testing Laboratory – Tulkarem	Private	Reinforcing Steel, soil test, concrete test, building stones, asphalt	PAU accredited	Bahaa Shadeed Hospital Street, Tulkarem Email: gshadeed_lab@hotmail.com Fax: +970-9-2684272
16	Laboratory of National Center For Testing and Material Company – Nablus	Private	Reinforcing Steel, soil test, concrete test, building stones, asphalt	PAU accredited	Eng. Ahmed Adili Ibn Sina College Street Huwara – Nablus Fax: +970-9- 2590512 Email: nctmcompany@gmail.com
17	Al-Shamal Construction Laboratory - Tubas	Private	Beton test, soil test, asphalt test, building assessment construction materials test	PAU accredited	Eng. Saed Salahal Near the fuel station Fax: +970-9- 2590512 Email: nctmcompany@gmail.com
Food, water and chemicals					
18	Central Public Health Laboratories (CPHL) – Ramallah	Public	<ul style="list-style-type: none"> • Microbiological and chemical analysis of food, water, drugs and cosmetics • PKU and TSH screening tests • Immunology tests • Molecular biology tests 	PAU accredited	Ibraheem Salem Behind the Palestinian Medical Complex (PMC) Tel: +970-2-2988055 Fax: +970-2-2950150 Email: Cphl_pna@hotmail.com ibraheemsalem8@hotmail.com Website: www.moh.ps/
19	Laboratory of Poison Control and Chemical/Biological Analysis Center – Nablus	Private	Chemical and biological analyses, food analysis, detergents and chemicals analysis, poison control and drug information unit, water analysis, drugs abuse analysis, drugs and cosmetics analysis	PAU accredited	An-Najah National University Dr. Amjad IzzEldein Scientific Centers Building (5 th Floor), Old Campus Nablus-State of Palestine Tel: +970 9 2345115/6/7 Ext: 4491/4495 Fax: +970 9 2345982 Email: cbda@najah.edu amjadhs@najah.edu shjodeh@hotmail.com
20	Laboratory of Scientific Center for Food & Drug Analysis – Nablus	Private	Chemical and biological analyses , Food Analysis, detergents and chemicals analysis , poison control and	PAU accredited	Dr. Ismail Masri Al-Awqaf Bld., 3rd Fl. Al-'adel St., Al-Souq Al-Akhdar Downtown, Nablus

	Laboratory	Status	Scope of tests	Accreditation	Contact details
			drug information unit , water analysis, drugs abuse analysis, drugs and cosmetics analysis		Fax: +970-9-2385033 Email: Ismailmasri@yahoo.com
21	Center of Birzeit University Testing Laboratories, Food and Water Testing Laboratory	Private	<ul style="list-style-type: none"> Food testing such as meat and dairy products, grains, oils, juices, sugars and animal feed Chemical, biological and physical analysis of water and environment samples 	PAU accredited ISO/IEC17025:2005	Birzeit University Eng. Belal Amous Birzeit Tel: +970-2-2982010 Fax: +970-2-2982166 Email: bzutl@birzeit.edu
Petroleum products					
22	Center of Birzeit University Testing Laboratories, Petroleum Products Testing Unit	Private	Testing of petroleum (gas, solar, benzene) samples, either collected from the main reception stations or samples collected randomly from gas stations across the country	PAU accredited ISO/IEC17025:2005	Birzeit University Eng. Belal Amous Birzeit Tel: +970-2-2982010 Fax: +970-2-2982166 Email: bzutl@birzeit.edu
Calibration					
23	Laboratory of Taqaddom Scales Co. – Neiroukh Brothers – Hebron	Private	Weights and balances calibration	PAU accredited ISO9001-2008	Eng. Sadeq Nairoukh Industrial Zone P.O. Box 408, Hebron Tel: +970-2-2259830 Fax: +970-2-2226827 Email: sadeq@taqaddom.com Website: www.taqaddom.com
24	Metrology Unit Laboratory - An-Najah National University - Nablus	Private	<ul style="list-style-type: none"> Calibration of non-automatic balances (0-50 Kg) Calibration of liquid and digital thermometers (-50°C - 900°C) Calibration of weights from 1mg up to 20 kg for classes (M1, M2, M3, F1, F2, E2) Calibration of pipette Calibration of flasks calibration of burettes Tension/compression testing, verification and calibration of the force measuring systems (up to 50 KN) 	PAU accredited ISO/IEC17025:2005	An-Najah National University Scientific Centers Building (5th Floor) - Old Campus, Nablus Eng. Rafat Kittaneh Tel: +970 9 2345115/6/7 Ext: 4491/4495 Fax: +970 9 2345982 Email: kittanehra@yahoo.com

Other non-accredited testing laboratories

Central Veterinary Laboratory - Ministry of Agriculture

This diagnostic lab is responsible for testing pathological samples collected from the field in order to control the animal health situation in the State of Palestine.

The laboratory offers the following tests:

- Bacterial culture: for most animals pathogen level 2 safety;
- Serological test for Brucella, Chlamydia Toxoplasma, Q fever, Blue tongue, FMD, Mycoplasma galisepticum;
- PCR: Avian Influenza, Newcastle disease, infectious bronchitis, PPR, Brucella, Chlamydia, Mycoplasma galisepticum;
- Antibiotic residues, bacteriology from food. Food safety section.

The laboratory has no formal quality assurance system and no accreditation programmes yet. Nevertheless, an accreditation process has already started via the Royal Jordanian Scientific Society – Amman, supported by FAO State of Palestine.

Food Safety Laboratory - Ministry of Agriculture

The lab was established in 2013 sponsored by USAID, and currently responsible for the below tests:

- Food microbiology
- Residues
- Toxins and chemicals

Water and Soil Environmental Research Unit Laboratory WSERU, Bethlehem University

The WSERU laboratory is responsible for¹⁰:

- Collection of rainfall and water samples and analyzing them for a range HCO₃-of physical, chemical and biological parameters (including pH, EC, D0, temperature, major cations and anions (Ca²⁺, Mg²⁺, Na⁺ and K⁺, HCO₃⁻, CO₃⁻, SO₄²⁻, Cl⁻, NO₃⁻, F⁻, Br⁻, I⁻, PO₄³⁻, SiO₂). Total and Faecal Coliform and heavy metals (Fe, Cu, Mn, Pb, Cd, Zn).
- Monitoring of rainfall data, within the context of historical records available and continuous updating from laboratory gauges and other stations in the Southern West Bank.
- Evaluation of data to determine water quality and the cause and source of any pollution observed.
- The samples are analyzed according to the standard methods for the examination of water and wastewater of the American Health Association (1995).
- In addition, the lab performs direct measurements with the WSERU portable field system which includes a Mettler Toledo set of probes, giving readings for temperature, electrical conductivity (EC), total dissolved solids (TDS) and pH.

Water and Soil Test Laboratory, Arab American University – Jenin

For information about the laboratory, see the contact details in Annex II.

¹⁰ <http://www.bethlehem.edu/WSERU/labwork>, accessed on 01/06/2015

Certification

Many quality standards have been used by Palestinian industrial firms to demonstrate their ability to continuously manufacture products with needed qualities. Accordingly, the number of certified firms had increased over the last few years.

Companies in the State of Palestine are able to acquire national product certificates such as PSI and PSM against national standards. There is also the possibility to obtain management system certificates from certification bodies which are internationally recognised, such as ISO and HACCP, which confirm that their systems comply with the relevant criteria.

The major certificates in the State of Palestine are:

- Palestinian Standards (PSI and PSM);
- ISO 9001 (Quality Management System);
- ISO 14001 (Environmental management system
- ISO 22000 (Food Safety Management System) and HACCP (Hazards Analysis Critical Control Points) certificate
- OHSAS 18001 (Occupational Health and Safety Assessment Series)
- GMP (Good Manufacturing Practices);
- SA 8000 Social Accountability;
- Halal Certificate Standard.

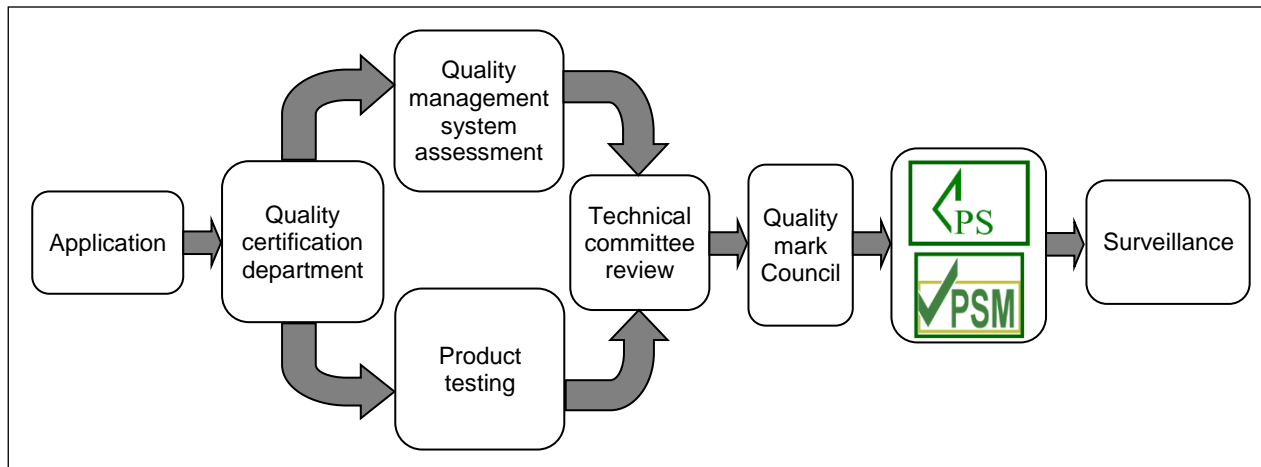
Product certification

The departments of certification and technical services of PSI were established to facilitate the process of certification, testing and inspection so as to enable the beneficiaries to obtain services such as testing of certified products (quality certificate, supervision certificate, certificate of conformity) through testing programmes that cover the period of validity of the certificate. Based on those results, PSI issues two types of local certifications:

- The Palestinian Standards Mark (PSM). This supervision certificate is issued for the compliance of the final product with the relevant Palestinian standards. So far 160 Certificates have been granted.
- The Palestinian Quality Marks Standard (PSI). This is a more comprehensive mark and deals with both products and internal processes. The PSI quality mark gives a level of confidence to the local consumers on products available in the Palestinian market. The PSI quality mark is granted for products that meet the following requirements:
 - The product complies with all requirements of applicable Palestinian standards;
 - The quality management system of the producer meets the requirements of the PSI/ISO 9001;
 - The manufacturing facility meets requirements of local codes on environment, health and safety;
 - The quality mark is granted following ISO guide number 65.

Figure 3. Palestinian Quality Certificates

The process of issuing a Palestinian quality standard for a product is illustrated in figure 4.¹¹

Figure 4. The issuance process for Palestinian Standard Quality Marks

Applying for a Palestinian certificate. To formally apply for either of the certificates, a Palestinian company should contact the Palestinian Standards Institute or visit their website to acquire the required forms. PSI will then work with the company to ensure that the products and processes comply with the needed standards by conducting site visits to the company and taking samples of its products to ensure compliance.

Costs of acquiring national certification in the State of Palestine. The cost of PSM certification depends on the product type, and may run from 800 New Israeli Shekels (NIS) to 2,600 NIS¹². The cost of a PSI certificate depends on enterprise size, and may range from 2,000 NIS to 50,000 NIS.

The benefits of PSM and PSI certificates. The benefits of PSM and PSI certification are numerous, both domestically and abroad. Domestically, certified products may be preferred by consumers and they are also given priority in government procurement processes. Moreover, a number of regional neighbours have recognized these standards, which means that certification can facilitate trade with foreign countries. These countries include Algeria, Jordan, Morocco, Sudan and the United Arab Emirates, while the agreement with Israel is undergoing an enhancement process.

¹¹ Quality Standards and Certification in State of Palestine, PFI 2010.

¹² NES Quality Management Report 2014.

System Certification

In recent years, different Palestinian firms showed much interest in different system certification in order to improve their internal process and to compete with industries of other countries. The most common international standards include:

- ISO 9000/9001 – General process/quality management system;
- ISO 14000/14001 – Environmental management system;
- ISO 18000 – Occupational health and safety;
- ISO 22000 – Food safety management system;
- ISO 27000 – Newly introduced information security standard;
- GMP – Good Manufacturing Practices;
- HACCP – Food safety.

According to the statistics of ISO and the estimation by the United States Agency for International Development (USAID) for the year 2013 there are 35 companies certified to ISO 9001 (quality management system), eight certified with ISO 22000 (food safety management system) for food manufacturing, eight certified with ISO 14001 (environmental management system), four pharmaceutical companies certified to German GMP (Good Manufacturing Practices), 10 certified to HACCP (food safety system), and a large number of enterprises certified to the State of Palestine Standards Institution's internal standards (PSI mark).

Additionally, some agricultural producers adhere to a variety of private standards, such as GlobalG.A.P., in order to open up export opportunities. Although effective for plant products, producers have had less success with meat and dairy products. As the cost of acquiring internationally recognized certificates can be quite high, most of the certified companies in the State of Palestine are relatively large ones which are able to meet the required financial and technical investments. Enterprises wishing to obtain such certification generally use the services of local certification brokers, which are private-sector enterprises that offer certification services, mainly for ISO standards and HACCP.

ISO 9001: Quality management system. ISO 9001 quality management system can be applied by any organization regardless of its size and nature of operations or products/services. It can be applied in hospitals, banks, telecommunications companies, SMEs, large companies, and multinational companies. ISO 9001 certification is valid for three years only.

ISO 22000:2005: Food safety management system and HACCP certificates. HACCP and ISO 22000 are both food safety certifications, ISO 22000 is based on the HACCP principles. While ISO 22000 certified companies are HACCP certified by default, companies can also be certified only against standards based on HACCP – Codex (i.e. Dutch HACCP).

The requirements to obtain an international system certification start at the design and development of the internal management system according to the needed quality certificate. A consulting company may help guiding the enterprise in the process. Then, the company can apply to the certification through a certification body, internationally recognized, such as:

- Société générale de surveillance;
- Det Norske Veritas (DNV);
- Lloyds Register Quality Assurance (LRQA);
- Control Union Certification – SKAL International.

An auditing process will be done for the compliance with the requirements of the relevant standards. In case of passing the auditing process the company will be issued the certificate, otherwise it will be suspended until fulfilling all the requirements.

Certification bodies in the State of Palestine

In addition to PSI, many companies do provide certification and training services in the State of Palestine, some of them are listed in table 3.

Table 3. Main certification bodies in the State of Palestine

Institute/ company	Services	Scope of certification	Represented partners
State of Palestine Standards Institution (PSI)	<ul style="list-style-type: none"> • Certification • Standardization • Inspection • Metrology 	<ul style="list-style-type: none"> • The Palestinian Standards Mark (PSM) • The Palestinian Quality Marks Standard (PSI) 	
MAK International	<ul style="list-style-type: none"> • GAP Analysis • Certifications • Provide accredited training courses 	<ul style="list-style-type: none"> • ISO 9001:2008 • ISO 14001:2004 • OHSAS 18001 • SA 8000 Social Accountability • ISO 22000:2005 • GLOBALG.A.P. • Organic • BRC • Integrated management system • HACCP • ETI: Ethical Trade Initiative Base Code • FSSC 22000 (Food safety system certification), ISO 22000 and PAS 220 	<ul style="list-style-type: none"> • Lloyds Register Quality Assurance (LRQA) • Control Union Certification Services – SKAL International • Chartered Institute of Environmental Health – CIEH
Global Certification State of Palestine	<ul style="list-style-type: none"> • Preparation and quality management training • TQM 	<ul style="list-style-type: none"> • QMS ISO 9001:2008 • EMS 14001:2004 • Food safety • ISO 22000 • OHSAS 18001 • SA 8000 	<ul style="list-style-type: none"> • Quality Scotland • FSSC 22000 – Food safety system certification • Responsible Jewellery Council • Accreditation bodies offering accreditation Services: • UKAS (United Kingdom Accreditation Service) • TURKAK • SAAS • IRCA (International Register of Certified Auditors) • JAS-ANZ – Australia • ACCREDIA – Italian national accreditation body

Certified companies in the State of Palestine

The following illustrative table lists companies that are certified for different standards. It may not be exhaustive.¹³

¹³ MAK International.

Table 4. Main quality-certified companies

	Client	Field of work	Certificate type
1	Sinokrot Food Company	Food industry	ISO 9001:2008
2	Royal Industrial Trading	Plastic Industry	ISO 9001:2008
3	Specialized Arab Hospital	Hospital	ISO 9001:2008 (expired)
4	Princess Basma Hospital	Hospital	ISO 9001:2008 (expired)
5	St. Joseph Hospital	Hospital	ISO 9001:2008
6	St. John Hospital	Hospital	ISO 9001:2008 and JCI
7	Makased Hospital	Hospital	ISO 9001:2008 and JCI
8	August Victoria Hospital	Hospital	ISO 9001:2008 and JCI
9	Eman Schools	Education	ISO 9001:2008
10	Birzeit Pharmaceutical Company	Pharma industry	ISO 9001:2008 and ISO 14000:2004
11	Pharmacare Pharmaceutical Company	Pharma industry	ISO 9001:2008 and ISO 14000:2004
12	Beit Jala Pharmaceutical Company	Pharma industry	ISO 9001:2008 and ISO 14000:2004
13	Jerusalem Pharmaceutical Company	Pharma industry	ISO 9001:2008 and ISO 14000:2004
14	Bethlehem Chamber of Commerce	Sector association	ISO 9001:2008
15	Arab Chamber of Commerce	Sector association	ISO 9001:2008
16	Super Nimer Company	Metal and engineering industry	ISO 9001:2008
17	Al Hayah (Siniora Food Industries)	Processed meat	ISO 9001:2008 and ISO 22000:2005
18	Salwa Food Industries	Processed meat	ISO 22000:2005 (expired)
19	Bilal Ahmad Press	Olive presser	HACCP (expired)
20	Tell presser	Olive presser	HACCP (expired)
21	Salfeet press	Olive presser	HACCP (expired)
22	Nabeel Hamdan Press	Olive presser	HACCP (expired)
23	Anien Press	Olive presser	HACCP (expired)
24	Agriculture cooperative press in Salfeet	Olive presser	HACCP (expired)
25	Kofr Rai Press	Olive presser	HACCP (expired)
26	Islamic company for development	Processed meat	ISO 22000:2005
27	Alreef company	Olive oil	ISO 22000:2005
28	Al Ard agri-product company	Olive oil	ISO 22000:2005 JAS Organic EU Organic
29	Al Arz Ice Cream	Dairy/Ice cream industry	HACCP
30	Nassar Stones	Marble and stones	ISO 9001:2008 14001:2004
31	Al Marah company		ISO 9001:2008

	Client	Field of work	Certificate type
32	Arab brothers		ISO 9001:2008
33	Meat Land Company		ISO 9001:2008 (expired)
34	Neiroukh Metallic	Weights and levels	ISO 9001:2008
35	Ghson Presser	Olive presser	HACCP (expired)
36	Khaizaran Agro Business Company		SA 8000, GLOBALG.A.P., BRC
37	State of Palestine Garden Company		BRC and GLOBALG.A.P.
38	National Beverage Company – Coca-Cola, Cappy, Jericho	Beverages	ISO 9001:2008 – FSSC 22000
39	Palestinian Poultry Company – slaughterhouse	Animal food industry	ISO 22000:2005 HACCP
40	Asia for Marble and stones	Marble and stones	ISO 9001:2008 (expired)
41	AL Waleed for Marble and stones	Marble and stones	ISO 9001:2008 (expired)
42	Al Anan for Marble and stones	Marble and stones	ISO 9001:2008
43	AL Raeda for marble and stones	Marble and stones	ISO 9001:2008 (expired)
44	Halaika for Marble and stones	Marble and stones	ISO 9001:2008 (expired)
45	Al Yaseen for Marble and stones	Marble and stones	ISO 9001:2008 (expired)
46	Marble and Stones Center	Marble and stones	ISO 9001:2008 (expired)
47	Jerusalem Marble and Stones for investment	Marble and stones	ISO 9001:2008 (expired)
48	Jerusalem Stones Company	Marble and stones	ISO 9001:2008 (expired)
49	NEWfarm company	Food	FSSC 22000
50	JAWWAL	Telecommunication	ISO 14001
51	Jerusalem District electricity co	electricity	ISO 9001 :2008
52	Green Valley	Industry	ISO 9001:2008
53	Al Thanaa company	Industry	ISO 9001:2008
54	Mahareeq investment	Food	ISO 22000:2005
55	Arab American University	Education	ISO 9001:2008
56	Taqaddom scale Co	Metallic	ISO 9001:2008
57	Palestinian construction company	construction	ISO 9001:2008
58	International center for Geotechnical lab	laboratory	ISO 9001:2008
59	Future Iron pipe	Industry	ISO 9001:2008
60	AL Junidi dairy products	Food industry	ISO 9001:2008
61	National ALuminum NAPCO	Industry	OHSAS 18001

Inspection Services

Inspection means the examination of a product, product design, process or installation and determination of its conformity with specific requirements or, on the basis of professional judgement, with general requirements.¹⁴

¹⁴ NES Quality Management Report 2014.

In the State of Palestine, governmental inspection services are very limited. A general reason for that is the lack of structured key performance indicator measures for service providers in the auditing and inspection service fields. In the absence of these measures, the service delivery of these organizations tends to be uneven.

Some inspection activities are closely aligned with testing activities, others with certification. It is important to note that inspections are different from auditing, as inspection includes demonstrations of some experiments to ensure compliance.

Yet, limited inspection services are provided in the State of Palestine, such as:

- MoH enforces and monitors quality standards in the pharmaceutical and food production and service sectors and performs inspection of related products and services.
- MoA offers the following inspection services:

For plant health:

- Inspection of all export plant products before issuing the phytosanitary certificate;
- Inspection in seedlings production nurseries;
- Inspection in seedlings sale centres;
- Inspection in pesticides sale shops;
- Inspection of fresh herbs in companies and farms which are accredited to export to the United States;
- Inspection in seeds sale shops;
- Inspection of potato seeds in the origin country before import.

For animal health: The veterinary service directorate at the MoA is responsible for inspecting factories of food from animal origin raw materials in addition to the inspection of slaughterhouses.

Inspection capacities and control at the borders are weak, leading to a proliferation of cheap and low quality products in the domestic market. Apart from capacity challenges, weak monitoring is also the result of poor coordination and collaboration between government, industrial, and non-government sectors.

PSI offers the following inspection-related services:

- Inspection of operating systems such as elevators and gas central stations of buildings;
- Ratification of the card statement for domestic and imported products according to the relevant Palestinian standard;
- Follow up of some shipments imported from abroad through cooperation with the Ministry of Economy and the Israeli Standards Institute;
- Issuance of conformity certificates for domestic and imported products, for samples or a single shipment.

Metrology

PSI defines metrology as the science of measurement standards referring to:

- Classification and ranking of reference standards according to accuracy, precision and uncertainty;
- Verification and calibration procedures for industrial and legal measurement instruments.

The National Measurement Directorate within PSI is the custodian of measurement standards and is legally empowered to conduct metrology activities.¹⁵ The Palestinian National Metrology System, adopted by the Council of Ministers in 2003, determines the hierarchy of national reference standards, outlines procedures for their use and maintenance, and provides industrial calibration services. Examples of its activities include:

- Industrial sectors: calibration services of devices for factories and testing laboratories;

¹⁵ Annual report of PSI 2013.

- Economic and commercial sectors: verification of measurement devices used in commercial transactions;
- Health sector: calibration services of devices used in health laboratories;
- Environment sector: calibration of devices used in controlling the water, air and noise pollution.

The directorate is mandated to control the devices for production. In addition, it performs regular tests and inspection of the devices during operating.

There are two types of metrological activities:

- Industrial metrology: this concerns calibration services for the industrial sector.
- Legal metrology: this concerns verification connected to the administration of legislations such as in weight scales, gold balances and fuel pumps.

PSI provides the calibration services for public and private sectors in the following fields:

- Weighing instruments;
- Length;
- Pressure;
- Force;
- Temperature;
- Volume.

The National Measurement Directorate is responsible for the custody and maintenance of the national measurement standards and providing measurement traceability to the international references. It is also responsible for the development of the national measures according to the local needs of metrology in the State of Palestine such as the calibration of Palestinian fuel tank transporters.

The department performs the calibration in the above mentioned fields upon the owner's request. The calibration is followed by obtaining the PSI or PSM Quality Mark Certificate, ISO, or by accreditation against a fee paid according to the current financial system followed at the PNA.

PSI is not a signatory of the Meter Convention nor has membership with international metrology organizations as the State of Palestine is not a state yet.

An-Najah National University Calibration Unit

The Calibration Unit belongs to the Poison Control and Chemical/Biological Analysis Center (PCCBA), which is accredited by PAU and has the following divisions:

- Industrial Metrology Laboratory. It provides calibration services for the industrial sector and institutions in the Palestinian market.

Accreditation

State of Palestine Accreditation Unit

PAU is the national accreditation body in charge of accrediting conformity assessment bodies, in addition to the accreditation of all services offered by PSI.

Formally established by a Ministerial Cabinet Decree, PAU is an independent unit at the Ministry of National Economy.

The laboratory accreditation is known as a formal attestation by PAU that the testing or calibration lab is competent to carry out specific tasks illustrated in the accreditation schedule attached to the accreditation certificate.

The laboratory accreditation committee works according to the law of the Palestinian standards No. 6 of 2000, which authorizes the institution to grant certification based on the following:

- The system of accreditation issues certificates based on the international standard ISO/IEC17011.
- It also accredits test and calibration laboratories based on the standard ISO/IEC17025,
- Accredits medical laboratories according to ISO 15189.

PAU accredits testing laboratories biological and chemical tests, building and construction materials, mechanical testing and calibration laboratories based on ISO/IEC 17025, such that it proves test results with relatively high precision and credibility.

PAU also conducts regular surveillance and reassessment visits to the laboratories and checks the work flow to guarantee continuous implementation of the accreditation system and requirements and the competencies of the lab in the accredited laboratories. PAU encourages laboratories to participate in proficiency test schemes and organize inter-laboratory comparisons such as sending known samples to the laboratories for comparison.

Currently 36 laboratories are accredited in the State of Palestine, and PSI is working to extend the field to accredit medical laboratories especially after adopting the international standards such as ISO15189 as a reference for the accreditation.

The State of Palestine is looking to establish an independent accreditation institute with international recognition.

SPS Policy or Strategy

The World Trade Organization (WTO) has set rules and standards to guarantee a safe food supply and export in a country. Sanitary and Phytosanitary Measures Agreement (SPS) is one of the WTO agreements that address the food safety, animal health and plant protection. Compliance with SPS standards can further facilitate the entrance of goods to other countries and minimizes the testing and inspection procedures on the borders.

There is no clear food safety law in the State of Palestine. Therefore, the Palestinian specifications and standards, and the binding technical regulations are considered to be the basis for verifying the safety of most of the food items. In the State of Palestine, there are more than 40 laws governing food safety stretched out through the different historical periods, and legal systems, which governed the State of Palestine.¹⁶

The following laws affect food safety in the State of Palestine:

- Public Health Law No. (20) for the year 2004;
- Agriculture Law No. (2) for the year 2003;
- Metrology and Standards Law No. (6) for the year 2000;
- Consumer Protection Law No. (21) for the year 2005.
- Environmental Law No.(7) for 1999

The Palestinian Agriculture Law covers some precautionary measures in its legal provisions regarding plants and animals. Certainly this does not address the food safety chain, as this law addresses plants and animals in general and not the protection of human health, although WTO provisions require the existence of separate laws.

Food Safety

For food safety in the State of Palestine, the following institutions are responsible:

- Ministry of Health;
- Ministry of Agriculture;

¹⁶ International trade and Palestinian agro industry sector, published by ICC and Friedrich Naumann Stiftung, July 2014.

- Ministry of National Economic;
- State of Palestine Standards Institution.

The situation of food safety in the State of Palestine is sophisticated due to multiple overlapping responsibilities of the above institutions, and due to the unique situation of the State of Palestine. A committee has been formed recently by the Ministers' cabinet in order to develop food safety strategy to overcome those hurdles.

Of some 17 food testing laboratories in the State of Palestine, 64% have a quality policy, and 88% have the procedures manual.¹⁷

For instruments and testing devices, all laboratories have the standard equipment to perform basic tests. More advanced equipment is needed to cope with the food industry development. Moreover, staff training is advantageous to best use the available facilities.

Ministry of Health: The Central Public Health Laboratories

The main laboratories that are being used in the State of Palestine for food testing are the Ministry of Health Laboratories (The Central Public Health Laboratories – CPHL). Through donations from its partners, the laboratories are acquiring advanced equipment to meet market demand and to protect the health and welfare of the Palestinian people.¹⁸

The CPHL mission is to identify and control all causative agents that might affect human health. This is achieved through monitoring, laboratory analysis, surveys and research. The results help the epidemiologists, field investigators and government officials identify the route and determine the degree of contamination, and the source of the causative agents.

CPHL has a national ISO GUIDE (17025) and is in the process of getting international accreditation. It underwent its first gap assessment in December 2010 by an expert from Quality Austria LTD through the United Nations Industrial Development Organization (UNIDO). It aims at becoming a WHO collaboration centre. It is expected to achieve International ISO 17025 accreditation soon.

Animal Health

Veterinary services assure the safety of animal products for the use of human beings. Moreover, it regulates the practices that control veterinary medicines to ensure their safety whether in their uses or efficiencies.

The current active veterinary workforce in the West Bank is composed of more than 189 veterinarians including 67 government veterinarians employed by the Ministry of Agriculture, the Municipalities and other government departments¹⁹.

The main provisions of the animal health legislation are:

- Animal Health by law 6 for 2010.
- Animal Quarantine bylaw 8 for 2008.
- Veterinary drugs bylaw for 2014
- Cattle and animal tagging and tracing for 2014.

That is in addition to several Jordanian bylaws which are still active such as:

- Slaughter houses bylaw
- Animal diseases bylaws

¹⁷ *Ibid*, P 22

¹⁸ CPHL brochure.

¹⁹ *Ibid*, 16. P 23

Ministry of Agriculture: General Directorate of Veterinary Services and Animal Health

The General Directorate of Veterinary Services and Animal Health at the Ministry of Agriculture is the official body mandated to prepare and implement programmes for the protection from all diseases that infect animals and poultry. This is achieved by studying and diagnosing all diseases that appear in the livestock, and by adopting the most effective ways to get rid of these diseases²⁰. The directorate is also the main focal point in the State of Palestine for the World Organisation for Animal Health (OIE).

The main mandate of the Palestinian Veterinary services is:

- Protect animal Health and disease control
- Protect human being from zoonosis
- Food safety of animal origin
- Animal welfare.

The functions of the General Directorate of Veterinary Services and Animal Health are:

- Supervise all livestock farms and provide care and consultation to the owners of these farms, and facilitate the procedures for the establishment and licensing of their farms;
- Treat all diseases that appear in animals and besiege and reduce its spread;
- Encourage constructions that serve the livestock in poultry hatcheries, specialized farms, dairies, slaughterhouses, factories and other veterinary medicine warehouses;
- Supervise and organize input and output and quarantine of live animals;
- License and register veterinary medicines, and organize their use;
- Cooperate with the relevant ministries (e.g. MoH) in monitoring food with animal origin, and supervise and report its suitability for human use;
- Conduct census of livestock of all kinds, and provide feasibility studies for investors and citizens;
- Participate in the discussion of related laws and regulations;
- Communicate with the relevant international organizations and exchange information concerning public and animal health;
- Hold training courses for the Palestinian veterinarians and graduates and prepare qualified personnel at a high level.

The Central Veterinary Laboratory of the Ministry of Agriculture has relations with external laboratories in Israel and international laboratories to confirm diagnose and identify pathogens. Yet the laboratory has no formal Quality Assurance System and no accreditation programmes.

Due to the absence of border controls, the veterinary service depends on Israel for some 90% of external trade and all imports of animals and animal products. This has led to inability to apply quarantine and border security; and there are no quarantine/inspection facilities for livestock and animal products.

Exporting animal products

For exporting animal products the following documents are necessary:

- Commercial invoice and packing list;
- Certificate of product analysis from the Ministry of Health or Agriculture, according to the request of the consignee;
- International Animal Health Certificate to accompany products of animal origin
- Certificate of origin from the Chamber of Commerce paired with the approval of the Ministry of National Economy ;
- If applicable, any other documents in accordance with the requirements of the consignee.

Types of certificates of origin:

- Certificate of origin for exporting to Jordan according to the Jordanian-Palestinian agreement;

²⁰ Ministry of Agriculture website (in Arabic).

- Certificate of origin for exporting to Arab countries according to the agreement of facilitating and development of trade between the Arab countries;
- Certificate of origin for exporting to the European Union EUR1 countries under the Association Agreement with the European Union;
- Certificate of origin for exporting to the rest of the world (Islamic countries, European countries outside the European Union, United States and Canada).

Importing animal products

For importing products it is necessary to attach the following documents with the shipment in order to avoid delays and paying customs:

- Import permits (IP) are required for the importation of certain plants and plant products. Requests for IP must be forwarded by the importer to the General Directorate of Plant Protection and Inspection Services;
- Commercial Invoice;
- Certificate of origin;
- Bill of lading;
- Packing list.
- Animal products must be tested by agricultural veterinarians from MoA to guarantee its conformity with the Palestinian standards. For some products such as cheese, Specifications Certificate issued by the Ministry of Health is also needed. Other products require analysis or testing certificates from a laboratory such as for honey.

Plant Health

WTO SPS Agreement regulates the safety of plant, hence plays an imperative role in fresh produce and thereby impacts the sector significantly. Plant protection services play a vital role in the protection of plant production that prohibits the entrance and spread of diseases to the State of Palestine. Moreover, it also provides all the requirements for international trade and agreements related to plant protection and quarantine that facilitate and allow the Palestinian products to easily enter the international markets. The **Ministry of Agriculture** is responsible for registering and organizing all the operations related to the trade and handling of agricultural practices in the State of Palestine. As a part of the plant health protection, the Ministry also plays an essential role in identifying the safe use of pesticides and chemicals and to rationalize its uses that have direct impact on agriculture, environment and food safety.

The main provisions of the plant health legislation are:

- Law on Agriculture No. (2) of 2003;
- Bylaw No. (12) of 2008 on Agricultural Quarantine;
- Bylaw No. (382) of 2005 on Agricultural Nurseries;
- Bylaw No. (385) of 2005 on the Production of Seeds and Plant Propagation Material;
- Bylaw No. (9) of 2012 on Agricultural Pests Pesticides.

Ministry of Agriculture: General Directorate of Plant Protection and Inspection Services

The General Directorate of Plant Protection and Inspection Services (PPIS) of the Ministry of Agriculture is responsible for the enforcement of laws and regulations, and provision of professional services in respect of plant protection, monitoring and prevention of plant diseases, as well as for import and export of agricultural produce.²¹

PPIS is an authority entitled to issue international certificates which are required for trade in agriculture produce, such as plant health certificates. It is also the focal point for the International Plant Protection Convention (IPPC).

²¹ Through personal contact with MoA.

Main duties:

- Issuance of certificates meeting the phytosanitary regulations of importing countries;
- Surveillance of growing plants including areas under cultivation, wild flora and plants in storage or in transportation;
- Inspection of consignments of plant and plant products moving in international traffic, to prevent the introduction and / or spread of pests;
- Designation, maintenance and surveillance of pest free areas and areas of low pest prevalence;
- Pesticide registration and regulation for handling, use, distribution and storage;
- Pest control and management including implementation of Integrated Pest Management.

For testing services of plants, MoA does not have its own accredited testing laboratories. However, it tests the plant seedling samples and other plant products at the following laboratories:

- Water And Soil Environmental Research Unit Laboratory, Bethlehem University;
- Water and Soil Test Laboratory, Arab American University – Jenin.

Exporting plant products

For exporting plant and plant products the following documents are necessary:²²

- Commercial invoice and packing list;
- Phytosanitary Certificate is an approved certificate as required by international plant protection agreements. (Article (1) of the Council of Ministers Resolution No. (18) of 2008 on quarantine system);
- Certificate of origin is a certificate proves that the exported goods have a Palestinian origin. It is issued by the Chamber of Commerce and Agriculture and approved by the Ministry of Economy or customs;
- If applicable, any other documents in accordance with the requirements of the consignee.

Importing plant products

- For importing plant products the same documents are required as for the animal products. Plant products are tested by agricultural engineers from MoA to guarantee its conformity with the Palestinian standards.
- For sanitary and phytosanitary issues, a joint technical team is active, where members from the MoA are responsible for animal and plant health and their products.

Sector Associations

Some of the major active associations in the State of Palestine are introduced below.

Federation of Palestinian Chambers of Commerce, Industry and Agriculture

FPCCIA was established in 1989 in Jerusalem as the umbrella organization for all chambers (Jerusalem Chamber was established in 1936) in the West Bank and Gaza, as a legal and autonomous body representing the interest of all chambers and the private sector. Its mandate is derived from the chambers' Law No. 9/2011 and the Bylaw No. 2/2013, which defines the legal boundaries for the chambers' and federation's operations, and the decisions made by its council that are approved by the general assembly.

The Federation's membership base includes 18 chambers in the West Bank and Gaza Strip; with a membership base of more than 65,000 members from the operating businesses in the Palestinian Territories.

²² MoA guide for exporting plant products (in Arabic).

Services provided by regional CCIs include:

- Certificates of origin for exports, members' certificates, certificates for specific purposes like those for the consulates and embassies;
- Mediation and arbitration;
- Business development services;
- Guidance and consultation to members.

FPCCIA contributes in the quality infrastructure by:

- Reviewing, drafting and finalizing proposed laws and regulations that touch the private-sector operations;
- As member of technical committees, facilitating governmental procedures for the private-sector interest;
- Board members of PIEFZA, PSI, PIPA;
- Contributing in drafting Technical Instructions for products with PSI and the national standards of products and goods;
- Serving as member of statistical committees for standardization of coding systems with the Palestinian Central Bureau of Statistics;
- Promoting Palestinian businesses and products by organizing Industrial fairs in the State of Palestine and abroad, as well as participation in international trade fairs;
- Acting as social partner alongside trade unions and the Ministry of Labor in the Tripartite in the International Labour Organization (ILO) and the Arab Labour Organization (ALO);
- Implementing projects for private-sector development like the Cluster Project funded by the Agence française de développement (AFD);
- Designing the Unified Management Information System (UMIS) and connecting all chambers through a VPN network to maintain online synchronization of the UMIS.

Palestinian Federation of Industries

PFI is the national institution representing the Palestinian industrial sector through its federated associations. It was founded in 1999 as a permanent private-sector organization.

Industrial sub-sectors in the State of Palestine include:

- Food and beverages;
- Construction;
- Stone and marble;
- Pharmaceuticals;
- Chemicals;
- Metal and engineering;
- Textiles and garments;
- Leather and shoes;
- Paper and packaging;
- Traditional and handicrafts;
- Plastic and rubber;
- Woodcraft and furniture.

The industrial sector in the State of Palestine includes some 15,000 registered companies in the West Bank and Gaza. The majority of these are small and medium family-owned businesses, and only about 100 of the manufacturing, mining and construction enterprises in the State of Palestine have a workforce of more than 100 employees. The contribution of the industrial sector to GDP is approximately 16%, and the industrial sector absorbs around 13% of the total workforce.

PFI facilitates industrial development as the basis for economic performance. PFI's representational role is to educate, advocate, and communicate the value of a developed, socially-responsible and globally competitive industry.

Palestinian Food Industries Union

The food industry is led by Palestinian Food Industries Union (PFIU), established in 1995 and registered under No. IA/000104/08. PFIU represents some 280 company members. Market studies reveal that the average family spends 36%–38% of its income on food, indicating the need for a competitive local industry to provide high-quality food products. The total investment in the industry is over \$580 million. This sector employs more than 15,000 workers.²³

The mission of PFIU is to represent the interests of the food industry companies and to seek the development of the food industry by achieving the following strategic objectives:

- Participate in the formulation and amendment of policies and legislation for the food industry, and develop and encourage investment in the sector;
- Contribute to raising the productive capacity of the Palestinian producers and in the development of the culture of quality and food safety;
- Support and develop special programmes promoting the national products;
- Develop the structural administration and techniques including human resources of the Union;
- Create mechanisms of cooperation with the public and private sector, and build a special relationship with partners at the national level.

Main services

- Training, consultation and guidance;
- Promotion of modern system concepts in quality management and production;
- Provision of services and consultation in the field of legislation and the development of products and management systems of public health and safety;
- Sending and receiving trade missions and arranging visits to relevant trade fairs;
- Organizing and sponsoring Palestinian Food Exhibition annually;
- Communicating with international institutions and organizations in the State of Palestine and abroad;
- Issuance of scientific and economic periodicals and publications which are related to the food industry.

Agricultural Cooperatives Union

This union is a result of the fusion of three unions, olive oil cooperative union (1966), the agricultural union (1978), and the animal production union (2005). Through the last few years, those unions worked in cooperation with the Ministry of Labor to establish the main Palestinian cooperative body, including and joining all those union in one body. In April 2013, PACU was established covering all the Palestinian territories²⁴.

Field of work for the Union and the cooperatives

The union field of work is all the agricultural branches such as: olives, olive oil production, plantation of different kinds of productive trees, fruits and legumes, animal production, plants for animal productions, needs and tools for different agricultural fields, marketing, expo's locally and internationally.

Main services

- Represent the agricultural sector in official and civil frameworks and highlight the role of collaborative work in development;
- Contribute to the organization of the agricultural sector;
- Participate in the development of laws and regulations supporting the agricultural sector;
- Strengthen the institutional and financial capacity of the Union and its members to raise the efficiency of the internal performance;

²³ Facebook page and website of PFIA (in Arabic).

²⁴ <http://www.pacu.org.ps/wp/?p=1691>, stand October 2014.

- Promote awareness of cooperatives in the State of Palestine;
- Increase the effectiveness of communication system internally and externally;
- The development of the agricultural sector to contribute to the achievement of food security and agricultural and economic development in the State of Palestine;
- Contribute to strengthening the elements of steadfastness of the Palestinian land, and settlement resistance.

Palestinian Exporters and Importers Council

PEIC was founded as an institution to attract all Palestinian importers who are eligible for membership according to the approved rules of the council²⁵.

The idea of expanding the society was suggested recently in 2011 to include serving Palestinian importers and exporters together to form the so called the Palestinian Exporters and Importers Council (PEIC).

The PEIC aims mainly to strengthen the capacity of the Palestinian trade sector (import and export) and activate its role in the sustainable economic development and raise the readiness of the trade sector to overcome the challenges faced under occupation and keep pace with global economic developments.

Main services

- Provide quantitative and qualitative information about the global markets and the various mechanisms of perfect import and export through databases and the information collected.
- Set up a network of relationships to the Palestinian importers and exporters to communicate and participate in meetings, conferences and national and international exhibitions.
- Provide consulting related to shipping and logistics
- Coordinate the efforts of the members in influencing public policy and legislation with respect to import and export for the benefit of the Palestinian economy
- Provide special services for members in form of legal, financial, and management consulting.
- Preparing and organizing workshops to educate the members and link them to the latest economic developments.
- Organize exhibitions to support the Palestinian local product
- Hold meetings and workshops to share experiences and make recommendations to the concerned stakeholders.
- Provide training and capacity building for individuals and institutions engaged in import and export activities with the different countries.

Trade Promotion Organizations

State of Palestine Trade Center

The State of Palestine Trade Center (PalTrade) was established in 1998. It is a non-profit, membership-based organization with a national mandate to lead the development of exports as a driving force for sustainable economic growth. PalTrade advocates a competitive, enabling business environment and are dedicated to improving trade competitiveness. PalTrade provides a wide range of export support services in the areas of export development and market intelligence, export promotion, and export policy and advocacy.

PalTrade identifies and brings visibility to Palestinian exporters by unleashing their export potential to transform their businesses and accelerate prosperity in their communities. PalTrade identifies high potential, deserving enterprises with high growth tendencies. PalTrade is committed to the materialization of their immense potential and their emergence as successful exporters through four main processes:

- Business services: Assessments, promotion and business skill training.
- Inform-influence stakeholders: Trade policy reporting and advocacy.
- Network strengthening: Connections to peers, markets and opportunities.

²⁵ PIEC brochure (in Arabic).

- Market intelligence: Surveying consumer and market trends.

PalTrade raises issues of concern through national and international public awareness campaigns. It cooperates and works with civil society, government and business to address trade impediments; it promotes effective trade policies by connecting practitioners and policymakers. By advocating for business-enabling laws, greater public awareness and supporting the sustainability of firm-level export capabilities, PalTrade contributes to the creation of a vibrant Palestinian business society.

PalTrade provides services that help Palestinian companies assess their export readiness, build their capacity to export, and identify new export markets. Moreover, PalTrade provides support for businesses in terms of export promotion programmes, trade missions, business-to-business meetings, and policy advocacy.

PalTrade is a member of the International Chamber of Commerce (ICC).

Training, Consulting, Advisory Services²⁶

MAK International

MAK International, as a Palestinian firm, started to serve its clients in 2001. MAK International enjoys several international recognitions for the services it provides with a long list of major customers in the State of Palestine and the Middle East. Its main services are in quality, food safety, occupational health and safety management systems standards.

It works in two main scopes, training and certification that include the following:

- GAP Analysis;
- Initial assessments and certifications;
- Provide accredited training courses.

MAK International has partnership agreements with several international organizations, mainly:

- Lloyds Register Quality Assurance – LRQA. MAK International is authorized by LRQA since 2001 to deliver internationally accredited quality, food safety and environment certification and training services.
- Control Union Certification Services – SKAL International. MAK International is authorized by SKAL International to deliver all agribusiness related certification and training such as GLOBALG.A.P. and Organic.
- Chartered Institute of Environmental Health – CIEH. MAK International is the main and only provider of the CIEH accredited food safety training in the region since the year 1998.

Information on Standards, Technical Regulations, Sanitary and Phytosanitary Measures

National enquiry point

The State of Palestine is not a WTO member yet. The PSI information centre provides information about standards, technical regulations and conformity assessment procedures with the support of PTB. Issues related to the sanitary and phytosanitary measures are addressed by the Ministry of Agriculture.

²⁶ A comprehensive list of the business service providers in State of Palestine is provided by the Palestinian Market Development Programme (PMDP) and is found under this link: <http://pmdp.ps/search1.php>

Technical regulations

Technical regulations are clearly defined in the mandatory provisions of the WTO Agreement on Technical Barriers to Trade (TBT). These include mandatory technical instructions for the product and related administrative rulings.

Technical instructions must be based on relevant international standards. The instructions determine regulatory authorities and responsibilities, as well as sanctions to be applied if the products are not in conformity.

- Technical regulations are obligatory and are under the authority of PSI;
- Prepared by a committee from PSI, government institution: Ministries of Health, Agriculture, National Economy, Public Works, Work, and the Environment Authority;
- Forty technical regulations were issued available free on the website;
- Technical regulations are approved from the Chairman/Minister of National Economy and the concerned Minister.

A list of the technical regulations in the State of Palestine is provided for public access at the PSI website.

National Food Safety Initiative

UNIDO responded to the need through supporting the set-up of the National Food Safety Initiative (NFSI) as a public-private partnership to address the challenge of upgrading the National Food Safety Infrastructure based on its long-standing experiences in similar interventions in the developing countries.

NFSI, which is aimed to cover the food safety part of the SPS agreement in the State of Palestine, was launched officially in March 2006 by signing a joint declaration by the following public- and private-sector institutions:

- Ministry of National Economy;
- Ministry of Health;
- Ministry of Agriculture;
- State of Palestine Standards Institution;
- Palestinian Federation of Industries;
- State of Palestine Trade Center;
- Palestinian Food Industries Association.

The major objectives set by the NFSI stakeholders are:

- *Laws and regulations.* The development of modern, relevant and enforceable food safety law and regulations within an enabling policy environment.
- *Food control management.* The establishment of an effective national food control management whose function is to be determined by national legislation.
- *Inspection services.* Building qualified, trained, efficient, and honest food inspection services for the administration and implementation of food safety law and regulations.
- *Food monitoring and epidemiological data.* Ensuring the availability of well-planned and established food monitoring and testing facilities capable of meeting the requirements of food inspection systems.
- *Information, communication, education and training.* Ascertain the delivery of information, education and advice to stakeholders across the farm-to-table chain.

Industrial Modernization Center

IMC is the technical arm of Palestinian Federation of Industries. It works on developing the Palestinian industry through providing technical support to industrial enterprises based on their needs and through integrated development programmes.

IMC Objectives

- *Researches and studies:* Preparing and implementing the diagnostic studies required for various industrial sectors; studying their technical services needs.
- *Data and information:* Collecting, classifying and organizing data and information regarding the Palestinian industrial sectors and presenting them via PFI's available means and updating them.
- *Technical project management:* Especially quality management projects and business development projects that serve Palestinian industries.
- *Technical services:* Diagnostic studies, gap analysis to identify development requirements, auditing, technical evaluation and recommendations regarding developing and modernizing industrial enterprises.
- *Gap narrowing:* Providing technical support to narrow the gaps; assisting in qualifying companies to adapt quality standards through IMC staff and specialized consulting firms.

Annex I

Major national programmes for quality and productivity improvement in the State of Palestine

The importance of product quality and the compliance with the international standards has been emphasized in the National Export Strategy NES²⁷ and the National Quality Policy for the State of Palestine²⁸ which were developed and published in 2015.

As a country which is still being prepared for independence with very unique conditions, a large part of its quality infrastructure development is based certainly on external support.

Various projects have been and still being implemented in this frame since the establishment of the Palestinian Authority. The main running international programmes supporting the national quality system in the State of Palestine are summarized in the following table.

Main programmes on quality infrastructure, including SPS

Project	Project main components	Contact details
Supporting the Palestinian national quality infrastructure Funded by the BMZ of Germany and implemented by PTB-7/2012-7/2015	<ul style="list-style-type: none"> Support the development of the national quality policy. Capacity building in the field of industrial and legal metrology. Support of a number of laboratories in the medical field.	Project coordinator: Elisabeth Niendorf PTB – Germany Tel:+495315928264 Fax:+495315928225 Email: Elisabeth.Niendorf@ptb.de State of Palestine Standards Institution - Mohammed AISayyed Mobile +970 598955816 Email: malsayyed@psi.pna.ps
EU Modernization Programme for the Palestinian Quality Infrastructure, 9/2014-9/2015	Component 1: Support to institutional and organizational modernization of PSI and includes the following activities: <ul style="list-style-type: none"> Setting up a PSI standards information centre; Product testing facilities; Establishment of legal metrology control facilities; Upgrading of industrial metrology. Component 2: Support to the procedural reform of the quality framework, and includes the following: <ul style="list-style-type: none"> The process of standards development; The mechanism and procedures for technical regulation; Training for inspectors; Recognizable product and management certification system; Establishing independent laboratory accreditation body. 	State of Palestine Standards Institution Mohammed AISayyed Email: malsayyed@psi.pna.ps Mobile +970 598955816 Website: palqi.pna.ps/index.htm
Palestinian Market	Beneficiary: Private-sector firms as individual	Ramallah: 4th floor, Millennium

²⁷ NES Quality Management Report 2014.

²⁸ National Quality Policy for State of Palestine 2014.

Project	Project main components	Contact details
<p>Development Programme (PMDP) project</p> <p>Funded by DIFIT-EU Implemented by DAI</p>	<p>companies or in groups</p> <ul style="list-style-type: none"> • Assist enterprises expand into new markets locally, regionally and internationally ; • Encourage firms to develop new and improved products; • Promote first time exporters; • Build the local market for business development services. 	<p>Bldg., Kamal Naser St., Al Masayef Tel: +970 2 2986340, Fax: +970 2 2959220 Gaza: 6th floor, Al-Thafer 9 Bldg, Qanal St., Al Remal Tel: +970 8 2825888, Fax: +970 8 2825889 Email: info@pmdp.ps Website: www.pmdp.ps/</p>
<p>Palestinian Enterprise Development (PED) project</p> <p>Launched in July 2011 as a joint cooperation between the State of Palestine Trade Center (PalTrade), UNDP and ITC with funding provided by the Canadian International Development Agency (CIDA).</p>	<p>The project aims at increasing employment opportunities and income in the West Bank, through the development and expansion of Palestinian businesses in sectors with export and high employment-generating potential as well as a focus on environment and gender cross cutting issues.</p> <ul style="list-style-type: none"> • Increased ability of PalTrade to provide effective trade support services to local MSMEs. • Enhanced ability of PalTrade to engage the public and private sectors in trade policy dialogue and benefit from trade agreements. • Improved access of the Palestinian private sector to useful trade information. • Increased access of Palestinian firms to quality export development services. • Increased access of Palestinian MSMEs in the selected sectors to international business opportunities in targeted markets and to contacts with the Palestinian business diaspora. 	<p>State of Palestine Trade Center Head Quarters (Ramallah Office): AlWatanieh Towers Bldg., 5th floor, Al-Bireh P.O. Box 883 Ramallah, State of Palestine; Tel: +970 (or 972) 2-2408383 Fax: +970 (or 972) 2- 2408370 Website: www.paltrade.org</p>
<p>PSOM Programme</p> <p>Established to stimulate investment and commercial cooperation between Dutch companies and companies in several countries including the State of Palestine.</p>	<p>The objective of PSOM is to stimulate sustainable economic development in emerging markets.</p> <p>The business projects are expected to contribute to poverty alleviation, create substantial local employment, transferring knowledge, making extensive use of local SMEs in the supply chain through:</p> <ul style="list-style-type: none"> • Supporting private-sector development by promoting and supporting economic cooperation between Palestinian business sector and the Dutch one. • Support setting up joint innovative pilot-projects in specific sectors, making use of international and local know-how, goods and services. 	<p>Ministry of National Economy Manal Shkokani, Director General Tel.+970 (2) 2981214, Fax +970 (2) 2981207, Email: manalf@met.gov.ps, manalf63@yahoo.com Website: www.mne.gov.ps/</p> <p>Netherlands Ministry of Foreign Affairs (PSOM) – Development Cooperation Project advisor: Neera van der Geest, Tel. +31 70 778 8568</p>

Project	Project main components	Contact details
<p>Promoting vocational training and the labour market</p> <p>Commissioned by: German Federal Ministry for Economic Cooperation and Development (BMZ)</p> <p>Lead executing agency: Palestinian Ministry of Education, Palestinian Ministry of Higher Education, Palestinian Ministry of Labor</p> <p>Overall term: 2011 to 2015</p>	<p>An integrated vocational training and labour market strategy has been implemented as part of the Palestinian Reform and Development Plan. Conditions for ongoing implementation and development have been created.</p> <p>Young workers have the necessary skills to find employment, maintain their employability and remain active in the labour market, thereby making the Palestinian economy more competitive.</p>	<p>GIZ Office Palestinian territories Abdallah Jodah Street, Al-Bireh, Ramallah, Palestinian Territories Tel: +972 2 2400740 Fax: +972 2 2400740 Contact person: Andreas Koenig Email: andreas.koenig@giz.de</p>
<p>Upgrade of the Central Veterinary Laboratory of the Ministry of Agriculture</p> <p>Contribution: US\$ 274 093 Duration: 30/12/2014–30/06/2015</p>	<p>The project aims to upgrade the Central Veterinary Laboratory in Arroub, Hebron, which is the main and only laboratory dedicated for animal disease control and human health protection in the State of Palestine.</p>	<p>Food and Agriculture Organization of the United Nations Mount of Olives Str. 25 Sheikh Jarrah P.O. Box 22246 East Jerusalem 91513 Tel.: +972 (2) 532 1950 Fax: +972 (2) 540 0027 Website: www.fao.org/emergencies/fao-in-action/projects/detail/en/c/275447/</p>
<p>National Export Strategy 2014–2018</p> <p>Duration: 2014–2018</p>	<p>It identifies a detailed programme of actions and activities to achieve a growth in Palestinian exports under the banner of “Export-led prosperity, made in the State of Palestine”.</p> <p>Specific objectives include:</p> <ul style="list-style-type: none"> • Promote a dynamic business environment through policy and regulatory reform to support innovation and investment by the private sector. • Build the capacity of exporting companies to diversify and penetrate international markets. • Maximize the contribution of exports to the development of the Palestinian economy through increased export competitiveness. • Build and promote the image and reputation of the State of Palestine as a supplier of quality products and services. 	<p>International Trade Centre ITC 54-56, rue de Montbrillant 1202 Geneva, Switzerland Postal address: ITC Palais des Nations, 1211 Geneva 10, Switzerland Tel: +41-22 730 0111 Fax: +41-22 733 4439 Email: itcreg@intracen.org Website: www.intracen.org</p>

Annex II

Service providers in the State of Palestine

Main establishments for quality infrastructure in the State of Palestine

Organization/laboratory	Institution category
<p>State of Palestine Standards Institution (PSI) Albiereh Alquds Street - Altal district P.O. Box 2258 PS-Ramallah Tel: +970-2-2984144/ 2965191 Fax: +970-2-2964433 Email: info@psi.pna.ps Website: www.psi.gov.ps</p> <p>Haidar Hajjeh, Manager Director Mohammed Al Sayyed, Cooperation and International Relations Manager Jamal Sawalha, National Measurement Directorate; also responsible for weights and measures</p> <p>Membership: AIDMO ISO subscriber member in 2001 and a correspondent member in 2004</p>	Standards institution
<p>Ministry of National Economy Ramallah – Im Al-Sharayet State of Palestine Tel:+970-2-2981218, Fax: +970-2-2981207, P.O. Box 1629 Email: info@met.gov.ps Website: www.mne.gov.ps/</p> <p>Industry and Natural Resources Directorate Manal Shkokani, Director General Tel:+970-2-2981214 Fax: +970-2-2981207 Mobile: +970-599521282 Email: manalf@met.gov.ps, manalf63@yahoo.com Website: www.mne.gov.ps/</p>	Quality policy
<p>Palestinian Accreditation Unit Ahmad Jallad, Director Email: ajallad@hotmail.com Tel: +970-22981213/ 1625 Mobile: +970-599731831</p>	Accreditation
<p>Ministry of Health – State of Palestine Primary Health Care and Public Health Directorate</p> <p>Director of the Environmental Health Department Ibraheem Atiyya Tel: +970-2-2976042 Mobile: +970-598818913 Email: ibrahimatiya2014@gmail.com</p>	Sanitary and phytosanitary
<p>Central Public Health Laboratory Ibraheem Salem Tel: +970 (2) 2988055; +970 (2) 2988033</p>	Food safety

Organization/laboratory	Institution category
Mobile: +970-598816760 Email: ibraheemsalem8@hotmail.com Website: www.moh.ps/	
Ministry of Agriculture: Directorate of Plant Quarantine and Phytosanitary Measures Plant Protection & Inspection Services Shadi Darweesh Ministry of Agriculture State of Palestine Tel: +970 (2) 2407361 Fax: +970 (2) 2407361 Mobile: +970 (59)8928392 Email: shadidarweesh@gmail.com	Plant protection
Ministry of Agriculture: General Directorate of Veterinary Services and Animal Health Dr. Imad Mukarkar, Tel: +970-599 386065 Fax: +970 (2) 2406029 Email: drimad_s@yahoo.com	Animal health protection
Ministry of Agriculture: Laboratory: Central Veterinary Laboratory State of Palestine – Hebron – Al Arroub Tel: +970 (2) 2525494 Fax: +970 (2) 2525494 Email: centralvetlab@yahoo.com	Animal health protection
Ministry of Agriculture General Directorate of Agricultural Marketing Tareq Abu Laban Fax: 00970 22403307 Email: taareq@hotmail.com Website: www.moa.gov.ps/	Plant health protection
Palestinian Federation of Industries Dr. Odeh Zaghmouri Ramallah Alrahman Tower – 7 th floor Tel: +970 (2) 2421485 Fax: +970 (2) 2421486 Email: odeh@pfi.ps Website: www.pfi.ps	Sector association
Palestinian Food Industries Union Nasr Atyani Tel: +970 (2) 950290 Fax: +970 (2) 977409 Email: pfi@palnet.com, nasratyani@gmail.com, info@pifu.demo.blue.ps Website: www.pfiu.org/	Sector association
Palestinian Agricultural Cooperatives Union (PACU) Foad Akra Sufian Street, Nablus Tel: +970-2-2418999 Fax: +970 2 2418998 Email: foud.akra@pacu.org.ps Website: www.pacu.org.ps Accreditation: GLOBALGAP	Sector association
Union of Palestinian Pharmaceutical Manufacturers	Sector association

Organization/laboratory	Institution category
<p>Awad Abu Alia – UPPM P.O. Box 574 Ramallah, State of Palestine Telefax: +970 (2) 240 7966 Email: info@uppm.org, chairman@uppm.org, director@uppm.org Email: awad@uppm.org Website: www.uppm.org/</p>	
<p>PalTrade - West Bank Alwatanieh Towers Building, 5th floor P.O. Box 883 Albireh-Ramallah, State of Palestine Tel +970 (2) 240-8383 Fax: +970 (2) 240-8370 Email: info@paltrade.org (general questions) Email: tradeinfo@paltrade.org (trade info. requests)</p> <p>PalTrade – Gaza Aljalaa St., Altumoooh Building, 2nd floor P.O. Box 5180 Gaza, State of Palestine Tel: +970 (8) 283-3539 Fax: +970 (8) 283-3549 Website: www.paltrade.org</p>	Trade Promotion
<p>Palestinian Investment Promotion Agency West Bank office P.O. Box 1984 Ramallah, State of Palestine Tel: +970 (2) 2988791/2 Fax: +970 (2) 2988793 info@pipa.gov.ps Website: www.pipa.gov.ps</p> <p>Gaza Office P.O. Box 4023 Gaza, State of Palestine Tel: +970 (8) 2846007 Fax: +970 (8) 2846008 Email: query@pipa.gov.ps Website: www.pipa.gov.ps</p>	Trade promotion
<p>Testing Laboratories – An-Najah National University Poison Control and Chemical /Biological Analysis Center Metrology Unit Biological and Chemical Analysis Unit Poison Unit</p> <p>Dr. Amjad IzzEldein Hussein (Director) Scientific Centers Building (5th Floor) – Old Campus An-Najah National University Nablus-State of Palestine Tel: +970 (9) 2345115/6/7 Ext: 4491/4495 Fax: +970 (9) 2345982 Email: cbda@najah.edu, amjadhs@najah.edu Website: www.najah.edu/cbda Accreditation: PSI</p> <p>-----</p> <p>Urban Planning and Disaster Risk Reduction Center Construction and Transportation Research Unit The Construction Transportation Research Unit Dr. Mutasim Babaa, Director An-Najah National University Nablus – New Campus – State of Palestine Tel: +970 (9) 2345113</p>	Testing laboratories

Organization/laboratory	Institution category
<p>Email: mutasimb@hotmail.com Website: www.najah.edu/centers Accreditation: PSI</p> <p>Dr. Jalal N. Dabeek Director of Urban Planning and Disaster Risk Reduction Center Email: seiscen@najah.edu</p>	
<p>Center of Birzeit University Testing Laboratories Birzeit University P.O. Box 14 Birzeit, West Bank, State of Palestine Tel: +970 (2) 298-2000 Fax: +970 (2) 281-0656 Email: bzutl@birzeit.edu Website: www.birzeit.edu/institutes/cbutl</p>	Testing laboratories
<p>Water and Soil Environmental Research Unit Laboratory WSERU Bethlehem University Dr. Alfred Abed Rabbo Phone: +972-2-274-1241 Fax: +972-2-274-4440 Bethlehem, State of Palestine Email: abedrabo@bethlehem.edu</p>	Testing laboratories
<p>Water and Soil Test Laboratory Arab American University – Jenin Tel: 00970-42-418888 Fax: 00970-2-2973984 Email: info@aaup.edu</p>	Testing laboratories
<p>The Food Safety Laboratory - Ministry of Agriculture Dr. Imad Mukarker - D.G. of the Veterinary Services & A.H. CVO Administration: Ramallah (MoA), Laboratory: Arroub- Hebron Mobile +972599386065 Email: cvo.palvet@gmail.com</p>	Testing laboratories
<p>Union of Stone & Marble/Marble and Stone Center State of Palestine Polytechnic University Wad Al-harria – Hebron – State of Palestine</p> <p>Union of Stone & Marble Mr Subhi Thawabta – Chairman Tel: +970 (2) 2238532 Fax: +970 (2) 2238532 Email: stonecenter@ppu.edu Website: marblecenter.ppu.edu Website: www.ppu.edu/p/en/Community-Service/Marble-Ston</p> <p>Marble & Stone Center Dr Suhail Sultan Email: sultan@ppu.edu Mobile: 00970-599 653 536 Accreditation: PS</p>	Sector association
<p>Food and Agriculture Organization of the United Nations Mount of Olives Str. 25 Sheikh Jarrah P.O. Box 22246</p>	SPS supporting organization

Organization/laboratory	Institution category
East Jerusalem 91513 Tel.: +970 (2) 532 1950 Fax: +970 (2) 540 0027 Website: www.fao.org	
Union of Stone and Marble Industries The Union of Stone & Marble in State of Palestine P.O. Box 980, Bethlehem, State of Palestine Tel: +970 (2) 2776393/4 Fax: +970 (2) 2741502 Email: info@usm-pal.ps Website: www.usm-pal.ps	Testing laboratories
Palestinian Exportes and Importers Council Mohammed Abu Ein – Director P.O Box 2162, Ramallah Tel: +970 (2) 242 5696 Fax: +970 (2) 242 5697 Email: info@peic.ps Website: www.peic.ps	Sector association
Palestinian Society for Consumer Protection General Director Salah Haniyyeh Ramallah, State of Palestine Tel: +970 (2) 2966868 Fax: +970 (2) 2952486 Email: info@pcp.ps Website: www.pcp.ps/	Consumer protection
MAK International – Training and Certification Services Yasmin Abu Baker Mobile: +970-599-449559 Fax: +970-22972363 Email: yasmeen@mak-int.ps Website: www.mak-int.ps/	Auditing, training, management services
Ernst & Young – Middle East Mr. Rani Nahhas PADICO House Bldg, 7th floor, Al-Masyoun P.O. Box 1373 Ramallah – State of Palestine Tel: +970 (2) 2421011 Email: ramallah.office@ps.ey.com Website: www.ey.com	Auditing, training, management services
Global Certification State of Palestine Eng. Shereen ALSayyed Abu Baker Bldg, 16 Street Nablus – State of Palestine Mobile: 00972 599 317654 Email: alsayed@globalgroup.ps Website: www.globalgroup.net	Auditing, training, management services
Khader & Co. For Auditing & Consulting PO Box 437 Bethlehem – State of Palestine Tel. +970-2-277-7383 Fax. +970-2-277-7382 Email: info@khaderaudit.com Website: www.khaderaudit.com, www.leadingedgealliance.com	Auditing, training, management services ²⁹

²⁹ A comprehensive list of the business service providers in State of Palestine is provided by the “Palestinian Market Development Programme PMDP” and is found under this link: <http://pmdp.ps/search1.php>

Organization/laboratory	Institution category
Chairman Office (Main Office) Mr. Adel Khader CPA Administrative Office Al Mahed Street – Bethlehem Tel: +970 (2) 2777383 Fax: +970 (2) 2777382 Email: Adelk@khaderaudit.com	

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