

Slaughterhouse Operators Association
of the Philippines

Compliance Assistance Center for
Slaughterhouses

Manual of Operations

July 2009

CONTENTS

About this Manual	4
I. The Compliance Assistance Center	5
A. Nature, Functions and Objectives of the Compliance Assistance Center	
B. Targets for Assistance of the Compliance Assistance Center for Slaughterhouses	
C. Resources of the CAC	
II. Operation of the Compliance Assistance Center	7
A. Organization and Management of the CAC	
B. Targets for Assistance of the Compliance Assistance Center for Slaughterhouses	
C. Training of CAC Staff	
D. Basic Facilities of the CAC	
E. CAC Website	
III. Operating the CAC	9
A. Responding to Queries	
B. Maintaining and Updating List of Slaughterhouses	
C. Responsibilities and Functions of the CAC Supervisor/Staff	
D. Recording of CAC Activities and Services	
E. Information, Education and Communication	
IV. Monitoring and Evaluation	12
A. Monitoring and Evaluation of the CAC	
B. Measuring Performance of the CAC	
V. Funding the CAC Operations	12
VI. Revision of this Manual	13

Monitoring and Evaluation System for Compliance Assistance Center For Slaughterhouses	13
I. Introduction	13
II. Success or Performance Indicators	13
III. Objectives of the Monitoring and Evaluation System for the CAC for Slaughterhouses in the LLDA Region	14
IV. Elements and Mechanics of the M & E System	15
V. Monitoring and Evaluation Procedures for the CAC	17
VI. Monitoring and Evaluation Procedures for LLDA	18
VII. Revision of the M & E System	18
VIII. Effectivity of the Monitoring and Evaluation System	18

About This Manual

This Manual of Operations is a simple guide for the Compliance Assistance Center (CAC) for the slaughterhouses located in the jurisdiction of the Laguna Lake Development Authority.

Intended for use by the Slaughterhouse Operators Association of the Philippines (SOAP) as the host of the CAC for Slaughterhouses, this Manual seeks to make the CAC an efficient service organization that will help the slaughterhouses comply with environmental laws, regulations and standards, improve environmental performance, and protect the environment while fulfilling their business objectives.

This Manual may also be useful to the Local Government Units where slaughterhouses are located. In addition to the fact that some of them operate slaughterhouses, it is to the best interest of the LGU and its communities to be assured that all business establishments in their jurisdiction operate in accordance with various laws, including those that seek to protect the environment.

That there is an organization such as the CAC that helps business to comply with environmental regulations and standards should lighten the load of the local and the national government in enforcing compliance.

I. The Compliance Assistance Center

A. Nature, Functions and Objectives of the Compliance Assistance Center

The Compliance Assistance Center or CAC is a tool or service organization that has been established to assist slaughterhouses to improve their environmental management performance and enable them to comply with prevailing environmental laws, rules, regulations and standards. The greater objective is to protect the environmental resources in a community.

Simply described, a CAC comprises of activities, tools or technical assistance which provide clear and consistent information for the regulated establishments to help them understand environmental regulations and be able to comply with their obligations under environmental regulations.

The main purpose of the CAC is expressed in its name – to assist establishments like slaughterhouses to comply with environmental laws and standards. Its services include:

- Assistance to slaughterhouses in explaining applicable environmental laws, regulations and standards;
- Assistance in explaining the government's (e.g., LLDA's) systems and procedures that will facilitate compliance;
- Assistance in identifying applicable technologies for pollution abatement and/or reduction, including their providers;
- Making available copies of mandated forms such as application forms for permits, self-monitoring forms;
- Answering queries pertaining to compliance;
- Serving as provider of updated information and recent developments pertaining to enforcement and compliance;
- Following up actions referred to government agencies
- Following up actions on advice to clients on compliance matters

In effect, the operation of a compliance assistance center is compliance promotion or making it easier for establishments to comply with regulations.

However, in spite of the operation of the CAC, the environmental authorities (e.g., LLDA, EMB, local government units) will continue to undertake their enforcement work.

A CAC is operated independently of the environmental authorities but serves as a "connect" between the authorities and the establishments.

Compliance of course is a responsibility of all slaughterhouses, regardless of size and wherever they operate in order to protect the environment.

Compliance to environmental regulations need not be in conflict with profitability. The experience of slaughterhouses in the Philippines and in other countries show that they can comply with environmental laws and still make respectable profits.

B. Targets for Assistance of the Compliance Assistance Center for Slaughterhouses

The targets of the Compliance Assistance Center for Slaughterhouses are:

1. Slaughterhouses in the Laguna de Bay Region (Province of Laguna and Rizal; Carmona, General Mariano Alvarez, Silang and Tagaytay City in Cavite; Sto. Tomas, Tanauan and Malvar in Batangas; Lucban in Quezon; and if there are any in Marikina, Pasay, Muntinlupa, Pateros, Taguig, Manila, Caloocan, Quezon City and Pasig, in Metro Manila)
2. Local Government Units which plan to implement or are implementing pollution control programs and those which intend to or are operating their own slaughterhouses.

Inquiries from slaughterhouses from other areas in the Philippines shall also be responded to also by the Compliance Assistance Center.

C. Resources of the CAC

The CAC has the following resources which are either in hard (printed) copies or electronic copies (in compact discs) or both. They can also be found in the CAC website.

1. Environmental laws as well as regulations and standards issued by the DENR and the LLDA
2. Best available technologies and their providers (Those assessed by the DOST and those in the market but not yet assessed)
3. Manuals, e.g., on Good Housekeeping, Good Manufacturing Practices, Best Environmental Management Practices
4. Environmental Management System, e.g., ISO 14001
5. Permits/Clearances required by the LLDA and the Environmental Management Bureau
6. Forms prescribed by LLDA
7. Process of complying with LLDA requirements
8. System and procedures of LLDA monitoring
9. Other relevant rules and regulations such as the DENR Department Administrative Orders and circulars pertaining to environmental compliance
10. Frequently Asked Questions (and Answers)

II. Operation of the Compliance Assistance Center

A. Organization and Management of the CAC

1. The CAC is managed by a CAC supervisor who may or may not have any assistant.
2. Under the supervision of the SOAP President or his representative, the CAC supervisor is responsible for the effective operations and timely services of the CAC.
3. For the performance of CAC services the CAC supervisor shall be guided by this Manual.

B. Qualification of the CAC Supervisor/Staff

1. Preferably a college graduate
2. Familiarity with slaughterhouse operations and the rules and regulations of the National Meat Inspection Service of the Department of Agriculture is a desirable credential
3. Computer literate
4. Can communicate clearly
5. Can compose correspondence correctly
6. Has pleasant personality

C. Training of CAC Staff

The effectiveness and proper management of the CAC will depend largely on the capability of its staff to understand queries and respond to them. It is very important for the CAC staff to recognize that the role and functions of the CAC are principally to provide competent and timely service and accurate information to the client.

The training of the CAC staff will therefore focus on the following:

Technical Matters

1. Rationale for and functions of the Compliance Assistance Center
2. Rationale for protecting the environment
3. Impacts of pollution, particularly that generated by slaughterhouses, on the environment
4. Environmental laws, rules, regulations and standards, particularly the provisions of the Clean Water Act and the Environmental Impact Assessment Law.
5. Permits and clearances needed to legally operate the business
6. Rules and regulations of the National Meat Inspection Service of the Department of Agriculture
7. Environmental User Fee
8. Procedures in complying with laws, rules, regulations and standards and in securing clearances and permits
9. LLDA and EMB procedures in addressing non-compliance (e.g., notice of violation, public hearing, etc)
10. Fines and penalties for violation of environmental laws, regulations and standards

11. Proper way of accomplishing and submitting prescribed forms
12. Government office (office in LLDA, EMB Region IV and/or LGU) where to file applications for permits and clearances. If the name of the government contact person is available, that will be very helpful.
13. Best available pollution control/reduction technologies and their providers, including examples of establishments (slaughterhouses) that have successfully installed appropriate technologies, and are now in compliance with standards.
14. Elements of Good Housekeeping
15. Basic Elements of Environmental management system

Behavioral Aspects

1. How to respond pleasantly to telephone calls and walk-in guests, e.g., establishing rapport, clarifying the request and the problem, making the requesting party feel important and that he/she is being helped sincerely.
2. Ability to emphasize with the client while being firm on the rationale of compliance.

Administrative Matters

1. How to compose letters responding to queries and referring matters to environmental authorities.
2. Importance of timely response.
3. Accurate and timely recording of transactions.
4. Preparing reports.

D. Basic Facilities of the CAC

The CAC has the following basic facilities

1. An office, with desks and chairs
2. Direct telephone line which is dedicated to the calls to and from target audience
3. Telephone directory which contains names and contact persons in LLDA, EMB Region IV-A; members of the associations of slaughterhouses, including non-members; local government units, particularly the city/municipal environment and natural resources officer
4. Facsimile (FAX) machine
5. Internet connection
6. Filing cabinet
7. desktop or laptop computers
8. supply of compact discs
9. seating facilities for guests
10. IEC materials (e.g., brochure) about the CAC

E. CAC Website

1. The Website for the Compliance Assistance Center for Slaughterhouses has been established under the supervision of the Laguna Lake Development

Authority (LLDA) through grant assistance from the United States Agency for International Development (USAID) ECO-Asia Programme through the Asian Environmental Enforcement and Compliance Network (AECEN).

2. The website is www.slaughterhouse.cac-phil.org. It is linked to other websites that can provide more information that will help the slaughterhouses improve their environmental performance and enable them to comply with laws, regulations and standards.
3. The following information can be found in the CAC website: national and local environmental laws; LLDA Board Resolutions; DENR administrative orders; alternative pollution control/abatement technologies; environmental management systems, including good housekeeping procedures; forms required by LLDA and EMB; investment financing sources; and a Frequently Asked Questions corner.
4. The operation of the Website is the responsibility for the Compliance Assistance Center.
5. The LLDA will assist the CAC in updating the Website, in uploading other additional information resources, and responding to queries, subject to certain editorial guidelines and procedures on clearing information to be uploaded and responses to queries. These guidelines, which are aimed at ensuring accuracy of information and consistency with LLDA and environmental regulations, are to be mutually agreed on by LLDA and the CAC.

III. Operating the CAC

A. Responding to Queries

1. There are six likely ways that the CAC will receive inquiries pertaining to environmental compliance and related matters:
 - a. Walk-in queries
 - b. Telephone queries
 - c. Fax queries
 - d. On-line queries
 - e. E-mail queries
 - f. Surface Letter or mail queries
2. In addition, queries are expected to be raised during meetings of slaughterhouse operators and other similar fora where the CAC may be invited.
3. Walk-in and telephone queries should be attended to as they happen. In no case should a response or action to a walk-in or telephone query be deferred.
4. In case a telephone call happens while there is a walk-in client being attended to, the caller should be advised politely that the call will be returned within the hour. The CAC supervisor/staff should get the contact number of the caller.
5. On-line queries should be responded to within six (6) hours after being logged on or within the first two hours of the CAC business hours. This also means that the website should be open during the whole day of operations for continuous tracking of inquiries.
6. Queries received through FAX and surface mail should be responded to within 24 hours or within two office days, Saturdays, Sundays and holidays not counted.

7. For walk-in queries:
 - a. Establish rapport with the guest
 - b. Inquire on the purpose of the visit
 - c. Clarify the problem, impact of the problem, and what has been done to address it
 - d. Inquire on the actions so far done by the environmental regulator (i.e., LLDA)
 - e. Provide advice based on best available information
 - f. Get the relevant reference materials that will address the problem or query; provide client with material, if necessary
 - g. Request client to sign the log book
 - h. Make entries in the log book recording the issues and actions discussed.

B. Maintaining and Updating List of Slaughterhouses

1. The CAC shall build up a list of slaughterhouses within the LLDA jurisdiction. It may coordinate with the National Meat Inspection Service in updating the list.
2. The information that should comprise the list shall include the following:
 - a. Name of owner (single proprietorship, partnership or corporation or Local Government Unit)
 - b. Location (Sitio or Purok, Barangay, Town or City)
 - c. Year started operating
 - d. Capacity of the Slaughterhouse
 - e. ECC (environmental compliance certificate) or CNC (certificate of non-coverage) number and date, if there is any; office that issued the ECC; if there is none, indicate no ECC/CNC
 - f. Mayor's permit number and date (latest on file)
 - g. Current environmental protection and management practices
 - h. Current pollution control technologies
 - i. Distance of slaughterhouse in kilometers from a settlement

C. Responsibilities and Functions of the CAC Supervisor/Staff

The CAC Supervisor and/or CAC staff shall be responsible for:

1. Responding to walk-in queries and those received through the telephone and email.
2. Preparing response to queries received through FAX and surface mail for the approval and signature of the President of the Slaughterhouse Operators Association of the Philippines as host of the CAC. (If the approval/signature cannot be secured in 24 hours, the CAC Supervisor shall sign the response letter, with copy being furnished to the SOAP President.).
3. Routine coordination with the environmental authority (e.g., LLDA)
4. Following up actions for assistance referred to government and other agencies
5. Checking with client whether CAC advice and/or referrals have been acted on

- as well as the dates the action/s were taken.
6. Initiating the updates of the CAC Website
7. Preparing periodic and incident reports on assistance provided.
8. Preparing press release and other IEC materials for dissemination to members and to media, subject to the approval of the SOAP President
9. Efficient use of CAC resources
10. Recording of revenues and expenditures of the CAC

D. Recording of CAC Activities and Services

1. Activities and services of the CAC shall be recorded in a log book. The procedures to be adopted in recording are:
 - a. Walk-in guests: purpose of visit; advice provided; referrals made; materials given; date and time (in full hours, e.g., 10:00 – 11:20 AM).
 - b. Telephone calls: purpose of call; advice provided; referrals made; references cited to the caller; date and time (in full hours, e.g., 10:00 – 10:30 AM)
 - c. Fax, surface mail, email: purpose of letter; highlight of response; referrals made; date received and date response was sent
 - d. Summary of issues and responses during a forum or meeting
2. All other letters received by the CAC shall be recorded and filed for future reference.

E. Information, Education and Communication

1. The CAC shall disseminate information materials on its operation to slaughterhouses operating within the LLDA Region.
2. The CAC shall print and maintain as many reference materials that will help slaughterhouses improve their environmental performance and comply with environmental laws, regulations and standards.
3. The CAC shall continually update its reference materials, taking into account new issuances or amendments of existing laws and regulations that may affect the compliance requirements from the slaughterhouses.
4. The LLDA shall provide assistance to the CAC in disseminating information about the CAC and on compliance assistance, in general. In this connection, the LLDA shall continue to hold regulations and compliance fora among the slaughterhouse operators.
5. The LLDA shall include the CAC Website in its own website as one of the major links.

IV. Monitoring and Evaluation

A. Monitoring and Evaluation of the CAC

1. The Slaughterhouse Operators Association of the Philippines, together with the Laguna Lake Development Authority, shall periodically monitor and evaluate the performance of the Compliance Assistance Center in accordance with a mutually agreed Monitoring and Evaluation (M & E) System.

2. To enable the SOAP and LLDA to monitor and evaluate the CAC, the CAC supervisor shall ensure that all activities, transactions, actions and services are recorded.
3. Monitoring and evaluation shall be done at the end of a quarter during the first year, and every six months during the second year, and thereafter.
4. The M&E Manual is appended to this Manual of Operations.

B. Measuring Performance of the CAC

While the Monitoring and Evaluation System for the CAC is being formulated, the following are adopted as standards to measure the performance of the CAC:

1. Number of walk-in visits
2. Number of telephone inquiries
3. Number of mail (e-mail, fax, surface) received
4. Number of hits in the Website
5. Number of advice and responses given
6. Number of reference materials provided
7. Number of fora conducted on the CAC
8. Actions made by the environmental authorities on referrals made by the CAC
9. Positive actions made by the clients who availed of the CAC services
10. Written feedback from the clients
11. Published or broadcast press stories on the CAC

V. Funding the CAC Operations

- A. The initial funds needed for the operations of the CAC for the Slaughterhouses have been provided by the LLDA through a grant from the US AID Eco-Asia - Asian Environmental Compliance Enforcement Network.
- B. The Slaughterhouse Operators Association of the Philippines shall plan and adopt measures to generate funds to sustain the CAC operations.
- C. The LLDA shall likewise initiate measures that will ensure the continuous flow of support to the CAC until it becomes self-sustaining.
- D. The CAC shall maintain a book or books of account to reflect its revenues and expenditures.

VI. Revision of this Manual

- A. This Manual of CAC Operation shall be reviewed and updated periodically by the Slaughterhouse Operators Association of the Philippines for more flexible operations and to make it more responsive to the needs of the stakeholders.
- B. The SOAP may seek the assistance of the LLDA in updating/ revising this Manual.

Monitoring and Evaluation System for Compliance Assistance Center For Slaughterhouses

I. Introduction

This Monitoring and Evaluation (M & E) System has been prepared for the Compliance Assistance Center (CAC) for Slaughterhouses that has been organized by the Laguna Lake Development Authority (LLDA) with the assistance of United States Agency for International Development/ ECO-Asia Programme through the Asian Environmental Compliance and Enforcement Network (AECEN).

Monitoring and evaluation is a tool to determine effectiveness of a project, whether it works as planned and has been able to prove its worthiness. In this case, the project is the CAC for two industry sectors. Effectiveness means being able to accomplish planned objectives.

Monitoring is a process of tracking the progress of planned activities towards achieving the desired targets and objectives. One important purpose of monitoring is instituting corrective actions when deviations happen or effecting improvements in how activities are performed to make them more efficient, timely and responsive to the needs of the clients. Monitoring is done at any time during project implementation although efficiency dictates that this be done following scheduled timelines. On the other hand, evaluation is the process of determining whether the entire project has performed in accordance with success parameters which are usually contained in its Logical Framework Analysis (Log Frame). Like monitoring, evaluation should lead to corrective or improvement measures and other decisions, including those that pertain to funding and even changes in project design, systems and approaches.

II. Success or Performance Indicators

A key element of a Monitoring and Evaluation System is the adoption of success or performance indicators which are stated in terms of outputs and outcomes. The US EPA Guide for Measuring Compliance Assistance Outcomes defines outputs as quantitative or qualitative measures of important activities, work products, or actions taken, including the number of facilities reached through compliance assistance tools and initiatives or through the distribution of compliance information, site visits conducted, the number of calls or communications answered, and other assistance provided.

Outcomes are quantitative or qualitative measures of changes in behavior of regulated and assisted establishments towards compliance to environmental laws, regulations and standards. This change in behavior can

be attributed partly to the assistance provided by the CAC, in addition to the demand of the environmental authorities and expectations of the host communities. Outcome can mean avoidance or reduction of pollution, improvement in the company's environmental performance and protection of the health and environmental welfare of the communities that are the potential receivers of the firm's adverse environmental impacts.

In environmental compliance, outcome may be categorized into two: immediate outcome and long term outcome. Immediate outcome refers to changes in the company's systems, technologies and operations to address pollution, and comply with environmental standards, including the reportorial requirements of the environmental authorities, and adopting its own environmental management guidelines. This includes gradual reduction in pollution loading and emissions, and even in the accompanying environmental user fees and similar assessments, where these are applicable. Actions done by the environmental authorities on referrals made by the CAC may also be included as intermediate outcome.

Long term outcome is being able to operate as a clean and green establishment, promote workers' health and not creating environmental disturbance to the host communities. It also refers to the firm's adopting and implementing continual beyond compliance efforts at its own initiative such as environmental management systems (e.g., ISO 14001-based EMS) that enables the firm to manage its environmental impacts. Long term outcome includes adoption of, and adherence and commitment to a philosophy that environmental protection and conservation are part of the company's corporate responsibilities.

III. Objectives of the Monitoring and Evaluation System for the CAC for Slaughterhouses in the LLDA Region

This M & E System for the CAC for Slaughterhouses in the LLDA Region will have two levels and two users. The first level and user is the CAC itself while the second level and users are the Laguna Lake Development Authority as project proponent and the USAID/ ECO-Asia/ AECEN as donor/ funder and provider of technical assistance.

For the CAC, the core objective of the M & E Systems is ensuring that its target establishments are provided adequate, timely and sustained compliance assistance services and are helped to comply with environmental laws, regulations and standards. The system also aims at making the CAC an efficient and effective service center.

On the other hand, for LLDA and AECEN, the principal concern is enabling the CAC Project achieve its original aim of establishing an institution that will facilitate compliance among the industry sectors, along side the enforcement efforts of government. This is also a check on whether the technical and financial support and other resources given to the project

are used correctly and that these resources actually lead to achievement of environmental compliance objectives.

The CAC Manual of Operations provides for the formulation and adoption of a Monitoring and Evaluation System and identifies in broad strokes a number of parameters that need to be monitored and measured.

IV. Elements and Mechanics of the M & E System

A. For the Compliance Assistance Center

Output Indicators

Operational Services:

1. Number of walk-in visits served, recorded daily and reported monthly
2. Number of telephone inquiries answered, recorded daily and reported monthly
3. Number of mail (e-mail, fax, surface) received, recorded daily and reported monthly
4. Number of establishments given forms prescribed by LLDA and other environmental authorities
5. Number of hits in the Website, recorded monthly
6. Number of compliance advice and responses given, recorded daily and reported monthly
7. Number of establishments given information on applicable pollution control/abatement technologies
8. Follow up on the advice provided to determine the client's efforts to comply
9. Number of reference materials provided, recorded daily and reported monthly
10. Number of fora, including focus group discussions on environmental compliance conducted on the CAC, recorded and reported monthly
11. Number of visits to the establishments, reported monthly
12. Increase in the number of establishments being assisted, reported monthly.
13. Published or broadcast press stories on the CAC, reported monthly

Internal Management

1. Brochures on CAC and its services are produced and are made available to requesting clients
2. Improvement in the make-up of the website
3. Increase in the number and quality of resources in the website
4. Follow up on referrals to government agencies

Outcome Indicators

Intermediate Outcomes

1. Actions done by environmental authorities on referrals made by the CAC
2. Securing the services of environmental consultants to help the firm comply with laws, rules, regulations and standards
3. Changes made by the establishments in its technologies and operating systems towards compliance with environmental laws, rules, regulations and standards as well as those required by other government agencies and local government agencies
4. Actual compliance with specific laws such as securing Environmental Compliance Certificate, discharge permits, mayor's permits, sanitary permits and other related licenses
5. Introduction, adoption and use of pollution control technologies and other systems that will enhance environmental performance, including abatement of odor and noise
6. Inclusion of existing establishments that previously were not in the list of LLDA or LGU for regulation
7. Increase in the number of establishments that comply with environmental regulations and standards, using 2007 as data time base.
8. Reduced number of establishments cited for violation
9. Reduced number of establishments with pollution cases
10. Assisted establishments submit compliance plans, with specific timelines and funding allocation for required investment
11. Payment of previously assessed and unpaid user fees and other charges
12. Regular submission of self-monitoring reports as required by the environmental authorities
13. Other positive actions made by clients who availed of the CAC services
14. Written positive feedback from clients

Long Term Outcomes

1. Assisted establishments continue to implement sound environmental management systems as part of their regular operations and are able to comply with environmental standards.
2. No assisted establishment is cited for environmental violation by the environmental authorities, local government units and other regulators
3. No health problem or issue concerning the workers and the host communities is raised against the establishment
4. Some assisted establishments are cited for highly acceptable environmental performance
5. Improvement in water quality and general environment in areas where assisted establishments are located.

B. For LLDA and AECEN

The M & E concerns of LLDA and AECEN include those identified for the CAC, being a project of the agency. In addition, the following are to be considered by LLDA and AECEN as monitoring and evaluation parameters:

1. Resources provided by LLDA and AECEN for the CAC are used efficiently for the identified purposes
2. Increase in the number of complying establishments, with 2007 data as base
3. CAC is able to sustain its operations, with minimal assistance from LLDA
4. CAC is able to generate its own funds to fund operations
5. Decreasing reliance on LLDA for technical assistance
6. General improvement in water quality in areas where assisted establishments are located.
7. High level of collection efficiency on environmental user fee

V. Monitoring and Evaluation Procedures for the CAC

Monitoring of CAC activities and evaluation as to its effectiveness are to be done through the following:

1. Review of reports

The reports are to be prepared by the CAC Supervisor for submission to the CAC Management, which in the case of the slaughterhouses, is the SOAP.

A sample of the Monitoring Report is attached as Annex A.

2. Documentation of cases (of those that are provided assistance by the CAC.

Sample of case documentation is attached as Annex B.

A case document relates the assistance provided to an establishment that has led to environmental compliance, whether phased-in or total compliance. It briefly gives information on the status of compliance of an establishment prior to assistance and actions taken towards compliance.

3. Submission of monitoring and evaluation reports to LLDA

The Monitoring Report (Annex A) shall be prepared monthly (during the first five days of the succeeding month) by the CAC Supervisor, It will be submitted to the CAC Management (e.g., Slaughterhouses Operators Association of the Philippines for slaughterhouses). Annotation or notes shall clarify the entries

in the report for clearer understanding as suggested in the monitoring report form.

A copy of the M & E Report shall be provided by the CAC to the LLDA every 15th of the month.

4. Evaluation of the M & E Report

The CAC Management shall evaluate the monthly M & E Report to determine if its efforts to provide compliance assistance to the target establishments are on the right track.

CAC Management may decide to strengthen areas of assistance where it is still weak, and plan for more pro-active measures to reach a wider and larger number of establishments.

VI. Monitoring and Evaluation Procedures for LLDA

The LLDA shall review the monthly M & E Reports to determine further areas of assistance to the CAC. It shall acknowledge receipt of the M & E Report, together with its recommendations for improvement.

LLDA shall provide AECEN a copy of its review and comments on the M & E Reports.

VII. Revision of the M & E System

This M & E System for the CAC shall be revised as may be necessary as the CAC gains more experiences.

Changes in the M & E System may be initiated by the CAC, with assistance from the LLDA.

VIII. Effectivity of the Monitoring and Evaluation System

This Monitoring and Evaluation System for the CAC shall take effect on January 1, 2009.

Annex A

**Slaughterhouse Operators Association of the Philippines
Compliance Assistance Center for Slaughterhouses
Sample Monitoring Report for the Month of February 2009**

Parameters	Number	Number, Previous Month	Cumulative since January 2009
Output Monitoring			
Walk-in visits served			
Telephone inquiries answered			
Email received and answered			
Surface and fax mail received and answered			
Establishments given forms prescribed by LLDA and other environmental authorities ¹			
Establishments given compliance advice ²			
Establishments given information on applicable pollution control/abatement technologies ³			
Establishments given reference materials			
For a, meetings, discussions, seminars held ⁴			
Visits to establishments ⁵			
Establishments assisted as recorded			
Published or broadcast press stories			
Referrals to LLDA and other environmental authorities			
CAC brochures produced			
CAC brochures distributed			
Website hits			
Positive Outcome Monitoring ⁶			
Establishments that prepared compliance plan			
Establishments that made improvements in existing pollution control facilities			
Establishments that adopted changes in its operating systems towards environmental improvement			
Establishments that introduced new pollution control technologies			
Establishments previously without ECC that secured ECC			
Establishments that submitted self-monitoring reports			
Negative Outcome Monitoring ⁷			
Establishments cited for violation			
Establishments with pending pollution cases			
Establishments with new pollution cases			

¹ – Indicate the names of the establishments and specify the types of forms provided

² – Indicate the names of the establishments and specify the advice given

³ - Indicate the names of the establishments and specify the pollution control technologies provided

⁴ - Indicate the topic, dates and venue of the forum; who attended

⁵ - Indicate the names and address of establishments visited; date of visit; who did the visit; purpose of the visit

⁶ - Provide details

⁷ - Provide details

Annex B

Sample Case Document 1

XYZ Slaughterhouse, Pilillia, Rizal

April 15, 2009

XYZ is a Class AA slaughterhouse. It has been operating since 1995, with a permit from the LGU but without an Environmental Compliance Certificate and clearance/permit from the Laguna Lake Development Authority. It discharges untreated wastes from the slaughterhouse to a nearby creek that eventually drains to the Laguna de Bay. Even without sampling and laboratory tests, it may be concluded that its effluent would not pass the government's water quality standards, e.g., biochemical oxygen demand (BOD). Complaints from the nearby community about odor emanating from the slaughterhouse have been lodged several times with the barangay captain but while the operator has managed to resolve the conflict by using deodorants, the problem recurs.

When the CAC for slaughterhouses circulated an invitation for a briefing on environmental laws and regulations scheduled on February 14, 2009, XYZ, together with five other slaughterhouse operators, ignored and did not attend the meeting.

Concerned that XYZ would soon encounter problems with the LLDA, the CAC sent XYZ and the other five farms a set of environmental laws, rules, regulations, water quality standards, fines and other relevant information. This was on February 21, 2009.

A visit by the CAC to the XYZ was done one week after sending the information materials.

In spite of the initial belligerence and reluctance, XYZ listened to the CAC supervisor but did not make any commitment to initiate actions towards compliance.

On the following day, March 1, 2009, CAC wrote XYZ summarizing the previous day's discussions on its environmental problems and violations, and their possible consequences on XYZ's operations.

On March 5, XYZ visited the CAC where further discussions were held. Again, the CAC explained the basic environmental parameters/standards that all establishments, including slaughterhouses, in the LLDA jurisdiction (Laguna de Bay Region), must comply with. XYZ was provided samples of proven technologies being used by other (complying) slaughterhouses.

Two weeks after the visit, XYZ came to the CAC bringing along designs for a facility that will catch waste water and treat it for re-use within the slaughterhouse. There is also a draft plan with timelines when construction will proceed and the budget needed for the facility.

The CAC Supervisor requested XYZ to leave copies of his documents which he later gave to LLDA for review. LLDA returned the documents after three days with some suggestions for improvement on the design and the plan, with a caveat that while it appreciates XYZ's initiatives, it does not endorse any type of pollution control technology. There is also a suggestion that waste water samples from the slaughterhouse be tested for BOD, ph, color, Total Suspended Solids (TSS) and dissolved oxygen (DO) and submit the results to the CAC. Another note – XYZ is liable for its previous violations and need to be assessed the environmental user fee.

The CAC immediately gave XYZ's the comments of the LLDA with a statement that the matter of previous violations and payment of user fees have to be discussed with LLDA separately.

As of this report (April 15, 2009), construction of the waste water treatment facility at the XYZ farm is approximately 60% of the planned design. XYZ has hired an environmental engineer with 10-year experience on problems encountered by slaughterhouses, to supervise the construction of the facility. XYZ has inquired from the CAC about zero discharge system; has consulted LLDA through the CAC about carbon emission credits; and has likewise adopted water-saving measures. He continues to update the CAC on the environmental improvements that he is doing in his farm.

He still has to contend with the issues of previous violations and possible user fees. Laboratory test results conducted on March 31, 2009 indicated that XYZ failed the standards for BOD, DO, color, and ph, but results indicated continuing improvements although still not yet enough to meet the set standards.

(Note: Subsequent reports on XYZ will be documented as Case Document 1-A, 1-B, etc.)

Compliance Assistance Center
for Slaughterhouses

CAC for Slaughterhouses
212 San Guillermo St., Putatan Muntinlupa City
Telefax no. 862-2772
CAC Supervisor: Dr. Edgardo C. Dimalanta
www.slaughterhouse.cac-phil.org

Manual of Operations

A Project of



Laguna Lake Development Authority

Supported by



Slaughterhouse
Operators
Association
of the Philippines

