

Trust in the area of Origin

3rd WCO Global Origin Conference
8-9 November 2023
Santiago – Chile

Procomex
Aliança Pró Modernização Logística de Comércio Exterior



Procomex

Non-profit organization operating since 2004

Vision

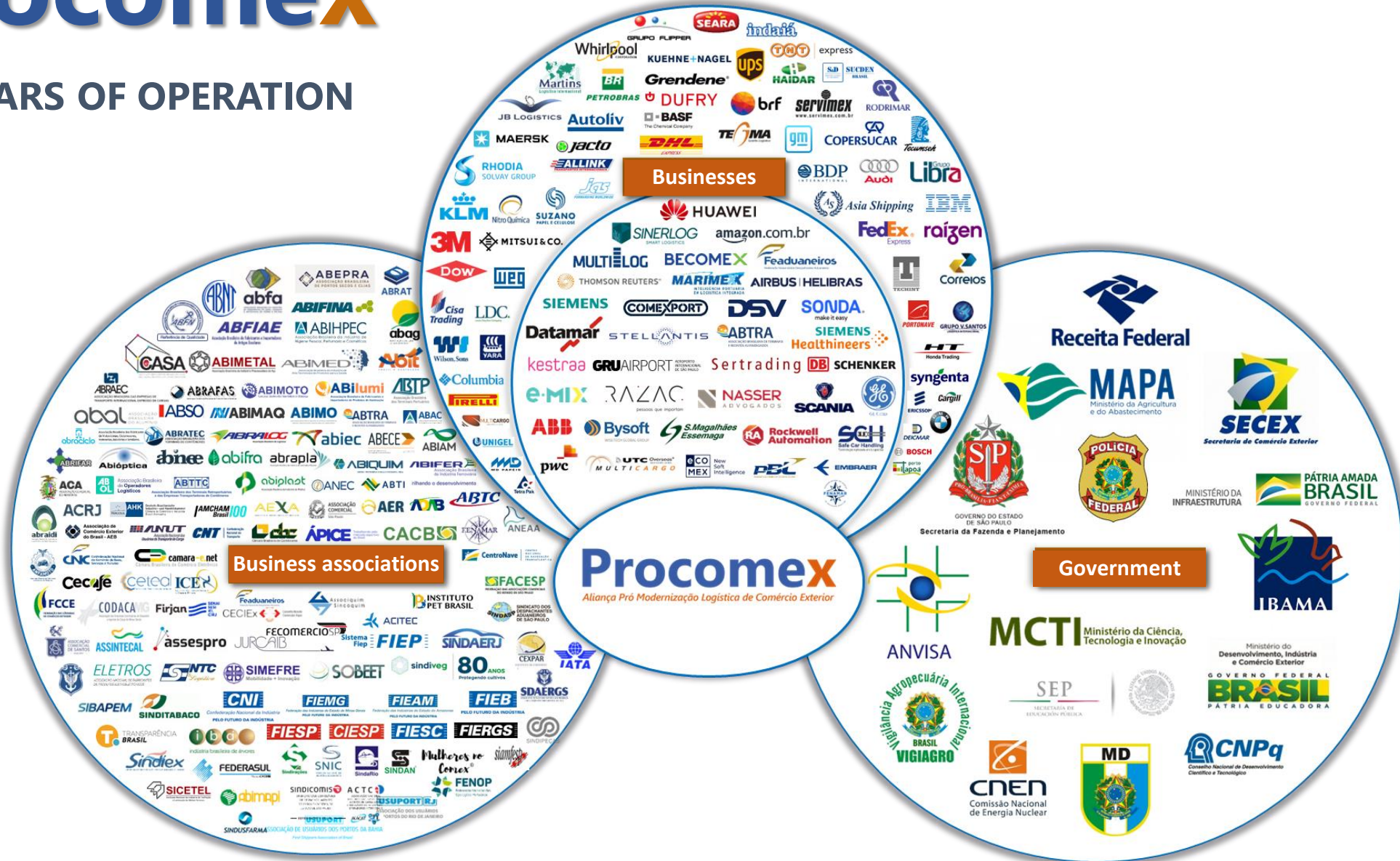
Enhance global competitiveness through the implementation of a customs system that strengthens control and security, safeguards the health, cultural heritage, and environment of nations, and facilitates international trade. This, in turn, fosters investments, increases employment opportunities, and contributes to poverty reduction.

Mission

Creating social capital and networks by uniting stakeholders from the public and private sectors with expertise in international trade, aiming to develop solutions that enable more modern, efficient, and reliable processes and systems.

Procomex

PILLARS OF OPERATION



The Environment for Trust

- **What is the ecosystem in which we are operating?**
 - **Environmental, social and political turbulence.**
 - **Fake news**
 - **Societal divisiveness**
 - **Artificial Intelligence**
 - **Decreasing trust in institutions.**
 - **A rapid (in historical terms) transition from a society that manages documents to a society that manages data, which makes possible a totally deferent mindset and work flow**
 - **Technology**
 - **Procedures**

Management of documents vs data

Characteristics of document management

- **Paper**
 - **Quality**
 - **Folders**
- **Signatures and stamps**
- **Localized procedures**
 - **Accumulating data**
 - **Verification**
- **Sequenced procedures**
- **Piles**
- **Lines**

Characteristics of data management

- **Electronic/Digital**
- **Authentication**
- **Dispersed procedures**
 - **Data entered by who generates the data**
 - **Multiple entrants, various actors**
 - **Various moments**

TRUST?

- **What is trust?**
 - **Who?**
 - **Individuals?**
 - **Institutions?**
 - **What?**
 - **Documents**
 - **Processes?**
 - **Data**
 - **Why (as it applies to origin)?**
 - **Incentives**
 - **Restrictions**
 - **How?**

Expectation of Good Intentions

Reliability Certainty Credence

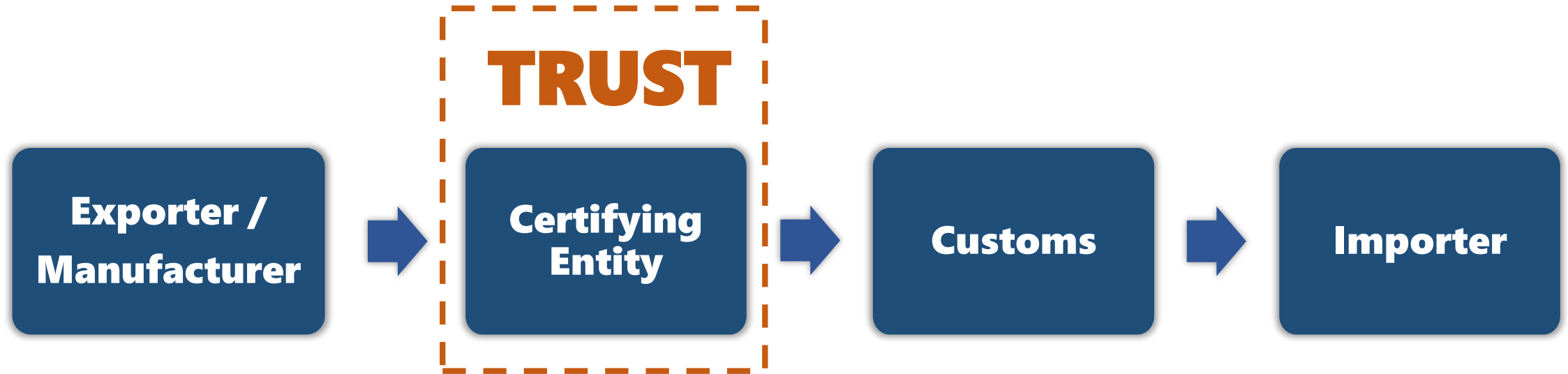
Belief **TRUST** Reliance

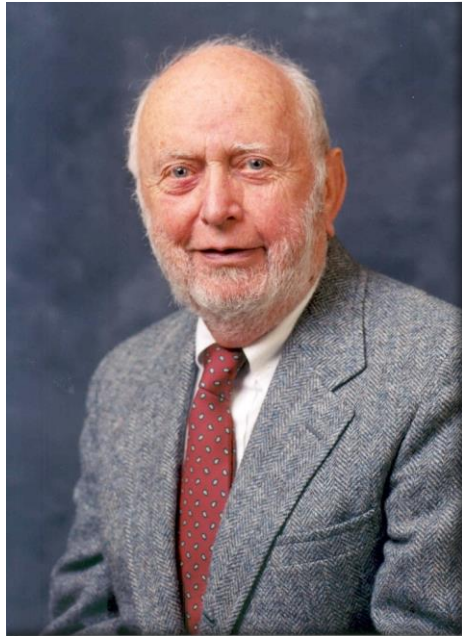
Honesty **TRUST** Faith

Consistency Vulnerability Sureness

Credibility Conviction Assurance

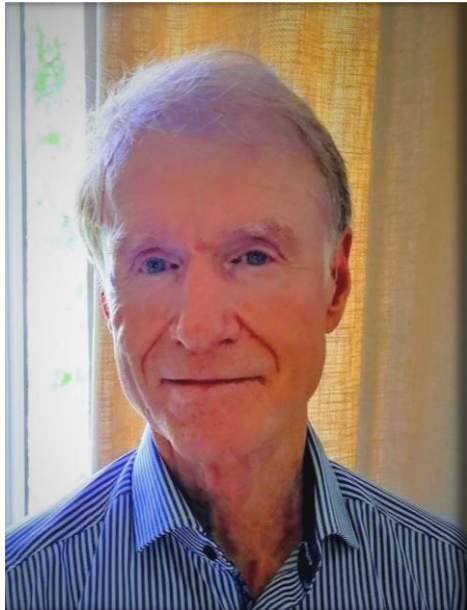
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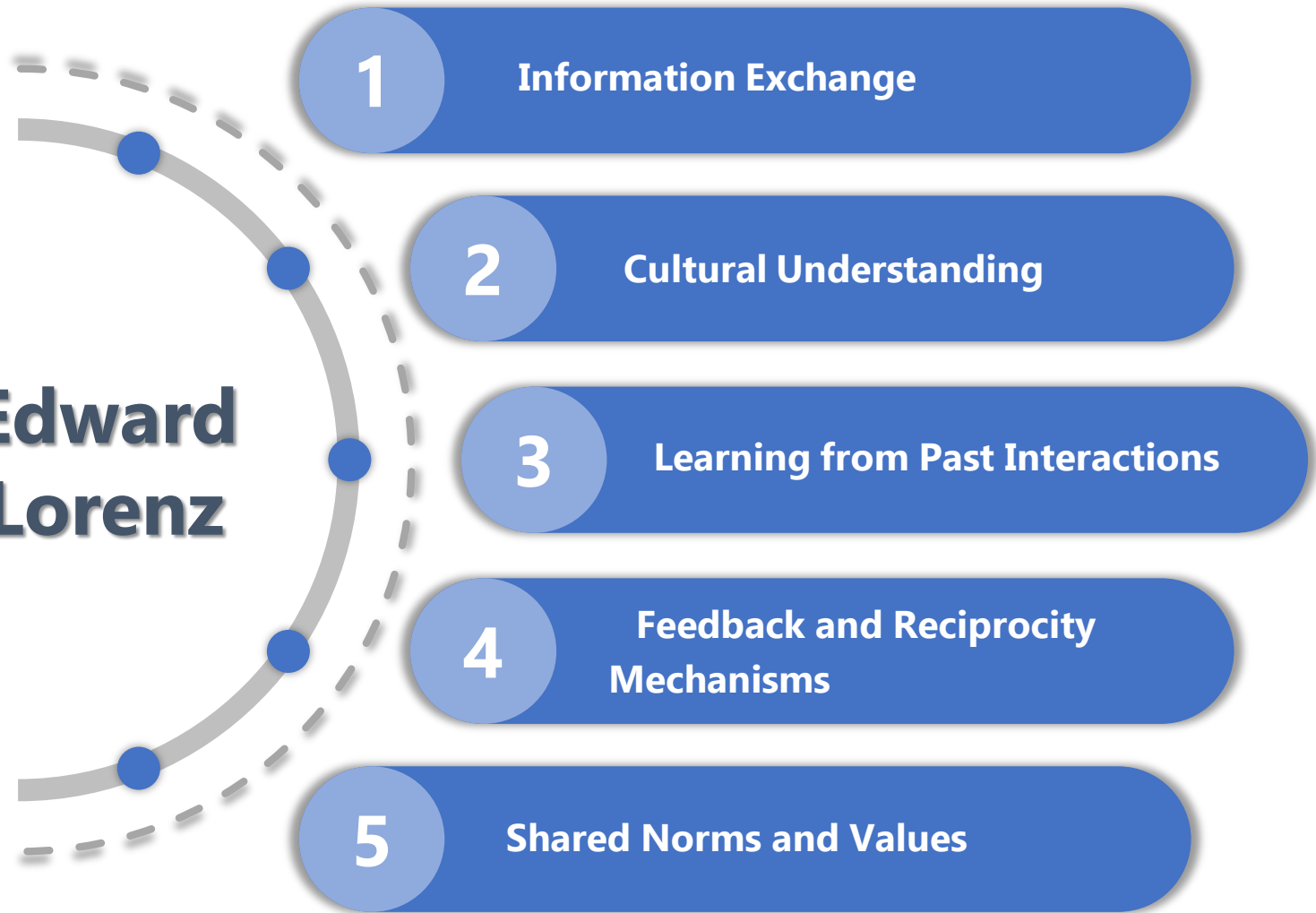


Douglass North





**Edward
Lorenz**



Examples of programs built on trust

 **AEO PROGRAM** 

 **REMESSA CONFORME PROGRAM** 

 **TERMINAL COMPLIANCE PROGRAM** 

 **ATTRIBUTES REGISTER** 

Working together builds trust!



Working together builds trust!



HOW TO BUILD TRUST ?

1

WORK TOGETHER

2

OPEN COMMUNICATION

3

BUILD A TRACK RECORD

4

CONFLICT RESOLUTION

5

EMPATHY AND RESPECT



Thank You!

*John Mein
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