

# The Importance of Building Trust in the Business- Customs Relationship: *Lessons from the Western Hemisphere*

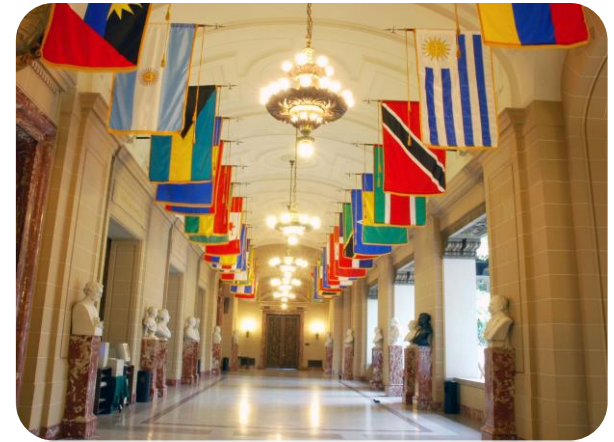
4<sup>th</sup> WCO AEO Global Conference  
Kampala, Uganda



**OEA** | CICTE

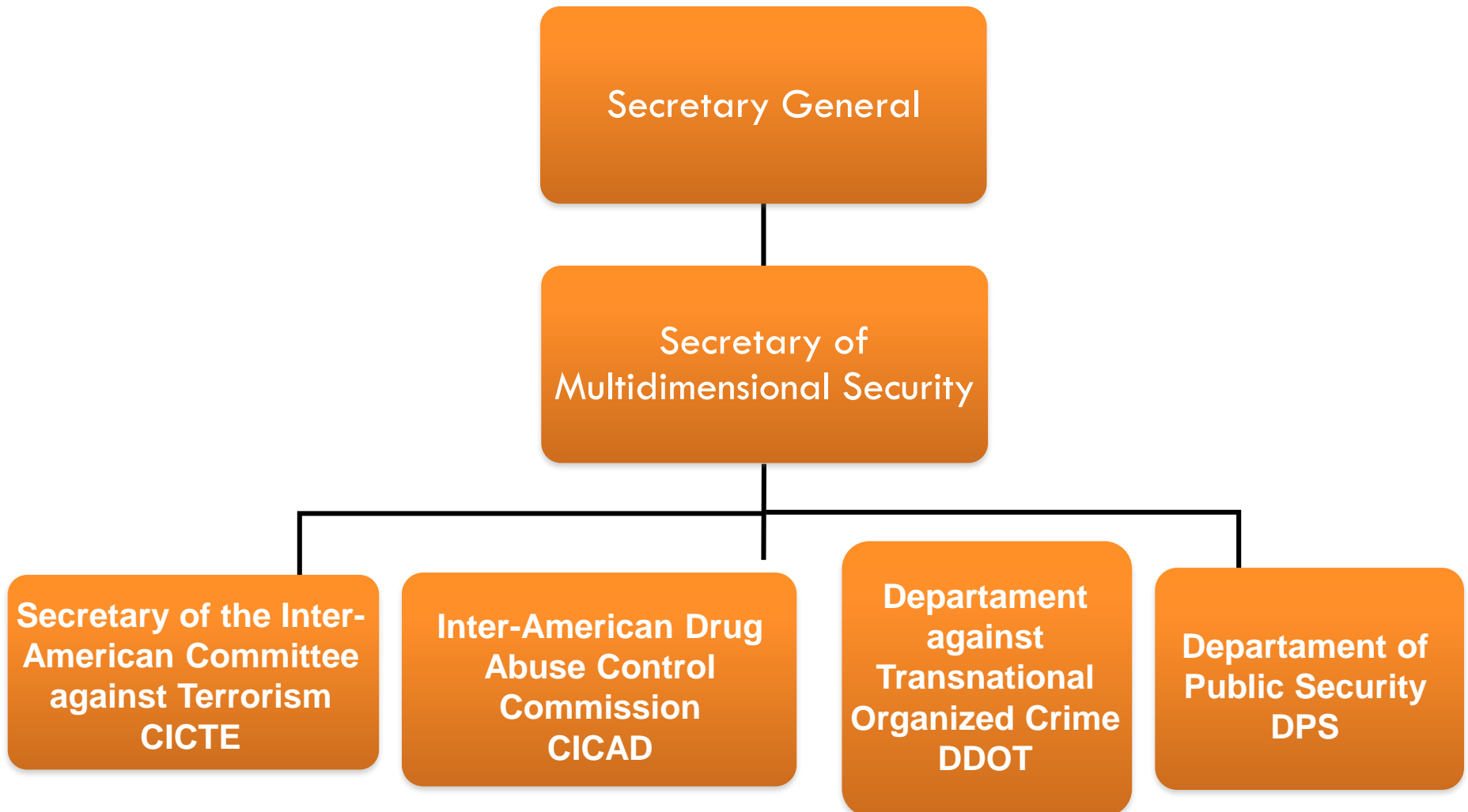
# Organization of American States - OAS

- ❑ Created: 1948
- ❑ 35 Member States
- ❑ 69 Permanent Observers
- ❑ The principal multilateral forum in the Americas for political dialogue and collective action
- ❑ Promote democracy, strengthen human rights, foster peace and security, and support sustainable development in the Americas



# Structure of the Secretariat for Multidimensional Security –OAS

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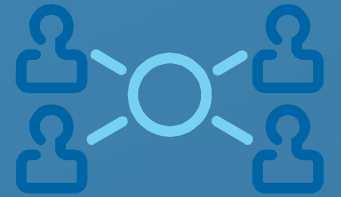


# Structure of CICTE



- Created: 1999-Guatemala
- Secretariat established: 2002 – Washington, DC
- Founding documents:
  - Charter OAS (1948);
  - Inter-American Convention Against Terrorism

# FUNCTIONS, MISSION AND PROGRAMS OF THE CICTE SECRETARIAT



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# Mission of CICTE

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The main purpose of the Inter-American Committee against Terrorism (CICTE) is to promote and develop cooperation among Member States to prevent, combat and eliminate terrorism, in accordance with the principles of the OAS Charter, with the Inter-American Convention Against Terrorism, and with full respect for the sovereignty of states, the rule of law, and international law, including international humanitarian law, international human rights law, and international refugee law.



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# Strategies to prevent, combat and eliminate terrorism in the Western Hemisphere

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- ❑ Regional political commitments established through the instruments, resolutions and declarations of the OAS.
- ❑ Mandates established by the Member States through the CICTE political body.
- ❑ Annual Work Plan adopted by Member States which guides the work of the Secretariat.
- ❑ Network of National Points of Contact for CICTE.

# Functions of the CICTE Secretariat

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- ❑ Provides technical and administrative support for the CICTE sessions of the Member States and maintains communication and coordination between sessions;
- ❑ Provides technical assistance and training to Member States in response to their needs and requests; and
- ❑ Coordinates with other international, regional, and sub-regional organizations.



# CICTE Programs

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## Border Controls

DOCUMENT SECURITY  
AND FRAUD PREVENTION

AIRPORT SECURITY

MARITIME SECURITY

PORT SECURITY

SUPPLY CHAIN SECURITY

## CRITICAL INFRASTRUCTURE

CYBER SECURITY

TOURISM SECURITY

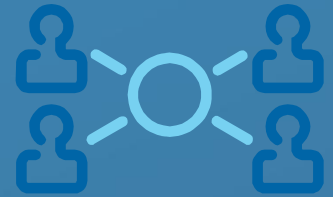
SECURITY IN LARGE  
EVENTS

ANTI-TERRORIST  
FINANCING AND  
LEGISLATIVE ASSISTANCE

COUNTER –EXTREME  
VIOLENCE

# AEO PROGRAMS IN THE AMERICAS

*The Importance of Customs-Business Partnership*



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# Public Private Partnership

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## Public Sector



- Strategic alliances with the private sector
- Utilizing scarce resources to target riskier shipments
- Facilitating international commerce in a time where protectionism is becoming increasingly popular
- Reducing the risk of security breaches, including terrorist attacks, in global and regional supply chains

# Public Private Partnership

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## Private Sector

- Programs must ensure that the benefits of being certified are sufficiently useful to entice private sector participation
- Implementing a security focused program can be a benefit in and of itself in terms of organizing a company's processes and procedures



# Public Private Partnership

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- Significant change in role for customs officials
  - Focus on facilitation- not control
  - New knowledge and skills related to security necessary



# Building a strong foundation

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- Importance of relationship building
  - Beginning in the first step of the application process, professionalism, transparency and a willingness to find solutions
  - Availability of AEO officials during certification process to answer questions and address doubts, pre-validations
  - Continued availability of AEO officials during after company is certified to solve problems
- Importance of clarity
  - Clear certification process- transparency increases trust
  - MSR- should or must
  - Validation recommendations v. requirement changes
- First Impressions
  - “pre-application” process
  - Application portal

# Maintaining strong relationships – Examples

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## Consultative Groups

### Mexico

- Consultative Group in 2 principal bodies:
  - Group with representatives from different industry and export Chambers
  - Specialized group that works with specific topics related to defined problems
- Meets twice a year
- Technical Secretary establishes the agenda
- Specialized group can be convoked whenever issues arise



# Maintaining strong relationships – Examples

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## Annual conferences

### CTPAT

- Communicate changes in program
- Confront new challenges in supply chain security
- Give certified companies an important opportunity to network and increase the chances of more CTPAT certified companies working together





# Maintaining strong relationships – Examples

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Using certified companies in recruitment workshops and international events  
**Dominican Republic**

- Increases prestige of company and gives an opportunity to applaud companies that go above and beyond
- Encourages the sharing of best practices between private sector entities
- Demonstrates the change in professional relationships for emerging programs to emulate



*Fronteras seguras,  
actores confiables.*

# Maintaining strong relationships – Examples

## Educational workshops Uruguay

- These workshops highlight the security risks in the supply chain
- Include detailed training on systems management and risk analysis
- As supply chain security specialists, AEO officials have the responsibility to train the private sector in:
  - Container inspections
  - Risk analysis
  - Internal conspiracy
  - Business partner analysis
- Share resources: IDB



# Conclusions

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- You only get one first impression
- Clarity is key
- After a relationship is built, communication is essential:
  - Consultative groups
  - Annual conferences
  - Utilizing private sector partners
  - Educational workshops



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# Contact Information

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