

GLOBAL ALLIANCE FOR TRADE FACILITATION

# Building trust through public-private partnerships for trade facilitation

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## HOST ORGANISATIONS











#### SUPPORTED BY





Global Affairs Canada Affaires mondiales Canada







## PRIVATE SECTOR PARTNERS INCLUDING

















# **GLOBAL PROJECT PORTFOLIO**





# LATEST PROJECTS





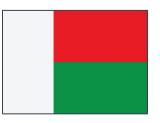
Strengthening of the single window and digitisation of phytosanitary procedures in Ecuador



Modernisation of port arrival and departure processes for vessels in Guatemala



Automation of the import process for agro-industrial products in Senegal



Advance rulings on tariff classification, valuation, and origin in Madagascar

## TRUST CASE STUDY

# TESTING THE TRUST BUILDING HYPOTHESIS IN COLOMBIA



#### What?

A case study to measure trust between the public and private sectors

# Why?

To test the hypothesis that the Alliance public-private approach builds trust between government and business, cementing reforms and paving the way for continued collaboration, sustainable project implementation and future reform

# **Approach**

Trust experts completed a case study on the Colombia Centre project following anecdotal reporting from project stakeholders that it had increased cross-sector trust

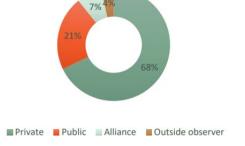
## Methodology

Qualitative data collected through interviews, focus group and documentation review Quantitative data collected through survey

# **Findings**

Previously a relationship characterized by lack of trust; today characterized by mutual understanding, pursuit of common interests and effective communication (openness in sharing information and discussing problems). Findings indicate that the new Customs administration was a turning point and that the Alliance and Centre project activities provided a key vehicle for building trust.

#### Sector representation in interviews



#### Sector representation in survey results

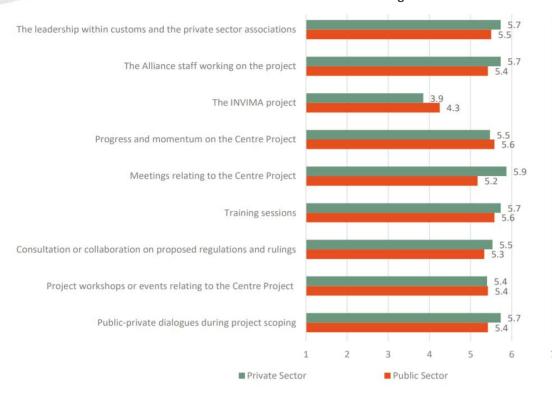


# TRUST CASE STUDY

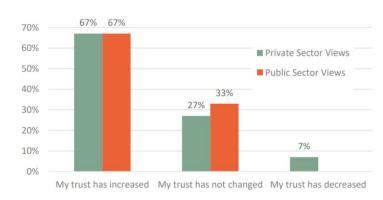
# FINDINGS: OVER 2/3<sup>RDS</sup> OF RESPONDENTS REPORT INCREASED TRUST



#### Effectiveness of Centre and Alliance activities in facilitating trust



## Change in trust towards the other sector in the last 4 years



"It's different nowadays. We share information – sensitive information with DIAN...The companies, and the directors of the companies, feel safe giving that information...now every week we call to report specific situations...that demonstrates that **trust has increased a lot between us**." - Private sector interview respondent

"The Alliance is essential as a key player...they have provided us with more tools for such a public private partnership." – Public sector interview respondent

# FOR MORE INFORMATION

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