



Media Release

TRADE AND BUSINESS FACILITATION PROGRAMME TO CHANGE THE PUBLIC SERVICE

9th November 2018: Permanent Secretary at the Ministry of Trade and Industry Mr Norris Herbert encouraged employers and human resource professionals to challenge, plan, forecast, formulate solutions and respond to the dynamism of the business landscape while adjusting to the evolving work environment as is being done by government. Speaking at the Trinidad and Tobago Chamber of Commerce's workshop entitled the Future of Work is Now: Trends, Challenges & Strategies for an Evolving Workplace on Friday November 9, 2018, Mr Herbert stated that change is coming to the public service through the Ministry of Trade and Industry's Strengthening of the Single Electronic Window for Trade and Business Facilitation Programme.

"The Government anticipates upon the conclusion of this programme, clear standards of service delivery across the agencies to the public, and a mechanism of continuous improvement and innovation in the quality of services delivered by the agencies" he stated. The programme, funded by a US \$25 Million loan from the Inter-American Development Bank (IDB) aims to improve the trade performance and competitiveness of Trinidad and Tobago by optimizing and simplifying foreign trade and business processes, reducing associated time and costs of these processes; improving communication and connectivity among state institutions and with trading partners; while also modernizing the Single Electronic Window's governance.

"In an ever-changing economy, employers must not perceive deviations as problematic, but rather as opportunities... and identify and develop strategic opportunities projects and programmes that nurture growth ...and most importantly, foster new and productive relationships with your most valuable assets—your employees."

In welcoming participants to the event President of the T &T Chamber Mr Ronald Hinds also encouraged participants to consider and respond to the requirements of the rapidly changing environment. Indicating that yesterday's disruption is today's ordinary he challenged the participants to take responsibility for their respective roles in the evolution of their organisations. Feature speaker at the event Ms Jennifer Skinner of Deloitte shared key findings and trends in talent and human capital management. Organisations must understand and respond to the changing environment ***"It cannot be a reactive approach,"*** she said, ***"the time is now to take action."***

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