



Simplified Trade System (STS) Consultation Paper response template

General

- **Tell us about your business, sector, product or service and location/s.**

BizCubed is an Australian company that enables business leaders and their teams to make better decisions by provide analytics at an operational scale.

BizCubed works with national insurers, banks, transportation companies, medical companies, retailers, and government agencies at the state and federal level to create significant value. Our Data Engineering and Enablement Platform (DEEP) applies engineering principles to make sense of data and provides a robust foundation from which processes can be automated, streamlined and continuously improved.

- **What is your role in the end-to-end trade environment (importer, exporter, customs broker etc)?**

BizCubed and Hitachi Australia partnered with the Western Parkland City Authority (WPCA) in undertaking a project to 'prototype' how a fully digital supply chain could be created from farm to Australian Port to overseas port to overseas customer. Beyond this the project was to demonstrate the digital underpinnings necessary to create a world leading 'AgriPort' where information about exports and imports could be collected in a "chain of claims" – linking information about provenance, logistics, certifications, and regulatory attestations to streamline and add value to Australian exports.

Following discussions with the Commonwealth, the work was being undertaken to link with the UN Inter-Governmental Ledger protocol (IGL – a blockchain solution) to establish the mechanisms for each country to 'trust' the digital records rather than the current paper-based systems.

Working with the Commonwealth Government to link the IGL to digital supply chains within Australia provides the opportunity to pilot a fully integrated digital supply chain from paddock to port to port.

The key work proposed was to:

1. Build a prototype Digital Agricultural Precinct (DAP) to prove interactions with the UN IGL being piloted by the Commonwealth Government
2. Engage with the different tiers of government to ensure regulatory requirements are identified and able to be met
3. Provide a digital mechanism for all supply chain members to support accelerated trade via the IGL, i.e., establish the standardised protocols for supply chains to link to the IGL
4. Demonstrate with a number of use cases and subsequent demonstrations how the DAP can leverage the IGL

Phase 1 of this work was completed in late 2019 and provided significant engagement with industry and the Commonwealth and the NSW State Government. The major output of the Phase 1 work was the development of a prototype digital platform and an understanding of the interfaces and API protocols necessary to allow a digital supply chain to integrate with the Commonwealth systems when ready. The Phase 1 work also included a project with Meat and Livestock Australia (MLA) and Ripe.io to build a blockchain enabled digital supply chain from paddock to processor, with the intention to integrate this work with Phase 2 as one 'use case' for through-border digital supply chain capability.

The disruptions for business due to COVID has resulted in refinement of the Phase 2 project scope. Work has since commenced on a project with Sydney Markets Limited (SML) and Watt Exports.

Watt Exports export Fruit and Vegetables all around the world. Their team has an intricate understanding of all aspects of Fruit and Vegetable Exports - from sourcing the most sought-after high-quality products to the intricacies of freight movement and customs clearance. Watt Exports clientele are respected businesses from the wholesale, retail and food service sectors and have established market entrance in countries such as Singapore, Malaysia, Hong Kong, Indonesia, Thailand, Vietnam, Dubai, China, Korea, and Japan.

The Phase 2 project is to create a digital capability along the fresh produce supply chain and link this to the STS work. This will lead to three key outcomes:

1. Streamlining and cost savings for the processes to export fresh produce
2. Build a foundational digital capability that can be leveraged for other operations and link to SML's service offerings to other businesses
3. Identify the process and systems flow that will assist in identifying inefficiencies and pain points in the supply chain

- **What are the major pain points for your business to get your product to, from and across the border?**

Through our collaboration with Hitachi, WPCA, Watt Exports, SML, and the State and Commonwealth Governments, BizCubed has learned how complex, variable, and onerous the system of documentation and regulations for cross-border trade can be. We would suggest that the key pain points for importers and exporters is managing the flow of information and claims from paddock to consumer in a way that is verifiable and trusted by government authorities on both sides of the trade agreement. We believe that the work of the STS Taskforce should focus on resolving this aspect of complexity as an overarching objective, and that the creation of an integrated digital supply chain capability will provide a robust framework to meet this objective.

- **Where and how do you believe the cross-border trade system can be simplified?**

As has been outlined, work has commenced on Phase 2 of the project with Watt Exports. Initial work has focussed on mapping the process, system and required documentation. Once this has been reviewed by Watt Exports, the opportunity to share this work with the STS team and work through where simplification and processes can be transformed would be welcomed.

- **What changes in the trade process have you incorporated or seen as result of the COVID-19 pandemic that would be beneficial to continue?**
- **What have you seen in other countries' current trade processes that you think could be implemented in Australia?**

The partnership with Hitachi Australia represents an opportunity to work with Hitachi Ltd. globally and potentially the Japanese Government on how the digital capability could be extended to trade with Japan.

1. Reviewing red tape

- **Which government processes or regulations could be improved (made simpler, more integrated, or less duplicative)?**
- **Which government requirements take the most time to meet and what impact does that have on your business?**
- **If available, please provide data on the time taken to complete these processes/regulations, and/or the costs to your business.**

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2. Digital transformation

- **What tools/systems are you using to move goods across (Australia's?) borders? Do you use the systems of brokers or other third-party service providers to facilitate trade activity? If you use brokers or other third-party services, why?**
- **Which part/s of your trade processes are still using paper and/or scanned documents and attachments to emails?**
- **How old is your current technology? What is your future technology roadmap, and what is the timeframe?**
- **What technology changes have you incorporated or seen as a result of the COVID-19 pandemic that you would like to continue?**
- **What changes would you like to see to government systems and what impact could this have on your business?**
- **What aspects of a 'tell us once' digital service would have the biggest impact on your business and why?**

BizCubed would be pleased to provide a comprehensive briefing to the STS Taskforce on the work to date and the learnings they have gathered from the work to date.

3. Data

- **How can the government make information requirements clearer or less duplicative?**
- **How could government better support use of common trade-related data standards within the trade sector?**
- **Do you have examples of where your business has experienced increased administrative complexity, cost, or delays because government systems do not 'talk' to or share data with each other?**
- **What opportunities are there for any of your data holdings to be used in other ways to improve cross-border trade?**

Refer response to 2 above.

4. Federal, state and territory governments

- **What is currently working well in interactions across government jurisdictions that could be expanded or replicated?**
- **Which information required by federal, state or territory government is difficult or costly to obtain?**
- **Which processes or information requests are duplicated by federal, state or territory authorities and how does this impact your business?**

5. Measuring performance

- **Where have you seen data used effectively across the trade environment to measure success?**
- **What data sources does your business use to measure and track its performance?**
- **Can you provide examples of metrics measuring cross-border trade?**

6. Innovation in the future trade system

- **What innovations does your business use, or plan to use, to improve the way you trade?**
- **What innovations have you used or seen elsewhere – including those introduced in response to the COVID-19 pandemic - that would be valuable to continue?**
- **What barriers prevent you from incorporating innovation or emerging technology?**

Refer to response 2 above.