Day 1: Monday, 10 October 2022

Opening

Kunio Mikuriya is Secretary General of the World Custom Organization. Prior to becoming Secretary General in 2009, Dr. Mikuriya worked for Japan’s Ministry of Finance for 25 years. During his career with the Ministry, he occupied a variety of senior posts; he served as Director of Enforcement where he led efforts to fight illicit trade, then as Director of Research and International Affairs paving the way for the conclusion of the first regional trade agreement for Japan, and then as a Counsellor in the Tariff and Customs Bureau. He also spent time as a Counsellor at the Japanese Mission to the WTO in Geneva and participated in the GATT Uruguay Round trade negotiations. Dr. Mikuriya has a degree in law from the University of Tokyo and a PhD in International relations from the University of Kent.

Panel 1: Shaping a well-being ecosystem in a Customs environment through effective leadership

Marilú Llerena is a Customs officer with working experience of more than 20 years at SUNAT Revenue Authority, in which she has held key management positions as Chief of the Customs Intelligence and Tactical Operations Division, Chief of the Customs Programming Division, Director of Risk Management and Customs Control at the Maritime Customs Intendancy of Callao, and Intendent at the Air and Postal Customs Intendancy. During her career, she has been recognized by the private sector and NGOs for her work, being nominated in 2015 as one of the three outstanding public officials in the country. She holds the position of Deputy National Superintendent of Customs (Peruvian Customs Director General), being the first female Customs officer holding the position. In addition, she was elected Regional Vice President of the WCO for the Americas and the Caribbean 2022-2024 during the XXIV Regional Conference of Customs Directors General held in May 2022, and assumed the position from July 2022.

Tobias Sattler is a highly skilled top management advisor with more than 20 years of experience in successful realization of new strategies, culture changes, new organizations and digital transformations. He is purpose driven, visionary and an innovative trusted advisor in preparing and enabling organizations for the future. Moreover, Tobias has a global mindset fostered from working and living on four continents and is fluent in four languages.

He holds a dual Masters degree in business administration and engineering as well as a French license in Economy and philosophy. Further is educated in Digital Strategy and AI Strategy and is a certified CTI Coach. His areas of expertise are Culture Transformation Change Management, Organization design and re-structuring, Digital transformation and enablement as well as designing and building the Future of Work.
Martin Peter is the Deputy Head of Trade Promotion at the Swiss State Secretariat for Economic Affairs SECO. Previously, he held various positions in SECO’s development cooperation and bilateral economic relations divisions. Between 2014 and 2019, he was the Director of Swiss Economic Development Cooperation at the Swiss Embassy in Peru. Before joining SECO, Mr. Peter worked on issues related to international trade, labor conditions, vocational training, as well as social conflicts in the private, public as well as in the NGO sectors in Switzerland, Nepal and Peru. He holds a MAS in International Cooperation and Development of the Swiss Federal Institute of Technology in Zurich and a MA in International Relations of the Graduate Institute of International and Development Studies in Geneva, Switzerland.

Akmalkhuja Mavlonov has been the Chairman of the State Customs Committee of the Republic of Uzbekistan since November 2021. Prior to his appointment as the Chairman of the State Customs Committee, Akmalkhuja Mavlonov worked for about 20 years in various responsible and leading positions in the Prosecutor General’s Office of the Republic of Uzbekistan. In particular, he was Prosecutor in several regions of Uzbekistan, Head of the Department on combating tax and currency crimes and money laundering in the Prosecutor General’s Office, and Deputy Prosecutor General of the Republic of Uzbekistan. Akmalkhuja Mavlonov is a highly qualified lawyer with extensive experience. During his time in the Prosecutor’s Office, he had significant achievements and is currently continuing his successful leadership as Chairman of the State Customs Committee, where he is carrying out fundamental reforms to comprehensively improve the Customs Service of the Republic of Uzbekistan, including the widespread digitalisation of customs processes.

Panel 2: Future work and workplace innovation for well-being in a digital era

Division Director of Human Capital and Member of the Strategic Transformation Committee at Abu Dhabi Customs, with 23 years of experience in HR. He has a PhD in Management, Master of Human Resources Management, Bachelor of Science in Business Administration (Accounting) and Technical Diploma in Electronic Engineering. He is also the Author of the new book “How to Hack Your Mind: learn to drive your mind toward success and self-healing”. He is responsible for leading all aspects of HR comprising 2000 people in 16 different locations. One of the biggest achievements he accomplished was introducing a more dynamic and efficient way of working by using Artificial Intelligence and Cloud services to optimize productivity, reduce workloads and several business integrations which resulted in a full HR Transformation within two years (2019-2021). This achievement was recognized by being first of its kind in the Middle East and worldwide by Oracle, in addition to obtaining five ISO certifications and five Stevie Awards in HR, Certified Great Place to Work Award, Oracle Heroes Award and number 1 government entity in Abu Dhabi in HR maturity (97.5%).

Dr. Ebrahim Al Khajeh
Division Director
Human Capital
Member of the Strategic Transformation Committee
Abu Dhabi Customs
Leah Campbell was named to the position of Director General, Workforce Planning, Policies and Programs Directorate of the Canada Border Services Agency (CBSA) in April 2022. Under her leadership, she will advance a variety of initiatives in support of Strategic Workforce Planning in support of key business objectives and initiatives within the Agency. She provides proactive and strategic guidance to clients in support of workforce planning as well as expert advice on implementing and integrating Equity and Inclusion programs related to Employment Equity, Diversity and Inclusion, Accessibility, Official Languages and Anti-Racism. This year Leah is challenged with delivering and implementing the Hybrid Work Model, Creating the Human Resources Business Partner role and advancing the Agency’s Equity and Inclusion Programs.

Enkhtauvan Gelegjamts is Deputy Director General of the Customs General Administration of Mongolia. Mr. Enkhtauvan began his career with the Mongolian Customs in 2001 working the frontlines as a Customs officers and promoted senior officer and director of the department over the last 10 years. In 2008, he was assigned as a customs officer responsible for Risk Management at the headquarter, calling upon his ground experience for the development of an automated Risk Management. Mr. Enkhtauvan holds a masters degree in Public Finance from the National Graduate Institute for Policy Study in Japan. On behalf of Mongolian Customs, he has attended a various international workshops and seminars, including a trade facilitation, risk management and customs modernization by moderator, speaker and facilitator.

Constance Voß
Head of Human Resources
Human resources/Organization Directorate
German Central Customs Authority

11/2021 – to now | Head of the Department “Human Resources” within the Directorate “Human resources/Organization” of the German Central Customs Authority, Bonn
10/2019 – 11/2021 | Head of the Division „Human Resources / principle subjects“ within the Directorate “Human resources/Organization” of the German Central Customs Authority, Bonn
07/2018 – 09/2019 | Head of the Main Customs Office Stuttgart
01/2016 – 06/2018 | Head of the Unit “Organisation” within the Directorate “Human resources/Organization” of the German Central Customs Authority, Neustadt an der Weinstraße
2012 – 01/2011 | Federal Finance Office Southwest in Neustadt an der Weinstraße, among other Head of the internal unit „Controlling”
2007 – 2012 | Federal Finance Office Southwest in Freiburg, among other Head of the unit „procurement”
2005 – 2007 | Regional Finance Office Karlsruhe, Customs and Excise Freiburg, among other Head of the division „Border”
10/2004 – 2005 | Head of the section „Customs and Excise“ within the Main Customs Office Karlsruhe
Panel 3: Building staff and organizational resilience

Hameed Ibrahim Ali
Controller-General
Nigeria Customs Service


He was appointed Comptroller-General of Customs on 27th August, 2015, with the 3 ‘R’ - Mandate to Reform, Restructure and Raise Revenue profile of the Service.

Amadou KONATÉ
Director General
Mali Customs

Customs inspector of exceptional class and holder of a master’s degree from the National School of Administration (ENA) of Mali, management specialty. In terms of professional experience, he made his transition from 1991 to 2013, as Head in various Customs Offices and Brigades, Sections and Value and Foreign Trade Control Unit, then in the Regional Directorates and General Management. In February 2017, he held the position of Director of Human Resources, Finance and in this capacity, he chaired the project team for the Modernization and implementation of a modern and competency-based HRM system.

In December 2018, he was appointed Director of Revenue, Planning and Verification Programmes and appointed as the Head of the Reappropriation of the Customs Valuation Function Project Group. He has contributed to the realization of many projects aimed at the reform and modernization of Malian customs. In September 2021, he was appointed as Director General of Customs of Mali.

Nipun Chakma
Deputy Commissioner
Bangladesh Customs

Nipun Chakma has been serving for Bangladesh Customs in different capacities for the last nine years. He worked in the field offices like Custom House, Chattogram which is the largest Custom House of Bangladesh and Customs Bond Commissionerate, Chattogram that provides Customs Bonded Warehousing services to the 100% export-oriented industries. He also served in the Customs Intelligence and Investigation Directorate (CIID).

Currently, he is working as Deputy Project Director in Bond Management Automation Project, one of the NBR’s much needed modernization project that will digitize the Bonded Warehousing Procedures of Bangladesh Customs. The successful implementation of the automation project will eradicate many bottlenecks for providing quick Customs services to the bond licensees and secure Govt’s interest by preventing revenue leakage and ensuring foreign earnings through legitimate export.
Michael Emery is currently the Director of Human Resources at the International Organization for Migration, the UN Migration Agency. He brings a wealth of experience to the role including in areas such as talent management, recruitment, performance management, HR services, administrative law, career development, and change management in geographically diverse contexts including West Africa, the Balkans, East Timor and at Headquarters in both Geneva and New York. Michael has a great track record of HR innovation in the UN system, and is currently the architect of the International Organizations Career Development Roundtable having organised all 18 events.

Day 2: Tuesday, 11 October 2022

Panel 4: Stress management, mental and physical health

Ms. Andrea J. Bright serves as the Assistant Commissioner, Office of Human Resources Management, Enterprise Services, U.S. Customs and Border Protection. In this role, she oversees human resource services to more than 60,000 employees in the United States and abroad in the following key areas: organization design, hiring, workforce planning and analysis, pay and compensation, retirement benefits and planning, executive services, employee benefits, occupational safety and health, labor and employee relations, workforce resiliency and wellness, and recruitment and placement.

Ms. Melinda Wezenaar is trainer-coach and facilitator in stress management and burn-out with a specialisation in Heart-Coherence – Biofeedback. She coaches people and organisations to create inner peace and build resilience. Her interventions range from one hour up to several days or longer trajectories. Among her clients are ministries, large international companies, hospitals, education institutes and non-governmental bodies.

Melinda coordinates the francophone branch of the network of Heart-Coherence coaches in Belgium (Nerva Coach) and the training of trainer-coaches in French. She also initiated and facilitated the French edition of the book-bestseller on Heart-Coherence, stress and burnout “Blijven Ademen” (Keep on Breathing); “Stressée? Respirez! - La cohérence cardiaque en réponse au burn-out, à l’hyperventilation et au stress”. Melinda is an active member of the IPBO (Belgium-French Institute for the Prevention of Burnout).
Panel 5: Wellbeing at work: to promote diversity, inclusion and integrity workplace

Unnur Yr Kristjansdottir Human Resources Director at Iceland Revenue and Customs. Unnur holds a MSc degree in Human Resources Management from Napier University in Edinburgh Scotland and has been working in the field of Human Resources for the past 18 years. First as a Training Manager for the US naval air station in Keflavik Iceland and later as a HR Director for Iceland Customs and as of January 2020 as HR Director for Iceland Revenue and Customs.

Mrs. Andrea LEMGRUBER, a Brazilian national, is the head of the Fiscal Affairs Department’s Revenue Administration 2 Division at the International Monetary Fund. She is in charge of the department’s capacity development work on tax and customs administration in Sub-Saharan African and Western Hemisphere countries. Andrea joined the Fund in 2006 and, since then, have played several roles in the areas of revenue mobilization, fiscal institutional building, capacity development governance, and resource & information management. Before joining the Fund, Andrea worked at the Brazilian Revenue Administration for 14 years—her last position was Head of the Tax Policy and Economic Studies Department. She has a Bachelor’s and Master’s degree in Economics from the University of Brasilia (with a focus on Economics of the Public Sector), a Master’s degree in Public Administration from Harvard Kennedy School of Government, and a certificate in taxation from Harvard Law School.

Natalie, co-founder and co-CEO of Thriving Talent, is passionate about helping organisations to improve their female talent pipeline and build inclusive cultures where diversity can thrive. She helps companies to create and drive talent and culture programmes that support employees who have caring responsibilities. By valuing the commercial benefits this brings, her clients are able to overcome diversity barriers, reduce attrition, become an employer of choice and drive their inclusion & culture agenda. With her extensive HR background across the public and private sectors, you benefit from Natalie’s deep experience of organizational change management, leading and managing teams, and coaching and advising leaders and executive within multicultural environments. Natalie lives in Switzerland, leading a careful balancing act of being a mother, wife, business owner and driving much-needed change in business and society. She values family time and takes the time to explore and play in Switzerland’s beautiful lakes and mountains with her young family.
Panel 6: Embedding well-being in our Employee Value Proposition (EVP)

Hans Pieters joined the World Customs Organization (WCO) in October 2018 as the Head of Administration and Personnel. In this capacity he oversees the Organization’s Accounting Service, the Information and Telecommunications Service, the Employee Service Unit, the Communications and Events Service, the Interpretation Service, the Publications Service and Central Service. He oversees all Human Resource matters and advises the Secretary General on a wide range of policy and technical matters being discussed in the Organization. He is also responsible for the WCO Finance Committee, and contributes to the organization and execution of the Organization’s Audit Committee, Policy Commission and Council. He previously served as personal advisor to the Belgian Minister of Finance, Mr. Johan Van Overtveldt, on all matters related to Customs and excise. In this role, he was leading the technical negotiations on new legislative initiatives on these topics within the Belgian Government. He was also in charge of preparing the Minister’s interventions in Parliament, as well as addressing queries coming from the media. Furthermore, he was the Minister’s representative in the Belgian Customs’ Management Team, which meets on a weekly basis to discuss the day-to-day management of the Administration.

Erich is the Capacity Building Director at the ISO Central Secretariat. He previously worked as a Senior Trade Facilitation Specialist at the World Bank Group and as the Director for Capacity Building at the World Customs Organization. Prior to these appointments, he served as a senior customs officer and international trade lawyer in South Africa. Erich has been responsible for multi-year technical assistance projects on trade facilitation and coordinated border management. He has extensive experience in organizational development, institutional reform, and governance. He is a lawyer and holds a master’s degree in international economic law.

Claire Monari is a Manager in PwC Switzerland’s People & Organisation practice with 8 years of experience across industries including International Civil Service, Health Care, Financial Services and Private Sector. She led teams on complex and large-scale change programmes to deliver transformational change, centered on people. She is passionate about the world of work, and keen to contribute to reinventing its future, focusing on wellbeing, and employee experience. As a Design Thinking expert, I strive to develop solutions that make change “stick” and work for everyone. Prior to joining the Geneva office in November 2020, Claire has been working for the PwC London firm. She studied International Relations in Geneva before completing a Masters degree at the London School of Economics in 2012 in Development Studies.
Closing

Mr. Taeil KANG passed the Higher Civil Service Examination and joined Korea Customs Service (hereinafter “Korea Customs”) in 1995. His professional career has spanned a variety of major customs areas including customs clearance, post audit, customs computerization and international cooperation, during 24 years in Korea Customs.

In September 2017 he took up the position of Director General of the Information and International Affairs Bureau of Korea Customs, where he continued to modernize customs administration and hosted various capacity building activities designed for developing Members.

Throughout his career with Korea Customs, Mr. KANG has consistently demonstrated his commitment to customs modernization and capacity building to ensure trade facilitation and security.

In 2019 he was elected as Director of Capacity Building at the WCO, and in that capacity he has been striving, in particular, to introduce new technology-based capacity building for Members, including data analytics, VR assisted training and online customs training.

Mr. Taeil KANG holds a Ph. D. in Economics from the University of California in Santa Barbara, USA.