



EMPLOYEE VALUE PROPOSITION

WHAT IS THE EMPLOYEE VALUE PROPOSITION?

- ✓ The Employee Value Proposition, or EVP, is the way in which employees perceive the value they get from their work.
- ✓ It is about the different benefits that the entity offers around the work of collaborators.
- ✓ It can manifest itself in a tangible way, such as with salary, vacations, flexible hours or training; or intangible with a good work environment, institutional values or opportunities for professional growth.

IMPROVE THE VALUE PROPOSAL OF THE PUBLIC OFFICIALS

- ✓ The emergency situation caused by the Covid-19 pandemic has rethought the expectations of staff towards their employers, prioritizing well-being and flexibility at work.
- ✓ Public officials request more proximity to their hierarchical superiors and to the Human Resources services.
- ✓ Organizations will need to improve their staff value proposition to stay engaged and attract human talent.

Human resource management professionals will need to move from human resource management to human experience management.

HOW THE NATIONAL CUSTOMS AUTHORITY OF PANAMA, IMPROVES THE VALUE PROPOSAL OF PUBLIC OFFICIALS ?

The digital environment has been our ally to guarantee the functionality of the institution and the well-being of our collaborators.

- We have systematized processes and digitized customs procedures.
- The Teleworking modality was implemented during the State of Emergency as a result of the Covid-19 pandemic.
- Offices such as the General Secretariat, Legal Advice Department, Human Resources, the Technical Management Directorate and the Information Technologies Directorate, developed digital processes in their procedures.

HOW THE NATIONAL CUSTOMS AUTHORITY OF PANAMA, IMPROVES THE VALUE PROPOSAL OF PUBLIC OFFICIALS ?

Through Resolution 114 of March 19, 2020, it temporarily enables the submission of documents electronically at the National Customs Authority, empowering the following offices to carry out as,

- Directorate General
- General Secretary
- Technical Sub Directorate General
- General Logistics Sub Directorate
- Legal Advisory Office
- Regional Customs Administrations

HOW THE NATIONAL CUSTOMS AUTHORITY IMPROVES THE VALUE PROPOSAL OF PUBLIC OFFICIALS?

General Secretariat

The following requests are received via email:

- Transshipment Certificates
- Certificates of No Customs Fraud
- Special Certificates
- Document Authentication Requests
- Offices of the Public Ministry.

General Secretariat

These requests are received by email and are processed by the General Secretariat.

The documents are delivered physically at the reception of the office.

Responses to official letters are sent to the corresponding prosecutor's offices.

HOW THE NATIONAL CUSTOMS AUTHORITY IMPROVES THE VALUE PROPOSAL OF PUBLIC SERVANTS?

Measures adopted as a result of the State of National Emergency to facilitate customs procedures and operations directed by the Technical Management Directorate.

Specific places were set up as a primary zone in order to safeguard passenger vehicles that were affected without being able to return to their countries, as a result of the measures adopted by the state of emergency.

The Prior Merchandise Withdrawal Permits Process, was systematized, including the digital signature in the process, allowing the safe entry of medicines and supplies against Covid-19, as well as vaccines.

The interactive tool of the National Import Tariff was implemented which allows to quickly consult different variables applicable to the more than nine thousand (9,000) tariff items

BENEFITS OF THE EMPLOYEE VALUE PROPOSITION (EVP)

We have observed that critical situations lead us to develop "Resilience".

The implementation of the human talent value proposition presents tangible and intangible benefits for our work team and for the development of the institution.

Tangible Benefits:

- Tele work
- Compensatory Time
- Holidays
- Study Licenses
- Sports Licenses

Intangible Benefits:

- Good working environment
- Professional Growth Opportunities
- Constant Trainings
- Sense of Belonging to the Institution

BENEFITS OF THE EMPLOYEE VALUE PROPOSITION (EVP) FOR THE ENTITY.

To ensure a good working environment.

The institution attracts and keep professional talent and motivates them.

It increases performance levels and improves the image of the institution.

FACTORS TO CONSIDER TO MAINTAIN THE EMPLOYEE VALUE PROPOSITION (EVP) IN THE INSTITUTION.

1

- Listen and take into account the opinion and vision of the current public servants of the entity.

2

- The Institutional Office of Human Resources has the task of analyzing and defining the institution's human talent distinctive, to adapt it to the professional profile in the selection of personnel.

3

- To Adapt human talent strategies to the digital environment. We must ensure that the institutional website and social networks adequately reflect the culture of the organization.

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