



WCO CUSTOMS' WORK
ORGANIZATION FORUM
(CWOFF)

HC0001E1

-
1st Meeting
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Brussels, 05 December 2022.

WCO CUSTOMS' WORK ORGANIZATION FORUM (CWOFF)
(Tuesday, 13 December 2022 – From 13:00 to 16:00 Brussels time)
The ZOOM Platform will be open at 12:00 – Registration and test

DRAFT AGENDA

Day 1: Tuesday 13 December 2022 / Registration and test (12:00 – 13:00)

I.	<p>Opening and adoption of the Agenda: (for guidance and decision)</p> <ul style="list-style-type: none"> a. Introduction of the meeting b. Opening remarks by the Director capacity building c. Election of the facilitator of the meeting d. Adoption of the Draft Agenda <p><i>The WCO will provide the participants of the meeting with a roadmap and the expected outcomes of the CWOFF's Meetings as well as WCO's activities in this area.</i></p> <p><i>The opening remarks will be delivered by Mr. Taeil KANG, the director of capacity building.</i></p> <p><i>A facilitator of the three (3) CWOFF meetings will be elected for a one-year term by the participants of the forum. This will be followed by the adoption of the Draft Agenda, giving the opportunity to suggest changes or additional topics for discussion if any.</i></p>	<p>HC0001E1</p> <p>13:00 – 13:20</p> <p>Speakers: Director of Capacity Building and the nominated facilitator</p>
II.	<p>Terms of Reference for the WCO Customs' Work Organization Forum (for noting, discussion and decision)</p> <p><i>Under this agenda item the forum participants will be invited to share their comments, inputs and suggestions to the ToR of the WCO Customs' Work Organization Forum with a focus to the roles and responsibilities including the main outcomes of the forum related to the development and publication of the WCO Compendium of best practices on work organization, workplace design and workforce management by providing case studies and the development and publication of the WCO guide on flexible/hybrid working model in Customs Administration – towards sustainable working models. Particular attention will be paid to the structure and composition of the forum as well as the frequency and format of the CWOFF Meetings. In addition, the participants will be invited to approve the TOR of the CWOFF.</i></p>	<p>Annex 1: Terms of Reference WCO Customs' Work Organization Forum</p> <p>13:20 – 13:40</p> <p>Speaker: the nominated facilitator</p>

For reasons of economy, documents are printed in limited number. Delegates are kindly asked to bring their copies to meetings and not to request additional copies.

<p>III.</p>	<p>Presentation of the results of the WCO survey on working models and trends in Customs administrations in the New Normal (for noting and discussion)</p> <p><i>Under this agenda item, the WCO will share with the participants of the CWOFF the main results and findings of the survey conducted by the WCO to collect Members', practices, determinants, challenges, and lessons learned in their transformation to the new working models. Participants will be encouraged to share their questions and comments through the chat box.</i></p>	<p><i>PPT – Results of the WCO Survey on Working Models and trends in Customs Administrations</i> 13:40 – 14:10</p> <p>Speaker: Mr. Si Mohamed EL HAIL</p>
<p>IV.</p>	<p>Plenary session: Sharing of visions by participants on the future of work in Customs including Work Setup, Workplace Design, and Workforce Management. (For discussion and guidance)</p> <p><i>Under this agenda item, the participants will have the opportunity to share orally their vision (5 to 6 minutes maximum by each intervention) on the work organization, workplace design and workforce management in Customs context in the new normal. The interventions should come from different perspectives (Customs Administrations and relevant representatives from the private sector, international organizations and academia. The intervention should be innovative and focus on the evolution of Customs' work organization in order to determine elements that need to be strengthened, developed, or modified in the future. In addition, help to reimagine Customs' work arrangements, workplace organization, and workforce management according to the current trends. Participants who wish to speak must raise their hand and the facilitator will give them the floor. The facilitator will accept a maximum of 10 interventions and summarise the discussions' main ideas and recommendations. The participants will be encouraged to send their inputs through the chat box.</i></p>	<p>14:10 – 15:20</p> <p>Speaker: the nominated facilitator</p>
<p>V.</p>	<p>Work Plan and way forwards (for discussion, guidance and endorsement)</p> <p><i>Under this agenda item, the CWOFF will be invited to discuss and elaborate on the Work Plan for further guidance and implementation of the respective activities. The participants will be divided into three commissions: 1) Work Setup, 2) Workplace Design, and 3) Workforce Management. Each commission will be managed by a volunteer-nominated facilitator and they will hold their meetings through the Click Platform. Participants will be requested to register to the commission they wish to contribute through the link provided by the meeting organizer.</i></p>	<p>15:20 – 15:40</p> <p>Speaker: the nominated facilitator</p>
<p>VI.</p>	<p>Any Other Business <i>Participants will have an opportunity to discuss topics in addition to the ones listed in the agenda</i></p>	<p>15:40 – 15:50</p> <p>Speaker: the nominated facilitator</p>

VII.	Closing remarks	15:50 – 16:00 Speaker: Director Capacity Building