

Terms of Reference: WCO Customs Work Organization Forum (CWOF)

Purpose and establishment	<p>The WCO Customs Work Organization Forum (CWOF) is a cross-functional and multidisciplinary group that has been established to reimagine the future of work in Customs and initiate discussions on the way forward to ensure optimal work setup, workplace design and workforce management in the new normal.</p> <p>It will serve as a platform to discuss the latest trends and practices regarding work organizations and make recommendations for their wider application by the Customs community. It will also collect and document best practices that can be further shared with Members.</p>
Roles and responsibilities	<ul style="list-style-type: none"> ✓ To examine the evolution of Customs’ work organization in order to determine elements that need to be strengthened, further developed, or modified in the future. ✓ To reimagine Customs’ traditional work arrangements, workplace organization, and workforce management in line with current trends. ✓ To play a proactive role in work organization and make recommendations to improve Customs day-to-day operations, including through the use of technology. ✓ To make recommendations on, and foster the development of, international collaborative activities and partnership with academia, private sector, international organizations, among other stakeholders, to ensure an innovative, consistent approach to organizing work and the workplace and the managing workforce in the future. ✓ To support the development and publication of the WCO Compendium of best practices on work organization, workplace design and workforce management by providing case studies. ✓ To support the development and publication of the WCO guide on flexible/hybrid working model in Customs Administration – towards sustainable working models.

Structure and composition	<ul style="list-style-type: none"> - Members, the WCO Secretariat and relevant representatives from the private sector, international organizations and academia can take part in the forum. - The Forum will be open to all interested WCO Members and partners. - The Forum will be established for one (1) year and term can be renewed if Members so wish. - The meetings of the CWOFF will be facilitated by an interested Member. The meeting facilitator should ideally be a senior executive from Customs with experience in HRM and leadership.
Meetings of the “CWOFF”	<p><u>Frequency</u></p> <ul style="list-style-type: none"> - The Forum will meet in a virtual format on average three (3) times a year (ideally in December, May and October each year). - The Forum may call for additional meetings, as needed. <p><u>Meeting reports</u></p> <p>The Secretariat is responsible for taking notes of the Forum meetings. Reports, where appropriate, will be included in the papers for the Capacity Building Committee, Policy Commission and Council Meetings. In addition, the outcomes and recommendations from these meetings will feed into the WCO Compendium and guide on the Future of Customs Work Organization.</p>
Review of the Terms of Reference	<p>The Forum can amend its Terms of Reference, as appropriate, to reflect Members’ needs.</p>

