

***WCO Human Capital Management Global Conference:
Well-being at work – taking care of our human capital***

Date: 10 and 11 October 2022

Format: In-person and online

Location: WCO Headquarters and ZOOM Platform

Background

During times of crisis, in order to build resilience and promote sustainability, organizations are often concerned about and focus their efforts on protecting their operations, processes, systems, technology, infrastructure and public relations. Unfortunately, the human element is at risk of being overlooked or becoming lost in the process of planning a response to a crisis and the recovery phase that follows.

The COVID-19 pandemic has demonstrated that organizational resilience can be achieved through: robust and comprehensive health and wellness programmes; sound business continuity plans; and increased use of digital technologies. It has also highlighted that organizational resilience cannot be achieved without a well-managed, engaged and safe workforce. Therefore, an adaptive and flexible workforce is a Customs administration's greatest asset. Officers in operational and support functions are the main contributors to business continuity and organizational resilience and performance.

According to various studies and research, there is a direct correlation between the level of staff engagement and staff performance. One of the key requirements to ensure a higher level of staff engagement is the establishment of a staff well-being culture within an organization.

In this regard, as we enter into a new era of work as part of our "new normal", innovative people management and leadership solutions will be imperative. In a climate where working relationships based on mutual trust and outstanding results are essential, a new working arrangement that requires greater autonomy and accountability will also require the creation of people-centric workplaces that focus on staff well-being and are adaptable to employees' circumstances and preferences.

Following the pandemic, the health and safety of employees were at the top of most organizations' agendas, and their protection trumped most other concerns. The COVID-19 crisis has created a growing demand from employees for their organizations to enhance their services in the

area of staff well-being through the provision of, among other things, (i) a safer and more pleasant working environment and (ii) further psychological services.

In this context, in the post-crisis period and beyond, having a human-centred approach to the workplace that focuses on employee experience and care will be a standard requirement in order to maintain the organization's reputation and retain stakeholders' trust and loyalty. Customs administrations must hence initiate or deepen their efforts to embed a staff well-being culture at work, not only by measuring staff engagement levels, implementing effective work environment design and offering psychological support, but also by promoting efforts to raise awareness across the organization of the importance of employee well-being. This approach will help promote staff well-being at work and, ultimately, improve individual and organizational performance.

This Conference is organized by the WCO with the financial support of the SECO-WCO Global Trade Facilitation Programme. The event will take into account the conclusions of the 13th Session of the Capacity Building Committee, the 86th Session of the Policy Commission and 139th /140th Sessions of the Council regarding working arrangements and practices in a post-pandemic environment. It will see the launch of the Customs Work Organization Forum (CWOFF) and will pave the way for the development of new Customs work organization models in the "new normal". It aims at launching deep discussions to reimagine Customs' work, including its workplace design and workforce management. The outcomes of this Conference will feed into the work of the CWOFF and the WCO compendium of best practices in Customs' work organization.

Structure of the Conference

The Conference will draw from the experience and lessons learned by Customs administrations and international private and public organizations, with presentations from Customs Directors General HRM Directors, representatives of international and organizations, academia and the private sector.

The Conference will take place on 10 and 11 October 2022, in a hybrid format, with simultaneous interpretation provided in Arabic, English, French, Russian and Spanish. Six panel discussions will be organized, each followed by live Q&A sessions for participants, to address various topics relating to staff well-being and resilience.

Objectives of the Conference

The Conference will serve as a platform for sharing and collecting international best practices relating to well-being at work and resilience. Participants will take away the following:

- Up-to-date advice and top tips on how Customs administrations can embed a well-being culture into their organization;
- Practical and actionable recommendations on how Customs' leaders and HCM professionals can implement effective well-being programmes;
- Lessons learned and experiences shared on building organizational resilience through human capital management; and
- A review of the latest trends and practices for improving the employee experience programmes to foster Customs resilience in a post-crisis environment.

Conference Programme

Day 1: Monday, 10 October 2022 - Time indicated is CET (Central European Time) <i>Registration and check-in will start at 12:00</i>	
13:00 – 13:15	Opening
13:15 – 14:15	Panel 1: Shaping a well-being ecosystem in a Customs environment through effective leadership
14:15 – 15:15	Panel 2: Future work and workplace innovation for well-being in a digital era
15:15 – 16:15	Panel 3: Building staff and organizational resilience
16:15 – 16:30	Closing and summary of Day 1
Cocktail	
Day 2: Tuesday, 11 October 2022 - Time indicated is CET (Central European Time) <i>The ZOOM Platform will open at 12:00</i>	
13:00 – 14:00	Panel 4: Stress management, mental and physical health
14:00 – 15:00	Panel 5: Wellbeing at work: to promote diversity, inclusion and integrity workplace
15:00 – 16:00	Panel 6: Embedding well-being in our Employee Value Proposition (EVP)
16:00 – 16:15	Summary of day 2
Closing of the Conference	