



WCO CUSTOMS' WORK
ORGANIZATION FORUM
(CWOFF)

HC0001E1

-
2nd Meeting
-

Brussels, 14 April 2023.

WCO CUSTOMS' WORK ORGANIZATION FORUM (CWOFF)
(Tuesday, 23 May 2023 – 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 23 May 2023 / Registration and test (12:00 – 13:00)

I.	<p>Opening and adoption of the agenda: (For guidance and decision)</p> <p>a. Introduction of the meeting b. Opening remarks by the Director of Capacity Building c. Adoption of the Draft Agenda</p> <p><i>The WCO will provide the participants of the meeting with a short introduction to WCO's activities in this area.</i> <i>The opening remarks will be delivered by Mr. Taeil KANG, the Director of Capacity Building.</i> <i>The Facilitator of the CWOFF meetings (Mr. Stefan Aniszewski) will introduce the draft agenda to the participants, and give them the opportunity to suggest changes or additional topics for discussion if any.</i> <i>This will be followed by the adoption of the draft Agenda.</i></p>	<p>HC0001E1</p> <p>13:00 – 13:30</p> <p>Speakers: Director of Capacity Building and the Facilitator of the CWOFF</p>
II.	<p>Panel session: Sharing of experiences by participants on their Customs administrations' initiatives 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 moderator will introduce the topic of the panel and give the floor to the speakers (6 speakers) who will each have the opportunity to share a PPT Presentation on their Customs Administration's experiences (10 minutes maximum for each intervention followed by 10 minutes Q&A session after every two presentations) on work organization, workplace design, and workforce management in the new normal.</i> <i>The speakers will share insights, challenges, benefits, and lessons learned from their Customs administrations' initiatives.</i></p>	<p>13:30 – 15:00</p> <p>Speakers: Selected speakers and the participants</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><i>Participants who wish to ask questions to the speakers must raise their hands, and the Facilitator will give them the floor. The Facilitator will accept a maximum of 2 to 3 interventions and direct them to the speakers. Then he will summarise the discussions' main ideas and recommendations. The participants will be encouraged to send their questions/inputs through the chat box.</i></p>	
III.	<p>Table of contents of the WCO Compendium on the Future of Work in Customs and the current state-of-play with case studies (for noting, discussion, and decision)</p> <p><i>Under this agenda item, the Facilitator will introduce the draft table of content and advise the participants that this document was published on the event website on the WCO website (event). The forum participants will be invited to share their comments, inputs, and suggestions to the draft table of content of the WCO Compendium of best practices on the future of work in Customs, including work setup, workplace design, and workforce management.</i></p> <p>The Facilitator will strongly encourage the participants to provide case studies to be incorporated into the compendium.</p> <p><i>In addition, the participants will be invited to approve the table of content of the compendium.</i></p>	<p>Annex 1: Table of content</p> <p>15:00 – 15:40</p> <p>Speaker: the Facilitator of the CWOF</p>
IV.	<p>Work Plan and the way forward (For discussion, guidance and endorsement)</p> <p><i>Under this agenda item, the Facilitator will provide the CWOF meeting participants with relevant information on the next steps, including the publication of the compendium, the third meeting of the CWOF and the WCO Guide on Flexible/Hybrid Working Model in Customs Administrations – Towards Sustainable Working Models.</i></p>	<p>15:40 – 15:45</p> <p>Speaker: the Facilitator of the CWOF</p>
V.	<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>15:45 – 15:50</p> <p>Speaker: the Facilitator of the CWOF</p>
VII.	<p>Closing remarks</p>	<p>15:50 – 16:00</p> <p>Speaker: Director Capacity Building</p>