



# WCO HRM Conference: Managing HR through crisis and beyond

“HR must give value or give notice”. Dave Ulrich

## Future of Customs' HRM trends post crisis

Impacts and Actions for HR leaders

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*Putting  
People First*

# Content

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## Context

Challenges and opportunities

2

## Areas of intervention, Priorities

3 areas ; 6 Priorities

3

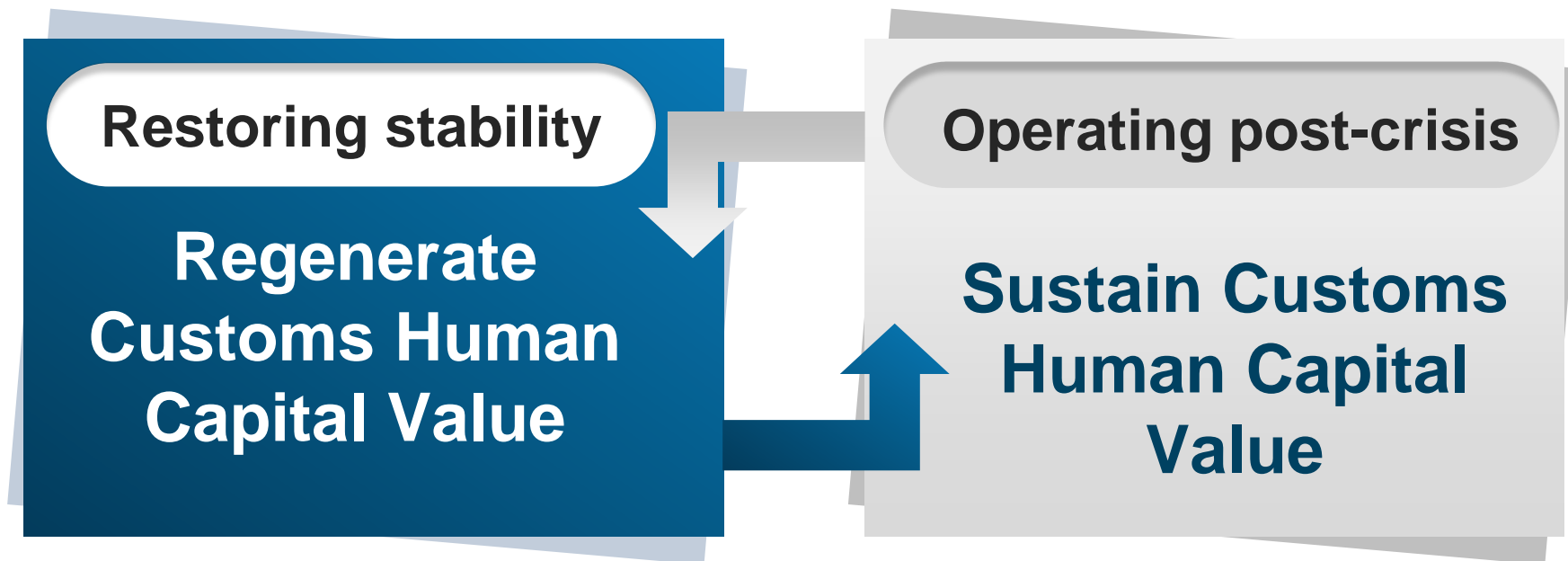
## Conclusion and way forward

A call for action

# Context : Challenges



**Anticipating the full impact of Covid-19 on Customs operations and the required levels of staff resilience and performance to effectively operate post-crisis**



**Build agility and resilience to accelerate business recovery**

**Context : Opportunity**



## The “*Great Reset*”: HRM 4.0 Generation

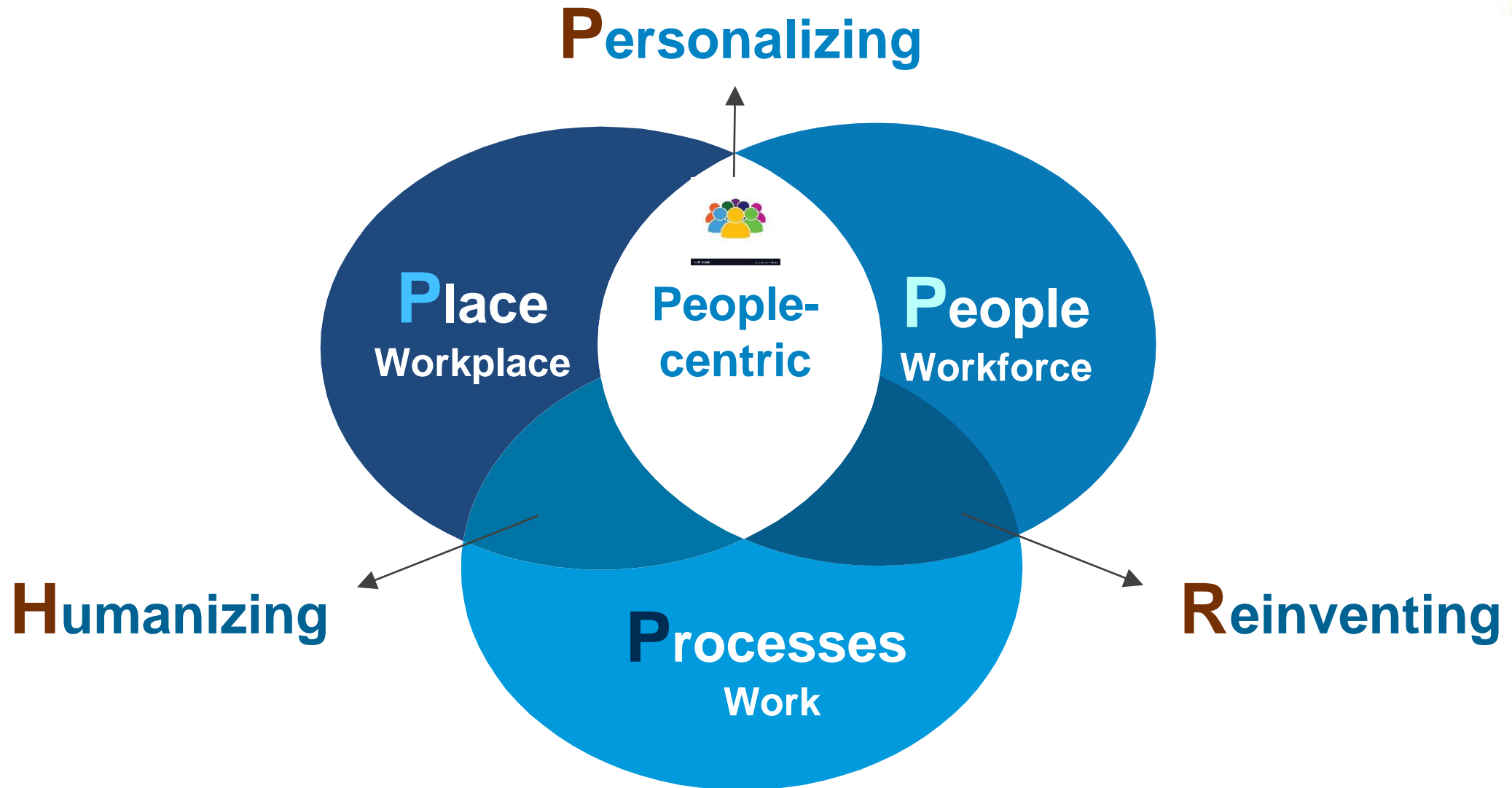


**Human Resources  
Management**

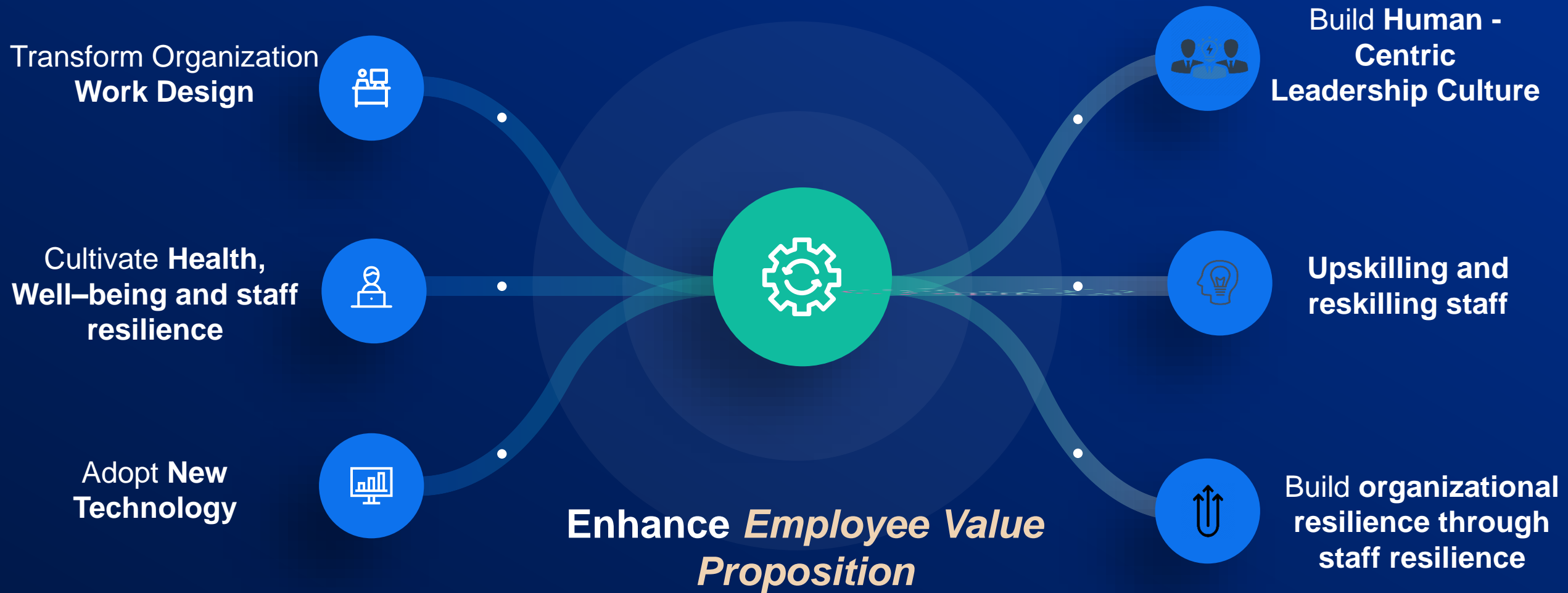


**Human *Experience*  
Management**

# Areas of intervention : 3 P's and PHR



# HRM Priorities post Covid-19



# Conclusion and way forward: A call for actions



To thrive in the **new normal embrace the HRM 4.0 generation :**

- **Act as an emergent leader ;**
- **Be agile and flexible to pivot to multiple scenarios ;**
- **Rethink HR operating models to build staff and organizational resilience ;**
- **Leverage on new technologies ;**
- **Make employee experience your key metric.**



**World Customs  
Organization**

**Thank you**

**Questions**

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