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Introduction



- Why is Gender Equality and Diversity important for Customs?
- Implementing Gender Equality and Diversity in Customs common challenges identified
- Gender balance in Customs current situation
- WCO initiatives and tools developed to support GED (GEOAT, elearning modules, Declaration, examples of capacity building support)
- Examples by Members: South Africa, Germany, Uganda

Why is Gender Equality and Diversity important for Customs?



- Rights: United Nation's Declaration of Human Rights (1948).
- **International objectives:** part of the UN's Goals for Sustainable Development for 2030, objective 5 – Achieve gender equality and empowerment of all women and girls.
- **Results and sustainability:** Helps to improve general results and to secure the sustainability of activities.
- **Democracy:** Customs, as a public administration should represent the society which it serves.
- "Smart Economics": Persons with different backgrounds bring different perspectives and ideas to the organization, which can increase efficiency.
- **Well-being:** Improved working conditions and work environment can enhance motivation and increase efficiency.







Implementing Gender Equality and Diversity in Customs



- WCO represents 185 Members all over the world, thus a large variety in the different levels of engagement in diversity and inclusiveness issues.
- While some countries primarily focus on gender equality, others have a broader diversity and inclusiveness perspective.
- The level of engagement in these issues is often directly linked to countries national policy framework.

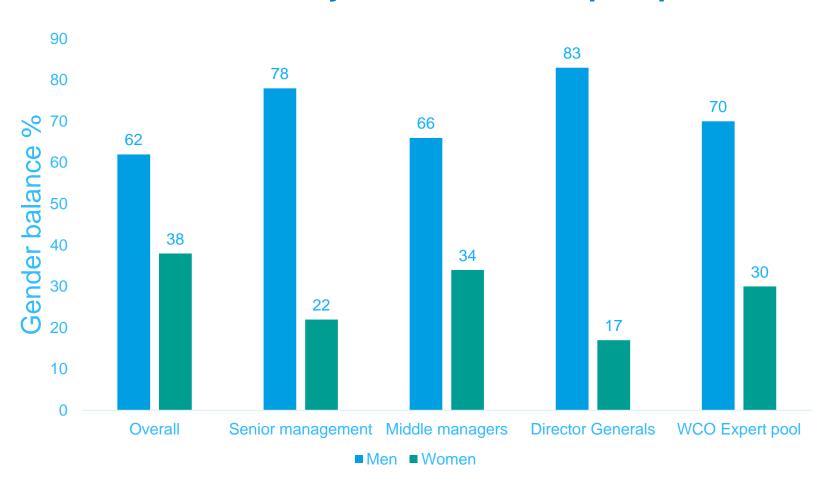
Common challenges:

- Lack of knowledge: especially how these issues relates to and are important for the work of Customs and that successfully implementing gender responsive and inclusive measures requires proactive efforts both internally and externally.
- Lack of written policies and documents: Although practices are sometimes in place, they are not necessarily formalized or documented which prevents consistency and sustainability.
- Lack of data and monitoring frameworks: Which prevents Members from identifying gaps and measuring progress over time.
- Lack of coordination: For successful implementation of gender responsive and inclusive measures it is recommended to have an action plan/framework, and a structure that coordinates, supports the implementation and monitoring of initiatives.

Gender ratio



WCO Annual survey 2022 – WCO Expert pool



Gender Equality and Diversity in Customs



Tools:

- Gender Equality Organizational Assessment Tool (GEOAT) (developed in 2013 and updated in 2019, second update planned for 2023)
- Blended Training Package: Including a one week face to face training and two e-learning modules available in the CLiKC! Platform (first one launched in 2018 and the second one launched in 2021)
- Compendium of Gender Equality and Diversity in Customs (first edition launched March 2021, second edition launch in March 2023)



Declaration:

 WCO Declaration on Gender Equality and Diversity in Customs (adopted by the WCO Council December 2020)

GED survey in Customs

- Dedicated surveys conducted 2016 and 2019
- Since 2022 questions on GED are integrated into the WCO annual survey



Gender Equality and Diversity in Customs



Bodies to promote an exchange of experiences:

- Virtual Working Group for Gender Equality and Diversity in Customs (launched in 2017 meeting twice per year) and
- Network for Gender Equality and Diversity in Customs (launched in 2022 meeting once per year)
- Regional chapters of the Virtual Working Group and the Network for GED (launched in 2022)





New initatives:

- Develop a pool of Recognized experts on GED in Customs (2023)
- Plan to update the GEOAT under the WASP project component on gender equality



Internal initiatives WCO:

- Internal GED organizational assessment based on the GEOAT (2021)
- Draft internal Action plan to be presented for the Policy Commission (2023)

WCO Gender Equality Organizational Assessment Tool (GEOAT)



- A self-assessment tool that assists Customs Administrations to asses their current policies, practices and activities to address gender equality issues internally (within the organization) and externally (towards the public).
 - Definitions
 - Implementing Gender Mainstreaming through project management
 - Cross cutting policies
 - Employment & Compensation (Recruitment, Salary)
 - Work-life balance & Career Development
 - Health, Safety & Freedom of violence (Prevention of harassment)
 - Governance & Leadership
 - Customs Administrations & Stakeholder Relations



2023: Further updates will be made to cover areas including Communication, Integrity and Security.

Indonesia: Example how to use the GEOAT ()



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GEOAT: 5 PRINCIPLES AND 81 INDICATORS

1. EMPLOYMENT AND COMPENSATION



a. Wages, Benefit & Pay Equity

- 1. Payroll & benefit
- 2. Audit Job Classification
- 3. Risk on Operational Job
- 4. Merit Based compensation
- 5. Periodic compensation review
- 6. Childcare involvement

b. Discrimination

- 1. HRD procedures
- 2. Sorted data
- 3. Nondiscrimination application
- 4. Training on non discrimination
- 5. Privacy

c. Requirement & Hiring

- 1. GAP analysis on recruitment
- 2. Merit Based recruitment
- 3. Regular discussion, FGD
- 4. Academic cooperation
- 5. Secondment program
- 6. Review periodic job
- description by competency 7. Commitment on communication
- 8. Unit, HRD, training
- 9. Equity on career development
- 10.Cooperation with independent organization

2. WORK LIFE BALANCE AND CAREER DEVELOPMENT



a. Flexibility Policies

- 1. Working hours and services
- 2. Assesment on job schedule
- 3. Facilitation for medical
- 4. Facilitation for domestic 5. Option for flexible working

b. Dependent & Family Care

- 1. Periodic Survey of Family Care
- 2. Access facility of Family Care

c. Career Advancement

- 1. periodic analysis for promotion
- 2. Support for gender group
- 3. Mentoring & Coading for women
- 4. Flexible training
- 5. Registration of interest
- 6. Disemination for risky job
- 7. IT access
- 8. Training for job performance

■ 47%: 38 indicators fulfilled, running well

43%: 35 indicators fulfilled, need inovation

■ 5%: 4 indicators inadequate, need improvement

■ 5%: 4 indicators chosen for 2018 priority programs to improve

3. HEALTH, SAFETY, AND FREEDOM OF VIOLENCE



a. Health Benefits

- 1. Insurance access
- 2. Information for healthy right
- 3. Absence monitoring system

b. Domestic Violence

- 1. Reguler audit for violence
- 2. Standard procedure for violence
- 3. Training for violence anticipation
- 4. Management program for domestic violence

c. Workplace Violence

- 1. Handling management for workplace violence
- 2. Reguler assesment for workplace safety
- 3. Protection from violence
- 4. Publication for Reguler Zero Tolerance
- 5. External networking for violence handling
- 6. Training and detection for violence

c. Implementation

1.Workplan and communication strategy

4. GOVERNANCE AND

LEADERSHIP

a. Governance &

1. Executive demography

2. Review for women access to

4. Feedback measurement and

identification in managerial

3. Interview for promotion

5. Policy for women in

7. Executive commitment

8. GED risk examination PUG

1. GED incorporation into vision

mission strategic and values

2. Institutional GED analysis unit

3. Acountability of GED program

4. Gender Initiative Audit

5. Executive coordination

6. Women potential

review on GED

b. Leadership

Management

review

refusal

analysis

managerial

executive

- 2.Job measurement and bonus
- 3.GED resources

5. CUSTOMS **ADMINISTRATION** AND STAKEHOLDER RELATIONS



a. Customs Policies and **Procedures**

- 1. Equality on service and otomation on procedure
- 2. Information access for women
- 3. Simple procedures
- 4. Pro SMEs policy
- 5. Training

b. Border Operation

- 1. Dignified border service
- 2. Risk Manajemen in border
- 3. Service standard and easy access
- 4. Communicative dialog
- 5. Responsive gender on infrastructrure
- 6. Infrastructure on public service

c. Stakeholder Relations

- 1. Community Consultation
- 2. Community Training
- 3. 24/7 Access for informasi & complaint
- 4. Potential on Harrasment and intimidation
- 5. nasional & internasional active coordination

e-learning modules on GED in Customs





1st module - Gender Equality in Customs

- Why gender equality matters
- Understanding Gender Equality
- Internal policies
- External policies
- WCO supports gender equality
- Implementing gender equality

Additional constraints faced by women traders

Anny groups in society can face constraints when trading ir interacting with the customs Administration specially SMEs and small scale traders, among which name, especially in developing countries, are women. tudies show that women traders often face specific ddittional constraints compared to their male ounterparts, including:

- Lack of access to finance
- Lack of access to formal business network
 Lack of access to market information
- Higher probability of being exposed to non-tari barriers
- Lack of information about their rights, trade regulations and procedures
- Higher probability of being exposed to additional difficulties at the border, including corruption and sexual harassment
- Being more sensitive to the issue of safety at the borders

(amongst which, many are women) and SMEs must be taken into consideration when designing policies and procedures.

It should be noted that, in this regard, there is a difference between informal small-scale, cross border women traders and formal women-led businesses (ofte SMEs).



2nd module – Implementing Gender Equality and Inclusion in Customs

- Introduction
- Using the GEOAT
- Gender Analysis
- Gender Mainstreaming
- Gender Sensitive and Inclusive communication
- Stakeholder engagement

WCO Declaration on GED in Customs

- Calls on Customs administrations to adopt a policy of non-discrimination on the basis of gender, ethnicity and/or any other grounds as stated in anti-discrimination laws in Member's respective countries;
- Encourages Customs administrations to share their experiences regarding the implementation of gender equality and diversity in Customs;
- 3. Encourages Customs administrations to share best practices related to monitoring and evaluation methodologies for assessing the progress on gender equality and diversity in Customs, including the collection of sex-disaggregated data, and to engage in voluntary reporting on the progress of this work;
- 4. Advocates for enhanced cooperation with relevant stakeholders on the topic of gender equality and diversity, including with other government agencies (OGAs), the private sector stakeholders (including associations representing women traders) and border associations, to foster a harmonized and coordinated approach in implementing a gender equal and inclusive Customs environment throughout the whole trade process;





WCO Declaration on GED in Customs

- 5. Supports the **promotion of work-life balance** for Customs employees, offering flexible work arrangements whenever possible, to promote a healthy work environment for staff;
- 6. Underlines the importance of preventing any type of harassment and/or gender-based violence in all areas of Customs, among staff or committed by staff towards the public and vice versa;
- 7. Encourages Customs administrations to continue **promoting leadership development opportunities** for women and other under-represented groups through targeted initiatives such as mentor programmes; and
- 8. Encourages the **WCO Secretariat**, as a representative of the diverse WCO Membership, to commit **to and share its policies on gender equality and diversity**, as an encouragement to Customs administrations.

Examples of capacity building support:



- GED organizational assessments (diagnostics) based on the GEOAT
- 2020-2022: Brazil, Philippines, South Africa, India, Liberia and Zambia (on virtual basis under the framework of the United Kingdom funded Accelerate Trade Facilitation Programme)
- 2023: Ghana, Côte d'Ivoire and Togo (in country missions under the framework of the West Africa Security Project (WASP) funded by the Germany)

GED training based on the WCO Blended Training Package



- 2018 (in South Africa): For the benefit of 8 Customs administrations under the framework of the Finland East and Southern Africa (ESA) Programme
- 2019 (in Mauritius): For the benefit of 9 Customs administrations under the framework of the Finland ESA Programme



- 2021 (virtual): For the benefit of 4 Customs administrations under the framework of the ATF Programme funded by the UK and the SIDA- WCO Capacity building programme funded by Sweden
- 2023 (in Uganda): For the benefit of 11 Customs administrations under the framework of the SIDA- WCO Capacity building programme funded by Sweden



South Africa Revenue Service (SARS):



- Started implementing a Gender Mainstreaming programme in 2016
- Developed several policy documents including its Employment Equity Plan, Code of Conduct, Recruitment Policy, Sexual Harassment Prevention plan.
- Established a Wellness office that organizes several events on work life balance.
- Appointed an officer in charge of Gender Based Violence (GBV) and has drafted a
 pledge to make the administration a GBV free zone.
- Appointed Equity and Disability Ambassadors among staff who act as spokespersons
 and a liaison between staff and management, raise issues of concern or to be improved.
- Developed a "Women in Leadership" programme to support women in their career development.
- Organizes trainings and events, for instance on disability, GBV and "Women's Month".



German Central Customs Authority



Legal system to support GED – most recent law "Federal Act on Gender Equality", which
instructs all federal agencies, including Customs Authority, with approximately 42.000 staff
among which 42 % are women, to implement measures to improve GED.

"Gender Equality Officers"

- (who are always female) in each office, elected by the female employees.
- Relieved from 50-100% of their daily duties to allow them to dedicate sufficient time to the GE tasks.
- Supported by 1-3 deputies and and when appropriate assistants to complete the work.

Gender Equality Officers are responsible for:

- advising and monitoring the administration in the implementation,
- execution and evaluation of the legal measures related to gender equality
- Drafting and publishing handouts and newsletters about relevant topics such as maternity protection and parental leave, sexual harassment, as well as care of family members and relatives.
- Can also take initiatives and/or launch campaigns to set priorities in areas that needs further improvement.
- German Customs is also promoting the advancement of women within its administration, from the recruitment phase, staff development and training and also in promoting work-life balance.
- German Customs conducted the GEOAT assessment in collaboration with various units.



Uganda Revenue Authority



- 2017: Survey identified unique challenges faced by women cross border traders
- 2018: Conducted 38 sensitization trainings on customs procedures for women traders reaching approximately 400 women;
- Provide free storage of goods (warehouses) at OSBPs.
- Developed **simplified information material** on trade procedures and translated it into several **local languages**.
- Provide fully furnished facilities at the OSBPs equipped with computers to allow women traders to get organized.
- Developed specific Key Performance Indicators (KPIs) for officers working at border posts with responsibility to implement gender responsive measures.
- Organized stakeholder meetings with representatives from other border agencies, including police, security agencies and immigration authorities to advocate for support to implement gender responsive measures.









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