

*A modernized and credible Customs administration that upholds good governance and is among the world's best*



# INSIDE CUSTOMS



# BOC WORKFORCE EMPOWERMENT FEATURED IN WCO ASIA-PACIFIC NEWS



The Bureau of Customs (BOC), led by Commissioner Bienvenido Y. Rubio, is prominently showcased in a recent publication by the World Customs Organization (WCO) for its commitment in fostering professionalism and excellence among its personnel, resulting in significant achievements in trade facilitation and customs performance.

In the 69th issue of Asia/Pacific Customs News, Commissioner Rubio is commended for his

outstanding leadership, which has revitalized the BOC workforce, prioritized employee development, and consistently driven enhancements in performance. These efforts have led to the delivery of high-quality services, earning accolades for the Philippines in the World Bank and United Nations surveys on trade and customs operations.

According to the 2023 World Bank Logistics Performance Index (LPI), the Philippines has ascended 17 places to the 43rd position out of 139 countries in trade facilitation and customs performance. Additionally, the country secured the 2nd position in the United Nations (UN) Global Survey on Digital and Sustainable Trade Facilitation among Southeast Asian Nations.

The Asia Pacific article also highlights the Bureau's noteworthy accomplishment in obtaining 23 International Organization for Standardization (ISO) 9001:2015 Quality Management System (QMS) certificates for significant customs core processes in June 2023. Furthermore, the 11 Customs Collection Districts have received ISO QMS certification, while others are actively working to meet the standard's requirements.

In its pursuit of a dedicated and skilled workforce, the BOC has fortified its human resources through comprehensive capacity-building programs outlined from the outset. For instance, Commissioner Rubio has prioritized "Employee Welfare and Development" as part of his programs, underscoring the commitment to employee well-being to enhance the overall quality of work.

"Our employees will propel the Bureau's essential programs, including our modernization efforts. Ongoing workplace reforms aim to optimize their performance while upholding principles of transparency and integrity," stated Commissioner Rubio.

Expressing gratitude to WCO Asia/Pacific Customs News for the feature, Commissioner Rubio remarked, "It is truly an honor to be showcased in your magazine. I extend the Bureau's sincerest gratitude to the executives and all those involved in the publication. We will remain dedicated in nurturing our workforce, enhancing our services, and ensure a more effective and efficient customs administration for the future."

## HUMAN CAPITAL MANAGEMENT AS THE FUTURE OF CUSTOMS WORK

In the context of Customs Administration, the ever-changing landscape of trade has always dictated the way key players respond. From the apparent increase in volume of goods to the continuous production of similar but different commodities because of innovation, up to the recalibration of border management strategies due to health and security risks, the question of how these related realities should be managed remains. While the common response to the above circumstances pertains to the development and implementation of Customs-related systems, procedures, and policies, the role of human resource management (HRM) and its impacts should be recognized. One cannot simply ignore the fact that HRM is a solid support to the foundations of an organization - support that delivers value to the organization through internal and external perspectives. That is a value that comes from managing HR functions more efficiently and a value that comes from focusing on how HR can contribute to realizing results and executing organizational strategy, respectively (Ulrich, 2016).

Further, it is worthy to note that the HRM role has already transitioned from the “traditional,

micro-focused to macro-strategic” (Kahtri and Budhwar, 2002), which is proven to positively affect how organizations operate and manage their resources, specifically their human capital. Alongside the developments inside and outside of the organization, HR assumes bigger roles that go beyond the routine paperwork and compliance, such as but not limited to participation in the organization’s strategic planning, the development of interventions and strategies tailored to the current and future needs of its people, and the priorities of the organization.

The foregoing observation about HRM in general is also evident in BOC. As one of his Five-Point Agenda for 2023, Commissioner Bienvenido Y. Rubio has emphasized that the men and women of BOC remain its most significant foundation, therefore aiming for the continuous “uplifting of (their) welfare and development”. True to all organizations, the Commissioner prioritizes the promotion of a culture of professionalism, meritocracy, empowerment, and motivation among its ranks, which is proven to have a positive impact on overall organizational performance.



## FILLING OF VACANT POSITIONS THROUGH HIRING AND PROMOTION

With the primary objective of supporting the BOC units in terms of human resource, the BOC Human Resource Merit Promotion Board (HRMPSB), has been exerting great efforts in the process of filling the vacant positions with strict adherence to the hiring and promotion procedures established by the Civil Service Commission (2017 ORAOHRA, revised 2018, among other relevant issuances). The aim is to revive the principle of meritocracy and professionalism, starting with the provision of equal opportunity to all aspiring applicants for appointment.

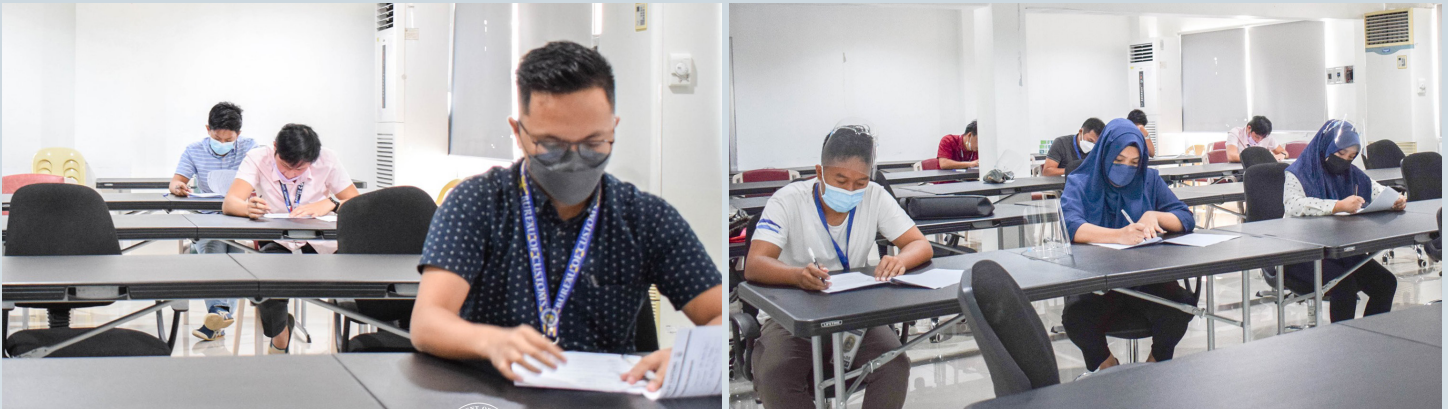
From 2022 up to the present, the HRMD as the HRMPSB Secretariat has received and processed 28,955 applications for 1,730 vacant positions published. As of December 2023, the Commissioner has already issued original and promotional appointments to 770 candidates, while the remaining candidates are in the various stages of assessment.

## IMPLEMENTATION OF COMPETENCY-BASED HRM

**The BOC-HRMD has spearheaded the accomplishment of the following CBHR tools and activities, with significant input from the officers from various BOC units:**

1. **BOC Competency Catalogue-** Identified a total of eighty-five (85) competencies:
  - Six (6) Core competencies
  - Five (5) Leadership competencies
  - Seventy-four (74) Functional Competencies
2. **BOC Competency Framework Logo**  
Developed a visual representation of the identified competencies clustered into three categories (Core, Leadership, Functional)
3. **BOC Competency Dictionary**
  - Provided the definition of each identified competencies
  - Identified the Level Description and Behavioral Indicator of each competency (Basic, Developing, Advanced, Superior)
  - Developed a standard template for BOC Competency Tables
4. **BOC Position Profile** Developed a matrix of profiles for the one hundred nineteen (119) positions identifying the (1) Competencies required for each position title per organizational unit; and (2) Behavioral Indicators associated with these required competencies
5. **BOC Competency-Based Position Description Standards**  
A set of all job descriptions for each position title identifying the (1) general description of the functions and specific duties associated with each position title per organizational unit (2) the competencies required for the position title, and (3) the competency levels for these required competencies.
6. **Competency Mapping** Identified the specific competencies required for 456 unique positions in the Bureau.
7. **Competency Assessment Conducted** orientation on accomplishment of competency assessment for 84 offices out of 259 offices in the Bureau.

## IMPLEMENTATION OF COMPETENCY-BASED HRM



Under the general framework of CBHRM, competency is deemed as the central element of all HRM functions; competency is core. In its Competency Model Intervention, the Civil Service Commission agreed on the definition of competencies. Observable, measurable, and vital skills, knowledge, and attitudes that are translations of capabilities deemed essential for organizational success (PAHRODF, 2016). Recognizing employee competencies as key, concepts like talent management, flexibility, accountability, performance are given much focus in the CBHRM. The idea of valuing employees and adding value to their existing competencies through integrated and coherent systems is highlighted. Apart from the process of identifying competencies, CBHRM assumes the optimal utilization of these competencies as strategic resources for organizational and individual benefits.

The concept of Competency-Based Human Resource Management (CBHRM) is not new to BOC as there have been actual efforts in the past decade related to the development of BOC Competency Framework. It was only in 2019, however, when the BOC has again seriously embarked on its CBHR journey following the strategic direction of the agency and the CSC's advocacy to "elevate the public sector HR to a level of excellence for good governance and efficient public service".

Relatedly, the PTA in collaboration with

the HRMD and the ITDD conducted a complementary capacity-building activity on CBHR in April 2023. During this activity, Ms. Jocelyn C. Linsao-Ng, the CBHR expert and resource speaker, posted a challenge to the participants: "What is it you can do so that we can assure that for the Bureau of Customs, we have the right person with the right competencies for the right position and ready at the right time?"

Expressing his gratitude, Atty. Jesus D. Balmores, Chief Customs Operations Officer, MICP cited, "I am very grateful to be part of this activity as we are veering away from the traditional qualifications from the employees because we are moving towards competency-based system. This is a very important project of the BOC for its employees in professionalizing its ranks and to better serve the public."

In order to fully integrate the competency in the four core HRM systems of the Bureau namely, 1) Recruitment, Selection and Placement; 2) Learning and Development; 3) Performance Management; and 4) Rewards and Recognition, the HRMD shall maintain its already strong and collaborative working relationship with relevant BOC units (e.g. ITDD and PPRD), as well as the Philippine Tax Academy-Customs Institute for the administration of appropriate learning and development interventions for BOC officials and employees.

## STREAMLINING OF HRM POLICIES AND PRACTICES



Consistent with the Bureau's efforts to streamline the processes of the HRM systems, the HRMD, in partnership with the ITDD, conducted the first ever BOC Human Resource Management (HRM) Summit on September 19–22, 2023 at the Ramada by Wyndham Hotel, Binondo, Manila.

The BOC HRM Summit 2023 gathered the Deputy Collectors for Administration, Chiefs and designated Acting Chiefs of Administrative Offices, and representatives from different offices bureau-wide to cascade the latest HR policies and to address the issues surrounding the implementation of the same, among other concerns. During the four-day workshop, officers from HRMD discussed the different HRM systems and updates on HRM policies and processes, including but not limited to hiring and promotion, personnel management, compensation and benefits, rewards and recognition, and the annual compliances.

The officers from the ITDD, moreover, discussed the concept of training decentralization and related procedures, the

administration of Training Needs Analysis (TNA) for all the Groups and Collection Districts and the generation of assessment report based on the TNA results.

The HRM Summit also provided an avenue for all administrative officers to share their knowledge and experiences on HR-related matters.

“The HRM Summit 2023 was really helpful. It was one of the most enjoyable and informative seminars I have ever attended. I loved the spirit, enthusiasm, and great sense of humor of our presenter. She did a wonderful job and I found the talk to be highly informative. I also wanted to take the opportunity to raise our concern, we really hope that our Contract of Service Personnel to be regularized to increase the manpower in our office.” Ms. Lelisa R. Gaceta, Customs Operations Officer III, Port of Zamboanga

The said workshop was provided to equip the administrative officers to further uplift the morale of BOC employees through a more efficient delivery of HR-related services to personnel under their respective offices.

## PROMOTION OF EMPLOYEE REWARDS AND RECOGNITION

As one of the initiatives of the Commissioner to push the subject agenda, the BOC submitted to the Civil Service Commission its internal policy on awards and recognition contained in Customs Memorandum Order No. 14-2023 (Revised Bureau of Customs Program on Awards and Incentives for Service Excellence (PRAISE)). The same was approved by the CSC on November 6, 2023, for the implementation of the HRMD and its counterparts at Central Office and at the Collection Districts.

Similarly, the BOC Lateral Attrition Coordinating Committee (LACC), together with the Rewards, Incentives, and Attrition Technical Working Group (RIA-TWG) closely worked with the Department of Finance and the Revenue Collection Performance Board (RPEB) Secretariat relative to the Bureau's application for the grant of 2018 rewards pursuant to Republic Act 9335 or the Attrition Act of 2005.

Under the said law, the BOC and BIR are authorized to allot fifteen percent (15%) of the excess in their annual revenue collection for the Rewards and Incentives Fund, which shall be distributed to all the eligible officials and employees who contributed in the attainment of their respective collection targets based on pre-determined criteria.

Having completed the pre-requisites of the said application of BOC, the RPEB convened on November 22, 2023 and resolved to approve the proposed allocation distribution of individual and unit rewards and incentives. This signaled a milestone for the Bureau and the entire BOC community as a tangible recognition will finally be accorded to the dedicated and hardworking men and women of the agency.

Ms. Gloria Y. Diaz, Supervising Administrative Officer, HRMD, commented on the much-awaited 2018 reward, "I was looking

forward to the grant of this reward as it's a big help to everyone. We cannot deny the fact though that it was not easy to reap the fruit that we had sown due to challenges and conflicting factors along the way. I patiently waited nonetheless and rooted for the officers who pushed for this to become a reality."

This initiative is indeed a priority to the administration in recognition of the individual and collective efforts to achieve the Bureau's revenue collection target with the end goal of contributing to the provision of public services to the Filipino people.

In conclusion, as a holistic approach to ensuring this priority program that focuses on people is realized, the Commissioner, through its Internal Administration Group and HRMD, commits to continue what has been started and envisions a Bureau of Customs that:

- a. shapes a well-being ecosystem in a Customs environment through effective leadership;
- b. leverages on ICT towards work and workplace innovation;
- c. builds staff and organizational resilience;
- d. promotes diversity, inclusion and integrity; and
- e. puts high value to its people – recognizing their individual contribution to achieve organizational outcomes.



## ACCOUNTABILITY AND SERVICE: PROMOTING INTEGRITY AND EFFICIENCY IN CUSTOMS



The Planning and Policy Research Division (PPRD) strengthens its role as the lead office in strategy and performance management, policy research and development studies, and program monitoring and evaluation in coordination with relevant offices and units in the Bureau.

Among the multiple priority undertakings of the said division, overhauls of two major standardizing tools and policies stand out this quarter. The PPRD is updating and revising the BOC Citizen's Charter and the Bureau's 13-year-old Function-Specific Code of Conduct in pursuit of promoting integrity, reinforcing accountability, and advancing efficiency in Customs service. Mutually increases both the accountability of the Bureau in relation to its services and the degree of conduct of all Customs officials and employees. Since September, a series of meetings attended by select experts have been held and are currently ongoing since the month of September, to update the BOC Citizen's Charter and Function-Specific Code of Conduct.

As the primary tool for communicating service standards with our stakeholders,

changes in the Citizen's Charter shall include harmonized, end-to-end processes of all offices and units catering to internal and external stakeholders. The revised Citizen's Charter shall also reflect the modernization efforts through the automated systems the Bureau has incorporated into its procedures. With the expertise of the invited Customs officials and employees, the pertinent steps, requirements, processing time, and offices involved in each process are listed in tabular form, elaborated for reference by the transacting public availing the Bureau's services.

Following the specific deliverables mapped out in the Comprehensive Customs Integrity Development and Anti-Corruption Action Plan developed with experts from the World Customs Organization (WCO) in 2022, PPRD is also spearheading the review and revision of the BOC Function-Specific Code of Conduct. This is also being done in consultation with various offices. Revisions in the Code of Conduct shall incorporate provisions from the WCO Model Code of Ethics and Conduct, as well as national and internal laws, policies, rules, and regulations developed in relation to public accountability and the personal responsibility of civil servants, where various experts within the Bureau participate to provide knowledge that is crucial to the changes being made in the since-then-dated Citizen's Charter and Code of Conduct. The function-specific provisions shall cover Assessment, Operations, Intelligence and Enforcement, Passenger Service, Information and Communications Technology, Legal, Audit, and Administrative General Administration.

The PPRD eyes to finalize and publish both the revised Citizen's Charter and Function-Specific Code of Conduct by the first quarter of 2024.



## STRATEGY AND BUDGET ALIGNMENT: CALL FOR BUDGET PROPOSALS FOR FY 2025

The Planning and Policy Research Division (PPRD) initiates the call for project proposals in line with the budget preparation for FY 2025. This activity aligns with agency planning and budgeting to ensure that the programs, activities, and projects under the BOC Strategy Map and Roadmaps, as well as the other priority programs, are allocated with sufficient appropriate budget, human, and other resources for project implementation.

Concept notes/project briefs shall be submitted by project proponents from all groups and collection districts. These shall include a brief description, objectives, and required budget for the proposed project, among others.

The call for submission of concept notes/project briefs shall cover all new or expanded locally funded projects of the BOC. Proposed projects must be aligned and consistent with the mandate, priority programs, and strategic direction of the BOC; directives from the Department of Finance (DOF); national government policies and reform initiatives; and other government-issued policies and programs. These projects include the construction, repair, and renovation of

infrastructure and facilities; the procurement of office equipment, machinery, transportation, and other property, plants, and equipment; the development, design, and/or procurement of information and communication technology; the conduct of special studies, research, benchmarking, and other similar activities; the hosting of special local and international events; and gender and development PAPs among others.

Proponents and implementers of PAPs under the Super Green Lane Fund and Container Security Fund are also required to submit their proposed projects.

Upon receipt of submitted concept notes/project briefs, a project review committee shall study and evaluate their completeness, importance, relevance, and compliance with applicable rules and regulations based on agency priorities and endorse them to the BOC Executive Committee (BOC ExeComm) and the Commissioner for approval. Approved concept notes/project briefs shall be developed into full-blown project proposals and included in the preparation of the agency budget proposal for FY 2024.

All Concept Notes/Project Briefs must be submitted to the Planning and Policy Research Division through [boc\\_pprd@customs.gov.ph](mailto:boc_pprd@customs.gov.ph), copy furnished to the Budget Division at [jesus.paulite@customs.gov.ph](mailto:jesus.paulite@customs.gov.ph) on or before **05 January 2024**.

## BOC'S DYNAMIC LEAP: BOOSTING EXCELLENCE THROUGH MEANINGFUL INITIATIVES

The Bureau of Customs (BOC) has been actively involved in significant events, demonstrating BOC's dedication to excellence and progress. The BOC conducted Weapon of Mass Destruction (WMD) Material and Dual-use Commodities Identification Courses, involving key divisions and government law enforcement agencies. These courses aimed to enhance expertise in identifying materials and commodities with potential security implications.

Moreover, the Bureau of Customs initiated a rebranding and national image building campaign, with a focus on enhancing the bureau's public perception and communication through a comprehensive workshop.

Furthermore, the Bureau of Customs Gender and Development Focal Point System (BOC-GFPS), in partnership with ITDD, orchestrated a Gender and Development Training program. This training aimed to clarify the GFPS structure, assist in budgeting and planning, and promote gender equality.

Collectively, these events underscore BOC's unwavering commitment to professional development, image boost, and fostering gender equality within its operations.

**WMD Material and Dual-use Commodities Identification Course (September 18-28, 2023)**



**Implementation of the Rebranding and National Image Building Campaign of the Bureau of Customs (September 29, 2023)**



**GAD Training (September 25-27, 2023)**



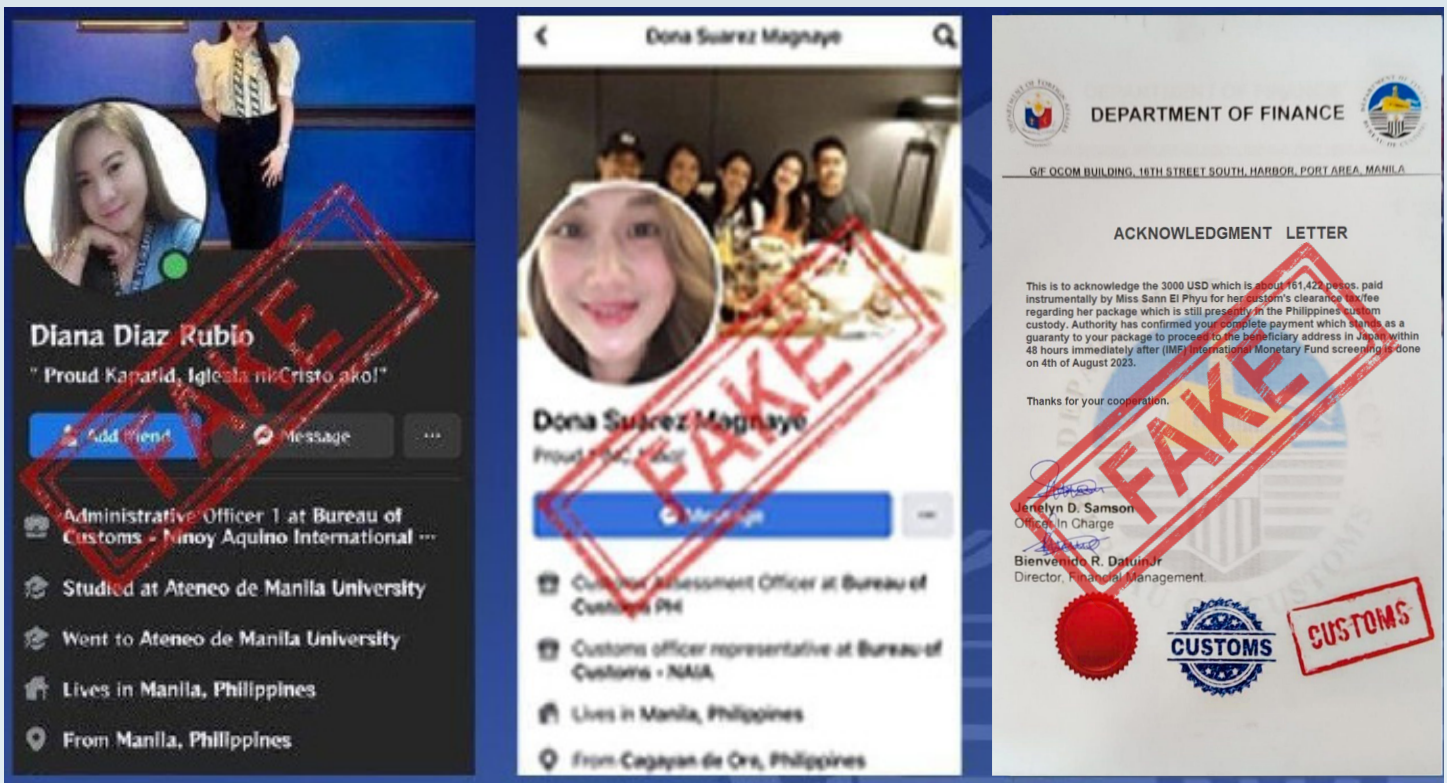
## STAY ALERT: BEWARE OF BOC IMPERSONATION SCAMS

A concerning rise in scams involves people impersonating Bureau of Customs (BOC) personnel. These scammers pretend to be BOC employees and engage in deceptive activities. It's crucial for actual BOC personnel to remain vigilant and protect their personal information. It's also important for the public to stay informed and avoid falling for these fraudulent schemes.

One distressing incident involved scammers using a BOC official's name in a scam. They have also expanded their fraudulent activities to social media, creating fake accounts with BOC employees' names and faces to deceive the public into making payments through online methods or bank transfers. It's essential to know that these actions are not part of official BOC procedures, and any such requests should be viewed with skepticism. This shows how far scammers are willing to go to impersonate BOC personnel and deceive people.

We strongly suggest that BOC employees be careful and not share personal information outside of official BOC channels. If you see anything suspicious or think someone is pretending to be from the BOC, report it to the right authorities quickly.

Let's work together to protect the Bureau of Customs' reputation and keep individuals safe from these deceptive scams. Together, we can maintain the integrity of the BOC and ensure the security of those it serves.



## PRIORITIZING WELFARE AND SAFETY: BOC'S MEDICAL AND DENTAL DIVISION GOES ABOVE AND BEYOND

In a dedicated effort to elevate the welfare and safety of its valued employees, the Medical and Dental Division (MDD) of the Bureau of Customs (BOC) has undertaken a comprehensive array of activities and initiatives. These endeavors not only benefit the personnel but also extend their positive impact to the wider community.

Throughout the year, in May, August, and November, the BOC's MDD collaborated with the Veterans Memorial Medical Center and the Philippine National Red Cross to organize life-saving bloodletting activities. These initiatives witnessed enthusiastic participation from BOC employees who generously donated their precious blood. Such selfless contributions are a testament to the compassion that thrives within the BOC family.

The MDD went a step further by actively engaging in the 2023 National Women's Month Celebration and the BOC employee consultative assembly. During these events, they offered a wide range of services, including free healthcare product demonstrations, annual examinations, Papanicolaou test or

Pap smear, and vaccinations against Human papillomavirus (HPV) and flu. This proactive approach to healthcare not only supports the employees but also fosters a culture of well-being.

Recognizing the need to bolster the resilience of their workforce, the MDD distributed sets of immunity boosters to employees. The MDD also participated in the conduct of earthquake drills in June, October, and November. These drills are vital in preparing employees to respond effectively to seismic events, ensuring their safety.

Overall, the Bureau of Customs' Medical and Dental Division has taken impressive steps to strengthen employee welfare and safety. Through life-saving bloodletting, empowering activities, immunity boosters, and earthquake preparedness, the division sets an admirable example of how an organization can prioritize the well-being and security of its dedicated workforce. These initiatives resonate with the public, showcasing the BOC's unwavering commitment to the welfare of its employees and the well-being of the broader community.



# RECORDS MANAGEMENT VS. QUALITY MANAGEMENT SYSTEMS



Any organization, be it a private or public entity, creates records as evidence of its establishment and the implementation of its determined processes that result in the achievement of its identified goals and objectives. To promote the integrity of these records and ensure the business continuity of the organization, the application of records management is imperative.

Like any government entity, the Philippine Customs Service implements the Records Management System mandated in Republic Act 9470, otherwise known as the National Archives of the Philippines (NAP) Act of 2007.

Pursuant to this law, records management refers to the managerial activities involved with respect to record creation, record maintenance and use, transmission, retention, and record disposition in order to achieve adequate and proper documentation of government policies and transactions for their efficient, effective, and economical operation.

I am supposed to delve into my discussion on the purpose of records management, which is to achieve adequate and proper documentation of government policies and transactions.

But wait—does anyone wonder the resemblance of records management with ISO 9001:2015 Quality Management Systems

(QMS) requirements?

National legislation directs government agencies to document their policies and transactions adequately and properly. Stated differently but contextually the same, ISO 9001:2015-QMS requires the organization to establish, implement, maintain, and continually improve its processes that describe the characteristics of the transactions conducted. Like records management, QMS also requires the organization to control its documented information from creation, updating, and retention up to disposal.

Both systems have the same purpose, namely, the acquisition of historical and verifiable information that anyone can backtrack when a faulty service arises, thus providing the opportunity to investigate and analyze, resulting in the provision of appropriate actions. However, the characteristics of the appropriate actions differ in that while records management is punitive, QMS provides corrective and preventive actions, thus ensuring opportunity for continual improvement.

What is the challenge now? To establish, implement, and maintain a QMS instead of employing a “bureaucratic technique of averting future accusations of policy error or wrongdoing by deflecting responsibility in advance – (William Safire)”.

## UNsung HEROES BEHIND THE SCENES

In a touching display of dedication and commitment to service, the Bureau of Customs (BOC) has emerged as a beacon of hope for Overseas Filipino Workers (OFWs) and their families. The distribution of 9,547 abandoned Balikbayan boxes has become a testament to the agency's compassion and efficiency, shedding light on the unsung heroes who worked tirelessly behind the scenes.

Amidst the heartache caused by forwarders abandoning these cherished packages, the BOC recognized the profound significance these boxes held for OFWs and their loved ones back home. Stepping beyond their jurisdiction, the BOC collaborated with box owners, facilitating the release and distribution of these precious cargoes.

At the forefront of this remarkable initiative were the dedicated employees of various BOC offices. The District Collector's Office of the Port of Manila (POM) and Manila International Container Port (MICP), the Office of the Deputy Collector for Operations, the Informal Entry Division (IED), the Law Division, the Auction and Cargo Disposal Division (ACDD), the Internal Administration Group (IAG), and the Public Information and Assistance Division (PIAD) all played pivotal roles in ensuring the success of this heartwarming endeavor.

Fifteen ports assisted in the nationwide distribution of abandoned Balikbayan boxes, each with its own story of dedication and compassion: San Fernando, Batangas, Legazpi, Ilo-ilo, Cebu, Tacloban, Surigao, Cagayan De Oro, Zamboanga, Davao, Subic, Clark, Aparri, Limay, and Manila. BOC ports worked in harmony, demonstrating that the agency's commitment to service extends far beyond the confines of their respective offices.



## UNsung HEROES BEHIND THE SCENES

Even the Subport of Dadiangas assisted in releasing four containers under Manila Cargo. The collaborative spirit among BOC offices, each playing a unique role, transformed what could have been a logistical nightmare into a seamless operation.

Communication was key, and BOC ports diligently contacted and coordinated with consignees, ensuring they were informed about release dates and necessary requirements. The meticulous planning and execution aimed to provide not just a delivery service but a sense of joy and relief to the recipients of these long-awaited Balikbayan boxes.

This heartwarming initiative serves as a poignant reminder that extraordinary feats are often accomplished by individuals who labor diligently behind the scenes. The

BOC employees, under the leadership of Commissioner Bienvenido Y. Rubio, showcased an unwavering commitment to excellence, going above and beyond their call of duty to make a positive impact on the lives of overseas Filipino workers and their families.

These unsung heroes deserve our heartfelt appreciation for embodying the values of empathy, diligence, and compassion. In demonstrating that the BOC stands not only for efficiency but also for the well-being of its people, these employees have etched a heartwarming chapter in the narrative of public service. Their dedication reminds us that, at its core, the BOC is an institution driven not just by policies and procedures, but by the human touch that makes a real difference in people's lives.



## ANNOUNCEMENT: CALL FOR EMPLOYEE ARTICLES

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We're thrilled to announce a fantastic opportunity for you to share your unique perspective, fresh insights, and engaging stories with your colleagues. We believe that each of you has a valuable story to tell, and we want to provide a platform for you to showcase your talents.

### **Submission Guidelines:**

1. Articles can cover a range of topics, from personal experiences to professional insights.
2. Keep it informative, engaging, and relevant to our shared work environment.
3. Word limit: 150-200
4. Submit your articles to [piad@customs.gov.ph](mailto:piad@customs.gov.ph) and [ea.valenzuelac@customs.gov.ph](mailto:ea.valenzuelac@customs.gov.ph).

We look forward to reading your submissions and showcasing the richness of talent within our Bureau of Customs family.