

OSCE-UNECE Handbook on best practices in border crossing

Chapter 8: Human Resource Management

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Organization for Security and
Co-operation in Europe

Human Resource Management Strategy

- Strategic objectives and organization goals
- Plans, policies, procedures, indicators
- WCO Model Code of Ethics Conduct
- WCO Revised Arusha Declaration on good governance



Managing Human Resource

- Organizational change and skill profiles
- Recruiting competences and integrity
- Enforcing policies
- Performance monitoring



Developing Human Resource

- Continuous training
- Various forms of Compensation
- Mentoring
- Promotion

