

Nomination: 5839

The General Administration of Abu Dhabi Customs

Page: General Information

Provide information about the company to be considered for the award. If you will be nominating an individual, specify the nominee's employer.

Name of Organization/Company

The General Administration of Abu Dhabi Customs

Additional Contacts

I do not wish to list additional contacts

Page: Entry Information

Entry Title

The General Administration of Abu Dhabi Customs

Category

A01 - A31 Employer of the Year > A24 - Employer of the Year - Non-Profit or Government Organizations

Employer of the Year Submission Format

Written Answers

a. Briefly describe the nominated organization: its history and past performance (up to 200 words). Required

The General Administration of Customs, Abu Dhabi is a governmental entity aims to implement customs policy prescribed by authorities. supervision of goods export, import & re-export as well as collection of customs duties assessed on goods in accordance with laws & regulations of authorities.

AD Customs geographically distributed 11 customs centers 3 main locations: Abu Dhabi , Al Ain & Ghuwaifat to look after & protect land borders, seaports & airports.

AD Customs uses the latest detection and computer systems for the development of work & to facilitate customs inspections while completing transactions quickly & accurately. Non-Intrusive Inspection technology becoming a cornerstone of AD Customs layered enforcement strategy. Technologies used at air, sea, & land border posts include large-scale X-ray - imaging systems as well as portable & hand-held technologies, including radiation detection equipment.

We started identifying challenges Employees Relations facing:

- Absence key ER processes
- Candidates reject working in AD Customs
- Unsatisfied employees
- No analytics
- No automation for key processes
- No AI based insights and support for the employees
- No automation in all tasks
- Chaos in handling tasks & employees needs
- Low efficiency handling daily task: high number of employees in the ER scattered between 11 customs centers around 3 geographical locations

b. Outline the organization's employee-relations achievements since the beginning of 2020 that you wish to bring to the judges' attention (up to 250 words). Required

Many projects took place, but AD Customs main concern was to have full adoption of innovation in their practices & transformation; Human Capital Transformation Program kicked in adopting innovation in technology & processes in the whole organization

Implementation took place & results started to have impact, the change was obvious and positive had strong impact on the employees and on the public by having news released about AD customs almost weekly specially when the articles from world leading organization such as world Customs Organization,

With all similar activities, employee engagement survey result was increasing:

2018: 73% satisfaction rate

2019: 77% satisfaction rate

2020: 80% satisfaction rate

2021: 83% satisfaction rate

These projects was implemented mainly had the innovation value in full incorporation of technology:

- Digital Assistance and Mobile Application support made the whole HR experience new level of enjoyment for staff members that facilitated all needs within clicks.
- Ticket System for all the employees' requests to organize requirement of all employees across system.
- Self Service Portal user-friendly that allows employees to get any requested documents within specific scope aligned with internal rules & regulations.
- Enable End-to-End Automation with Robotic Process Automation (RPA)
- Augment automation with Artificial Intelligence
- Digital Assistant
- Face recognition with geofencing technology attendance system fully integrated with payroll
- ARIS to automate all processes
- Cloud applications with quarterly updates
- Mobile app for all services
- assessment system
- Virtual Reality
- Hologram solution
- Interactive training SCORM
- Innovations centers
- AR technology

c. Explain why the achievements you have highlighted are unique or significant. If possible compare the achievements to the performance of other players in your industry and/or to the organization's past performance (up to 250 words). Required

Accordingly, we achieved a lot of recognition:

- Fastest HCM deployment project with Oracle in the middle east – duration of 3 months.
- Number One government entity in the middle east to implement full Oracle HCM cloud suite.
- Number One entity worldwide to independently adopt the Oracle HCM digital assistant skills
- Great Place To Work Award in March 2022 for being one of the greatest places to work in the middle east as per the award rules and guidelines and the only government entity with such recognition
- Obtaining 5 ISOs: ISO 30408 Certificate in Human Resource Governance System, ISO30401 Certificate in Knowledge Management System, ISO30409 Certificate in Human Resource Planning Management system, ISO30405 Certificate in Recruitment Management System and ISO30414 Certificate in Personnel Management System
- Recognized and awarded as the best HR Directorate in the maturity assessment by Human Resource Authority in Abu Dhabi Government with a rate of 97.5% leading 52 government bodies in Abu Dhabi Emirate.
- 5 Stevie middle east awards in HR
- Oracle Hero award of Adoption in HR solutions
- 23 entities benchmarked with us
- international acknowledgment by WCO in 2 articles published in 2021 that AD Customs HR are best practices

d. Reference any attachments of supporting materials throughout this nomination and how they provide evidence of the claims you have made in this nomination (up to 250 words). Optional

Supporting Document 8

Download File (https://stevies-sage.secure-platform.com/file/14522/eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJtZWVpYUlkIjoxNDUyMiwiaWYwXsb3dOb3RTaWduZWVcmwiOiJGYWxzZSI6ImInbm9tYUaD3KHmugX1f_qrc?GPTW%202022.03-ADCustoms.pdf)

Would you like to add an additional supporting document?

Yes

Supporting Document 9

Download File (<https://stevies-sage.secure-platform.com/file/14523/eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJtZWVpYUlkIjoxNDUyMywiaWYwXsb3dOb3RTaWduZWVcmwiOiJGYWxzZSI6ImInbm95%20ISOs%20HR.pptx>)

Would you like to add an additional supporting document?

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