

## Senior Expert Contact – a Program of Swisscontact

### POTENTIAL MEETS EXPERIENCE

The retired professionals of our Senior Expert Contact (SEC) are qualified experts on site. Through their consulting services, they provide hands-on, cost-effective support towards sustainable development of companies and institutions.

#### SEC Remote Assignment in Cambodia, 2021

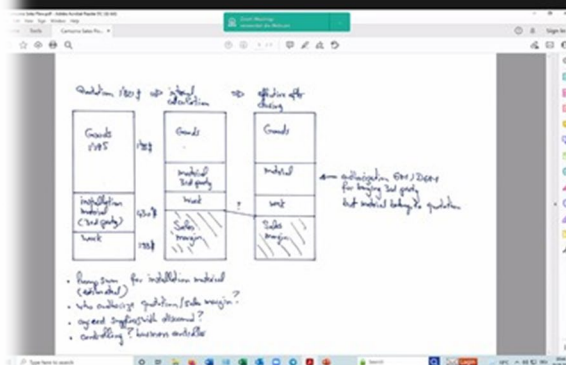
Assignment No. 3886

**Location** Phnom Penh, Cambodia

**Client** Trading company

**Expert** Garry Wagner  
HR expert

**Period** 23.08. - 22.11.2021



#### Client Profile

The client is a young family-owned company, selling construction materials, mainly water heating systems and cooling appliances to small businesses and private households.

#### Tasks

After their first period of growth, the company needed to redesign their HR policies and processes to cope with their new size and increase the decision authority of the managers, thus freeing up resources from the owners.

#### Results

We analyzed their HR processes and redesigned them, making them transparent for the users. They have clear rules and a managers now operate more autonomously and have more decision-making responsibility. We also created a chart of authorization and worked on topics such as compensation guidelines, training plans and a guide for people conducting interviews with job candidates.