



International
Labour
Organization

Telework and platforms : Concepts, opportunities and challenges

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PANEL 2 – TELEWORK AND THE PLATFORM ECONOMY IN THE FACE OF COVID-19

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Telework and platforms: What are we talking about?

Telework

Enterprise/Organization



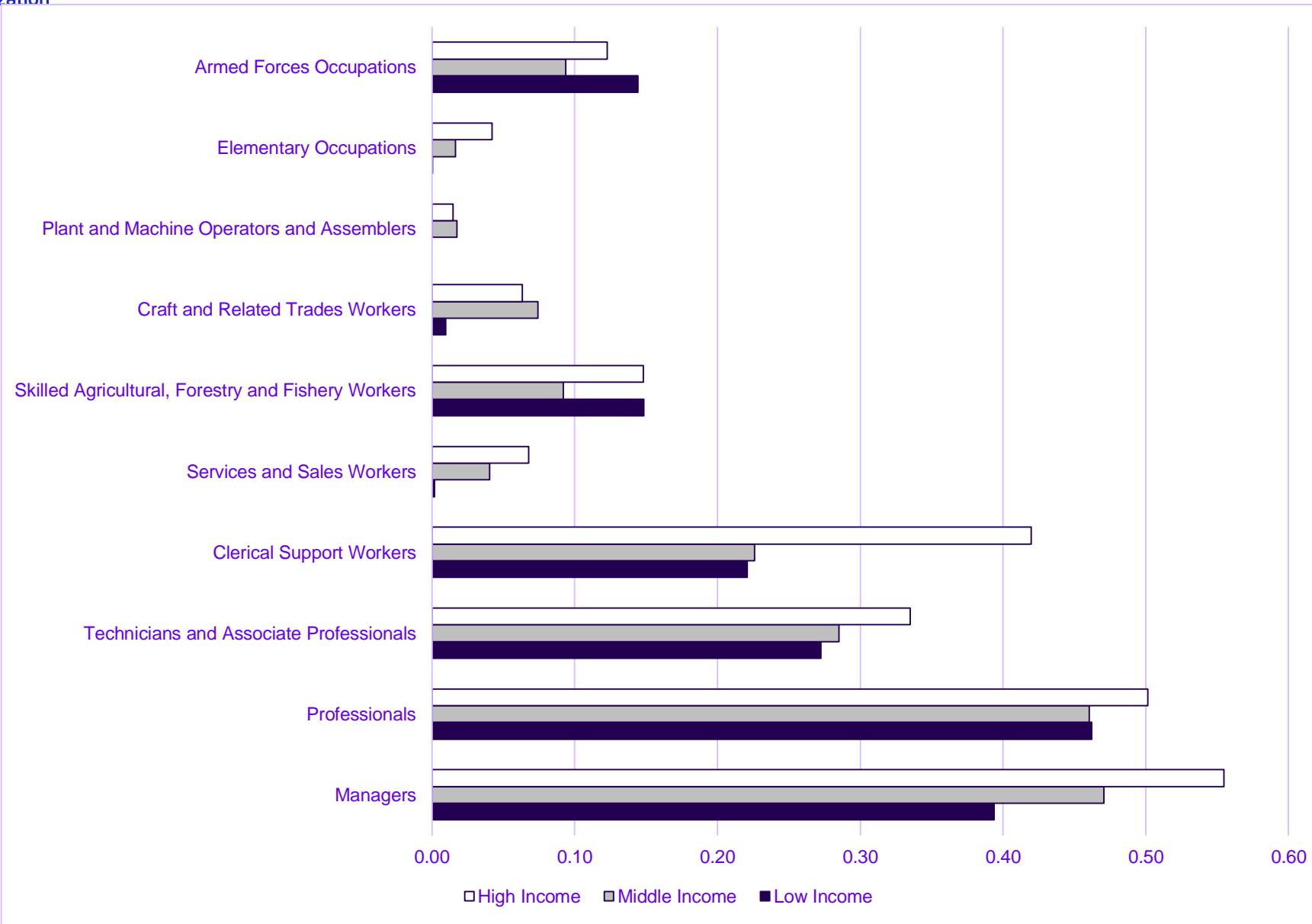
**Digital
labour
platforms**



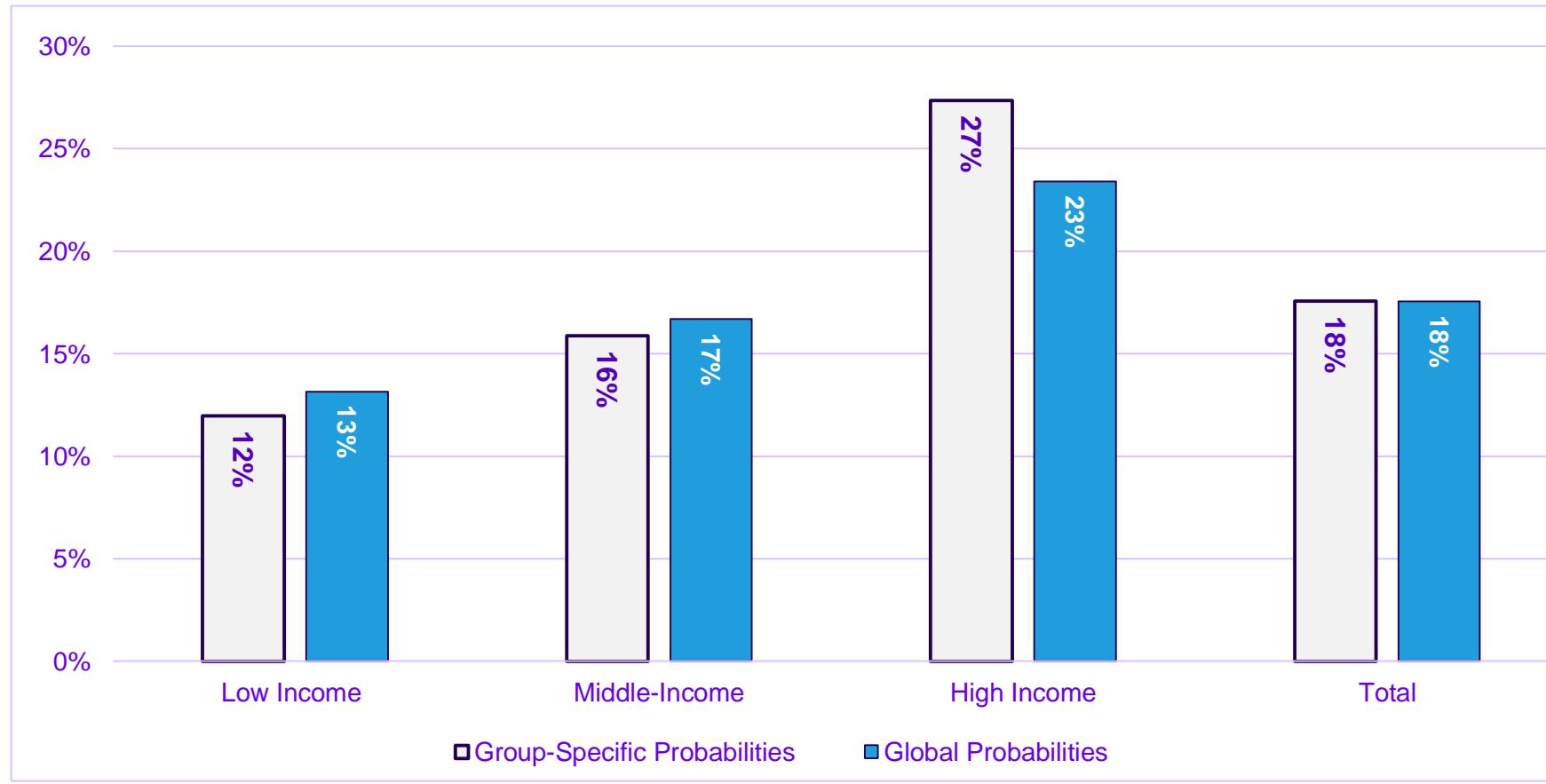


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Probability of being able to work from home



Estimate of the percentage of workers in occupations that can be carried out at home



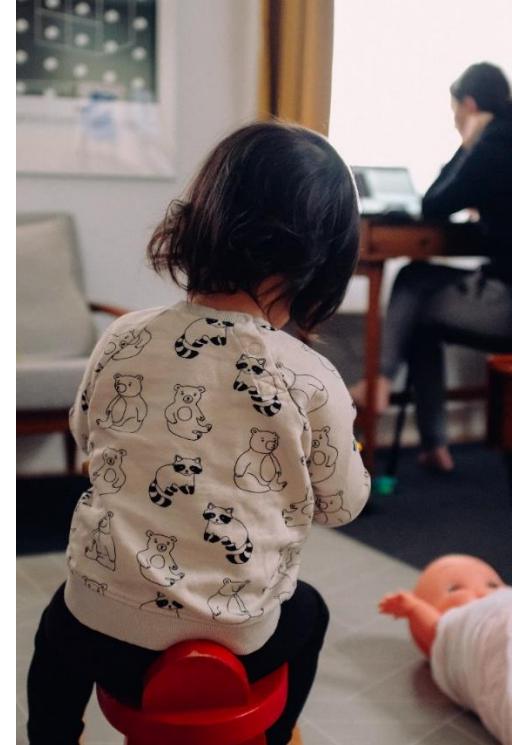
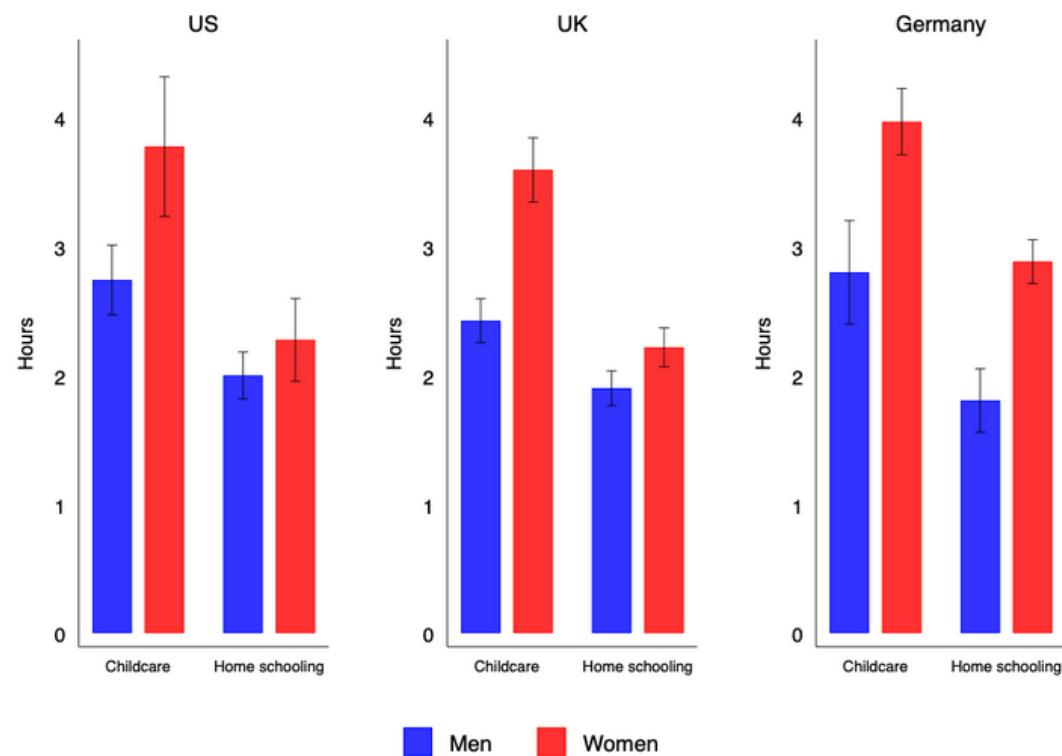
Depends on:

- The structure of production (and thus the occupational structure)
- Access to the internet – the “digital divide”
- The organization of work within the office

Telework during the pandemic

- Ensured the continuation of activities that are central to our economies
 - Safeguarded many jobs
- Allows greater flexibility for the worker in organizing his/her schedule
- But risk of increasing gaps in gender equality

Hours spent per day on children amongst parents that also spent time working from home



Work on digital platforms

Opportunities

1. Employment creation: Important presence of Latin-Americans on the platforms (especially Venezuelans)
2. Allows access to work without having to migrate
3. Personal development of new skills
4. Flexibility in schedule



Resumen ejecutivo

Las plataformas digitales y el futuro del trabajo:
Cómo fomentar el trabajo decente en el mundo digital



Desafíos

1. Oversupply of workers negatively affects the level of remuneration
2. In most cases, the workers are classified as “independent” and as such do not have the rights and benefits associated with an employment relationship
3. As it involves transnational (and sometimes multiparty) transactions, it is difficult in practice to claim rights, even if they are recognized
4. Lack of conflict resolution mechanisms

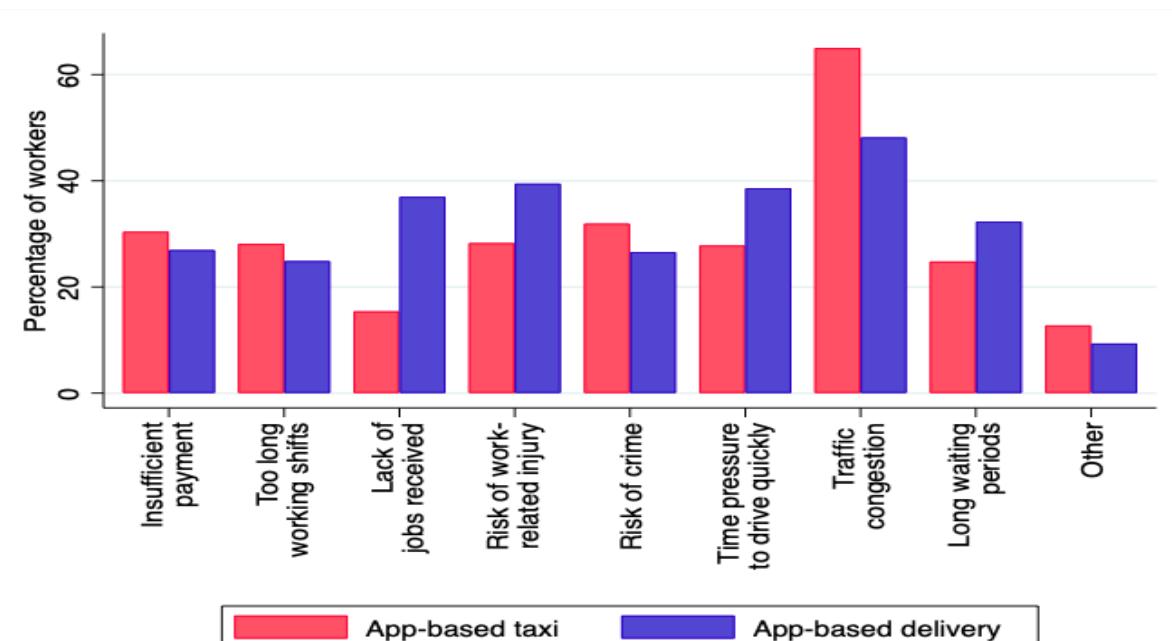
Work on local platforms (delivery)



Opportunities



Challenges



Especially important for migrant workers (e.g., from Venezuela)

Because they are classified as independent, in most cases they are not privy to rights and benefits associated with an employment relationship.

Some Policy recommendations

- **Improving knowledge**

- Collect official statistics and analyze working conditions
- Require the platforms to provide administrative data to better understand the reality of platform work
- Adding teleworking information to administrative records

For telework:

- Promote the use of telework as a measure to mitigate the public health crisis
- Ensure legislation is in conformity with Convention 177
- Promote equal treatment between homeworkers and other employees.

Some policy recommendations--

For labour platforms and other diverse forms of work

- **Continuously adapt regulations and policies in order to guarantee decent work for all**
 - Ensure the application of the law
 - Ensure there is protection with respect to safety and health at work.
 - Ensure there is social protection
 - Adapt social protection mechanisms to guarantee coverage of any labor contingency, regardless of the type of contract.
- **Freedom of Association and Collective Bargaining rights**
 - Recognize the rights to organize, freedom of association and collective bargaining for those working on digital platforms

Some Policy recommendations – Digital platforms

- **Contractual clarity and transparency**
 - Ensure that the terms of service are written clearly and concisely, and that any changes or updates are communicated to the worker.
- **Guarantee transparency in the payments and commissions charged by the platforms, as well as in the conditions under which the equipment is provided to the worker.**
- **Right to appeal**
 - Ensure the right to appeal against non-payment, negative assessments, allegations of code of conduct violations and suspensions of accounts

Thank you!
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