

LIFT

LIFT INSPECTION · LIFT RESOLUTION

A shared digital platform for labour governance

Open source · Hosted and maintained by the ILO · Configured to national law and practice

Each government owns and controls its own encrypted data.

THE MEASURE OF A LABOUR GOVERNANCE SYSTEM

Workplace disputes and labour law violations will always occur. It is not the absence of violations, but the ability to respond to them effectively, provide redress and secure remedy, that determines the strength and credibility of a labour governance system.

That ability rests on two main institutions: labour inspectorates, which check that workplaces follow the law, and dispute prevention and resolution bodies, which settle disagreements between workers and employers before they escalate into industrial action or reach a court. In many countries both are under-resourced and use paper-based systems. Files go missing, delays cannot be measured, and managers cannot see where cases are stuck. Policymakers cannot pull the analytics they need to close gaps in legislation, target policies that prevent disputes, or clear the administrative bottlenecks that weaken the system. Those that do go digital usually buy a system built for one country — expensive, hard to maintain, and often abandoned once the project that paid for it ends.

FOR WORKERS

Wages recovered, safer workplaces, and a way to raise a complaint and receive a remedy.

FOR BUSINESSES

Firms that follow the law are not undercut by those that do not. Disputes settled early cost far less than litigation, stoppages or lost orders.

FOR ECONOMIES

Predictable enforcement and dispute resolution make a country a safer place to invest.

THIS IS NOT A PAPER PROPOSAL

3

countries running the system today

5

further rollouts underway

10

inspectorates mapped to shape the design

1

government already paying its own hosting costs

Ministries of labour in southern Africa and the Indian Ocean run inspections on LIFT today, with rollouts underway across the Caribbean, the Pacific and Africa through the 2026–27 biennium and further interest from Africa and South Asia. The same platform has been configured to very different legal systems — the hard part, already proven to work.

ENHANCEMENTS UNDERWAY

- 01 Moving LIFT to open source.** LIFT Inspection is being re-engineered so any government can deploy and adapt it. This removes the licence fee and lets the government host and manage the system itself.
- 02 Building LIFT Resolution.** The dispute prevention and resolution module is in development on the same foundation as LIFT Inspection, for field testing with non-judicial dispute resolution institutions.
- 03 Rolling out to more countries.** Deployment, configuration, training and post-launch support run through the 2026–27 biennium, with further countries asking to join.

ONE PLATFORM, TWO MODULES

Finding a violation is only the first step of a labour justice system. Workers and employers also need a forum to address their disputes, one that can reach a fair result without long delay. LIFT Resolution is the second module, built on the same foundation for state-based, non-judicial dispute resolution and covering the whole life of a case:



01 LIFT INSPECTION

In use today

- Target inspections where risk is highest
- Manage cases from assignment to closure
- Track workloads, staffing and performance
- Turn records into evidence for policy

02 LIFT RESOLUTION

The new module, now being built

- Mediation, conciliation and arbitration
- Manage caseloads, waiting times and backlogs
- Track hearings, deadlines and case files
- Follow cases until remedy is received

HOW THE PLATFORM IS BUILT AND RUN

01

FULLY OPEN SOURCE

Published under an open licence. A government can read the code, deploy it, adapt it or host it itself. No licence fees, no vendor.

02

HOSTED BY THE ILO

The ILO runs it on its own servers — no hardware or data centre needed. Hosting is not access: data is encrypted and ministry-controlled.

03

MAINTAINED BY THE ILO

ILO provides security, updates, backups and version control. Improvements built for one country reach every country using LIFT.

04

OWNED BY THE GOVERNMENT

Case data belongs to the government, with encryption, role-based access and an agreed protocol on what is collected, held and used.

WHAT ADOPTION INVOLVES FOR A MINISTRY

- **Configured to national law and practice.** Workflows, forms, roles and reporting follow the country's own legislation and procedures. A country can take one module or both.
- **Training, then a toolkit.** Staff are trained, and the ministry can update legal content, forms and language itself without going back to a supplier.
- **Support after launch, low running costs.** At least twelve months of support follows go-live, with no licence fees and no servers to buy. Minimal recurrent costs will eventually be cost-shared by governments; at present they are funded through development grants.

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For costings, technical details or a demonstration of the platform, contact the LABGOV Branch, International Labour Organization, Geneva — LABGOV@ilo.org