



International
Labour
Organization

#MyFutureOfWork

► The World of Work during the COVID-19 Pandemic and the ILO Response in Latin America and the Caribbean



ILO Regional Office
for Latin America and the Caribbean

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In the first half
of 2020

47 **MILLION**
PEOPLE
lost their jobs
in the region

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The COVID-19 pandemic has triggered an unprecedented crisis in Latin America and the Caribbean. The health crisis has become a socioeconomic crisis, with a sharp decrease in economic activity and a devastating impact on the world of work.

In the first half of 2020, 47 million people lost their jobs in the region, in a scenario marked by bankruptcies of businesses of all sizes and a precipitous decline in income, which revealed problems arising from informality and the lack of adequate social protection.

In response to the emergency, most governments reacted forcefully by mobilizing resources to launch fiscal stimulus packages, with measures to support the survival of businesses and to maintain employment and people's incomes.

During this period, the ILO has demonstrated resilience and flexibility in adapting to new contingencies and redirecting development cooperation efforts to address the immediate priorities of governments and employers' and workers' organizations in the region. It has focused on the analysis of the crisis and possible solutions, supporting response and recovery actions in coordination with the United Nations' system in each country.

The challenging and uncertain path has led to setbacks in achieving several goals of the 2030 Agenda for Sustainable Development. This profound crisis requires a focus on pre-existing structural problems.

Seeking a better new normal implies moving towards a productive and social transformation to achieve a future of work we want, in accordance with the ILO Centenary Declaration for the Future of Work and the Panama Declaration of the 19th American Regional Meeting.



► Understanding the impact of the crisis

The crisis has had a diverse impact on the countries of the region, their economic sectors and groups of workers, depending on their labour markets characteristics and **measures taken by governments to face the consequences of the pandemic**. Pre-existing conditions in each country also played a major role, including fiscal capacity, level of informality and the extent of social protection coverage.

The ILO has concentrated its efforts on understanding the impacts of COVID-19 on the world of work, analyzing its multiple dimensions and identifying the measures applied to protect employment, businesses and income, and to stimulate the economy.

To contribute to discussions and decisions on ways to stimulate the economy and employment, the ILO produced a series of national and thematic reports on specific sectors and groups of workers. The former includes assessments of the socioeconomic impact of COVID-19 and government actions to

► The series: Labour Overview

What is the impact of the crisis on employment and income at the regional and country level? The ILO has begun publishing technical briefs on the employment situation and prospects for the near future. The *Labour Overview* has been transformed into a series that includes both national reports and regional studies on issues of the world of work in the region.

► **Click on the link to access the entire collection (Spanish)**





respond to the health emergency and its socioeconomic consequences. In recent weeks, within the framework of the **Labour Overview series**, the ILO has published reports on Uruguay, Peru, Mexico, Argentina and Paraguay. Reports on Chile, Brazil, Colombia, Costa Rica and the Caribbean will be published soon.

Thematic studies have focused on the impact on specific sectors, such as the rural sector, tourism or global supply chains, as well as on crisis-recovery strategies such as the policies and challenges of social protection, the creation of green jobs for a just transition, and vocational training policies, among others. Studies on groups of workers concentrate on the most affected such as platform workers, care economy workers, women, youth, rural workers and migrant workers.

To this end, the ILO is working closely with the ECLAC, IDB, UNDP and CAF and has actively participated in the United Nations' joint analyses on the socioeconomic impacts of COVID-19 and in the preparation of countries' response plans.

The ILO has also provided technical assistance to national statistics institutes to guarantee operational, quality labour statistics in response to the challenges arising from the crisis.

In Brazil, the ILO is working with the Brazilian Institute of Geography and Statistics (IBGE) to identify the groups of the labour force that have been most affected by the crisis. The ILO provided technical assistance for the design of IBGE's PNAD COVID-19 national survey, specifically in the definition of the thematic scope of the labour market aspect of the survey, to address issues such as the expansion of telework, the situation of informal workers, the growing number of workers in delivery services and people who have not been looking for work due to the pandemic. Thanks to this positive collaboration, the ILO was invited to join the country's 2021 Census Advisory Committee.

Much of the accumulated knowledge regarding the characteristics of this crisis, the most effective responses and the main challenges for the economic recovery and policy recommendations, will be included in the 2020 edition of the *Labour Overview*, the annual report of the Regional Office.



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Reactivating social dialogue

As traditional social dialogue channels collapsed amid confinement policies when the pandemic struck, the ILO implemented innovative actions to re-establish connectivity and reactivate social dialogue in the region through the virtual platform [#nocontagiamosalempleo](#), in close coordination with the International Organization of Employers (IOE) and the Trade Union Confederation of the Americas (CSA).

Tripartite virtual discussions were convened at the regional, subregional and national levels to encourage dialogue on policies and urgent measures to mitigate the impact of the crisis. These meetings facilitated fluid communication with constituents to identify priorities, exchange experiences and promote policy responses based on tripartite participation.

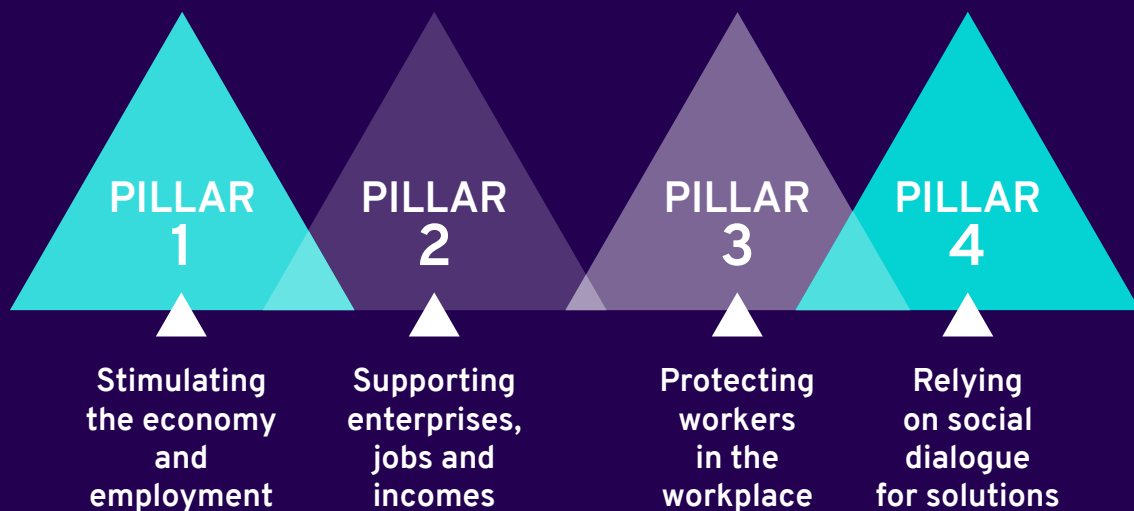
This effort had a relevant moment at the [Americas regional event](#) on 2 July, with the presence of labour ministers and representatives of employers' and workers' organizations, and which formed part of the [ILO Global Summit on COVID-19 and the World of Work](#).

At the national level, the ILO provided technical assistance to form tripartite roundtables in countries such as Panama, where a roundtable was established to discuss economic and labour issues in the context of the COVID-19 crisis. In Peru, the work of the sectorial dialogue roundtables (construction, accommodation and restaurants, commerce, textile industry) has been supported. In Argentina, the ILO facilitated lessons learned from international experiences to inform the establishment of an Economic and Social Council. In Colombia, the ILO is collaborating with the "Misión Empleo" to define strategies and policy instruments to improve labour market performance and crisis response efforts.

In Brazil, the ILO developed material for the country context and made information in Portuguese available to constituents with respect to the main documents presented in Geneva and the region. The

Four pillars

The ILO has structured its key policy messages for crisis response around four pillars: stimulating the economy and employment; supporting enterprises, jobs and incomes; protecting workers in the workplace; and relying on social dialogue for solutions.



ILO in that country also launched a special webpage on COVID-19 and the world of work in Portuguese to facilitate knowledge and information dissemination.

Additionally, the ILO Bureau for Workers' Activities (ACTRAV) published a series of policy briefs, policy documents and other tools that can assist trade unions in responding to the COVID-19 crisis and beyond. The Bureau also organized several webinars to discuss the ILO's efforts with unions, as well as to exchange views with union leaders on the challenges and actions taken to mitigate the impact of the COVID-19 crisis.

In these meetings, it has been argued that it is through dialogue and the concerted action of governments and employers' and workers' organizations that the policies and programmes applied guarantee occupational safety and health (OSH), expand social protection coverage and support enterprises, including small and medium-sized enterprises (SMEs), to adapt to avoid bankruptcy, keep workers in their jobs and ensure their income.

For its part, the ILO Bureau for Employers' Activities (ACT/EMP) provided technical assistance to employers' organizations at the beginning of the biennium, which focused on the need to respond to the COVID-19 crisis. The Bureau developed a series of technical notes, tools and guides to enable employers' organizations to offer immediate support to their members, providing a first response



centred on the protection of people's lives and health, guidelines for managing the transition to teleworking and protocols for safely returning to the workplace during the pandemic.

A key challenge identified during these discussions was that SMEs are among the groups most negatively affected by the crisis, and consequently, their ability to generate and maintain employment is affected. ACT/EMP is completing a regional report to survey key measures to support these enterprises. This will help employers' organizations identify the policies, programmes and regulations that should be promoted at the national level.

The ILO proposes that the promotion social dialogue is essential in order to build consensus and adopt and legitimize policies aimed at reducing the economic and social impacts of the pandemic.



Formalization and productive development

The crisis triggered by COVID-19 had a major impact on Latin America and the Caribbean: ILO studies report that the region has suffered the largest losses in terms of hours worked in the world, and it heads the list of regions that have reduced income, which is reflected in a difficult socioeconomic situation.

In part, pre-existing conditions explain this scenario. Prior to the pandemic, persistent informality already affected some 150 million employed workers, and the region had a low average productivity rate compared with other regions, with significant geographical and sector gaps.

It is imperative to address these challenges to recover from the crisis. Innovative, effective strategies are required. The ILO is prepared to support social actors on this path.

In response to the emergency, the ILO has been supporting the implementation of “Sector Strategies for Reactivating Production with Decent Work” by creating and strengthening sectoral executive boards to help improve coordination between public and private actors for the identification and elimination of bottlenecks that affect productivity and the ability to create decent work.

Currently, the ILO in Peru supports productive linkages in the avocado value chain; in Ecuador it is assisting the Executive Tourism Board to reactivate the sector and in Argentina it also supports sustainable tourism and improving the resilience of the sector in response to future crises, with a focus on gender and ethnic groups. The organization is also working in Argentina with the agricultural sector linked to the Central Market of Buenos Aires to strengthen productive linkages between market traders and small producers of certain value chains. In Mexico, it is developing an innovative agricultural extension model using mobile phones and the establishment of short marketing chains in the coffee value chain in Chiapas, as well as identifying value chains that could offer employment opportunities to refugees. In Brazil, the ILO is assisting farm families, quilombo communities, peoples and traditional communities to address trade challenges and facilitate trade flows during the pandemic.

RBCLAC

The project for **Responsible Business Conduct in Latin America and the Caribbean (RBCLAC)** promotes smart, sustainable and inclusive growth in the European Union and in Latin America and the Caribbean, by supporting responsible business conduct practices. In 2020, the project has supported the development and implementation of National Action Plans for Business and Human Rights in several countries in the region, ensuring that both workers and employers participate in the discussions and commit to the implementation of these policies. In the framework of the COVID-19 pandemic, the project has developed support activities for employers and workers in the areas of OSH, implementation of teleworking and company support to workers with family responsibilities.



The RBCLAC project is funded by the European Union and implemented in collaboration with the Organization for Economic Cooperation and Development (OECD) and the Office of the United Nations High Commissioner for Human Rights.

The ILO has also developed a regional strategy to support formalization using innovative technology-based solutions. At the country level, the ILO in Jamaica is supporting the formalization of the domestic work, agricultural and fishing sectors. In El Salvador, in consultation with social actors, the ILO is collaborating on the development of a comprehensive formalization strategy. To facilitate its implementation, the organization is working with the National Commission for Micro and Small Enterprises (CONAMYPE) to provide business development services to informal economic units, and with the Salvadoran Social Security Institute (ISSS) to extend the social protection floor for these workers. In Ecuador, the ILO provided technical assistance to expand coverage of the social protection system to these workers. In Honduras, it is working in markets to support the Tegucigalpa Chamber of Commerce and Industry in the design and administration of a health and safety promotion and management system for all markets.

In Paraguay, the ILO joined forces with the UNDP Acceleration Lab to launch the country's first public innovation laboratory in July: the Informal Employment Participatory Laboratory, as part of the national formalization strategy and the National Plan for Employment Reactivation (PRE). Likewise, the ILO



conducted a comparative analysis of telework legislation to serve as input for discussions on this issue in several countries of the region.

In Chile, the ILO is preparing a manual on good teleworking practices with tripartite inputs, with a focus on preventing harassment and violence and promoting human rights. Likewise, support was also provided for the development of new regulatory frameworks for teleworking and remote work in Argentina, Chile and Uruguay.

Micro, small and medium enterprises (MSME) are one of the sectors most affected by the crisis, which has limited these enterprises' ability to function. This has led to numerous bankruptcies, seriously affecting the supply of jobs in the region. At the national level, the ILO in Peru is providing technical assistance for the modification of the General Cooperatives Law and for strengthening business organizations to ensure that they offer services targeting MSMEs. Access of the most fragile companies to financial and non-financial services is being facilitated, and training is being offered through the ILO Business Development Services Facilitators' Network, which employs methodologies such as IMESUN, SCORE and COOP. In Paraguay, the first MSME Federation has been formed with a view to promoting employment formalization. The Mi Pyme Cumple Centre was established in that country, drawing on the Chilean experience with this initiative. In Chile, the ILO is organizing training workshops through the Mi PyME Cumple Centre to inform entrepreneurs on COVID-19 and legal provisions adopted in this area. In Brazil, the ILO conducted a study on the impact of the pandemic on MSME and employment.

The Andean Office of the ILO has carried out support work for nearly a thousand SMEs in matters of safety standards and protocols, digital advertising, financing, marketing and governance of cooperatives.



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► Promoting occupational safety and health

During a virtual tripartite discussion in April, **the ILO Regional Office stressed that the workplace as we knew it no longer exists**. According to the organization, the success of applying OSH measures will depend on overcoming the pandemic and preventing outbreaks when the economy is reactivated.

In May, the ILO launched a 10-step tool for a safe and healthy return to work in times of COVID-19. The tool, available in Spanish and English, explains in a simple, clear way the priorities to consider, the actors involved and to whom the tool is directed, main objectives, and the 10 steps to follow based on social dialogue and the ILO's principles on prevention.

Since then, meetings have multiplied in countries and by sectors. The ILO Office in Mexico produced the **Practical guide for the prevention and mitigation of COVID-19 in agriculture** and guidelines for domestic workers. It is also preparing a practical guide for job recruiters to guarantee the hiring of workers in conditions of safety and health. In Costa Rica, the organization supported the Occupational Health Council in the preparation of the Practical Guide on Occupational Safety and Health for the prevention and mitigation of COVID-19 in the workplace. The Council has launched a campaign to disseminate the guide throughout the country. This initiative led to the promotion of a guide for the other Central American countries for the safe return to work and open online training for its application. In Paraguay, the ILO drew up a proposal for seven sectoral OSH protocol frameworks, validated by the Tripartite Labour Council. In Chile, manuals for a training course for members of joint health and safety committees in ports were published, including content on COVID-19, and the first group of trainers was trained. In Paraguay and Uruguay, the ILO developed training modules and organized training courses on biological agents for labour inspectors.

In Bolivia, Colombia, Ecuador and Peru, the ILO adopted a comprehensive strategy that includes training, communication campaigns and the development of tools, guidelines and protocols. In Argentina and Chile, the ILO promoted the recognition of the right to disconnect in the new legislation on teleworking to safeguard the mental health of teleworkers.

In Brazil, the ILO supported the development of an online OSH self-assessment tool for the construction and meat-packaging industries. In Brazil, the organization collaborated with the Ministry of Labour to launch a video series on OSH awareness and information, with an emphasis on healthcare workers.

In Honduras, the organization is promoting OSH in the maquila sector through the Maquila Tripartite Roundtable in coordination with the Honduran Association of Maquiladoras (AHM). In Ecuador, in conjunction with Public Services International, the ILO is offering OSH training to trade union leaders. Good practices are also being promoted for incorporating workers' organizations in tripartite OSH committees.

In the Caribbean countries, the ILO organized events to train trainers on OSH, and in Dominica, in a partnership with the Federation of International Employers and ACT/EMP, the ILO helped design Emergency Preparedness Plans.

In collaboration with the International Domestic Workers Federation (IDWF), the ILO is developing protocols for the safe return to work of domestic workers in 14 countries. Domestic workers are among the workers most affected in the region, both in terms of loss of employment and income and the higher health risks they face.





Rights-based recovery

This year, the region has had an intense legislative agenda on labour issues. The legal initiatives, many of which have already been adopted and others which are in the process of adoption, focus on employment protection, assistance to unemployed workers, emergency family income, teleworking and the establishment of OSH protocols.

In the framework of cooperation, the ILO responded to requests from legislative bodies of different countries to provide technical assistance on draft legislation under discussion. Among them, the Law of Urgent Consideration of Uruguay (Law 19,889) and Chile's Law No. 21,271, for the "Adaptation of the Labour code to protect children and adolescents in the world of work."

The region has maintained its pace of ratification of international labour conventions despite the pandemic. Uruguay was the first member state to ratify Convention 190 concerning violence and harassment on 12 June. In Argentina, the ratification of Convention 190 has already been approved. Brazil ratified the Maritime Labour Convention in May, and Mexico ratified Convention 189 concerning domestic workers in July. On November 16, Costa Rica ratified the 2014 Protocol to the Forced Labor Convention.

Beyond the difficulties raised by the suspension of the International Labour Conference and the face-to-face sessions of the Governing Body, the region has continued to assume its responsibilities inherent to overseeing the application of ILO international labour standards, particularly with respect to the submission of reports by governments and comments by employers and workers.

At the beginning of the pandemic, the International Labour Standards Department published a document on ILO standards and COVID-19, which has been widely disseminated among governments and social partners in the region. In addition, training activities on international labour standards and telework legislation have been organized in several countries.

Child labour in times of COVID-19



The ILO is on alert: in 10 months we could have gone back 10 years in the fight against child labor. The latest evaluation indicated that between 109,000 and 326,000 girls, boys and adolescents could be forced to work, adding to the 10.5 million who were already in child labor. Currently, schools remain closed in 20 countries of the region; in four they are partially open, and in nine they are fully functioning. The decrease in household income resulting from the economic crisis triggered by the pandemic has increased the risk of child labour, especially of

dangerous work. In response, the Regional Initiative Latin America and the Caribbean Free of Child Labour provides technical assistance to update the lists of dangerous jobs and to design programmes and services for job retraining and / or protection of protected adolescent work in countries such as Argentina, Brazil, Chile, Guatemala, Honduras and Peru. Subsequently, these experiences can be replicated through South-South cooperation. In addition, a protocol is being worked on to identify the risk of child labor in times of COVID-19.



Skills development



The major changes related to the future of work, together with the COVID-19 crisis, have augmented existing challenges with respect to adapting vocational training systems and educational institutions to new realities.

At the start of the crisis, technical, vocational and education training institutions (TVET) began the mass transition to online courses, which created new demands for pedagogical and technological innovation in the work of teachers, and in inclusion of digital skills, which are increasingly in demand in the training offer.

ILO/CINTERFOR introduced a response plan to place vocational training at the center of national efforts to mitigate the effects of the crisis and promote economic and social recovery, in keeping with the objective of a productive transformation with social inclusion.

In addition to the continued provision of individualized online technical assistance that responds to the needs of each institution, this plan includes specific support for accelerating innovation processes in the supply of goods and services, especially through their digitization. The ILO created a virtual forum for the institutions to share their experiences and lessons learned in their response to the crisis and their contributions to recovery. The organization also implemented a regional observatory of TVET actions against COVID-19.

The plan also included the establishment of an observatory of institutional actions and several activities associated with the anticipation of skills needs, TVET digitization and the world of work, the inclusion of the most vulnerable populations in training and certification processes and the standardization of



qualifications. Through a series of webinars, ILO/Cinterfor supported the modernization of the training offer and promoted innovation in the offer of goods and services.

In 2020, ILO/Cinterfor has implemented several online training courses in areas such as the design and implementation of national qualifications frameworks, OSH mainstreaming in training processes and learning quality.

Additionally, it has defined a work plan with training institutions in the English-speaking Caribbean for skills development in anticipation of demand, skill certification, digitized training, and social dialogue and strengthening of sector skills councils. These activities will be further strengthened in 2021 with the development of retraining and economic transformation policies for crisis recovery.

In Barbados, the ILO collaborated with the “Employability Project.” To this end, the ILO worked with the Ministry of Labour to develop online training courses for basic skills in areas such as OSH and entrepreneurship.

In Brazil, in collaboration with the federal government, workers’, employers’ and textile industry organizations, the ILO made recommendations concerning the future demand for vocational training and for the development of the necessary skills for the textile sector. To facilitate the dissemination of good practices and knowledge exchange with other developing countries, the recommendations will be presented at an international forum on South-South Cooperation.

In 2021, ILO / Cinterfor will offer a series of virtual courses on green jobs, evaluation of the impact of training, anticipation of demand, gender and training, new training methodologies and active labor market policies, among others.



Social protection and support to vulnerable groups

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Deficiencies in the region's social protection systems became apparent as soon as the health emergency began: collapsed health systems, millions of people without unemployment insurance, massive loss of income among those working in the informal sector.

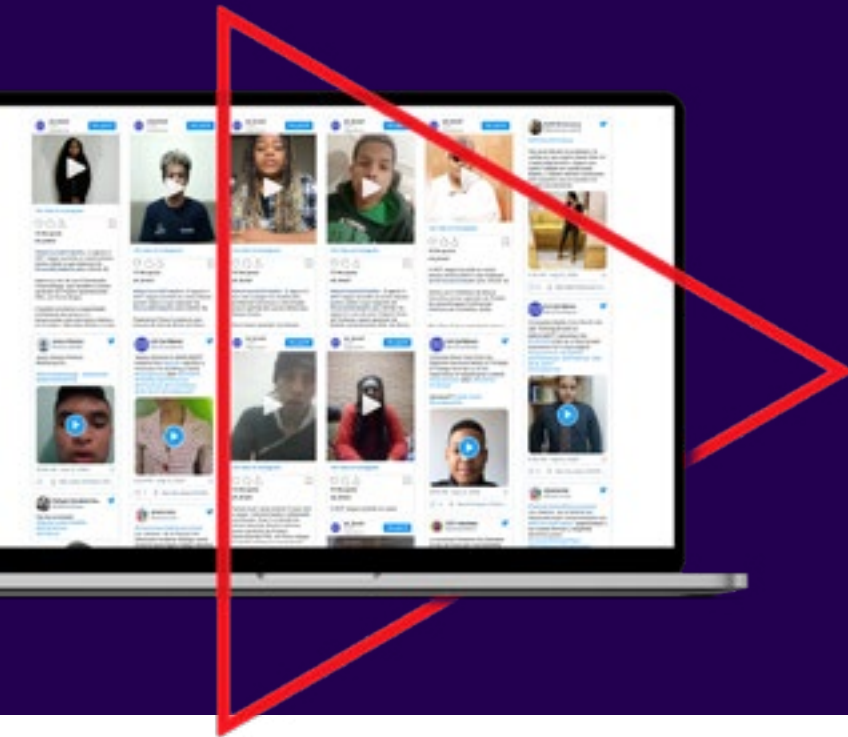
The countries of the region must improve their social protection systems. Only 46.5% of the population has some type of contributory protection; just 17% were covered by unemployment insurance when the crisis hit; and only 51% of the population over age 65 has access to a pension.

The difficulties in meeting coverage, adequacy and sustainability objectives have worsened, underscoring the diverse range of protection and financing problems the systems face in both contributory and non-contributory components.

The ILO analyzed the situation and challenges of social protection **in a special report of the Labour Overview**, in which it cautions that Latin American and Caribbean countries will face a complex combination of old and new challenges for improving their social protection systems following the pandemic. They will need to redouble efforts to ensure adequate universal coverage to improve the population's living conditions and to be prepared for future crises.

In the response to the pandemic emergency, and given the inadequate systems existing to deal with a crisis of this magnitude, the first series of measures adopted by most governments in the region focused on ensuring people's income during quarantines. To this end, the ILO worked with most of

Youth: #MyFutureOfWork



The COVID-19 crisis disproportionately affects young people. At the same time, it is accelerating trends: the future of work is here.

On 12 August, the ILO invited a group of young people to discuss the challenges of youth employment and their vision for the future. They were also asked to give their testimonials on social media and a hundred people shared their views on #MyFutureOfWork

the countries in the region in the analysis, design and review of various programmes and systems of subsidies and insurance to guarantee the wellbeing of workers and their families.

For example, in Paraguay, the ILO supported the design of an unemployment insurance system, which had tripartite dialogue bodies and has the support of employers and workers. In El Salvador, it prepared a technical note on institutional mechanisms for developing a social protection programme in the event of unemployment. There are also two new technical assistance projects to promote the establishment of unemployment insurance in Peru and Ecuador with support from the EU.

In Chile, the ILO produced and disseminated technical notes on the monitoring and evaluation of the different measures implemented to offer income security during the crisis. Also in Chile, within the framework of the interagency project Nodo Platform (with UNDP and FAO), the organization helped generate communication and support mechanisms for the elderly through the “Fono Mayor” initiative.

Regarding pensions, in El Salvador, the organization analyzed impact scenarios of the universalization of pensions for older adults. In Ecuador, it drafted a technical note assessing the effects of COVID-19 on the sustainability of the pension system of the Ecuadorian Social Security Institute and facilitated social dialogue on social security to promote the sustainable development of the Ecuadorian Social Security Institute.

Through these and other actions, **the ILO has facilitated discussion forums to stress that a long-term perspective is needed to address pension system financing, rather than one limited to the context of the current economic crisis.**



The pandemic crisis has also had a greater impact on vulnerable populations. Specific actions are needed to address this situation.

The migrant population has been severely affected owing to their existing vulnerability and to the exacerbation of discrimination when the economic situation worsened in the countries. The ILO has conducted rapid assessments in Mexico and Guatemala to measure the impact of the crisis on labour migrations and the recruitment of migrant workers. It has also directly supported these populations in countries such as Colombia, where the Somos Panas Colombia campaign is being implemented to eliminate xenophobia in the workplace.

In Brazil, the ILO worked with the government and UN agencies to launch the “Protect work” campaign that provides information to migrants and refugees concerning labour and employment measures adopted during the pandemic, including OSH guidelines and guidelines for pregnant workers, young apprentices and workers with disabilities.

At the regional level, the ILO is promoting a socioeconomic integration strategy for Venezuelans, which consists of seven priority areas (legalization and description of Venezuelan immigrants, recognition of degrees and skills, employment promotion, entrepreneurship and business development, financial inclusion, social protection access and social cohesion).

Moreover, the ILO has developed guidelines for implementing urgent, ongoing measures to address the impact of COVID-19 on indigenous peoples. It has advanced with a diagnosis that contains guidelines to expand social coverage among indigenous peoples and that promotes the strengthening of the institutional framework and dialogue channels to ensure that the economic reactivation process involves consultation with and participation of these communities.

In Brazil, the Ubuntu Productive Inclusion Project has supported nearly 30 traditional communities with professional training in agroecology and technical support for plant crops, as well as training in management for commercialization and preservation of the environment.

The ILO is also strengthening its partnerships with UN agencies to provide guidance to governments on respect for rights. In Guatemala, business development and the generation of indigenous local enterprises are supported through technical assistance to improve product quality, close marketing gaps and strengthen cooperative marketing and distribution practices. It also provides technical assistance for the design of strategies to access financing and improve OSH management.



The health and economic crisis has had a major impact on women, both because they are mainly employed in sectors most affected by job losses, such as trade and services, and because they often work in essential sectors such as healthcare and care of dependent individuals.

The burden of unpaid care has increased owing to home patient care, school closings, elderly care and mandatory quarantines. Domestic workers as a group have suffered the most from unemployment and precarious employment.

The ILO is working in several countries to reduce this disproportionate impact on women. In Costa Rica, a campaign was developed to mitigate the impact of COVID-19 on domestic workers, in Mexico an OSH guide for domestic workers was published. In Chile and Paraguay, the organization implemented OSH training activities for domestic workers. In Colombia, the ILO is supporting the design of employment assistance programmes for women. In Colombia, Argentina and Mexico, the organization is working to improve the conditions of women workers in the care sector, including the healthcare sector, and in other countries such as Costa Rica, Panama and Argentina, to expand care services.

In collaboration with the UNDP and UN Women, the ILO is developing a course on social protection, care and gender for public officials to explore ways to mainstream the gender perspective in the design, implementation and evaluation of social protection and assistance policies.

Win-Win

The **Win-Win Programme** evaluates barriers to women's business development to serve as input for a public and private policy agenda and measures to create an environment conducive to women's business development. A survey of business organizations assessed the impact of the pandemic on the female labour force, their planned actions and what they will need to overcome barriers. The Network of Women Entrepreneurs of Latin America and the Caribbean was created. Women used this space to share good practices developed to continue their business activities in the COVID-19 context. They have started to connect with European women entrepreneurs to share challenges, opportunities and lessons, as well as business opportunities.

Win-Win is a joint programme of UN Women and the ILO. It is funded by the European Union.





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