



Noteworthy experiences in digitalisation by employers' and business membership organisations (EBMOs) in Latin America

Technical Note: Panama

Self-diagnosis

This Technical Note forms part of a collection of noteworthy experiences in digitalisation by employers' and business membership organisations (EBMOs) in Latin America, identified during research carried out by the ILO's Bureau for Employers' Activities (ACT/EMP) for the production of the 2022 Regional Report "Where do Business Organisations Stand on the Road to Digitalisation? A look at Latin America". The aim of these noteworthy experiences is to inspire other EBMOs in their transition towards digitalisation. We would like to thank the ILO's South-South and Triangular Cooperation (SSTC) programme for its support in drafting this document, which will serve as a basis for an exchange of knowledge among EBMOs around the world.

► What is South-South and Triangular Cooperation?

South-South and Triangular Cooperation (SSTC) can be defined as collaboration between two or more developing countries, which frequently have the support of traditional partners, guided by the principles of solidarity and unconditionality, the aim of which is to put into practice inclusive and distributive development models governed by demand. SSTC complements North-South cooperation with joint action to encourage development opportunities. As can be seen from the Sustainable Development Programme 2030, SSTC has become an

important means of international cooperation for development and an essential item in the United Nations toolbox.

► Summary

Panama's Consejo Nacional de la Empresa Privada (national private enterprise council - CONEP) is the country's premier business organisation. To bolster good business practices and to acquire more accurate information when advising their members, CONEP has developed a number of self-diagnosis tools for use in occupational health and safety, gender equality and employment matters.

► What services does it offer?

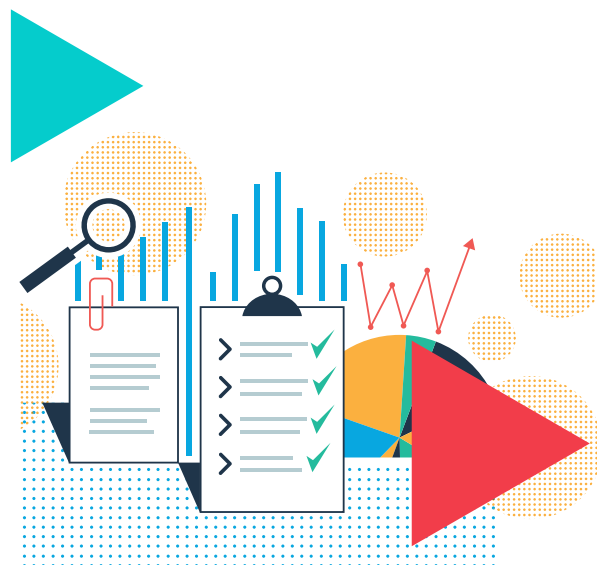
CONEP currently has the following self-diagnosis tools:

- I. **Occupational health and safety:** This tool requires users to answer a questionnaire that reveals their adherence to best practices and legislation in this field. In the COVID-19 pandemic, a self-assessment module was added to gauge compliance with constantly changing biosecurity measures. Furthermore, accepting the needs and peculiarities of different sectors, CONEP added a self-diagnosis module for health and safety at work in the farm sector.
- II. **Gender parity:** Similarly, users can carry out a self-assessment based on a 2019 study of best practices aimed at achieving gender parity in Panamanian companies. This evaluation addresses matters such as contracting and training, pay equity and the prevention of harassment and violence, among other things.
- III. **Employment diagnosis:** evaluates the status of companies' employment practices.

On completing each self-diagnosis tool, users receive points and a summary of results. They can then choose an advisory session with a CONEP collaborator based on the results and with a view to improving those results.

► How to join?

Those interested should fill in a generic CONEP user record form to gain access to the on-line services catalogue. After registering they can simply enter and complete the evaluations, which are kept in the user's account. These can be found on the services section of CONEP website (www.conep.org.pa).



► Why this project?

As far as CONEP is concerned, all these tools add value to the companies, which can diagnose their operations relative to the matters in question and identify where improvements can be made. For CONEP it is an essential means of delivering training that strengthens the skills of their affiliated companies' employees.

► How was it developed?

Several allies have contributed to the tools, among them the ILO's Bureau for Employers' Activities (ACT/EMP) and Conducta Empresarial Responsable en América Latina y el Caribe (responsible business conduct in Latin America and the Caribbean project - CERALC). The tools were developed following a process that started with identifying best practices (using reports, experts and existing legislation and certification applicable to the subject) and adapts them to the needs of members in Panama.

► What impact has it had?

The tools have helped to raise awareness and train a large number of companies in different matters and processes. The service has also offered specific improvements to users.