



Learning Lab Series

Emerging practices: *Improving access and working conditions in digital labour platforms for refugees and host communities*

ILO-UNDP



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Learning Lab #4

Date: 23 October 2023

Time: 13:00 – 14:00 (CET)

Co-hosted: ILO-UNDP

Background

This Learning Lab will discuss emerging practices that improve access and working conditions in platform work for refugees and host communities. Digital innovation is enabling new forms of work and new ways of organizing work with the potential to increase job opportunities across borders. While there have been efforts to better regulate and develop standards for working in the platform economy, there is still a lack of global consensus. This regulatory gap increases the risk of precarious working conditions for digital platform workers. For forcibly displaced, stateless individuals, and host community members, barriers to accessing and benefiting from the digital economy are even more pronounced, as discussed in previous sessions of the Learning Lab Series.

This session invites participants to explore emerging practices being used by some digital labour platforms and intermediaries onboarding people on platform work to increase access and improve working conditions for refugees and host communities.

In early 2023, a collaborative research initiative by UNDP, ILO, and UNHCR sought to understand the potential of platform work for refugees and host communities. The goal was to use this knowledge to identify emerging practices, raise awareness, and to inform concrete (collective) actions required to further promote decent work in this sector. This Learning Lab is thus an opportunity to share research findings and to engage in discussions not only on scaling up and implementing good practices but also on how to overcome barriers and bridge existing gaps.

In the context of the research, good practices are defined as practices that go beyond simply providing forcibly displaced and stateless persons with an opportunity to work, but that also contribute to improving their working conditions in at least one of four areas:

- facilitating access to work;
- reducing work-related risks and costs;
- improving work quality and returns; and
- equipping workers with skills and experience.

Given that online platform work is but a fraction of the broader digital economy, we must go beyond platforms and consider the wide range of actors capable of addressing decent work deficits and inequalities and of building a digital economy for all, including refugees. In that sense, key agents of change comprise national and local governments, development agencies, intermediaries onboarding workers, digital skills providers, local NGOs, and social enterprises. Action in various fronts can help to ensure that existing inequalities in terms of income, digital skills, and social inclusion are not exacerbated by the growth of the digital economy.

Learning Lab Objectives

- **Offer insights into emerging practices that promote inclusive and decent work** on digital labour platforms for forcibly displaced and stateless persons as well as host communities.
- **Discuss opportunities to scale up good practices and cultivate new practices** in areas with gaps, and the role of UN agencies to support the adoption of such practices.
- **Identify key partners in the digital ecosystem** that can help address existing inequalities in terms of income, working conditions, digital skills, and inclusion in decent job opportunities.

Outcomes

By the end of this Learning Lab session participants will have:

- **Gained insights on emerging good practices** to promote decent work for refugees and host communities in the platform economy, in four areas – facilitating access to work, reducing protection and work-related risks or costs, improving the quality and returns to work, and equipping workers with skills and experience to improve their labour market prospects.
- **Explored opportunities and challenges for expanding and collaborating on good practices**, especially through the identification of key partners that can help address existing inequalities and close decent work gaps in the digital economy.
- **Reflected on how their own organizations can contribute** to harnessing opportunities and overcoming challenges to create an inclusive platform economy.

Agenda

Opening remarks

- **Zulum Avila**, Specialist on Employment Strategies in the Digital Economy - ILO
- **Carlo Ruiz**, Global Policy Advisor on Economic Recovery - UNDP

Emerging practices and exploratory research

- **Jared Bissinger**, Development Economist - Bissinger Development Consulting
- **Ece Beyazit Ozalp**, Manager of dukkkan.work platform - UNDP Turkiye,

Removing barriers to facilitate access and improving working conditions

- **Aline Sara**, CEO & Co-Founder – NaTakallam
 - **Giselle Gonzales**, Co-Founder and CEO - EqualReach (former Practice Manager at Amazon Web Services)
 - **Nuba Elamin**, Program Manager - JobTech for Refugees, JobTech Alliance
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