



International
Labour
Organization

INTRODUCTION

▶ Digital refugee livelihoods and decent work

Towards inclusion in
a fairer digital economy



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Active Member



Member Since: Jan 5, 2019

A starting point



5 of 5 • Jan 5, 2019 • 07:17:29 AM • by

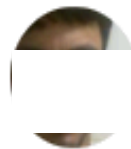
Hello

I'm a syrian but i live in lebanon, currently i'm trying to verify my account and i have 2 issues:

- Syria is not listed in the dropdown menu when i try to select the id issue country.
- There is only one accepted, the passport, but i don't have that, i have birth certificate paper, i can't get the passport because of the war there.

i hope you consider my situation, thank you

 0 Kudos



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Hello, can someone please talk to me?, i just need to know if the birth certificate is enough or not, i'm really disappointed cause if you mentioned from the beginning that ID is required to join the site and be a freelancer i wouldn't do it, now after spending days working, and got paid, i get this nice message "You need to verify your identity before you can withdraw your funds on Upwork"

4 dimensions of digital refugee livelihoods

The wider ecosystem

Digital educational efforts and trainings in digital skills, or e-commerce

Work practices on digital labour platforms and for remote employers, such as home-based freelancing and microwork

The wider ecosystem

Work that makes use of digital skills but takes place locally outside of the digital economy

Small-scale digital entrepreneurialism that uses digital tools and e-commerce platforms to run and grow businesses, often from home

The digital refugee economy

Digital labour platforms

- Web-based labour platforms (online freelancing)
- Location based on-demand platforms (ride hailing, delivery, domestic services)

Social impact platforms

- Social enterprises providing online work to refugees
- Impact outsourcing

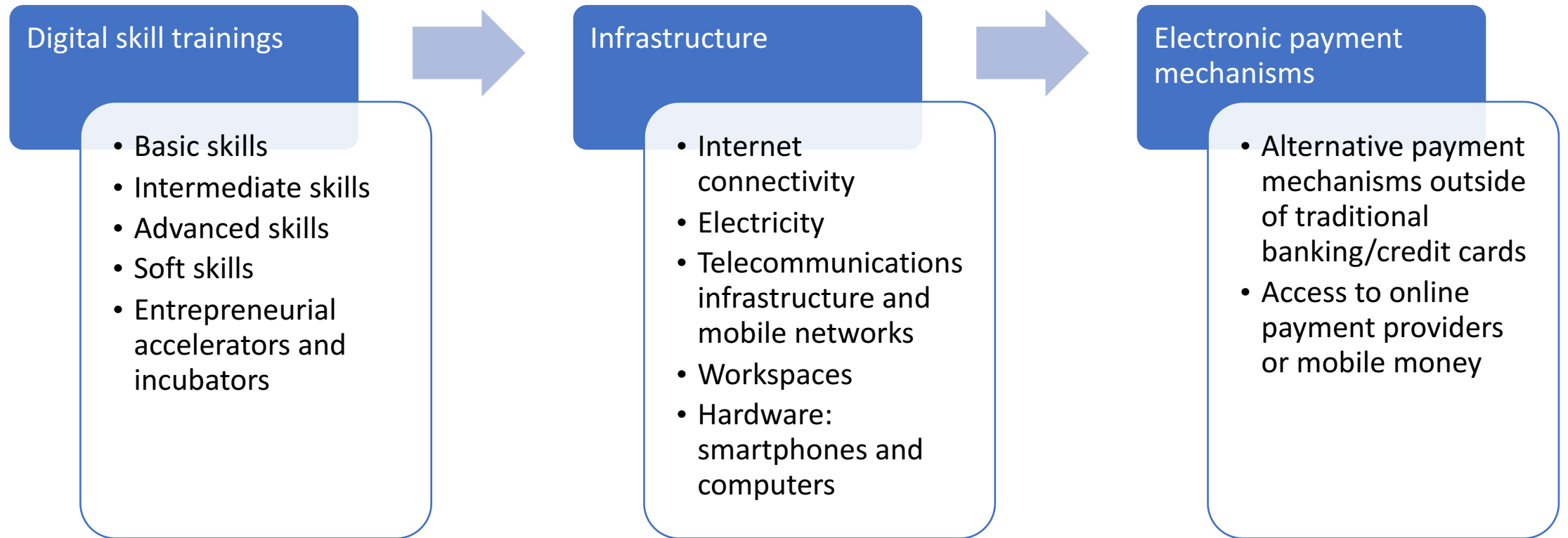
ICT-related employment in the non-digital labour market

- Jobs in any sector of the economy that applies digital skills (ranging from ICT-enabled agriculture to smart manufacturing and software engineering for tech companies or startups)

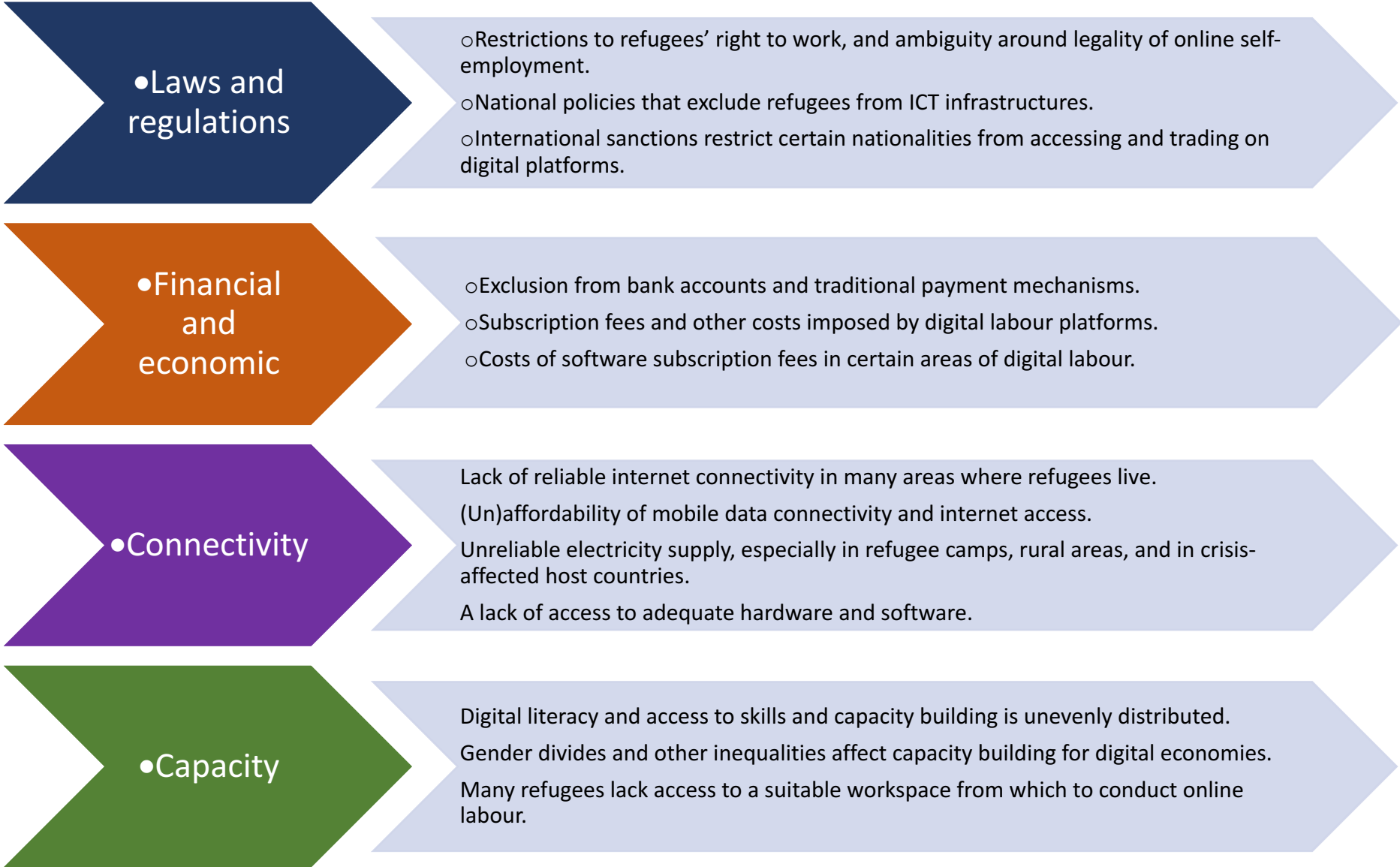
E-commerce and digital entrepreneurship

- E-commerce platforms for businesses to trade goods and services, such as online marketplaces (B2B and B2C)

Preconditions: refugee work in the digital economy



Layers of exclusion



The demand side

- Stigmatization of refugees
- Lack of awareness among employers
- Uncertainties over refugees' legal status among employers
- Exclusive KYC and ID verification requirements
- Requirements for language skills, technical skills, and soft skills ("culture fit")

Towards a global effort

5 interlinked goals for a fairer future of work among refugees in the digital economy.

1

Improve refugees' **access** to the internet and to its economic and employment related dimensions.

2

Deepen efforts to build a variety of **digital skills** among refugees that increase their employability in a digitized future of work, while cooperating with relevant employers and sectors of the economy to match skills with demands.

3

Work towards improved and more **decent working conditions** for refugees in digital freelancing and entrepreneurialism, while strengthening the institutional protection mechanisms available to them.

4

Support existing remote employers of refugees with financial and technical assistance, including social enterprises and social impact work platforms, in achieving better working conditions and higher payment levels for their employees or freelancers.

5

Specifically address **barriers and obstacles** to digital livelihoods posed by **legal and political refugee regimes** through high-level advocacy and policy innovation.

12 recommendations

1. Deepen the **connection between digital skills trainings and employers** and thereby improve enhanced employment outcomes for graduates.
2. Address **problems with internet and mobile connectivity** among refugees and incentivise operators to lower the costs of digital access.
3. **Pressure states** that categorically deny refugees access to mobile SIM cards and the internet.
4. **Address deficits in the current working conditions** of digital refugee freelancers, through increasing payment levels, addressing irregular work and income patterns, and by increasing social protection, autonomy, and bargaining power.

- 5. Raise awareness among employers** about the feasibility and social impact of hiring refugees remotely.
- 6. Revise freelance payment mechanisms and contracts** that result in unfair hourly or monthly pay, with the aim to work towards decent employment conditions.
- 7. Provide refugees with financial inclusion**, including access to bank accounts and other digital payment mechanisms, while pressing for a revision of exclusive international and national policies that exclude refugees with certain nationalities from digital economies.
- 8. Support home-based digital refugee workers and entrepreneurs** in establishing a safe and supported place of work with suitable hardware and an adequate environment.

9. Establish initiatives that increase **information sharing**, mutual support, and collective organising among refugees and migrants engaged in digital work and digital skills.

10. Integrate current efforts invested by governments into preparing citizens for the digital economy with efforts to **upskill refugees and migrants**, in order to increase social cohesion and ensure that no one is left behind.

11. **Strengthen networking and information sharing** among initiatives and actors involved in the design and implementation of digital livelihoods, while doing more to establish international policies and norms that can guide and integrate the largely disconnected efforts currently underway.

12. **Integrate world of work actors**, such as governments, employers, the private sector, and workers organizations, more deeply into the design and implementation of digital livelihood programmes.