



Technical meeting on the impact of digitalization in the finance sector

Geneva (hybrid), 24 - 28 January 2022

► Draft points for discussion

1. What are the challenges and opportunities for the promotion of decent work in the financial sector in the context of digitalization and the COVID-19 pandemic, and particularly in relation to the four strategic objectives of the Decent Work Agenda i.e. international labour standards and fundamental principles and rights at work; employment (including jobs creation, job transformation and job losses, productivity growth, enabling environment for sustainable enterprises, recruitment and retention, skills and lifelong learning); social protection including social security, occupational safety and health, and other working conditions; and bi-partite and tripartite social dialogue? What have been the key drivers of change in the sector, such as globalization, digitalization and technology, demographic changes, and environmental sustainability?
2. Which policies, measures and practices have worked, which have not worked, and what needs to be done to better address the challenges and promote decent work opportunities in the sector, especially as concerns: harnessing the fullest potential of technological progress and productivity growth, including by reducing the digital divide between people and countries; ensuring appropriate privacy and personal data protection, and other issues related to a changing organization of work, including the increasing use of remote work in the context of the COVID-19 pandemic; promoting the acquisition of skills, competencies and qualifications for all workers throughout their working lives; promoting sustainable and inclusive economic growth, the creation and development of sustainable enterprises, financial inclusion, access to finance and promotion of innovation; ensuring adequate protection for all workers; and fostering employers' and workers' collaboration in engaging on digitalization in the sector.
3. What recommendations can be made for future action by the International Labour Organization and its Members (governments, employers', and workers' organizations) regarding the future of decent work in the financial service sector, in the context of digitalization and technological adoption and the Decent Work Agenda (i.e., international labour standards and fundamental principles and rights at work; employment, social protection and social dialogue)?