



Annex 3

G20 Policy Options to enhance regulatory frameworks for remote working arrangements and work through digital platforms

The COVID-19 pandemic brought about a significant acceleration of the digital transformation in both labour markets and societies, bringing along benefits and risks. While we adjust to the major changes resulting from this transformation, we must continue to respect labour rights and legislation and improve sustainable business productivity. Therefore, we remain committed to shaping an inclusive, fair, sustainable and human-centred digital transformation and future of work, taking action to facilitate transitions for employees, the self-employed and employers adapting to the rapidly changing world of work.

In doing this, we will continue promoting quality employment, decent work, adequate social protection for all, safe and healthy working conditions, social dialogue, the Fundamental Principles and Rights at Work and taking into account the ILO Centenary Declaration for the Future of Work. Moreover, we will seek to ensure that workers are not deprived of their employment rights and social protection benefits because of misclassification of their employment status.

Following technological advancements, regulatory changes, and changes in societal preferences, employment through digital platforms has sizeably increased over the past years. The restrictions placed on economic and social activities because of the COVID-19 pandemic have also dramatically increased the use of remote working arrangements for employees. These changes will require adaptations, including through responsive and fair regulatory frameworks, social dialogue and workplace cooperation, and efforts to reduce disparities in digital access, while respecting relevant international labour standards and promoting work–life balance, in order to help to fully harness the potential of new technologies, improve and protect the working conditions of workers affected.

Building on the G20 Priorities on the Future of Work (Bad Neuenahr, 2017), the G20 Policy Principles for Promoting Labour Formalization and Decent Work in the Future of Work and in the Platform Economy (Mendoza, 2018), the G20 Policy Options for Adapting Social Protection to Reflect the Changing Patterns of Work (Riyadh, 2020), our other previous commitments, and taking into account the ILO Centenary Declaration for the Future of Work, we agree on a set of policy options which can help shape future policy changes, including regulations, to support those carrying out remote work and platform work as set out below, as appropriate to our national circumstances and to be developed and implemented in cooperation with the



Social Partners through social dialogue, and supported by the relevant international organisations, including the OECD and the ILO.

Remote working conditions and arrangements for employees

Taking into account national circumstances, institutional frameworks and priorities, we will consider the following actions to allow employees to benefit from opportunities offered by remote working while promoting decent work and social protection for all. These actions will promote:

- framing remote work through legal provisions, collective agreements, regulatory guidelines or organisational rules, as appropriate;
- the reversibility of voluntary remote work, so that employees working remotely (henceforth: remote workers) willing to return to work in their employers' premises are allowed to do so, in line, when appropriate, with national COVID-19 restrictions;
- clear and transparent contractual arrangements, fully respecting the legislation on working conditions;
- a healthy work life balance, including the importance for workers to disconnect;
- ensuring data privacy and data protection of remote workers, while recognising the employers' need to monitor worker performance;
- providing remote workers with the relevant information regarding surveillance and monitoring activities, taking into account the principles stated by the ILO Protection of Workers' Personal Data Code of Practice;
- the full compliance of remote work with occupational health and safety legislation and providing guidance to employers on informing and training remote workers on health and safety requirements;
- ensuring that workers have access to secure digital tools to be able to work remotely, without facing undue additional costs;
- equal treatment for remote and non-remote workers in terms of the Fundamental Principles and Rights at Work and the ILO Centenary Declaration for the Future of Work, as well as remuneration and access to adequate social protection - including paid leave and social dialogue;
- equal opportunities for remote and non-remote workers in terms of training, reskilling and upskilling, advancement opportunities and flexible working practices;
- equal treatment of remote and non-remote workers when it comes to access to education, training and childcare, as well as care for the elderly or dependents;



- equal treatment for all on grounds of gender and age in the access to decent working conditions and social protection of remote work, to prevent remote working from creating further segmentation in the labour market.

Digital platform work

Taking into account national circumstances, institutional frameworks, priorities, and the flexibility of the policy approach, we will consider the following actions to allow all persons to benefit from the employment opportunities offered by digital platforms while promoting decent work and access to adequate social protection for all.

- Foster exchanges of best practices for platform work with a view to improve regulatory frameworks, promote the portability of entitlements and benefits as appropriate, and avoid competitive disadvantages for workers and employers;
- recognize that platform work is often carried out across national borders, hence strengthen a concerted international response to promote decent work in the platform economy;
- seek to make the classification of employment status clear, accurate and consistent and ensure that the rights of people working through digital platforms are respected and they receive the appropriate protections;
- promote clear and transparent terms of engagement and contractual arrangements for workers and businesses, in compliance with labour and social security laws and other related regulations;
- support quality employment, by promoting wage protection, fair payments, and decent working conditions, including the working time standards in effect;
- promote access to adequate social protection for all workers on digital platforms;
- promote fair termination processes for platform workers;
- promote accountability, privacy, fairness, and transparency in artificial intelligence algorithms used to organise platform work, in particular the assessment of the employment status of digital platform workers and decisions affecting their working conditions, including with workers representatives;
- ensuring data privacy and data protection of platform workers, while recognising the employers' need to monitor worker performance;
- promote the provision to platform workers of relevant information regarding surveillance and monitoring activities, taking into account the principles stated by the ILO Protection of Workers' Personal Data Code of Practice;



- when applicable, foster social dialogue and collective bargaining, promote freedom of association for subordinate digital platform workers and seek to ensure representation of the self-employed whose activity is organised by those who provide services for digital platforms;
- promote healthy and safe working conditions for platform work;
- promote mechanisms allowing workers to report unfair treatment, including in terms of ratings and rankings;
- promote the platform workers' control and portability of their personal data, including ratings.