Hemispheric Workshop

Artificial Intelligence, digital platforms and labor rights in the Americas

📍 Bogotá, Colombia | 📅 September 11 and 12, 2025

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BASE DOCUMENT AND AGENDA

Lugar: Crystal View Room, Hotel Tequendama Suites
Address: Carrera 10 #27-51 Interior 150, Floor: 30, Bogotá
Hybrid event, connection link will be sent directly to registered participants

CONTENT

1.   Conceptual framework

The accelerated pace of technological transformation is redefining the world of work, creating new dynamics that impact both productive processes and labor relations. Artificial intelligence (AI), digitalization, and the expansion of digital platforms have driven significant changes in occupations, skills, and work organization. At the same time, these developments are placing new demands on labor regulations while presenting both opportunities and challenges for labor administrations.

The multiple dimensions of technological transformations in employment require a differentiated analysis. Within this context, the Hemispheric Workshop described in this document will focus on three specific topics: the impact of AI on employment and skills; the role of AI in the modernization and strengthening of Ministries of Labor; and work on digital platforms.

Artificial intelligence, Employment, and Skills

Technologies such as machine learning, predictive algorithms, generative artificial intelligence (GenAI), and task automation are transforming all sectors of the economy, from traditional industries to knowledge-intensive fields. This transformation presents opportunities for innovation and productivity gains, but also carries risks of labor exclusion, particularly for workers whose skills are not aligned with the emerging digital environment.

Technological change is continuously reshaping skill requirements in the labor market. Digital literacy and technological skills are no longer a competitive advantage—they have become essential in many sectors and occupations. However, Latin America and the Caribbean face a considerable skills gap, creating disparities both within the region and when compared to advanced economies. According to ECLAC (2022), only 30% of the adult population in Latin America and the Caribbean had basic digital skills

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in 2020, compared to 80% in advanced economies[1]. For intermediate digital skills, the rate drops to 20%, compared to over 60% in advanced economies. Moreover, there are still deep disparities in access to technical and digital training, which directly affect employability and economic opportunity, especially in communities with limited access to digital resources.

The impacts of technological innovation on job creation, displacement, and transformation have been widely studied, with recent efforts focusing on the estimated effects of AI. The World Economic Forum (WEF) estimates the job creation and destruction due to structural labor-market transformation over the 2025 to 2030 period will amount to 22% of today's total jobs in the world[2]. In the region, ECLAC estimates that approximately 28,4% of occupations are at high risk of automation; however, this automation does not necessarily affect entire occupations; rather, it often involves specific tasks or routine activities[3]. Regarding the impact of AI in particular, a recent report by the International Labor Organization (ILO) and the World Bank estimates that between 2% and 5% of jobs in Latin America and the Caribbean are at risk due to AI[4].

In this context, there is a growing and critical demand for advanced digital, technical, and cognitive skills. Globally, it is estimated that 39% of workers' skills will become obsolete or require adaptation between 2025 and 2030[5] (WEF 2025). This reality underscores the urgent need to implement effective education and workforce development strategies, including reskilling and upskilling initiatives.

Beyond technical training, the digital transformation demands continuous adaptability. Education for the digital transition must extend beyond basic digital skills to foster a culture of lifelong learning and the development of transversal competencies such as critical thinking, complex problem-solving, and collaboration with automated systems. Vocational education and training—typically under the mandate of Ministries of Labor—play a critical role in advancing these objectives.

AI in the modernization and strengthening of Ministries of Labor

Just as artificial intelligence is transforming production processes, it also presents a key opportunity to modernize and strengthen Ministries of Labor. When applied ethically, transparently, and with a rights-based approach, emerging technologies can significantly enhance information management, labor inspections, public services, and public policy formulation.

Many Ministries of Labor in the region are facing structural challenges, including staff shortages, fragmented information systems, limited inspection coverage, and a growing need for data-driven decision-making. These gaps hinder the effective implementation of employment policies, the supervision of regulatory compliance, and the protection of labor rights. In this context, artificial intelligence—through its various applications—offers a concrete opportunity to reinforce the institutional capacities of the State in the labor sphere.

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[1] ECLAC (2022). A digital path for sustainable development in Latin America and the Caribbean.

[2] WEF (2025). Future of Jobs Report 2025.

[3] ECLAC (2023). Labour automation and challenges in labour inclusion in Latin America.

[4] The World Bank and International Labor Organization (2024). Generative AI and Jobs in Latin America and the Caribbean: Is the Digital Divide a Buffer or Bottleneck?

[5] Op. cit. WEF (2025).

For example, through algorithms and predictive models, it is possible to anticipate areas or sectors with a high risk of non-compliance and allocate inspection resources more efficiently. AI also enables the analysis of large volumes of complaints, helping to identify patterns, prioritize cases, and streamline administrative procedures.

In the realm of active labor market policies, AI can improve the alignment between labor supply and demand and support a more effective allocation of employment and training programs, tailoring them to the profiles and needs of individual users. Additionally, automated tools can be used to monitor psychosocial risks and detect potential patterns of discrimination in the labor market.

To fully harness the potential of these technologies, it is essential that they be implemented within appropriate ethical and legal frameworks. This includes ensuring transparency in the algorithms used, protecting personal data, maintaining human oversight in sensitive decision-making processes, and preventing discriminatory biases in automated systems. Equally important is investing in the training of public officials to promote a critical and strategic use of these tools, while fostering an innovative institutional culture that remains aware of the risks associated with unregulated digitization.

Work on digital platforms

Work on digital platforms has grown rapidly, becoming a source of employment for millions of people. According to World Bank estimates, 12% of the global workforce is working fully or partially through a platform and, in Latin America and the Caribbean, about 46 million people are sporadic online workers[6].

Within the framework of the Inter-American Conference of Ministers of Labor (IACML) of the OAS—particularly since the 2019 meetings of its Working Groups—increasing attention has been devoted to the impact of digital transformation, recognizing both its potential and its risks. In the Declaration of Bogotá, adopted at the XXII IACML in October 2024, the Ministers of Labor of the region stated:

> *"We acknowledge that new forms of work, such as digital or remote work, and work on digital platforms, are growing sources of employment, while at the same time presenting both challenges and opportunities for our societies. To that extent, we will develop and advance regulatory frameworks and public policies with a rights-based approach, geared towards providing security and protection to those employed in these types of work, based on social dialogue, while promoting the ethical, responsible, safe, secure, and trustworthy use of emerging technologies in the world of work."*

Ministries of Labor recognize several benefits associated with digital platforms, including broader access to the labor market, enhanced availability of goods and services, a more agile workforce, greater flexibility, and improved work-life balance[7]. At the same time, they acknowledge significant risks: unstable income, limited access to social protection, low rates of formal employment, and the absence of collective

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[6] World Bank (2023). Working Without Borders: The Promise and Peril of Online Gig Work.

[7] Working Group 1 of the XXI IACML (2023). Summary and main ideas of the meeting of Working Group 1 of the XXI IACML.

representation. Particular concern has been raised regarding algorithmic management—a system in which digital platforms assign tasks, set schedules, and determine compensation through algorithms and data generated by the workers themselves, often without effective human oversight. This form of management can undermine worker autonomy, create opacity in decision-making, and limit the ability to challenge unfair labor conditions, thereby reinforcing asymmetric labor relations[8].

Another critical issue is the insufficient coverage of social protection for those working on digital platforms[9] (ILO, 2024). The urgent need to reform social protection systems to ensure effective coverage for independent and self-employed workers has been widely recognized. Currently, low contribution rates and limited access to health and social security systems are exacerbating the precariousness of employment in the platform economy.

In Latin America and the Caribbean, countries such as Chile (in 2022) and Uruguay (in 2025) have taken important steps by enacting specific legislation on digital platform work. This illustrates that regulation in this area is still recent and, in most countries across the region, remains at an early stage. This situation presents an opportunity—and a need—for greater regional cooperation to share lessons learned, strengthen the regulatory capacities of States, promote rights-based approaches, and respond in a context-specific manner to the challenges posed by this form of employment.

Aware of the profound changes affecting the world of work in the Americas, as well as the opportunities, challenges, and risks associated with these transformations, the authorities of the Inter-American Conference of Ministers of Labor (IACML) of the OAS have identified "emerging technologies, artificial intelligence, and the world of work" as a priority theme in their 2025–2027 Work Plan. In line with this mandate, a series of actions has been established, including the organization of a workshop by the Inter-American Network for Labor Administration (RIAL), as outlined in this document.

The following mandate from the Ministers of Labor of the OAS also endorses the convening of this regional gathering:

"We recognize that innovation and technological development have significantly transformed human activities, presenting challenges and opportunities for human rights. On that account, we declare our firm commitment to seize these opportunities, protect decent work, and mitigate the risks associated with technological transformation in the world of work, to ensure just transitions within the framework of the digital economy, and to promote labor protection strategies." (Art. 12 of the Declaration of Bogotá, adopted by the Ministers of Labor at the XXII IACML/OAS, 2024)

The digital transformation—particularly the emergence of artificial intelligence- as well as new forms of employment such as work on digital platforms, presents both opportunities and challenges for designing more effective, inclusive, and rights-based labor policies. In this context, dialogue between Ministries of Labor, employers, and workers is essential to identify policies that address challenges related to employability and professional training, while fostering the institutional modernization of labor

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[8] ILO (2021). World Employment and Social Outlook 2021. The role of digital labour platforms in transforming the world of work.

[9] ILO (2024). Realizing decent work in the platform economy.

administrations. The exchange of good practices on these topics strengthens States' capacity to respond and promotes an inclusive and rights-based digital transition.

2. Description and objectives

The Workshop **"Artificial intelligence, digital platforms, and labor rights in the Americas"** will bring together representatives of Ministries of Labor, workers' and employers' representatives -grouped in COSATE and CEATAL-, and international organizations to exchange experiences and analyze the impact of AI on employment and skills, the use of AI in the modernization and strengthening of Ministries of Labor, and work on digital platforms, according to the objectives established below.

This is an activity of the Inter-American Network for Labor Administration (RIAL), co-organized by the OAS and the Ministry of Labor of Colombia. It is part of the 2025-2027 Work Plan of the IACML.

General objective:

- To enhance the knowledge and strengthen the capacities of Ministries of Labor and social actors to strategically address the challenges and opportunities presented by technological advancements –particularly AI– in the world of work, while promoting institutional innovation, decent work, and regulatory frameworks aligned with new forms of employment.

Specific objectives:

- To identify, exchange, and analyze the impacts of AI on the world of work, particularly regarding the transformation of skills required for employment, and to explore strategies enabling Ministries of Labor to anticipate and respond to these emerging demands.

- To share and analyze experiences related to the use of AI and other emerging technologies across the various areas of intervention within Ministries of Labor.

- To exchange and analyze policies and regulatory frameworks developed by Ministries of Labor in the region aimed at addressing work on digital platforms from a rights-based perspective.

- To develop policy recommendations that guide Ministries of Labor in responding to the challenges and opportunities associated with emerging technologies –especially AI– with a focus on their impact on employment, their potential to strengthen institutional capacity, as well as the growth of work on digital platforms.

Participants

- Officials from the OAS Ministries of Labor responsible for or involved with the topics addressed in the Workshop.
- Representatives of workers and employers, grouped in the consultative bodies of the IACML - COSATE and CEATAL-.
- Representatives of international organizations and other interested stakeholders.

3. Updated agenda

8:00 – 9:00   **Participant registration –** On site at the event room entrance and online via Zoom

9:00 – 9:30   **Opening remarks**

- Jesús Schucry Giacoman, Director, Department of Human Development, Education and Employment, SEDI, Organization of American States

- Minister Antonio Sanguino, Minister of Labor of Colombia

9:30 – 1:00   **1ˢᵗ Session – AI, employment and skills: What can we expect and what should we do?**

Moderator: Minister Antonio Sanguino, Minister of Labor of Colombia and Chair of the Inter-American Conference of the Ministers of Labor (IACML)

Guiding questions for <u>presentations and dialogue</u>:

1. What are the main challenges and opportunities posed by artificial intelligence in transforming occupations and skills for employment in your country? *Please consider the impacts across different economic sectors and population groups.*

2. What strategies is your country developing, particularly from the Ministry of Labor, to anticipate and respond to the impacts of AI on employment? What are the main achievements, challenges, and lessons learned from these strategies?

9:30 – 10:45   **Introductory and contextual presentations** (10 minutes each)

- **Organization of American States (OAS)** – María Claudia Camacho, Chief, Labor and Employment Section, DHDEE

- **International Labor Organization (ILO) –** Janine Berg, Senior Economist, Research Department

- **Organisation for Economic Co-operation and Development (OECD)** – Mark Pearson, Deputy Director, Directorate for Employment, Labour and Social Affairs

- **Economic Commission for Latin America and the Caribbean (ECLAC) –** Andrés Espejo, Specialist, Social Development Division

- **OAS Center of Excellence on AI –** Rodrigo Durán, CEO, National Center on Artificial Intelligence of Chile (CENIA)

- **Q&A**

10:45 – 11:00 **Break** (15 minutes)

11:00 – 12:00 **National experiences –** Demonstrative presentations to start the dialogue (10 minutes each)

- **Panamá** – Juan Guerrero, Director of Innovation, Ministry of Labor and Labor Development (MITRADEL)

- **Argentina** – Viviana Diaz, Expect in Information and Communication Technologies, National Directorate of Labor Statistics and Studies, Secretariat of Labor, Employment and Social Security

Social actors' perspective (10 minutes each)

- Employers' representative – Alfonso Palacios, Vice-President of Legal Affairs, National Business Association of Colombia (ANDI) and Spokesperson of the Business Technical Advisory Committee on Labor Matters (CEATAL)

- Workers' representative – Marta Pujadas, Chair of the Trade Union Technical Advisory Council (COSATE)

12:00 – 13:00 **Open dialogue among all delegations** – Based on guiding questions

13:00 – 14:30 **Lunch** – Offered by the Ministry of Labor of Colombia

14:30 – 17:00 **2ⁿᵈ Session – AI and emerging technologies for the benefit of Ministries of Labor**

Moderator: Minister Pia Glover-Rolle, Minister of Labor and the Public Service of The Bahamas, Chair of Working Group 1 of the IACML/OAS

Guiding questions for presentations and dialogue:

3. What AI-based tools or applications is your Ministry currently using or considering for implementation? Which are the main results or outcomes observed? *We suggest considering areas such as employment services, job training, labor inspection, case and complaint management, among others.*

4. What institutional challenges and advantages has your Ministry encountered in adopting new technologies, particularly the use of AI? What strategies are being pursued to overcome the challenges and leverage the advantages found?

14:30 – 15:15 **Introductory and contextual presentations**

- **Inter-American Development Bank (IDB)** – Pablo Ibarrarán, Division Chief, Social Protection and Labor Markets

- **Johns Hopkins University** – Jane Pinelis, Chief AI Engineer of the Applied Information Sciences Branch, Applied Physics Laboratory

- **OAS Center of Excellence in Science and Technology** – Reynaldo Villarreal, CEO of AudacIA, Simón Bolívar University

- **Q&A**

15:15 – 16:00 **National experiences –** Demonstrative presentations to start the dialogue (10 minutes each)

- **Jamaica –** Lyndon Ford, Director of the Electronic Service Exchange, Ministry of Labour and Social Security

- **Canada** – Kimberley Kargus, A/Executive Director of Enterprise Data and AI Strategy and Business Alignment and Eric Lavergne, Executive Director of Enterprise Data, Interoperability and Intelligent Solutions, Employment and Social Development Canada

- **Colombia –** Alexander Bonilla, Consultant of the National Apprenticeship Service (SENA)

- **Mexico –** Julio Cesar Leon, Director of Inspection at the Unit for Decent Work, Ministry of Labor and Social Welfare

16:00 – 17:00 **Open dialogue among all delegations** – Based on guiding questions

17:00 Closing of the first day of the Workshop

September 12

9:00 – 12:30   3rd Session – Work on digital platforms and labor rights

Moderator: Diego Garzon, Chief of the Office for Cooperation and International Relations, Ministry of Labor of Colombia, representing the Chair of the IACML/OAS

Guiding questions for <u>presentations and dialogue</u>:

5. What legal or regulatory provisions exist in your country regarding work on digital platforms? What are the main rights and obligations of those who work on these platforms?

6. What are some of the challenges being experienced in relation to regulating platform work? Identify measures which have been undertaken to address these challenges. Where measures have not yet been implemented to address these challenges, possible measures may be identified.

9:00 – 10:00   **Introductory and contextual presentations** (15 minutes each)

- **ILO** – Tulio Cravo, Regional Specialist in Public Policies and Productivity, ILO Regional Office for the Americas and the Caribbean

- **Fairwork Project, Oxford University** – Alessio Bertolini, Principal Researcher, Oxford Internet Institute

- **Q&A**

10:00 – 11:00   **National experiences –** Demonstrative presentations to start the dialogue (10 minutes each)

- **Uruguay** – Hugo Barreto, Vice Minister of Labor

- **Colombia** – Ministry of Information and Communications Technologies

- **Chile** – Nicolás Ratto Ribó, Jefe de la División de Políticas de Empleo, Ministerio de Trabajo y Previsión Social

Special Guest / Permanent Observer to the OAS

- **Spain –** Lucila Finkel, General Director of New Forms of Employment, Ministry of Labor and Social Economy

Social actors' perspective (10 minutes each)

- Workers' representative – Nahuel Placanica, Advisor and representative of the Chair of the Trade Union Technical Advisory Council (COSATE)

- Employers' representative – Ewa Staworzynska, Director of Corporate Responsibility and Labor Affairs, United States Council for International Business (USCIB) and Vice-President of CEATAL

11:00 – 11:15   **Break**

11:15– 12:30   **Open dialogue among all delegations** – Based on guiding questions

12:30 – 14:00   **Lunch** – Offered by the Ministry of Labor of Colombia

14:00 – 16:00   **4ᵗʰ Session – Sub-groups exercise** –based on guiding questions

Moderator: Allison Elcock, Deputy Chief Labor Officer, Ministry of Labour, Social Security and the Third Sector of Barbados, Vice Chair of Working Group 1 of the IACML/OAS

Questions for the sub-groups:

7. What policy recommendations can be proposed to guide Ministries of Labor in responding to:

    (i)   the impact of AI on employment and skills;
    (ii)   the use of AI in the modernization and strengthening of Ministries of Labor; and
    (iii) work on digital platforms?

8. What is the contribution of regional cooperation and the role of the RIAL regarding these topics? Please provide suggestions for specific areas or themes for future cooperation.

16:00 – 16:30   **Break** (Moderators of subgroups refine conclusions)

16:30 – 17:15   **Presentation of sub-group conclusions**

17:15 – 17:30   **Closing remarks**
- Jesús Schucry Giacoman, Director, Department of Human Development, Education and Employment, SEDI, OAS
- Diego Garzon, Chief of the Office for Cooperation and International Relations, Ministry of Labor of Colombia, representing the Chair of the IACML/OAS