

Artificial Intelligence, digital platforms and labor rights in the Americas

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OUTCOMES AND RECOMMENDATIONS OF THE HEMISPHERIC WORKSHOP

“Artificial Intelligence, digital platforms and labor rights in the Americas”

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INTRODUCTION

The Hemispheric Workshop “**Artificial Intelligence, digital platforms and labor rights in the Americas**” was held on September 11 and 12, 2025, in a hybrid form in Bogotá, Colombia, as part of the 2025-2027 Work Plan of the Inter-American Conference of Ministers of Labor (IACML) of the Organization of American States (OAS). Accordingly, the event responded to the mandates established by the Ministers of Labor in the Declaration and Plan of Action of Bogotá, adopted at the XXII IACML in 2024, addressing these priority topics.

The Workshop was an activity of the Inter-American Network for Labor Administration (RIAL), co-organized by the Ministry of Labor of Colombia and the OAS, and involved delegations from 29 Ministries of Labor from across the region, representatives of workers -grouped under the Trade Union Technical Advisory Council (COSATE)- and employers -grouped under the Business Technical Advisory Committee on Labor Matters (CEATAL)-, the Ministry of Labor of Spain as an OAS observer country, and specialists from the Inter-American Development Bank (IDB), the Economic Commission for Latin America and the Caribbean (ECLAC), the Organization for Economic Cooperation and Development (OECD), the International Organization of Employers (IOE), the International Labor Organization (ILO), the OAS Centers of Excellence in Science and Technology -represented by CENIA (Chile’s National Center for Artificial Intelligence) and Audacla (Colombia)-, as well as the Fairwork Project of the University of Oxford, Johns Hopkins University, and the OAS.

In line with the mandates of the Declaration and Plan of Action of Bogotá, the **general objective** of the Workshop was 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. The **specific objectives** were:

- 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.

To achieve these objectives, the Workshop featured three thematic sessions: the first session on “AI, employment and skills: What can we expect and what should we do?”, a second session on “AI and

emerging technologies for the benefit of Ministries of Labor”, and a final session on “Work on digital platforms and labor rights”. Each session included guiding questions to frame the discussions. Within the sessions, there were presentations of demonstrative government experiences from Argentina, Canada, Chile, Colombia, Jamaica, Mexico, Panama and Uruguay; as well as presentations from Audacia, IDB, CENIA, ECLAC, Fairwork, Johns Hopkins University, OECD, OAS, and ILO, and from workers and employers, represented by COSATE and CEATAL. There were also broad dialogue spaces where Ministries and representatives of workers and employers shared their reflections and experiences.

On the second day of the event, a sub-group exercise was conducted, allowing participants to discuss in greater depth and collectively answer the question of what lessons learned and policy recommendations could be identified, based on the discussions held during the Workshop.

Four (4) sub-groups were organized (two on-line and two in-person), moderated by government delegates from Argentina, Barbados, Ecuador, and Trinidad and Tobago. Delegations from the 29 participating Ministries, along with representatives of workers and employers, actively participated in the subgroup discussions.

This document compiles the main ideas and recommendations that emerged from the Workshop, both from the thematic sessions and the sub-group exercises, with the aim of strengthening strategies and policies to enhance the response capacities of the Ministries of Labor in the region regarding the impact of AI on employment and the expansion of work on digital platforms.

1. MAIN IDEAS AND GENERAL CONSIDERATIONS

Below is a consolidation of the main ideas that emerged from the speakers’ presentations in each session, from the interventions during the dialogue spaces where Ministries and social actors shared their national experiences, and from the subgroup discussions. A later section of this document consolidates the policy recommendations identified throughout the workshop.

1.1. Artificial Intelligence, Employment and Skills

- **Artificial Intelligence (AI) is evolving at an extraordinary pace, increasingly permeating multiple spheres of life and economic sectors.** A clear example is that the first version of ChatGPT appeared in November 2022 and is now in its fifth version, while new applications and platforms are emerging daily. The speed and scope of AI present major challenges for regulation and public policy, which risk being left behind.
- **In Latin America and the Caribbean, the adoption of AI is advancing rapidly.** According to data shared by CENIA (Chile), the region recorded the fastest growth worldwide in generative-AI penetration and monetization last year, representing 20% of the global market share. **However, AI development and investment remain in early stages and far from other regions of the world; this is one of the major challenges.** AI contributes only almost 1% of the region's GDP, while its global

contribution is 3.5% of GDP, and the region invests only 3.7% of global spending in artificial intelligence, as noted by ECLAC, revealing a wide margin for investment and development in AI in the region.

- **The Latin American AI Index (ILIA for its acronym in Spanish), developed jointly by CENIA (Chile) and ECLAC, measures each country's readiness regarding AI.** Results for 2025 show three clusters of countries: Pioneers, which are countries whose ecosystems exhibit strengths in enabling factors, maturity, and governance: Chile, Brazil and Uruguay; Adopters, which have relative strengths in at least one of those dimensions and include Argentina, Colombia, Dominican Republic, Mexico, Peru, Costa Rica, Panama and Ecuador; and Explorer countries, which show significant gaps across all dimensions.
- **It was recognized that AI can bring major benefits while also posing serious risks for humanity.** Among the warnings raised was that AI is not neutral and that generative AI is the first technology capable of producing ideas and making decisions by itself, citing Yuval Harari's view of AI as an agent rather than merely a tool.
- Among the **main challenges to AI development** mentioned were the lack of digital infrastructure, low connectivity, and high energy consumption, as well as the shortage of local technological talent and the widening digital skills gap. The associated risks highlighted were job substitution and loss, threats to privacy and data protection, algorithmic bias and discrimination, and risks to physical and mental health.
- Among the **main benefits of AI** mentioned were increased productivity levels, the emergence of new roles and occupations, the ability for workers to focus on higher-value and higher-income activities, and improved working conditions, acknowledging that the automation of repetitive or hazardous tasks can lead to safer working conditions. The opportunity that technology and AI represent in terms of labor inclusion was also mentioned, enabling access for traditionally disadvantaged population groups.
- **There is broad consensus that the benefits, opportunities, and risks of AI will depend on how this transformation is managed.** If technological transformation is handled with strategic vision and inclusion, it can contribute to reducing inequalities, promoting economic growth, and building more equitable societies and economies across the Americas.
- **There is also broad recognition that inequality in the region is a major determinant of how the benefits and risks of AI are materializing and will continue to materialize.** It was highlighted that significant gaps are preventing the region from fully leveraging the potential of new technologies. Some revealing data shared by ECLAC show that although the region has tripled its internet connectivity levels in over the past 15 years, key challenges remain: broadband penetration in Latin America is around 20%, while in the European Union it is close to 40%, while at the household level, there is a considerable penetration gap between the poorest and richest households. At the business level, very significant progress has been made in connectivity, with nearly 90% of companies now connected to the internet; however, 96% of medium-sized and small businesses

(where employment in the region is concentrated) lack an online presence, and almost 63% of them use the internet passively.

- **Across the region, there is widespread interest and effort to measure how AI is impacting employment, although with clear differences among countries.** Several countries — including Argentina, Brazil, Canada, and Chile, among others — have already developed estimates using different criteria and analytical methodologies to classify occupations and assess their level of exposure to AI, the risk of displacement, as well as their potential contribution to productivity.
- **To estimate how AI affects the world of work, it is important to recognize that occupations are composed of multiple tasks, and that the impact will depend on how many of those tasks can be automated or replaced by artificial intelligence.** This determines the impact not only on the quantity, but also on the quality of employment. The key question, therefore, is not “*What is the impact of AI on employment?*” but rather “*What is the impact of AI on the tasks that make up jobs?*” The methodology presented by the ILO analyzes all tasks within each of the 436 occupations classified under the *International Standard Classification of Occupations (ISCO)* to measure their level of exposure to generative AI and their risk of automation.
- Below are **some of the estimates presented by the ILO, OECD and ECLAC:**
 - For the Americas, the ILO estimates that 29% of employment is exposed to generative AI (24% of male employment and 35% of female employment), although there are important differences within that 29%. For example, among professionals and technicians, certain tasks are exposed to AI while others are not, presenting opportunities to increase productivity. Notably, within that 29% of employment exposed to generative AI, 4.7% is at very high risk of automation — equivalent to 22 million jobs, representing 3% of male employment and 7% of female employment.
 - ECLAC estimates that machine learning alone would affect around 35% of jobs in Latin America and the Caribbean, but that generative AI raises this figure even further, to 44% of jobs. When disaggregating by educational level, those most affected by machine learning are individuals with the lowest levels of education.
 - Additionally, the OECD estimates that 27% of employment across OECD countries faces high risk of automation.
 - The ILO finds that more jobs are being 'transformed' rather than eliminated, while the OECD reports that, so far, there is no evidence that AI is causing net job losses, although some data are beginning to show impacts on specific groups. For example, new evidence from the United States indicates that generative AI has led to a 13% decline in employment among early-career workers.
 - Surveys conducted by the OECD seek to measure impacts on the quality of employment according to workers' perceptions, among others: 79 % of workers who are using AI

believe that it's improved their performance at work, and 63% report AI has improved enjoyment of their job.

- Studies conducted in various countries in the region corroborate the conclusions presented by international organizations: **There is no evidence of massive job displacement, but there is evidence of a major transformation of occupations.**
- **AI has the potential to boost productivity and generate value in occupations where its role is complementary to human labor.** AI does not replace human capabilities, but rather amplifies them, contributing to improve processes and the quality of results. To realize this potential, it will be essential to anticipate skills and competencies gaps and strengthen training, certification, and reskilling systems so that workers can adapt to new market requirements. In this context, it is highly important for Ministries of Labor to develop labor foresight strategies and actions.
- **In fact, it has been observed that, so far, AI is behaving more as a complement than a substitute for existing jobs, and that the risk of replacement in some sectors is accompanied by potential employment growth in others.** In Argentina, for example, 71% of jobs would be enhanced by AI, while 22% are at risk of complete replacement (mainly administrative roles); for every replaceable job, there are three where AI would assist with tasks. 31% of Canadian workers are in high-exposure roles (e.g., clerical support roles, telemarketing) and highly susceptible to automation; while 29% face a potentially positive impact, with high exposure and low risk of displacement (education, health and engineering sectors) and 40% would have a neutral (low exposure) effect. Meanwhile, CENIA (Chile) evaluated the level of task acceleration resulting from AI within the 100 most common occupations in the country and found that, overall, the equivalent of 12% of GDP would be added to the Chilean economy if generative AI were fully adopted.
- **Administrative support jobs are at greater risk of automation because they comprise a large number of tasks that can be automated by AI.** The most affected workers will be those whose tasks are routine, repetitive, or data-driven, as well as those who lack mastery of AI-related skills. Furthermore, generative AI is impacting occupations that were once considered "safe," such as those related to engineering or law, and can enhance and improve work in sectors such as education and healthcare. Likewise, jobs related to science, technology, engineering, and mathematics (STEM) fields will continue to see significant growth.
- **There is a strong gender component to the impact of AI on employment,** given that there are marked gender differences across sectors, with some sectors having a high female or male presence. For example, administrative support jobs are predominantly held by women and are at greater risk of being automated.
- **There is a clear regional and global consensus on the central role of education and job training in this evolving landscape.** These are recognized as essential for maximizing the benefits of AI while mitigating the risks of job loss and displacement. Countries in the region are making progress

in strengthening, reviewing, adjusting, and incorporating innovations into their training efforts, several of which are included in the "Recommendations" section later in the document.

- **The skills gap, or the lack of the skills or competencies needed to harness the potential of AI, affects both workers and businesses.** In OECD surveys, more than two in five firms reported that lack of relevant skills in the workforce was a major barrier to adopting AI, surpassed only by its cost.
- **Supporting micro, small, and medium-sized enterprises in developing skills and adopting generative AI was identified as a significant need and opportunity.** The enormous growth potential this represents for these companies, as well as for the broader economy, was highlighted.
- **The region faces a digital skills gap, and existing training strategies are insufficiently focused on addressing it.** Training policies largely lack a direct emphasis on AI: only 33% of OECD countries provide publicly funded training in general AI literacy, and those who need it most—such as adult workers with lower levels of education—are often the least likely to receive it.
- **The gap with developed countries is considerable.** Although the share of AI talent within the workforce in Latin America has doubled over the past eight years, no country in the region has yet reached the levels that countries in the Global North had at the beginning of the same period, according to ILIA results for 2024.
- **Furthermore, the region faces a significant migration of specialized talent, or “brain drain,” largely due to low investment and slow development of AI.** Professionals working with frontier models, such as generative AI and language models, are the ones migrating out of the region, according to CENIA data. Within this AI segment at the professional level, there is a pronounced gender gap: only one in four professionals in the field is a woman, reflecting patterns also observed in academia.
- **Another challenge facing training is that it is concentrated among younger people.** According to ECLAC, between 80 and 90% of training in the region is provided to people under 30 years of age. This must be expanded to realize a life-cycle or lifelong learning approach.
- That said, **most workers will not need specialized AI skills, but rather complementary and enabling skills.** OECD surveys indicate that employers are placing greater value on skills that AI cannot replicate, such as social and emotional skills, business processes, and management capabilities. It was also noted during the Workshop that while not everyone needs to be an AI expert, everyone should know how to use AI effectively.
- It was also mentioned that **high levels of informal employment make it more difficult to measure and analyze the impact of AI on employment in the region**; furthermore, it may limit the action and effectiveness of public policy in this new scenario.

- In general terms, **the strategies implemented by the governments that were mentioned include the following:**
 - **Creation of intersectoral bodies or agencies to regulate the ethical and responsible use of AI**, as well as to promote connectivity and digital transformation processes. Some were mentioned, such as Ecuador's AI Committee, chaired by the Ministry of Telecommunications and Information Society (MINTEL, by its Spanish acronym), and Trinidad and Tobago's Ministry of Public Administration and AI, which is leading efforts to transform public service in the digital age, and Belize's National Digital Agenda.
 - **Adaptation of employment policies and improvements in training strategies and systems to develop digital skills.** The initiatives mentioned included the WeLearnTT program in Trinidad and Tobago, the Skills for Success Program in Canada, and “Talento Digital” (Digital talent) and “Hazlo con IA” (Do it with AI) in Chile. The latter defines personalized training pathways and offers e-learning courses with micro-content.
 - **Improvements in public employment services and labor market information systems.** Mention was made of “EmpleaPY” in Paraguay, which connects young people with quality jobs in high-demand sectors, as well as Jamaica’s “Integrated Labour Market Information System” (ILMIS), which is being modernized to process data from multiple sources and generate forward-looking analyses to inform policymaking. Chile’s modernization of their National Employment Exchange (BNE, by its Spanish acronym) was also highlighted.
 - **Development of research, analysis, and foresight efforts to monitor labor market trends, identify the impact of AI on employment and skill requirements, and guide public policy.** Canada's Future Skills Center was highlighted as a hub for applied research, innovation, and training, as well as Chile’s National Labor Foresight Strategy and Regional Labor Observatories.
- **Representatives of workers and employers explicitly referred to AI governance**, recognizing its importance in ensuring the ethical, responsible, and transparent use of AI and in achieving the effective and practical application of regulation. They emphasized that the effective participation of workers and employers in AI governance must be guaranteed.
- **The need to strengthen tripartite institutionalized social dialogue and collective bargaining was recognized**, and case studies were cited showing that when workers are involved in how AI systems are introduced in the workplace, these systems perform much better both for the company (through increased productivity) and for improved working conditions.
- **Reflections from COSATE:** 1) The development of AI must take into account that the region is marked by poverty, informality, and inequality, where workers in many countries face violations of labor rights; 2) tripartite social dialogue, freedom of association, the right to strike, and collective bargaining are fundamental; without them, progress on regulatory frameworks and effective, sustainable public policies cannot be achieved; 3) to ensure AI complements rather than replaces

jobs, educational and training policies are needed, grounded in social protection that guarantees equal opportunities, given that digital divides, insufficient income, unequal distribution of care work, and discrimination demonstrate unequal starting points. COSATE-TUCA shared the document “AI and Work in Latin America”, prepared by the TUCA Labor Observatory of the Americas.

- **Reflections from CEATAL:** Three main opportunities of AI were highlighted: 1) the possibility of facilitating work and reducing the performance of basic tasks, allowing workers to focus on higher value-added activities, 2) the need for a broad education and qualification policy to take advantage of the full potential of AI, and 3) AI facilitates and provides a lot of information on working conditions, including health and safety at work, which allows for training and simulations to be carried out for the benefit of workers and companies.

1.2. AI and emerging technologies for the benefit of Ministries of Labor

- **The adoption of AI by Ministries of Labor across the region is progressing steadily and is projected to be a strategic tool for strengthening institutional management.** As noted by the IDB, this adoption includes its use in employment services, job training, labor inspection, occupational safety and health, social security, labor justice, and labor dispute resolution. It was highlighted that these technologies enable a shift from reactive to proactive management, anticipating risks, improving services, providing a broader overview of information, and designing evidence-based policies.
- It was highlighted that **AI has the potential to optimize routine and administrative processes, generate greater institutional efficiency and effectiveness**, expand the scope of services, accelerate data processing, and reduce operating costs. In Canada, the ESDC launched the EVA virtual assistant, based on generative AI, to support officials in document drafting, text editing, preliminary research, and other tasks, under strict privacy and security standards. These tools have demonstrated a high level of adoption and have freed up resources to strengthen institutional innovation.
- **The need for AI to complement, rather than replace human judgment, was emphasized.** Experiences from other sectors presented by AudacIA, such as healthcare, show that involving professionals in the design and validation of algorithms strengthens trust and improves the adoption of solutions. In the field of labor, this principle is key to ensuring that technological modernization is aligned with people's rights and with the central mandate of the Ministries of Labor as guarantors of labor policy and the protection of workers' rights.
- **AI is increasingly being used to improve labor intermediation, identify skill gaps early on, and facilitate alignment between labor market demands and training supply**, as shown by the following experiences:
 - o Canada has matching algorithms that link job seekers' profiles with vacancies based on skills and experience.

- In Jamaica, the SPIRO project -funded by the World Bank- is developing a national job portal with AI capabilities that will enable explainable matching, identify skills gaps, and link the education system to industry needs.
 - In Guatemala, there are plans to incorporate recommendation models that automate the relationship between profiles and job offers, integrating resumes, cover letters, and social media data to offer personalized options to each job seeker.
 - In Colombia, the National Learning Service (SENA, by its acronym in Spanish) is using AI-driven competency-based interviews that are reducing occupational guidance times from nearly 2 hours to 30 minutes, eliminating bias, expanding coverage, and generating strategic data for workforce planning and training program modifications.
 - In Chile, the National Employment Exchange (BNE, by its Spanish acronym) 2025–2029 contract includes the integration of AI to enhance matching between labor supply and demand.
- **Labor inspection is an area where AI is showing concrete results.** Two examples are noted:
- In Mexico, the Data Intelligence System for Labor Inspection (SIDIL, by its acronym in Spanish) uses predictive models based on multiple databases (from the labor ministry and the social security institute, among other) to identify workplaces with a higher probability of non-compliance, tripling the efficiency of inspections compared to aleatory methods.
 - In Chile, the Labor Directorate has incorporated “Inspection Intelligence” as one of the pillars of its National Inspection Policy, with the aim of prioritizing strategic operations, optimizing resources, and improving labor inspection coverage.
- **Technical and vocational education and training**, for both public officials and workers and employers, play a central role in facilitating AI adoption in the world of work. AI will only generate value if individuals are prepared to interact with it in an informed, critical, and responsible manner. **Digital literacy programs and training in new skills** must be prioritized, as noted in the previous section, and must also reach public officials. Some notable examples include:
- Chile’s “Hazlo con IA” (*Do it with AI*) program provides personalized training pathways for workers in SMEs and the public sector, aiming to strengthen digital skills and enhance processes in their work environments.
 - In turn, ChileValora has developed specific occupational profiles in AI –such as AI programmer, generative AI interaction specialist, and AI ethics auditor– that facilitate skills certification and the updating of training programs.

- International organizations are promoting the use of chatbots and virtual assistants to support learning for civil servants in social security programs, with the aim of improving efficiency, reducing operating costs, and strengthening citizen services within Ministries.
- In addition to its direct application in processes and services, **artificial intelligence is being used to generate evidence to guide public policy.** A notable example:
 - In Argentina, the IA-Ar Index was developed, the first instrument to measure the potential impact of AI on formal employment in the country. This “thermometer” assesses the level of exposure of each occupation to new generative AI, such as ChatGPT, and is a key tool for designing active and preventive policies.
- Furthermore, international organizations have made progress on **principles, standards, and regulatory frameworks to ensure that AI is reliable, non-discriminatory, human-centered, transparent, traceable, explainable, and, importantly, supported by governance mechanisms.** The OECD Principles on AI, the European Union's AI Act, and the G7 Hiroshima Process were highlighted.
- It was emphasized that **trust in AI is not automatic, but must be cultivated through robust governance frameworks,** transparent processes, effective change management to reduce internal resistance, alignment of priorities, and clear accountability to citizens and social actors.
- **Trust in AI is an ongoing process of testing, review, and adjustment.** Johns Hopkins University emphasized that building trustworthy AI requires attention to all stages –from the quality and provenance of data to model validation and integration into real systems– while incorporating mechanisms that engage multiple stakeholders
- From the discussion on benefits and challenges outlined below, **delegations concluded that AI represents an unprecedented opportunity for the modernization of Ministries of Labor,** provided it is accompanied by investment in infrastructure, ongoing training, clear regulatory frameworks, and participatory governance involving workers and employers, with people at the center of this transformation.

Benefits and opportunities

- **Artificial intelligence provides Ministries of Labor with enhanced predictive analytics capabilities,** enabling them to anticipate labor market trends and develop more timely, evidence-based public policies. This type of analysis strengthens their capacity to respond to economic and social changes, helping labor policy decisions better adapt to transformations in employment and production.
- **In terms of institutional management, AI facilitates the optimization of resources in administrative and inspection processes.** By reducing bureaucratic burdens and automating repetitive tasks, it frees up time and capacity for human teams to devote themselves to strategic

functions. This not only increases efficiency in the use of public resources but also improves the quality and speed of the service provided to citizens.

- **Public employment services benefit directly from AI**, as it enables more accurate matching between job seekers' profiles and available vacancies. By processing multiple variables—such as skills, experience, and location—algorithms can generate personalized recommendations to improve employability and to identify the most suitable job opportunities. In the future, this capacity for personalization could be extended to employment and training programs, ensuring that each individual receives support tailored to their needs and enhancing the effectiveness of active labor market policies.
- **AI also opens the possibility of detecting psychosocial risks, discrimination patterns in the labor market and areas with a higher likelihood of labor rights violations** that might otherwise go unnoticed. By analyzing large volumes of data, Ministries can identify trends, design preventive interventions, and promote more inclusive and healthier work environments.

Risks and challenges

- **Despite its benefits, the implementation of AI in Ministries of Labor faces structural and technical limitations**, including insufficient technological infrastructure, high adoption costs, and reliance on external consultants or experts. Connectivity gaps in rural areas further risk excluding vulnerable populations and exacerbating inequalities if equitable access is not ensured.
- **Budgetary constraints are a major obstacle.** AI solutions require a high initial investment in hardware, software, and training, and fiscal constraints make it difficult to maintain projects beyond the pilot phase. This creates a risk of fragmentation in technology policies and limits the possibility of consolidating stable, nationwide systems.
- **The absence of adequate systems to manage data-driven approaches also restricts the adoption of AI.** Without integrated, interoperable, and high-quality databases, the possibilities for applying predictive analytics or job matching tools are significantly reduced.
- **A critical challenge is the shortage of personnel specialized in data science, machine learning, and digital systems.** The lack of internal talent limits the autonomy of Ministries and forces them to rely on external services, which increases the cost of processes and reduces the sustainability of initiatives in the long term.
- **There are also significant gaps in AI education and training.** Effective use of AI requires understanding its limitations, critically engaging with its outputs, and developing the skills to integrate it ethically and responsibly into public administration. However, learning opportunities remain limited and do not consistently reach all officials who need these skills.
- **Another aspect that has been highlighted is cultural and organizational resistance.** There is concern that AI may replace jobs or reduce human functions, while others feel insecure about the

complexity of the new tools. This type of resistance can slow down technological adoption and requires awareness-raising and support strategies.

- **From an ethical and legal perspective, risks related to personal data protection, cybersecurity, and the prevention of algorithmic bias were identified.** The absence of clear governance frameworks and accountability mechanisms can reproduce structural inequalities and generate new forms of exclusion.
- **The rapid pace of technological advancement is a challenge in itself.** AI innovation is progressing faster than institutional capacities to adapt, requiring continuous updates to processes, regulations, and skills. Ongoing training for public personnel and the integration of organizational learning routines are essential to avoid falling behind and ensure the effective use of these tools.

1.3. Work on digital platforms

- **Work on digital platforms is one of the most profound transformations in the labor market in the last decade and has revolutionized the way economic activities are contracted, organized, and carried out.** This phenomenon has changed both the supply of services and the ways in which they are accessed, generating a global debate on labor rights, regulation, and public policy.
- **The platform economy is highly heterogeneous, as it integrates a wide range of digitally mediated activities.** It is an ecosystem that ranges from online services to face-to-face work mediated by mobile applications. Understanding this diversity is essential for designing appropriate public policies. According to the ILO, digital platforms fall into two broad categories:
 - **Location-based platforms**, where the service takes place in a specific physical location and involves activities such as passenger transport and goods delivery.
 - **Web-based digital intermediation platforms**, which enable remote performance of freelance tasks such as programming, architecture, photography, image editing, and translation services, among others.
- **Despite the expansion of this production model, there are still significant limitations in the availability of statistical data and administrative records, both from the State and enterprises.** The lack of reliable information is particularly acute on web-based platforms, making it difficult to quantify the workforce, its conditions, and the true magnitude of the phenomenon. This lack of systematic evidence is an additional obstacle to the design of evidence-based public policies.
- **This is a sector that still has low levels of regulation, although in recent years several countries have adopted reforms aimed at expanding the protection of digital workers.** According to the Fairwork project, these regulatory initiatives have mainly followed four strategies: (i) presumption of an employment relationship, as in Spain with the Rider Law; (ii) creation of a specific employment category, as in Chile and Uruguay; (iii) introduction of minimum social protection

rights, as the case of Mexico, Colombia and Chile; and (iv) regulation of algorithmic management, as the case of Colombia and Chile.

- In the Americas, several countries are making progress in designing regulatory frameworks for work on digital platforms, and four of them –Chile, Mexico, Uruguay, and Colombia– have passed specific laws that incorporate this type of work into the formal labor sphere. In addition, Spain's experience was also highlighted during the event. The main elements are as follows:
 - In **Chile**, Law No. 21.431 (2022) incorporated work on digital platforms into the Labor Code, recognizing both dependent and independent workers. The law guarantees minimum and common rights for both –basic remuneration, right to disconnect, training, algorithmic transparency, and social protection– and created institutional evaluation mechanisms under tripartite supervision for three years, led by the Higher Labor Council. In practice, the independent worker modality predominates, regulated under a framework that defines contractual conditions, remuneration criteria, and information obligations on the part of the platforms. Since 2024, a marked increase in formalization has been observed in the sector.
 - In **Uruguay**, Law No. 20.396 (2025) established a comprehensive framework for work through digital platforms, guaranteeing minimum levels of protection for service providers. The law regulates location-based or georeferenced platforms, requires the registration of companies and workers, promotes social security affiliation, and reinforces transparency in working conditions. Its application was clarified by Decree 145/2025, which established criteria for distinguishing between dependent and autonomous relationships, reinforced corporate obligations in terms of algorithmic transparency and occupational well-being, and linked the setting of remuneration to tripartite wage councils.
 - In **Colombia**, Law No. 2466 (2025) reformed the Substantive Labor Code and incorporated specific regulations for work on digital delivery platforms. The law introduces provisions on transparency and control of automated monitoring and decision-making systems, highlighting the importance of human intervention and supervision in such processes. It also establishes two types of work -dependent and independent- and extends social protection coverage by providing for mandatory social security affiliation through simplified mechanisms for shared contributions between companies and service providers, both subordinate and self-employed.
 - In **Mexico**, the 2024 Federal Labor Law reform (“Ley Silla” in Spanish) introduced a special chapter on digital platform work, recognizing a form of subordination adapted to the sector’s characteristics. Companies must make social security contributions for those workers who, in a month, earn at least the equivalent of one minimum wage, while preserving the model’s flexibility and without requiring a minimum number of days or hours of service. After a three-year tripartite process, a pilot program was launched which, in its first month of implementation, showed that 133,000 people achieved full

subordination (the largest creation of formal employment in a single sector in Mexico during the month of August), without negative effects on prices or platform operations. The law will enter into force in January 2026.

- In **Spain**, permanent observer country of the OAS, the so-called “Rider Law” (Royal Decree-Law 9/2021) amended the Workers' Statute to establish the presumption of employment status for those who provide services through digital platforms, recognizing them as salaried workers with full access to labor rights, minimum wage, vacation time, and social security. It also introduced the principle of algorithmic transparency, whereby companies must disclose the rules and parameters of automated systems that affect employment conditions. This regulation was subsequently reinforced by Directive (EU) 2024/2831, which extends these principles at the European level, establishing the presumption of employment based on facts and evidence, as well as the right to human oversight in automated decisions.
- **Given that regulations are very recent in the region, there is not yet sufficient empirical evidence to robustly evaluate their results.** Furthermore, in countries where regulation is being discussed, debates tend to focus initially on location-based platforms, especially transportation and delivery, which are the most visible aspect of the phenomenon and serve as a starting point for national discussions. However, this focus overlooks less tangible modalities, such as crowdwork or online services, where precarious conditions are equally relevant.
- Countries where legislation has existed for some time, particularly Chile, Uruguay, and Spain, shared some lessons learned and ongoing challenges. Below are some of the points raised by at least one of these countries:
 - **Evaluations of the implementation of the regulation have shown that, although there are areas of high compliance** –such as payment above the minimum hourly wage, autonomy in defining the workplace, and transparency regarding orders– **deficits persist in other areas** such as damage insurance, the provision of personal protective equipment, and effective disconnection for workers.
 - Although the law provides for two modalities of employment relationships –dependent and independent– administrative records show that **most relationships have been established under the service provision category**, posing the challenge of determining in practice when subordination or dependence exists.
 - Related to the previous point, **the absence of uniform legal criteria on the nature of the employment relationship** creates a fragmented landscape, in which divergent judicial decisions produce regulatory uncertainty, affecting both workers and employers and hindering the consolidation of coherent frameworks at the regional level.
 - **Labor inspections face technical and legal constraints, exacerbated by the lack of data interoperability and the transnational nature of business operations.** Inspections have

revealed difficulties in accessing information on algorithms and company headquarters, which hinders effective verification of regulatory compliance.

- The incorporation of regulations on platform work must be **accompanied by complementary reforms in other regulatory areas**, such as criminal law, social security, and labor procedural law, to strengthen the State's capacity to enforce the law and ensure its effective application.
- **Social dialogue has played a key role in the drafting and implementation of the law**, but permanent mechanisms for worker and platform participation still need to be consolidated to adjust the regulation to emerging technological modalities.
- **The representative of the workers, grouped under COSATE**, pointed out that the regulation of the platform economy must guarantee social protection, transparency in algorithms, data protection, and correct job classification, accompanied by strengthened labor inspection. He stressed that tripartite social dialogue, with freedom of association, collective bargaining, and the right to strike, are key to overcoming precariousness and ensuring concerted public policies that balance innovation, rights, and sustainability. He also affirmed the importance of a strengthened, effective, and adapted labor inspection to ensure the correct classification of workers, considering ILO Recommendation 198 on the employment relationship, including mechanisms for presuming the existence of an employment relationship.
- **The representative of employers, grouped under CEATAL**, emphasized that the platform economy is heterogeneous, generates employment, facilitates the formalization of activities, and supports the growth of micro, small, and medium-sized enterprises, among others. Therefore, any regulation should avoid hindering digitization, distinguish between different types of artificial intelligence algorithms, clearly define the problems it seeks to address, and adapt to the region's economic and social particularities to preserve the platform economy's benefits.

Benefits and opportunities

- **Platform work offers a relative level of autonomy and flexibility that is uncommon in traditional jobs.** The ability to decide when, where, and how to work allows people to balance their economic activities with educational, family, or personal responsibilities, creating new ways to reconcile work-life balance. Among the main beneficiaries are students who combine academic training with supplementary income, and people with caregiving responsibilities. In any case, there are significant groups of workers whose main or even sole source of income is work on digital platforms, making their sustainability and regulation inevitable.
- **Platforms have also contributed to greater inclusion of groups traditionally excluded from formal employment.** Migrants facing legal, bureaucratic, or language barriers find in them a gateway to the labor market; similarly, ethnic minorities who often experience discrimination in the traditional market gain access to opportunities through digital mechanisms.

- **A central feature of these forms of employment is the reduction of barriers to entry:** in many cases, all that is needed to start productive activities is a smartphone and an internet connection. This feature opens opportunities for unskilled workers, who are often marginalized from opportunities for integration in the conventional labor market.
- **From a macro perspective, platforms enable the labor integration of socioeconomic groups that would have faced greater difficulties** in offline settings, broadening the base of participation in the labor market. They also generate additional income in contexts of high informality and facilitate the adaptation of workers to dynamic productive environments.

Risks and challenges

- **Despite its inclusive potential, platform work is characterized by high income instability, low levels of social protection, and a high degree of exposure to occupational risks.** These conditions limit its contribution to decent work and highlight the need for strong regulatory frameworks.
- **Some of the risks faced by platform workers that were highlighted during the discussion** include: occupational health and safety risks, such as the risk of accidents for delivery workers or isolation and long hours in front of screens for online workers; the absence of compensation for waiting time (a Fairwork survey revealed that cloud workers spend an average of 16 hours per week searching for tasks without receiving compensation); and the difficulty of collective organization due to geographic dispersion and strong individualization. Only in sectors such as delivery and transportation, where in-person sociability exists, have experiences of unionization or collective representation been recorded.
- **Reputation systems based on customer reviews reproduce gender and ethnic-racial biases,** disproportionately affecting women and minorities. Reliance on subjective ratings reinforces pre-existing inequalities and conditions access to income and opportunities.
- **The opacity of algorithmic management is a widespread concern.** Workers lack information about the criteria for assigning tasks, calculating rates, or deactivating accounts. This creates uncertainty and a lack of transparency regarding the remuneration that would be obtained for working on the platforms. Meanwhile, the absence of human oversight mechanisms and appeal processes undermines basic principles of due process and accountability.

2. RECOMMENDATIONS

During the Workshop, four discussion subgroups were formed so that participants could discuss in greater depth and collectively respond to the questions “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?”, as well as “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.” These subgroups were moderated by the government delegates of Argentina, Barbados, Ecuador, and Trinidad and Tobago.

The following section consolidates the recommendations that emerged from both the subgroup exercises and the plenary sessions of the Workshop, regarding each of the proposed thematic areas:

2.1. Recommendations on AI, Employment and Skills

General

- **Protect fundamental labor rights** in the face of the integration of AI into the world of work, particularly occupational health and safety, and protection against the risks of discrimination.
- **Establish a governance framework** that includes continuous auditing and monitoring of AI to ensure its use respects labor rights and that its impacts are constantly human monitored.
- **Develop national AI strategies or frameworks that provide a national roadmap** for coordinating employment, training, and productivity policies, with the active participation of Ministries of labor, education, science and technology, among others.
- **Connect regional and international instruments on AI with the regional and national labor agendas.** This is a task that Ministries of Labor must lead by promoting tripartite dialogue that allows for the effective participation of workers and employers.
- **Advance regulatory frameworks and public policies that ensure the ethical, responsible, safe, and transparent development and use of emerging technologies, including AI.** These frameworks must consider transparency in the use of algorithms, the protection of personal data, and respect for fundamental labor rights.

Inclusion and attention to vulnerable groups

- **Address this transformation scenario with a focus on equity and inclusion.** Public policies deployed must have the explicit intention of serving the most vulnerable groups.

- **Strengthen social protection systems**, including unemployment insurance, recognizing that some people will be affected and lose their jobs due to AI.
- **Consider differentiated strategies to reach workers in the informal economy**, including flexible training opportunities and the recognition of skills acquired through practice, to facilitate their transition to the formal economy.

Social dialogue and collective bargaining

- **Strengthen tripartite institutionalized social dialogue around the opportunities and challenges posed by AI and how they should be addressed in the world of work.** Involve representatives from workers and employers in the development of public policies and regulatory frameworks on the subject.
- **Strengthen collective bargaining, recognizing that it is an effective means of managing technological transformation**, including specific clauses regulating the incorporation and use of AI, whether at the company, occupation, or sector level.
- **Recognize the private sectors, workers and their organizations as key partners**, whose needs and perspectives must guide responses in this context of great transformation, including the strategies and content of job training.

Coordination between education and labor

- **Continue and strengthen efforts at the national and regional levels to improve the coordination between the world of education and the world of work.** Such efforts include some of the actions outlined below.
- **Improve labor market information systems**, including prospective analytics capabilities to anticipate emerging occupations and required skills, and use this information to guide and provide feedback on educational and training offerings.
- **Build bridges between education and training systems** to enable people to move seamlessly and flexibly between them, ensuring continuous skills development.
- **Strengthen skills certification systems** by increasing their resources, coverage, and relevance to the labor market, and promoting the standardization of skills at the regional level.
- **Promote training, reskilling, and upskilling processes** that enable people and the business sector to fully seize the opportunities of the digital economy. These programs should include training in digital, technological, and socio-emotional skills.
- **Continue implementing the concept of lifelong learning** and ensure that training reaches the entire population, recognizing that it is currently highly concentrated among young people.

- **Scale up the supply of AI-related training**, in particular, general AI literacy.
- **Improve quality assurance systems** by incorporating periodic diagnostics, coordination among Ministries, and monitoring mechanisms that ensure constant updating and quality.
- **Make training opportunities more accessible, flexible, and inclusive** by designing and implementing alternative and modular learning approaches, including the use of micro-credentials¹.
- **Improve teacher training at all levels** to enhance the capacity to develop digital, technical, and socio-emotional skills essential for this new world.

Frameworks for the responsible use of AI

- **Promote transparency, explainability and accountability in the use of AI.**
- **Ensure that AI systems do not perpetuate biases or discrimination** and promote privacy and safety.

2.2. Recommendations on AI in the benefit of the Ministries of Labor

- Benefit from AI and emerging technologies to **drive the modernization of Ministries of Labor.**
- **Update and strengthen the digital infrastructure of Ministries of Labor** by promoting the digitalization of processes, the implementation of online services, and the use of AI-based tools to improve management efficiency and the quality of citizen services.
- **Develop internal capacities within the Ministries of Labor and strengthen training and ongoing development strategies** for public officials in the digital and technological skills needed to ensure responsible adoption and sustainability in the implementation of AI.
- **Develop clear roadmaps within the Ministries of Labor** to digitize their operations and incorporate AI tools.
- **Advance the interoperability of labor information systems** by establishing common standards that enable the integration of employment, social protection, and education data.

¹ “A micro-credential (also known as an alternative credential) is a certified achievement of learning outcomes, competencies or skills, assessed as part of a short learning experience designed to enable employment and or lifelong learning” (UNESCO, [Towards a common definition of micro-credentials](#), 2022).

- **Ensure monitoring, auditing, and control mechanisms in the incorporation of AI** into the services and programs of Ministries of Labor, to guarantee its ethical and responsible use and the sustainability of good practices.
- **Promote the design of inclusive and accessible AI applications in Ministries of Labor**, ensuring that digital tools are usable by persons with disabilities and those with low digital literacy.
- **Implement change management strategies in Ministries of Labor to raise awareness among staff about the role of AI as a support tool**, reducing cultural resistance and strengthening institutional trust.
- **Ensure that AI adoption in Ministries of Labor is guided by a human-centered approach**, preventing new forms of inequality.

2.3. Recommendations on work on digital platforms

- **Develop regulatory frameworks and public policies to address work on digital platforms, incorporating the following elements:**
 - **Extend social protection systems to platform workers**, ensuring their access to healthcare, pensions, and occupational risk coverage. In this effort, establish simplified and proportional contribution mechanisms.
 - **Regulate algorithmic management by requiring transparency** in task assignment criteria, rate determination, and the operation of reputation systems. Also, secure data protection and portability, establish accessible appeal mechanisms and ensure human oversight.
 - **Strengthen labor inspections** through specialized units on digital work and algorithms, equipped with the technical capacity and sufficient resources to oversee a rapidly transforming sector. This involves not only increasing the number of inspectors but also training them in technological and algorithmic management aspects.
 - **Recognize and regulate the practice of multi-apping** by establishing measures that protect workers who operate on multiple platforms simultaneously.
 - **Consider the multiple dimensions of platform work, integrating not only the labor perspective but also tax, transport, public space use, and public safety aspects, among others.** This comprehensive approach requires platforms to have legal representatives in the country and to comply with basic technical standards.
- **Evaluate platform work regulations periodically, through tripartite and independent social dialogue bodies** that allow for the identification of compliance gaps and the adjustment of provisions based on industry developments.

- **Develop statistical measurement mechanisms for work on digital platforms**, providing up-to-date information on its scope, characteristics, and evolution in order to have accurate information that facilitates policy monitoring and evidence-based decision-making.
- **Create a national registry of contracts and labor relations** for platform enterprises and workers, both dependent and independent, to ensure traceability and facilitate oversight. This registry would also contribute to generating more accurate statistical data for public policy design.
- **Promote social dialogue and collective bargaining** by creating legal frameworks that ensure the protection of freedom of association and collective bargaining for all platform workers and consider the situation of dispersed and heterogeneous workers.
- **Implement public awareness campaigns** targeting workers, employers, and the public to promote knowledge of rights and responsibilities in digital work. These campaigns can also help counter misinformation and strengthen trust in regulatory mechanisms.
- **Ensure data governance and privacy protection by establishing clear rules on the management, storage, and use of workers' personal information.** Platforms must be required to obtain informed consent and implement security measures to prevent abuse or data breaches.
- **Update the legal and administrative framework to effectively sanction business practices that circumvent fundamental rights** through fraudulent contractual arrangements. This type of provisions strengthens the State's ability to prevent abuses in a growing sector.

2.4. Recommendations for regional cooperation and for the RIAL/OAS

- Strengthen regional and international cooperation on digital platform work by systematizing and sharing regulatory experiences, databases, and best practices to address the cross-border challenges associated with this type of work. Regional coordination is essential, as platform companies operate across multiple jurisdictions.
- Collect and systematize regulatory experiences and public policies on how countries in the region are addressing artificial intelligence in the world of work, along with data on digital employment, automation, and skills gaps, to equip countries with tools to design policies and regulations based on evidence and successful experiences.
- Promote social dialogue and strengthen regional cooperation through the RIAL/OAS on AI and work on digital platforms.
- Maintain collaboration among the RIAL/OAS and regional and international organizations, and other specialized areas of the OAS on priority and emerging issues in the world of work in the region, such as work on digital platforms and the impact of AI on employment.

- In terms of regional and international cooperation, it was emphasized that the exchange of good practices, social dialogue, and inter-institutional collaboration are essential tools for overcoming common challenges, leveraging synergies, and ensuring that no country or sector is left behind in the process of technological adoption.

3. EVALUATION OF THE WORKSHOP

As a follow-up to the workshop, participants received a survey to evaluate the event's content and methodology. The survey was completed online by 38 participants.

The results show that, during the workshop, participants increased their ability to engage with each of the topics discussed, as it can be seen in the following table:

On a 1 to 10 scale, qualify your capacity (as you would perceive) to work in the following areas before and after this Workshop		
	Before the Workshop	After the Workshop
Knowledge on the impacts of AI on the world of work, particularly regarding the transformation of skills required for employment	5.58	8.24
Knowledge on the use of AI and other emerging technologies across the various areas of intervention within Ministries of Labor	5.45	8.16
Knowledge on policies and regulatory frameworks aimed at addressing work on digital platforms	5.16	8.29
<i>*Average of responses from 38 participants representing Ministries of Labor.</i>		

Participants were also asked about various statements, rating their agreement on a scale of 1 to 5, where 1 meant "*strongly disagree*" and 5 meant "*strongly agree*." The responses were predominantly positive, demonstrating that the Workshop contributed to strengthening knowledge and providing practical tools and resources for the work of the Ministries of Labor:

- Regarding **satisfaction** with the Workshop, 87% of participants responded that they agreed with the statement "In general terms, I am satisfied with my experience at the Workshop."
- To the statement "The **topics covered** are relevant to the realities and challenges of my country", 79% expressed agreement.

- Regarding the statement “the **knowledge** and **skills** attained will improve my performance,” 84% agreed and 16% were neither in agreement nor disagreement. Participants highlighted the quality of the presentations, as well as the lessons learned and insights from other Ministries regarding the use of AI and approaches to platform work.
- Regarding the statement “This Workshop **has inspired me to try new ideas, methods, and practices** in my work,” most participants agreed (71%); and they also highlighted that the content was relevant, up to date, and aligned with the needs of the Ministries, as well as the participatory dynamic of the Workshop.
- Participants were also asked whether they feel **better prepared** to “contribute to the development and/or strengthening of policies and regulatory frameworks on work on digital platforms in my country,” as well as to “contribute to guiding my Ministry’s response to the challenges and opportunities that AI poses in the world of work.” For both statements, 77% agreed, 18% were neither in agreement nor disagreement, and 5% disagreed or did not respond.
- Complementing these statements, participants were asked to indicate what **knowledge acquired during the Workshop** could be used in their national contexts. The comments fall into three categories: 1) the importance of regulation and normative frameworks for AI and digital platforms, 2) the relevance of alliances and institutional strengthening in training, and 3) the modernization of labor services through the use of AI.

Lastly, participants provided valuable inputs and recommendations for future RIAL/OAS Workshops:

- Extend the Workshop duration (from 2 to 3 days) to strengthen the exchange of ideas.
- Include more group work and collaborative sessions.
- Complement in-person sessions with digital tools (platforms or online courses) to ensure continuity of learning.
- Adjust the duration of interventions to balance theory and practice and facilitate the exchange of experiences among countries.
- Broaden and diversify participation by including more specialists.
- Complement the content with updates on the progress of implemented mechanisms.
- Consider technical visits or host-country experiences related to the topic.

ANNEXES

ANNEX No. 1 WORKSHOP'S AGENDA

September 11

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 Giacomán, 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 presentations and dialogue:

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 Díaz, Expert 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 Ibararán, 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 presentations and dialogue:

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 Giacomán, 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

ANNEX No. 2

LIST OF PARTICIPANTS

**: Indica participantes presenciales / Indicates participants in-person*

ESTADOS MIEMBROS / MEMBER STATES

ANTIGUA Y BARBUDA

- *Pascall Kentish, Deputy Labour Commissioner, Labour Department, Ministry of Legal Affairs, Public Safety and Labour

ARGENTINA

- Viviana Laura Díaz, Experta en diseño y gestión de políticas de teletrabajo y tecnologías de la información y comunicación, Dirección Nacional de Estadísticas y Estudios Laborales, Secretaría de Trabajo, Empleo y Seguridad Social (STEYSS)
- Gerardo Esteban Breard, Analista Técnico, Dirección Nacional de Estadísticas y Estudios Laborales, STEYSS
- Marysol Rodríguez, Jefa de Departamento de Asuntos Regionales y Multilaterales, DAIYCPTEYSS, STEYSS
- Maria José Olguín, Analista A/C Departamento de Cooperación Internacional y Gestión Técnica, DAIYCPTEYSS, STEYSS
- Carolina Cruz, Analista, DAIYCPTEYSS, STEYSS
- Thiago Sabato Martins, Analista, DAIYCPTEYSS, STEYSS
- María Luz Bianchi Guerstein, Asesora, Dirección de Relaciones Nacionales e Internacionales de Capital Humano

BAHAMAS

- *Hon. Pia Glover-Rolle, Minister of Labour and The Public Service
- *Howard Thompson Jr., Director of Labour, Department of Labour
- *Vonchelle Etienne, AC-Head International Labour Relations Unit, Department of Labour
- *Renaldo Dean, Minister's Aide, Ministry of Labour & The Public Service
- *Navado Dawkins, Communications Officer, Ministry of Labour & The Public Service

BARBADOS

- *Alison Elcock, Deputy Chief Labour Officer, Labour Department, Ministry of Labour, Social Security and Third Sector
- *Randy Clarke, Administrative Officer I, Ministry of Labour, Social Security and Third Sector
- Claudja Graham, Chief Research and Planning Officer, Ministry of Labour, Social Security and Third Sector
- Yohlanda Cave, Assistant Chief Research and Planning Officer, Ministry of Labour, Social Security and Third Sector
- Kay Harewood, Senior Economist (Ag), Ministry of Labour, Social Security and Third Sector
- Imran Best, Program Officer, Ministry of Labour, Social Security and Third Sector

BELICE

- *Jaheam Gillett, Labour Officer, Ministry of Rural Transformation, Community Development, Labour and Local Government

BOLIVIA

- Ninoska Tania Loza Flores, Jefa Departamental de Trabajo – La Paz, Ministerio de Trabajo, Empleo y Previsión Social de Bolivia
- Harold Damaso Poma Alanoca, Responsable de Seguridad Ocupacional, Ministerio de Trabajo, Empleo y Previsión Social de Bolivia
- Jenny Rosio Martínez Retamozo, Responsable de Derecho Laboral, Ministerio de Trabajo, Empleo y Previsión Social de Bolivia

BRASIL

- Paula Montagner, Subsecretaria de Estudios y Estadísticas del Trabajo, Ministerio de Trabajo y Empleo

CANADÁ

- Sylvain Laberge, Director, Multilateral Labour Affairs, Labour Program, Employment and Social Development Canada (ESDC)
- Mathieu Bergeron, General Director, ESDC
- Rebecca Gowan, Deputy Director, Multilateral Labour Affairs, Labour Program, ESDC
- Irene Zhou, Deputy Director, Multilateral Labour Affairs, Labour Program, ESDC
- Kimberley Kargus, A/Executive Director, Enterprise Data and AI Strategy and Business Alignment, Chief Data Officer Branch, ESDC
- Eric Lavergne, IITB Mental Health Co-champion, Executive Director, Enterprise Data, Interoperability & Intelligent Solutions (EDIIS), Innovation, Information and Technology Branch (IITB), ESDC

- Simon Harvey, Executive Director, Data Intelligence, Chief Data Officer Branch (CDOB), ESDC
- Samuel Beaulieu, Director, Strategic Monitoring Reports, CDOB, ESDC
- Martin Lessard, Senior Director, Enterprise Data Strategy, Chief Data Officer Branch (CDOB), ESDC
- Lisa Lemieux, Senior Manager, Artificial Intelligence, Robotics, and Business Process Automation Solutions Enterprise Data, Interoperability & Intelligent Solutions (EDIIS), Innovation, Information and Technology Branch (IITB), ESDC
- LaReine Passey, Senior Policy Analyst, Multilateral Labour Affairs, Labour Program, ESDC
- Caroline Liebenberg, Senior Policy Analyst, Multilateral Labour Affairs, Labour Program, ESDC
- Zaiba Ali, Policy Analyst, Multilateral Labour Affairs, Labour Program, ESDC
- Amy Gofton, Data Policy Analyst, Enterprise Data Strategy, CDOB, ESDC

CHILE

- *Nicolás Agustín Ratto Ribó, Jefe División de Políticas de Empleo, Ministerio del Trabajo y Previsión Social

COLOMBIA

- *Antonio Sanguino, Ministro del Trabajo de Colombia
- *Julián Molina, Ministro de Tecnologías de la Información y las Comunicaciones
- *Diego Garzón, Jefe de la Oficina de Cooperación y Relaciones Internacionales, Ministerio del Trabajo
- *Lorena Arboleda, Oficina de Cooperación y Relaciones Internacionales, Ministerio del Trabajo
- *Susana Molina, Oficina de Cooperación y Relaciones Internacionales, Ministerio del Trabajo
- *Carolina Cruz, Ministerio del Trabajo
- *Jorge Santrich, Ministerio del Trabajo
- *Jean Felizoa, Comunicaciones, Ministerio del Trabajo
- *Johana Rodríguez, Comunicaciones, Ministerio del Trabajo
- *Leonardo Bunch, Comunicaciones, Ministerio del Trabajo
- *Verónica Lozano, Oficina de Cooperación, Ministerio del Trabajo
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