

## DCO POLICY WATCH

Navigating the digital policy landscape























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## Overview

Welcome to the inaugural issue of the DCO's policy watch, that is designed to keep policymakers, experts, and decision makers in DCO Member States, Observers, and stakeholders apprised of the evolving landscape in digital policy. This quarterly publication serves as a platform for sharing insightful analyses and updates on the latest trends and developments within key areas of digital governance. Our aim is to facilitate a deeper understanding of varied international practices and strategies, thereby supporting our readers in informed decision-making and effective policy formulation.

This edition highlights key trends and recent developments in each one of the policy areas addressed, with a view to enable informed decision making amongst policymakers and government officials in DCO Member States, Observers, and stakeholders. In this issue, we explore four important topics:

- 1: Artificial Intelligence (AI)
- 2: Data protection and privacy
- **3:** Electronic waste (E-waste)
- 4: Future of work

Each topic has been selected for its impact and relevance in today's rapidly evolving digital ecosystem, as well as being the subject of recent policy developments. These topics actively impact lives across the DCO community. Al continues to redefine possibilities, pushing the boundaries of technology and ethics. Data Protection and Privacy stand as pillars ensuring the trust and safety of digital users amidst increasing data flows. E-waste addresses the pressing environmental challenges posed by digital advancement, highlighting the need for sustainable practices. Lastly, the Future of Work offers insights into how technology reshapes careers, workplaces, and the global economy. Join us as we navigate these critical discussions, laying the groundwork for a resilient and equitable digital future that enables 'digital prosperity for all'.

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## 2 Artificial Intelligence (AI)

#### 1.1 Overview

As we stand on the brink of a new era in technological innovation, the formulation and implementation of AI policies across the globe are shaping not only the future of technology but also the very structure of our societies, economies, and governance. The potential of AI to bring about significant societal benefits is immense, yet it is matched by the need to address the ethical, legal, and security challenges it presents. The year 2024, marked by global electoral activities, highlights the urgent need for adaptive and robust AI governance to combat online harm, especially in the realm of disinformation/misinformation, and algorithmic biases.

Globally, two predominant schools of thought have emerged in the realm of AI policy and governance: (1) a principles-based approach; and (2) a prescriptive regulatory approach.

The principles-based approach, exemplified by nations such as Singapore and the United States, favors a softer, often voluntary, regulatory framework. This approach is underpinned by principles such as transparency, explainability, and accountability, aiming to foster an environment where AI systems are developed and deployed in a manner that is safe, secure, and fair.

Figure 1: Singapore's 12 principles for Al governance



On the other hand, the traditional prescriptive and ex-ante regulatory approach, with stringent enforcement mechanisms, is best represented by the European Union's AI Act and China's Gen-AI Regulations, focusing on a risk-based regulation of AI systems according to their potential harm.

On a broader level, initiatives such as the **Riyadh** Al Call for Action, adopted by DCO Member States during the Global Al Summit in 2022, demonstrates a collective commitment to leveraging Al for global benefit. This declaration, alongside some Member

States' individual national strategies such as the national AI strategies of Greece, Ghana and Saudi Arabia, underscores the varied approaches countries are taking to harness the potential of AI. These national and regional efforts reflect a broader trend towards significant investment in AI, with projections indicating that global AI investment could reach USD 200 billion by 2025.

Internationally, organizations like the OECD, UN, and G7 are at the forefront of establishing comprehensive AI governance frameworks. The OECD's AI Principles, alongside initiatives such as

Figure 2: OECD AI Principles

#### Values-based principles Recommendations for policymakers Inclusive growth, sustainable Investing in AI R&D development, and well-being Fostering a digital ecosystem Human-centered values and fairness for Al Transparency and Providing an enabling policy environment for Al explainability Building human capacity and Robustness, security and preparing for labor market safety transition International co-operation for **Accountability** trustworthy Al

the <u>UN Secretary-General's High-Level Advisory</u>
<u>Body on Al</u> and the <u>Bletchley Declaration</u>, aim to foster a unified global approach to Al governance. These international efforts emphasize the importance of ethical, equitable Al development and the need for transparency, security, and accountability in Al systems, ensuring that the benefits of Al are shared broadly while mitigating associated risks.

As we navigate this complex landscape, it is clear that the future of AI policy will be shaped by a delicate balance between fostering innovation and ensuring ethical, legal, and security safeguards. The actions taken by global, regional, and national entities in the coming years will be pivotal in determining the trajectory of AI development and its impact on our world.

#### Latest developments

## European Parliament approves the Artificial Intelligence act:

On 13 March 2024, the European Parliament has approved the world's first comprehensive framework to govern AI – the Artificial Intelligence Act, marking a significant step towards AI regulation within the EU. This legislation aims to establish a framework for ensuring AI development and use align with ethical standards and consumer protection principles, potentially setting a precedent for global AI governance.

Find out more

## UN General Assembly adopts landmark resolution on Artificial Intelligence:

On 21 March 2024, the Assembly unanimously adopted a landmark resolution on the promotion of "safe, secure and trustworthy" Al systems that will also benefit sustainable development for all. The resolution calls on the Member States to refrain from using Al systems that cannot comply with international human rights law, and ensure that people's rights online are protected the same way as they are offline. The resolution emphasized protection of personal data, monitoring of Al risks, and the need to close the digital divide.

Find out more

#### India draft AI regulation:

The Indian government plans to release a draft regulatory framework for Artificial Intelligence (AI) by mid-year, aimed at promoting economic growth while addressing risks. This initiative, announced at the Nasscom Leadership Summit, also includes efforts to develop AI skills among individuals and to establish global governance for AI safety and trust.

Find out more

## Council of Europe: Convention on AI – Draft framework leaked:

The Council of Europe is developing a legally binding framework to ensure that AI systems adhere to human rights, democracy, and the rule of law, involving a collaborative effort from various stakeholders to balance regulation and ethics.

Find out more

## G7 ministers commit to AI for sustainable development

At a meeting in March 2024 in Verona, Italy, the G7 Ministers agreed on the importance of collaborating with developing countries to enhance local AI ecosystems, focusing on sustainable development and establishing a global AI policy framework.

Find out more

#### 1.2 Key trends and developments

Recent developments in AI policy are currently shaped by various global discourses, reflecting the diverse approaches to AI governance across different regions.

In the European Union, the recently adopted Al Act represents a landmark development, introducing a comprehensive framework for Al regulation based on a risk-based approach. This legislation has sparked discussions around its potential to set a global standard, similar to the GDPR's impact on data protection. However, there are mixed reactions from academia, industry, and regulatory bodies, ranging from support for its holistic approach to concerns over its potential to stifle innovation. The discourse is moving towards a cautious optimism, with many seeing the EU's approach as a necessary step in addressing the ethical and societal implications of AI, albeit with a keen eye on maintaining a balance that fosters innovation.

Figure 3: EU AI act risk based framework

#### Minimal risk

Al enabled videogames, spam filters



#### **Limited risk**

Al systems with specific transparency requirements such as chatbots, emotion recognition systems



#### High risk

Transportation systems, safety, employment, education access, border control, justice systems



#### Unacceptable risk

Social scoring, facial recognition, dark pattern AI, manipulation





## Across Asia and the Pacific, different approaches are forming:

- Southeast Asia is adopting a pragmatic and realist approach to AI governance, focusing on innovation and economic growth while ensuring ethical use of AI. This region's strategy emphasizes voluntary risk assessments, supportive policy environments, and cross-border cooperation, aligning with the diverse needs and rapid digitalization of its economies.
- China's AI regulatory landscape is evolving rapidly, focusing on issues like deep synthesis and algorithmic recommendations. Their approach balances innovation with legal governance, emphasizing adherence to core values and the prevention of bias and harmful outputs. The introduction of a national-level legislation, like the Deep Synthesis Provisions, which entered into effect on 10 January 2023, and the Internet Information Service Algorithmic Recommendation Management Provisions, passed on 31 December 2021, are all efforts to regulate AI's potential harms while promoting its development.
- Japan's Al governance, shaped by Ministry of Economy, Trade and Industry (METI)'s 2021 "Governance Guidelines for Implementation of Al Principles Ver. 1.1", adopts a human-centric approach. It integrates social principles into Al development, aiming for an equilibrium between industry competitiveness and societal acceptance, influenced by global Al trends. This reflects Japan's strategic intent to harmonize technological advancement with ethical standards.



#### In North America:

**The USA**'s approach to Al governance is characterized by a variety of instruments including an Executive Order on Al released in October 2023, the Blueprint for an Al Bill of Rights released in October 2022, and the NIST (National Institute of Standards and Technology) Al Risk Management Framework, released in March 2023. The Executive Order emphasizes safe, secure, and trustworthy Al development, particularly concerning national security and public health. The Al Bill of Rights introduces voluntary principles intended to foster equity and safety in Al systems. Due to its non-binding character, there are inquiries about its potential for enforceability and influence. Additionally, observations have been made regarding the US approach, which emphasizes fostering innovation and creating an international environment conducive to Al development. This approach has led to discussions about the absence of overarching federal legislation, contributing to a sense of uncertainty regarding the direction of Al governance in the US.



#### In the Middle East:

Several countries are seeking to position themselves as leaders in both the regional and global conversation on Al governance. **Saudi Arabia** and the **United Arab Emirates (UAE)** are standing out in global discussions on Al governance through their active participation in forums and international organizations such as G20, UNESCO, the International Telecommunication Union, the <u>UK's Al Safety Summit</u>, and the <u>UN Secretary General's</u> Advisory Board on Al.

While the region does not have an overarching regional framework on AI, several countries have launched their national strategies and developed policy frameworks that aim to contribute to the safe and responsible use of AI across sectors and economic verticals. Since the UAE published the region's first AI strategy in 2017, the subsequent growth of national AI strategies, policies, and initiatives underscores the importance of AI to the region's economic diversification and digital transformation.

- In Jordan, the Artificial Intelligence Strategy and Implementation Plan (2023-2027) aims to implement the country's AI Policy from 2020. This strategy approaches AI from an economic and social impact perspective, focusing on AI's contribution to upskilling, education, scientific research, industry, productivity and future of work.
- In Qatar, the <u>national AI strategy</u> follows a similar approach to the strategies of Jordan and Saudi Arabia in the sense that AI plays a pivotal role in diversifying the economy with a significant focus on upskilling, future of work, and economic growth.

• In Saudi Arabia, the National Strategy for Data and AI is ambitiously aiming to position the Kingdom among the top 15 countries in AI development. The strategy is focusing heavily on skills, investment, and regulation, while also emphasizing the importance of partnership and entrepreneurship to grow the AI ecosystem. Most recently, in January 2024, the Saudi Data and AI Authority (SDAIA) launched guidelines on generative AI to promote the responsible development and use of GenAI through principles, capacity-building, and appropriate regulation.

Based on this overview, we see global Al policy trends reveal region-specific frameworks, balancing ethical considerations and innovation. The EU's AI Act proposes a global standard, while APAC showcases diverse, adaptable approaches. The US emphasizes a secure, equitable AI environment without comprehensive legislation, while the Middle East region centers AI policy around its economic and social impact rooted in safe and responsible use of AI technology. These strategies reflect the complex balance between technological advancement and ethical governance in AI's global landscape.

#### 1.3 The road ahead

As emphasized in the DCO's <u>Digital Economy Trends</u>, there are significant ongoing efforts from governments and regulatory entities to tackle some of the pressing topics related to AI regulation. As we settle into 2024, several important regulatory developments are expected to take place in AI policy:

- Brazil is set to host the G20 summit in November 2024, presenting an important opportunity for the country to assert its leadership in shaping global AI policies. Brazil's administration aims to spearhead the development of the first global Al <u>framework</u>, addressing key issues such as poverty, hunger, and job creation. By leveraging its influence within the G20, Brazil seeks to establish common ground among stakeholders and drive collaborative efforts in AI development. This strategic initiative has the potential to establish Brazil as a prominent player in the field of emerging technologies. It may also encourage investment and innovation, which could have positive implications for the Global South.
- Australia's Al taskforce is set to release safeguards for government Al use in 2024, while the US Executive Order directs federal agencies to prioritize safe Al practices and encourage their adoption in the private sector. Similarly, Japan has introduced a draft agreement for the use of generative Al in government agencies, and New Zealand has issued guidance for the public sector on the use of generative Al. These public sector safeguards are poised to inform future regulations and set important precedents for Al governance.

As policymakers seek to address the challenges brought about by the emergence

of AI ecosystems, they are realizing that traditional dichotomies, such as "developer-deployer" and "build vs buy" do not fully capture the nuances of AI development and deployment. This realization is driving a global policy debate on the allocation of responsibilities within the AI value chain, particularly concerning issues of safety, effectiveness, and competition.

One key concern among policymakers is the concentration of AI expertise and resources in a few dominant entities, which raises questions about competition and market dynamics. The 2023 G7 Communique on Digital Competition underscores these concerns, highlighting the potential for anti-competitive behavior by incumbent technology firms. Policymakers are therefore exploring more nuanced ways of categorizing entities in the Al ecosystem to inform competition policy and ensure a level playing field. Recent initiatives such as Singapore's Advisory Guidelines on use of Personal Data in Al Recommendation and Decision Systems and Japan's draft Al Business Operator Guidelines reflect this trend, recognizing different roles and responsibilities within the AI value chain.

Looking ahead, 2024 is poised to witness further developments in defining the AI ecosystem and clarifying the responsibilities of different actors. With countries around the world releasing guidelines and regulations on AI system development and usage, the coming year will likely see more refined definitions of where responsibility lies. Moreover, the first court cases connecting liability to different roles and responsibilities in the AI value chain are expected to provide valuable insights into the evolving regulatory landscape for AI. As the AI regulatory framework continues to take shape, global cooperation will be essential

to ensure consistency and effectiveness in addressing the challenges and maximizing the benefits of AI technologies.

2024 promises further refinement of the AI regulatory landscape, with clearer delineations of responsibility and anticipated court cases shaping liability in the AI value chain. Global cooperation will be pivotal in ensuring consistency and effectiveness in addressing AI challenges and maximizing its benefits worldwide.

#### Upcoming events

#### **IEEE Conference on Al**

Singapore | 25-27 June 2024

Find out more

## Middle East Enterprise AI and Analytics Summit

Riyadh, Saudi Arabia | 9 May 2024

Find out more

#### High-level Summit on AI in Africa

Kigali, Rwanda | End of 2024

Find out more

## Al policies and strategies

#### across DCO Member States

Almost all DCO Member States currently either have their own AI strategies, or are in the process of creating them. A non-exhaustive list of AI policies in DCO Member States includes:



## 3 Data protection and privacy

#### 2.1 Overview

The global landscape of Data Protection and Privacy is marked by a dual emphasis on data as an economic asset and key enabler of global trade, and data privacy as a fundamental human right, driving legislative frameworks worldwide. The EU stands out with its 2016 General Data Protection Regulation (GDPR), setting the foundation for a comprehensive, risk-based regulatory model that has influenced global discourse, attempting to balance individual privacy rights and innovation.

Meanwhile missing overarching federal privacy legislation in the US has led to a mosaic of state-level laws, with <u>California's CCPA</u> pioneering consumer privacy rights. Whereas, in APAC, countries exhibit varied approaches, reflecting their unique socio-economic contexts, with nations like Australia moving towards GDPR-like reforms. In MENA and Sub-Saharan Africa, efforts to strengthen data protection and privacy regulations are gaining momentum amidst growing digitalization and increasing concerns over data security.

These regional dynamics underscore a global movement towards more robust data protection and privacy standards, with ongoing developments indicating a future of enhanced regulatory clarity and consumer empowerment in data protection and privacy rights.

Broadly, the regulation of data protection and privacy spans four schools of thought:

#### Comprehensive regulation (EU GDPR model)

Advocates for an overarching legal framework that outlines broad principles and rights concerning data privacy, applicable to all sectors.

## Sector-specific regulation (U.S. approach) Prefers regulating data privacy within specific industries, allowing for tailored approaches to the unique needs and risks of different sectors.

### Co-regulatory systems (Australia's evolving framework)

Encourage collaboration between government and industry to develop and enforce privacy standards, blending legal requirements with self-regulation.

### Principle-based approach (APAC's diverse strategies)

Emphasizes flexible guidelines that adapt to various contexts, promoting ethical data use without strict legal constraints.

Each school of thought reflects the balance between innovation, individual rights, and the socio-political context within which it operates.

#### 2.2 Key trends and developments

Recent developments in data protection and privacy policy are increasingly shaped by global discourse, with significant influence from the EU, US, and advancements in technology like AI and privacy-enhancing technologies (PETs). PETs are a suite of tools that can help maximize the use of data by reducing risks inherent to data use. The EU continues to lead with comprehensive regulations such as the GDPR, influencing global privacy norms and inspiring similar laws in other regions. The recent focus on AI governance and PETs highlights a shift towards ensuring privacy is taken into consideration from the outset of emerging technology development.

In the US, state-level data privacy legislation is expanding, with several states enacting

laws in 2023 that will come into effect in 2024, indicating there is a growing patchwork of regulations. However, there is a noticeable decrease in progress on federal data privacy legislation, despite increased attention to Al development and its implications on data privacy. This fragmented approach reflects a broader debate on balancing innovation with privacy rights.

In the MENA region, the development of data protection and privacy frameworks is gaining momentum, with various countries implementing or considering specific laws to safeguard personal data. Saudi Arabia, with its <u>Personal Data Protection Law (PDPL)</u> enacted in 2023, and Kuwait's recently updated <u>Data Protection Regulation</u> (2024), illustrates

Figure 4: Key features of the EU's GDPR regulation

## **GDPR** 6 key features

| Appointing a Data<br>Protection Officer<br>(DPO) | You should appoint a DPO if your processor is a public authority, if you monitor individuals data on a large scale, or if you process a variety of sensitive personal information. |
|--|--|
| Data Breach<br>Notifications                     | You must notify consumers of a security breach within 12 hours of discovering a hack   |
| Privacy by<br>Design                             | Privacy and security need to be fully integrated into your core processes, procedures, protocols, and policies.  |
| Data Privacy<br>Impact Assessments               | Conduct an evaluation in the event that one of your data processing activities has a high potential to put the privacy rights of individuals at risk                               |
| Stricter Consent<br>Conditions                   | You can no longer employ opt-out or passive mechanisms of obtaining consent - such as pre-ticked checkboxes  |
| Stronger User<br>Rights                          | Users have 8 new rights, including the right to access, rectification, and data deletion - among others  |

the region's move towards comprehensive data protection legislation. The PDPL aims to regulate the processing of personal data, emphasizing transparency, accountability, and the protection of individual privacy rights. The law's broad scope and the establishment of clear guidelines for data handling reflect a significant step towards enhancing Saudi Arabia's data protection practices. Other countries in the MENA region, including Bahrain, Egypt, Jordan, Kuwait, Lebanon, Morocco, Oman, Qatar, and UAE, have also adopted or are considering similar laws. These developments indicate a regional shift towards recognizing data privacy as a critical issue, with nations taking steps to implement legal frameworks that protect individuals' personal data while accommodating technological advancements and economic needs.

The African Union (AU) Convention on Cyber Security and Personal Data Protection (the "Malabo Convention") that came into force in June 2023 after ratification from 15 AU Member States, provides a broader context for data protection efforts across Africa, aiming to address cybersecurity and personal data protection challenges. The Convention's focus on enhancing cybersecurity, establishing legal frameworks for electronic transactions, and fostering e-commerce aligns with the objectives of many African countries in developing their data protection laws.

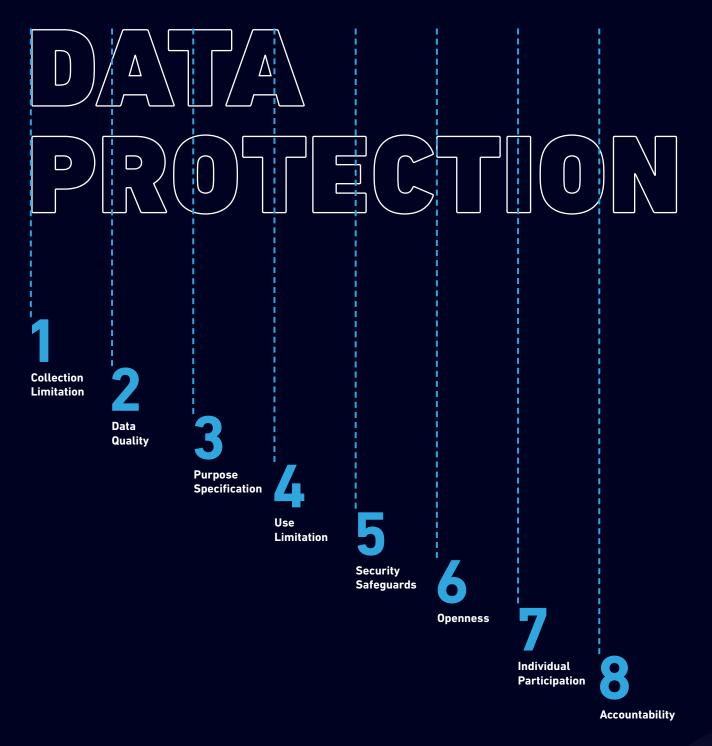
Additionally, in February 2024, The African Continental Free Trade Area (AfCFTA) Secretariat of AU introduced the <u>draft Protocol on Digital Trade</u> during the Ninth Extraordinary Session in Durban, South Africa. This Protocol aims to establish common standards for digital trade, including provisions on cross-border data transfers and the avoidance of customs duties on electronically transmitted digital products.

Furthermore, the 2016 ASEAN Framework on Personal Data Protection and the 2015 APEC Privacy Framework demonstrates similar efforts in other regions to strengthen data protection through principles-based guidelines and crossborder cooperation. Additionally, the Global Cross-Border Privacy Rules (CBPR) Framework, established in 2022, serves as an extension of the Asia-Pacific Economic Cooperation CBPR system, fostering the secure and efficient flow of data across borders. Rooted in voluntary participation and accountability, this framework enables organizations to showcase adherence to internationally recognized data protection standards. With increasing traction, the CBPR initiative is an important evolving mechanism for facilitating global data exchange while ensuring robust privacy safeguards.

The <u>EU-US Data Privacy Framework</u>, which represents another inter-regional effort in this area, was activated on 10 July 2023, and is the latest attempt to facilitate personal data exchange between the EU and the US without requiring separate contractual agreements, addressing the void left by the invalidated predecessors like the EU-US Privacy Shield. This initiative stands as a crucial effort to reconcile the EU's stringent data protection standards with US data transfer practices, aiming to ensure an equivalent level of protection for personal data. Its significance lies in its potential to provide a stable and lawful foundation for transatlantic data flows, which are vital for the economic and digital cooperation between the two regions, while addressing the legal and privacy challenges highlighted by past <u>judicial rulings</u> on data protection adequacy.

These initiatives highlight the importance of regional collaboration and the sharing of best practices in addressing the complex challenges of data privacy in a digitalized world.

Figure 5: OECD's main data protection principles



Alongside regional and global regulatory schools of thought, international organizations have also developed several instruments which offer guidance to States on their domestic privacy legislation. Some examples of this includes the OECD Privacy Guidelines, Recommendation on Cross-Border Co-operation in the Enforcement of Laws Protecting Privacy, and the Declaration on Government Access to Personal Data Held by Private Sector Entities (adopted by OECD Member States and the EU).

The OECD's work on privacy has established a foundational global framework for personal data protection and influenced data protection laws worldwide, including the GDPR. OECD's Recommendation on Cross-Border Co-operation in the Enforcement of Laws Protecting Privacy was first adopted in 2007 but its continued relevance has recently been reviewed by the OECD Member States.

In an era dominated by data, maintaining privacy and ensuring robust data protection measures are imperative. The significance of safeguarding personal information extends across various domains, from healthcare to employment opportunities. As such, it is essential to treat data with utmost care and respect, acknowledging its profound impact on individuals' lives and societal well-being.

#### 2.3 The road ahead

In our perspective, as highlighted in the DCO's report on Enabling Cross-Border Data Flows, the discussion surrounding data protection and privacy is evolving towards a more intricate, technology-integrated approach, and frameworks are influenced by global considerations and standards. The emphasis is on enhancing transparency, competition, consumer choice, and maximizing the trusted flows of data across borders while addressing the challenges posed by new technologies

and digital markets. Going forward, data privacy is likely to see an acceleration of regulatory developments, increased focus on Al transparency and ethics, and a move towards more holistic and user-centric privacy practices.

### Balancing global standards with regional specifics

Harmonizing global standards while respecting regional variations.

### 2. Regulatory agility for technological advancements

Flexible frameworks to adapt to evolving technologies.

#### 3. Enhancing user empowerment

Transparent data practices and robust consent mechanisms.

- **4. Integrating privacy into product design** Embracing Privacy by Design principles from the outset.
- **5.** Addressing emerging privacy challenges Proactive responses to novel issues like biometric data privacy and ethical AI usage.
- **6. Strengthening international cooperation**Collaborative efforts through regional privacy frameworks for effective enforcement across borders.

In light of these emerging global trends, it becomes important to examine how established regulatory frameworks will adapt to the pace of technological innovation. On the future relevance of the regional privacy frameworks like the EU GDPR, policy experts are of the view that judging from the intense scrutiny on the intersection of data management regulations and new technology applications such as AI, the likelihood is that data protection and privacy laws will be the first point of regulatory discussion

and adjustment. For example, queries and clarifications on how the GDPR would apply to Al have emerged – with the GDPR standing robust and looking future-proofed because it includes: Article 22 on Automated individual decision-making, including profiling; Article 35 on Data protection impact assessment; and Recital 26 on pseudonymized and anonymized data.

The forthcoming review of the GDPR by the European Commission in May 2024 has sparked discussions regarding the potential need for an update, colloquially referred to as "GDPR 2.0". This would seek to better adapt the GDPR to emerging technologies, including AI, as well as examine GDPR's interaction with other regulatory instruments such as the EU Digital Markets Act and EU Digital Services Act. While the GDPR has undeniably influenced society since its adoption nearly eight years ago, policymakers are deliberating over necessary amendments to address deficiencies in enforcement and international data transfers. The review will likely prompt further examination of potential legal amendments and alternative solutions, shaping the trajectory of data protection regulation in the European Union

The way forward involves a collaborative effort among governments, industry, civil society, and individuals to navigate the complexities of the digital age while upholding the values of privacy and data protection. Keeping abreast of these trends and engaging in ongoing dialogue will be key to developing privacy frameworks that are both resilient and flexible, capable of safeguarding privacy in an ever-evolving digital landscape.

#### Upcoming events

CPDP2024: The Computers Privacy and Data Protection Conference 2024

Brussels, Belgium | 22-24 May 2024

Find out more

IAPP Asia Privacy Forum 2024

Singapore | 17-18 July 2024

Find out more

23<sup>rd</sup> Annual Data Protection Compliance Conference

London, UK | 24-26 September 2024

Find out more

IAPP Europe Data Protection Congress 2024

Brussels, Belgium | 20-21 November 2024

Find out more

## Data protection policies and strategies

#### across DCO Member States

The landscape of data protection and privacy laws among DCO Member States contains a range of legislative frameworks, from comprehensive to non-existent. Challenges persist in areas like enforcement and regulatory capacity. A non-exhaustive list of data protection and privacy policies in DCO Member States includes:



#### Bahrain

Law No. 30 of 2018 on Personal Data Protection

#### Cyprus

GDPR (as an EU member state)

#### 😎 Ghana

Data Protection Act (2012)

#### Jordan

Law No. 24 of 2023 on Personal Data Protection Law

#### Morocco

Law No. 09-08 on the Protection of Personal Data (2009)

#### Oman

Personal Data Protection Law (2022)

#### Qatar

<u>Law No. 13 of 2016 Concerning Personal Data Privacy Protection</u>

#### Rwanda

<u>Law No. 058/2021 on the Protection of Personal Data</u> and Privacy

#### Bangladesh

Draft <u>Information and Communication Technology Act</u> (2006) (not yet enacted). Draft Data Protection Act (2022, not yet enacted)

#### The Gambia

Information and Communications Act (2009)

#### **Greece**

GDPR (as an EU member state)

#### Kuwait

Regulation No. 26/2024 on Data Privacy Protection (2024)

#### Nigeria

Nigeria Data Protection Act (NDPR)

#### (C) Pakistan

Draft Personal Data Protection Bill (2023). The Prevention of Electronic Crimes Act, 2016 (PECA) is currently the primary legislation that provides a legal framework in relation to various kinds of electronic crimes and also extends to unauthorized access to personal data.

#### 🥮 Saudi Arabia

Personal Data Protection Law (2023)

## 4 E-waste

#### 3.1 Overview

The management of e-waste is becoming increasingly crucial due to its rapid growth and the complex challenges it presents. In 2022, the world generated a staggering 62 million metric tons of e-waste. Globally, strategies are being developed to address e-waste through policies that encourage recycling, reduce environmental harm, and promote a circular economy. These strategies often involve collaboration among various stakeholders, including governments, industry, and international organizations like the United Nations Environment Programme. The effectiveness of these strategies can vary based on regional and national contexts, highlighting the importance of tailored approaches to the e-waste management.

To tackle e-waste, approaches vary globally, including:

• Extended producer responsibility (EPR)

Manufacturers are accountable for the lifecycle of their products, including takeback, recycling, and disposal. For example, Saudi Arabia's Waste Management Law of 2021 holds the manufacturers/importers an extended responsibility for their products to ensure financial sustainability in the waste management sector and therefore enforce the concept of circular economy.

#### Recycling and collection programs

Facilitated by governments or private organizations to ensure proper e-waste disposal. For example, the European Union's Waste Electrical and Electronic Equipment (WEEE) Directive mandates the establishment of collection points for electronic waste across member states, ensuring convenient disposal options for consumers.

#### Legislation and regulations

National or regional laws mandating e-waste management practices. For example, the US has implemented the Electronic Waste Recycling Act in California, which requires manufacturers to establish e-waste recycling programs and properly manage electronic waste.

#### Consumer awareness campaigns

Educating the public on the importance of responsible e-waste disposal. For example, the "Recycle Right" campaign in Australia encourages consumers to recycle electronic devices through designated drop-off points, raising awareness about the environmental impacts of e-waste.

#### Innovation in product design

Encouraging the design of products that are easier to recycle or have a longer lifespan.

For example, companies like Apple have introduced initiatives such as "Apple Renew" to promote the recycling of old devices, while also incorporating recycled materials into new product designs to reduce environmental impact.

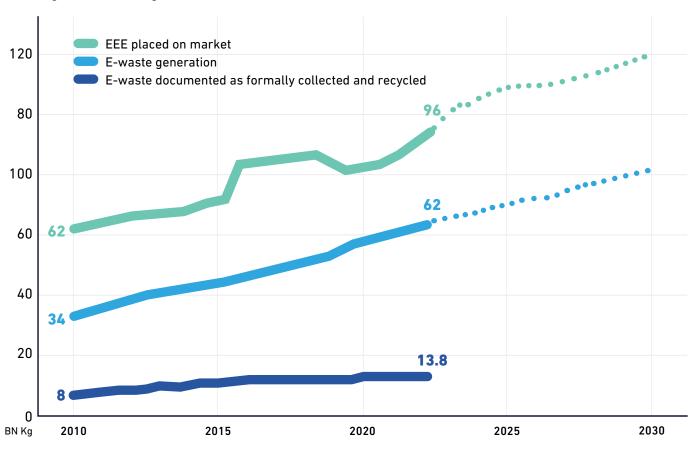
#### 3.2. Key trends and developments

Recent developments in e-waste management underscore the urgent need to address the rapidly growing volume of e-waste, estimated to reach 82 million tons by 2030. According to the latest Global E-waste Monitor (GEM) report by the UN, the production of Electrical and Electronic Equipment (EEE) is expected to exceed 100 million tons per year in 2024, with less than a quarter of e-waste documented

to be properly collected and recycled. There is a marked shift towards adopting circular economy principles, focusing on sustainable practices and resource recovery. EPR is becoming a common regulatory approach, holding manufacturers accountable for their products' end-of-life, encouraging the design of more sustainable electronics. This aligns with global efforts to manage the "tsunami of e-waste," as highlighted by the UN Environment Programme, emphasizing the need for responsible handling due to the hazardous elements in electronic waste.

Policy and regulatory efforts towards e-waste management reflect a diverse approach across different regions, with a common recognition of its environmental and health implications.

Figure 6: Global growth in E-waste



Source: Global E-waste Monitor 2024

The European Union's strict legislation, such as the 2012 Waste Electrical and Electronic Equipment (WEEE) Directive, sets a high standard for e-waste recycling and reduction. Conversely, the United States with no federal e-waste legislation, has a diversity of state-level initiatives with differing levels of effectiveness.

In the Asia-Pacific region, Japan's approach to e-waste management, particularly through the Home Appliance Recycling Law and the Small WEEE Law, showcases a comprehensive EPR system. This model emphasizes product-specific recycling, clear stakeholder responsibilities, stringent recycling targets, thorough product tracking, and prioritization of resource recovery. Such practices underscore Japan's commitment to a circular economy and offer valuable insights for global e-waste management strategies.

In the Middle East, Africa, and South Asia, the management of e-waste is witnessing a gradual transformation, albeit at different paces and scales across these regions. In the Middle East, nations like the UAE and Saudi Arabia are pioneering with forward-thinking policies and initiatives, such as the mandatory adoption of USB-C ports to reduce e-waste and ambitious recycling campaigns. Nevertheless, Saudi Arabia is also the largest e-waste generator in the Arab region. Other regional countries such as Egypt has seven e-waste treatment facilities and Jordan has opened e-waste collection sites in collaboration with the United Nations Development Programme (UNDP). Africa, despite facing infrastructural and regulatory challenges, is seeing countries like Nigeria and Rwanda make significant strides with dedicated e-waste policies aiming at sustainability and responsible waste handling. In contrast, South Asia, with India at the forefront, is grappling with the dual

#### Latest development

## Regulatory action for reduction of E-waste:

In 2022, the European Union approved the <u>Common Charger Directive</u> to mandate a common charging standard, effectively banning Apple's proprietary Lightning connector in favor of USB-C. This serves as a significant case study in regulatory action. This move, aimed at reducing e-waste and consumer inconvenience, underscores the power of regulatory frameworks to influence global tech giants and drive environmental sustainability. According to the directive, by the end of 2024, all mobile phones, tablets, and cameras sold in the EU will have to be equipped with a USB Type-C charging port, and from spring 2026, the obligation will extend to laptops.

challenge of burgeoning e-waste volumes and the need for robust management frameworks, prompting efforts to refine policy instruments and enhance recycling capacities.

Due to the presence of certain valuable and finite natural resources, e-waste has become an income stream for certain individuals and communities. There is a growing concern on the transport of e-waste from one country to another, especially from the developed to the low and middle income countries. 5.1 million tons e-waste shipped across borders in 2022, of which approximately 3.3 million tons (65%) was shipped from high-income to middle- and low-income countries through uncontrolled, undocumented.

At the multilateral level, several initiatives exist to tackle the problem of e-waste:

#### Basel convention

The <u>Basel Convention</u>, established in 1989, is a global treaty that regulates the transboundary movements of hazardous wastes and their disposal. It aims to control these activities, minimizing hazardous waste generation and ensuring environmentally sound management. It has been ratified by 191 parties, demonstrating widespread international commitment to addressing hazardous waste issues, including e-waste.

### The international telecommunication union (ITU)

The ITU offers a program for e-waste policy and regulatory development at the national level, providing technical assistance and capacity-building support to Member States. In 2023, in partnership with the Saudi Communications, Space, and Technology Commission (CST), ITU initiated the E-waste Management Regulations <u>initiative</u>. The project supports countries such as Paraguay, Rwanda, and Zambia in developing and implementing e-waste policies and regulations for a circular economy. The ITU's efforts aim to promote sustainable practices and foster a circular economy in the ICT sector by providing countries with tools for effective WEEE management.

Analysis of the various global, regional, and local e-waste policies suggests that effectively managing e-waste requires a concerted effort that spans international cooperation and the principles of a circular economy. A critical element is the development of comprehensive and consistent regulatory frameworks that promote sustainable e-waste recycling and reduction measures. Furthermore, enhancing public awareness and education is essential for fostering a shift in societal behaviors towards e-waste. The pathway

forward involves an integrated approach that synergizes policy initiatives, technological innovation, and community engagement to forge a sustainable and resilient digital economy.

#### 3.3 The road ahead

The future of e-waste management is at an important juncture, with global trends indicating a shift towards more sustainable and circular approaches. As electronic devices become increasingly integral to daily life, the challenge of managing the resultant waste grows exponentially. The current trajectory, which as mentioned before, predicts a surge in e-waste to 82 million tons by 2030, underscoring the urgency of rethinking our production and consumption patterns.

A holistic, global approach to e-waste management, grounded in the principles of the circular economy, is gaining momentum. This paradigm shift is not merely about enhancing recycling rates but about reimagining the entire lifecycle of electronic products—from design and production to end-of-life management. EPR regimes, which hold manufacturers accountable for the environmental impact of their products, are emerging as a crucial tool in this transition, encouraging the design of more sustainable and easily recyclable electronics.

International collaborations, such as the Basel Convention and the ITU STEP Initiative, highlight the importance of multilateral efforts in addressing the global e-waste challenge. These platforms facilitate the sharing of best practices, technological innovations, and policy frameworks, underscoring the interconnected nature of e-waste management in our globalized world.

The discourse around e-waste is evolving from a focus on waste management to a

broader consideration of resource efficiency and sustainability in the digital age. This involves not only technological innovations and policy interventions but also a cultural shift towards valuing sustainability and resource conservation in our digital consumption habits.

In conclusion, the road ahead for e-waste management requires a concerted effort from governments, industries, and consumers worldwide. By embracing circular economy principles, fostering international cooperation, and prioritizing sustainable design, we can mitigate the environmental impact of e-waste and move towards a more sustainable digital future.

#### Upcoming events

E-waste World Conference & Expo

Frankfurt, Germany | 26-27 June 2024

Find out more

United Nations Climate Conference (COP29)

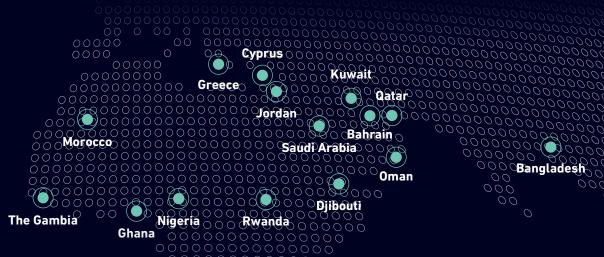
Baku, Azerbaijan | 11-24 November 2024

Find out more

### E-waste policies and strategies

#### across DCO Member States

While DCO Member States like Rwanda and Saudi Arabia have comprehensive policies in place, there is a need to accelerate progress on developing similar policies in other countries in Africa and the Middle East regions. A non-exhaustive list of e-waste policies in DCO Member States includes:



#### Bahrain

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National Waste Management Strategy (2018)

#### Cyprus

Adheres to EU Directives mentioned above

#### The Gambia

Developing a National Strategy on the Management of E-waste

#### **Greece**

Adheres to <u>EU Directives</u> mentioned above

#### Kuwait

No e-waste policy. Proposal for e-waste recycling (2020)

#### Nigeria

National Environmental (Electrical/Electronic Sector).
Regulations (amended 2023). Harmful Waste Act (2004)

#### Rwanda

Regulation N. 002 of 24/4/2018 Governing E-Waste Management in Rwanda (2018)

#### Saudi Arabia

Technical Regulation for Restriction of Hazardous Substances in Electrical and Electronic Appliances and Equipment Guideline (2022). Waste Management Law (2021). Regulations and Procedures for Hazardous Waste Control (2002)

#### Bangladesh

Hazardous Waste (e-waste) Management Rules (2021)

#### Djibout

No e-waste policy. <u>Environmental Code, Law No. 51/</u> <u>AN/09/6e</u> addresses hazardous materials management

#### Ghana

Hazardous and Electronic Waste Control and
Management Act (2016) Hazardous Electronic and
other Wastes (Classification), Control and Management
Regulations (2016)

#### Jordan

No specific e-waste policy. Jordan has <u>Electric and</u> <u>E-waste Management Instructions</u> (2021)

#### Morocco

<u>Law No. 28-00 related to Waste Management</u> (covers hazardous waste) (2008)

#### 🏀 Oman

Administrative decision 51/2023 Issuing the Regulation Governing the Import and Transit of Hazardous and Non-Hazardous Waste. Ministerial Decision No. 17 of 1993 issuing Regulations on the management of solid non-hazardous waste

#### Qatar

<u>Draft Decision regarding recycling and treatment</u> of electrical and e-waste. Law No. 30 of 2002 – Environment Protection Act

## Future of work and the impact of technology

The Fourth Industrial Revolution (4IR) and the growth of digital economy are reshaping the nature of work and employment globally, presenting both opportunities and challenges. The convergence of advanced technologies such as AI, robotics, and digital platforms is leading to significant shifts in how work is performed and what skills are in

demand. This has given rise to new forms of employment, including gig and remote work, which offer flexibility but also raise questions about job security, labor rights, and social protections.

The COVID-19 pandemic accelerated the shift towards remote work, highlighting the

Figure 7: Future of work

Who does When & where How the work the work work is done is done Full-time/part-time Collocated **Artificial** employees workspace Intelligence Crowdsourcing Remote workers Robotics GIG Fluid work **Automation** schedules workers

digital economy's impact on work. This period saw the gig economy expand, with more individuals taking up freelance and contract roles, driven by platforms that offer flexibility. Technologies like AI are transforming job roles and skill demands, pushing for continuous upskilling. These changes underscore the need for adaptive policies to balance innovation with worker protections and equitable access to opportunities.

Policymakers are carefully navigating these changes, seeking a harmonious balance between embracing the advantages of innovation and upholding the protection of workers alongside the assurance of equitable labor practices. Strategies include updating legal frameworks to accommodate new work models, investing in education and skills training to prepare the workforce for future jobs, and leveraging technology to create inclusive and sustainable economic growth.

The future of work is being shaped by divergent approaches to workforce policies, exemplified by the practices in the US and the EU.

- The American model, characterized by its flexible, business-oriented framework, permits agile workforce adjustments, but raises questions about long-term job security and work-life balance due to minimal federal mandates on employee benefits.
- Conversely, the EU's protective stance towards worker rights, with its comprehensive social benefits and stringent employment protections, underscores a commitment to job stability and quality of life, potentially at the cost of business flexibility.

These contrasting models highlight the ongoing global dialogue on how best to balance economic competitiveness with social welfare in the evolving workplace landscape. The interplay between these approaches offers valuable insights into crafting policies that can adapt to technological advancements, demographic shifts, and changing societal expectations, setting the stage for a future where work is not only productive but also equitable and fulfilling.

In response to these challenges, international organizations like the International Labour Organization (ILO) and OECD have been proactive in providing guidance to national governments. The ILO emphasizes the importance of lifelong learning, supporting people through transitions, promoting gender equality, and strengthening social protection systems. Similarly, the OECD highlights the transformative impact of technological transformation on the future of work, particularly accelerated by the COVID-19 pandemic. The OECD advocates for ambitious policies to ensure inclusivity and sustainability in the future workforce, supporting initiatives such as the G20's efforts to address these challenges. Through collaboration and policy recommendations, these organizations aim to enable people to benefit from the new digital era without being endangered or excluded.

As we move forward, it is crucial to foster dialogue among governments, businesses, and workers to collaboratively develop policies that address the realities of the digital economy. This includes ensuring equitable access to opportunities, protecting workers in all employment forms, and promoting lifelong learning to keep pace with technological advancements.

#### 4.1 Key trends and developments

Several key trends can be observed in the area of the future of work and the impact of technology on employment globally:

#### 1. Rise of remote work

The COVID-19 pandemic accelerated the adoption of remote work practices worldwide. Many companies have embraced remote work arrangements, leading to a shift in traditional office-based work cultures. According to Forbes, as of 2023, 12.7% of full-time employees work from home, while 28.2% work a hybrid model. This trend is likely to continue as businesses recognize the benefits of remote work in terms of flexibility, cost savings, and access to a broader talent pool.

#### 2. Expansion of the gig economy

The gig economy, characterized by short-term and freelance work arrangements, continues to grow, facilitated by digital platforms. As of 2023, this type of work accounted for a third of the world's working population and is projected to reach \$500 billion in gross volume in the next five years. Workers increasingly opt for gig-based employment due to its flexibility, although concerns persist regarding job security, labor rights, and social protections for gig workers.

The gig economy encompasses a wide range of industries, including ride-hailing, food delivery, and freelance services.

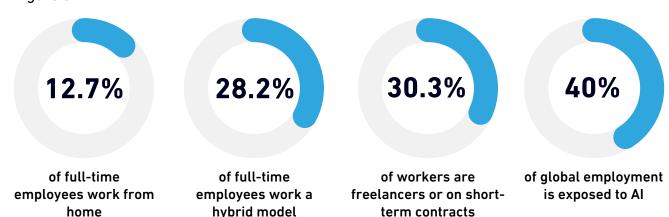
#### 3. Impact of AI and automation

Advances in AI and automation technologies are transforming job roles and industries, leading to widespread automation of tasks and processes. According to the IMF, in 2024, almost 40 percent of global employment is exposed to AI. While AI promises increased efficiency and productivity, it also raises concerns about job displacement and the need for workers to acquire new skills to remain competitive in the labor market. Upskilling and reskilling initiatives are crucial for preparing the workforce for the jobs of the future.

#### 4. Policy responses

Governments around the world are developing policies, frameworks, and forward-looking approaches to navigate the complexities and prospects introduced by the evolving employment landscape and technological progress. For instance, the EU has implemented the <u>Digital Education Action Plan</u> (2021-2027), focusing on enhancing digital skills and competencies from an early age to adulthood, underscoring the





Source: Forbes, 2023 Source: IMF

importance of lifelong learning in the digital era. These strategic measures concentrate on domains including continuous professional development for upskilling, comprehensive social safeguards, the promotion of gender parity, and the facilitation of workforce adaptability amidst shifting career paradigms. Moreover, there is an escalating commitment to nurturing synergies among diverse entities to guarantee a holistic and enduring cultivation of the workforce.

#### 5. International collaboration

Given the global nature of technological advancements and their impact on work, there is increasing collaboration between countries and international organizations to address common challenges and share best practices. Initiatives such as the ILO Future of Work Centenary Initiative and the OECD Future of Work Forum facilitate dialogue and cooperation on key issues related to the future of work.

The recent reports from international organizations reflect a growing consensus on the transformative impact of technology on the future of work. While technology adoption promises productivity gains, there are concerns about job displacement and rising inequality.

Countries worldwide are implementing strategies to adapt their workforce for the modern digital economy, mirroring global best practices for the future of work. An example of such initiatives is the Kingdom of Saudi Arabia's <u>Vision 2030</u>, which includes a <u>Human Capability Development Program</u>, or <u>Greece's program on the Green and Digital Future of Work in Greece towards 2050</u>. This program is founded on a strategic pillar aimed at equipping the workforce for future labor markets through a holistic approach that intertwines the enhancement of national values and global citizenship, the advancement of

skills for the forthcoming industrial revolution, the provision of diverse educational avenues, the encouragement of informed career decisions, and the fostering of an innovative and entrepreneurial culture.

The essence of this strategic pillar, crucial for transitioning into the future of work, lies in its comprehensive approach to cultivating a workforce that is not only technically proficient but also deeply rooted in national identity and global awareness, thereby ensuring adaptability and innovation in the evolving labor landscape.

With a focus on enhancing the quality of jobs, social protection, and the intersection of health and employment, the EU is developing policies that foster inclusive workplaces and encourage human-machine collaboration. The European Industrial Strategy and the communication on a New Industrial Strategy for Europe highlight the EU's commitment to leveraging digital technologies to transform industries, enhance productivity, and facilitate a transition to a low-carbon economy. The EU is also exploring the impact of the gig economy, with a directive aimed at improving working conditions for platform workers, introducing measures to clarify employment status and ensuring fairness in algorithmic management.

On the other hand, the United States adopts a more business-friendly approach towards the future of work, with less extensive worker rights compared to the EU. Despite the significant number of Americans engaged in the gig economy and freelancing, the US has not yet considered a national strategy specifically addressing these sectors. The Federal Trade Commission has released a policy statement focusing on enforcement related to gig work, addressing challenges such as the distortion of gig work's nature and the weakened bargaining position of gig workers.

Additionally, initiatives like <u>President Biden's</u>
<u>Executive Order on Al</u> aim to support workers displaced by Al, while <u>California's Proposition</u>
<u>22</u> offers a tailored approach to regulating the gig economy within the state.

In Asia, Singapore has introduced several proactive initiatives to address the changing nature of work. A notable recent addition is the SkillsFuture Level-Up Programme, announced in Budget 2024, which offers a significant SG\$4,000 SkillsFuture credit topup for Singaporeans aged 40 and above, focusing on training programs with strong employability outcomes, particularly in areas like AI. This, and other similar initiatives, showcase Singapore's comprehensive strategy to foster lifelong learning and ensure its workforce remains competitive in the evolving global job market. Alongside this, the Ministry of Trade and Industry (MTI) developed several additional programs focused on developing talent, such as the Enterprise Leadership for <u>Transformation</u>. A program looking to upskill and train business owners to maximize the benefits of technology. The Global Ready Talent Program is designed to train Singaporean youths with internationally standard tech skills.

Investing in education, fostering lifelong learning, and enhancing human-machine collaboration are key to leveraging technology for a sustainable, inclusive workforce. The integration of human creativity and machine efficiency underscore the importance of blending technological advancements with uniquely human capabilities for innovation and adaptability in the evolving job landscape. The response governments will deploy will determine their growth and success in the coming decades.

#### Insightful publications

The IMF's January 2024 staff discussion note on Gen Al and the future of work underscores the significant impact of Al on job security, with 40% of the global workforce at risk of displacement. Despite this alarming trend, the adoption of Al also promises increased productivity, leading to heightened income and wealth creation.

In November 2023, the World Bank's report on the Future of Work in Europe highlighted the transformative effects of technology on labor markets.

While technology adoption has driven productivity gains, it has also exacerbated income inequality, particularly among small firms in the EU lagging in technology adoption. To mitigate these disparities, the report suggests promoting technology adoption in small businesses and investing in education to equip the workforce with adaptable skills.

The World Economic Forum's April 2023
Future of Jobs Report outlined diverse factors shaping the global labor market, with high-income countries experiencing tight labor markets and lower-income nations facing higher unemployment levels. Technology, especially AI and digital platforms, is driving significant business transformation, with over 85% of organizations expecting increased technology adoption. However, this transformation also brings about a disruption in workers' skills, highlighting the need for investments in reskilling and upskilling initiatives.

#### 4.3. The road ahead

The discourse around the future of work policy areas revolves around strategies to address the challenges and opportunities presented by technological advancements. Lifelong learning, supporting people through transitions, transformative gender equality agendas, and strengthening social protection are key themes highlighted by the ILO and the OECD. These discourses underscore the importance of inclusive policies that prioritize workers' rights, promote diversity, and address the impact of technology on different segments of society.

Looking ahead, the discourse is expected to focus on the implementation of these policy recommendations at the national and regional levels. Governments, businesses, and civil society will need to collaborate to develop and implement policies that ensure a fair and inclusive transition to the future of work. The ongoing dialogue and exchange of expertise between stakeholders will be crucial in shaping the future policy landscape and addressing emerging challenges in the digital economy era.

Navigating the future of work amidst the transformative impacts of technology demands a comprehensive strategy grounded in collaborative international efforts. The intersection of technological innovation and evolving labor dynamics necessitates a nuanced approach, one that addresses both the opportunities and challenges inherent in this paradigm shift. As such, the international community must engage in rigorous analysis, proactive policy formulation, and sustained cooperation to navigate the complexities of this dynamic landscape effectively.

At the forefront of this endeavor lies the imperative to invest in human capital development and lifelong learning initiatives. Recognizing the pivotal role of skills acquisition

#### Upcoming events

**Gartner Digital Workplace Summit** 

London, UK | 10-11 June 2024

Find out more

Gallup Future Of Work Summit

Omaha, USA | 3-5 June 2024

Find out more

in fostering workforce adaptability and resilience, governments and international organizations must prioritize initiatives aimed at upskilling and reskilling individuals across all sectors. By equipping workers with the necessary competencies to thrive in a technologically-driven environment, societies can mitigate the adverse effects of automation and ensure equitable access to emerging economic opportunities.

In tandem with these efforts, international collaboration and knowledge-sharing mechanisms must be strengthened to facilitate the exchange of best practices, innovative solutions, and policy insights. Leveraging the expertise and resources of diverse stakeholders, including governments, intergovernmental organizations, academia, and the private sector, will be instrumental in fostering a conducive environment for sustainable economic growth and human development. By fostering a culture of collaboration and cooperation, the international community can harness the transformative potential of technology to create a future of work that is not only technologically advanced but also inclusive, resilient, and socially just.

## Future of work policies and strategies

#### across DCO Member States

The future of work and the impact of technology is a priority area for every DCO Member State, with different legislative documents and strategies designed to support reskilling, upskilling, and the adoption of technology in the workforce existing almost all across the board: A non-exhaustive list of such policies includes:



National Digital Talent Policy for Rwanda

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