

Key findings
Industrial Relations and Social Dialogue
Social dialogue essential in shaping the new normal
The use of remote work does not imply a change in workers' rights , so that social dialogue must govern the implementation of the new way of labor organization in order to guarantee the workers' rights are respected
Remote work introduced a complexity which needs to be managed at different level of governance by the social partners, firms, public institutions .
The integration of smart-working and smart cities implies a systemic type of analysis and further challenges for industrial relations, such as the shift from a company-based perspective to a territorial one, incorporating environmental and sustainability issues in new local pacts, etc...
Industrial relations practices are required to react to the technological blurring of the boundaries between self-employment and subordinate work , that an increased 'phantomization' of remote work is producing.
General Considerations
Regulations and Labor Laws
There is a need to adopt and update labor laws to address remote work-specific issues, such as work hours, employee rights, and protections. Clear guidelines on remote work arrangements, rights to disconnect, and addressing work-life balance concerns are essential. Moreover, remote work contracts, including employee protections, benefits, and dispute resolution mechanisms, are relevant issues required to maintain fairness in employer-employee relationships. Policymaking must be active in this regard.
Taxation and remote working
With remote work blurring geographical boundaries, policymakers must address tax implications for remote workers and employers. Additionally, social security systems may need adjustments to ensure adequate coverage and benefits for remote workers.
Technology and equipment
Policymakers need to invest in digital infrastructure and high-speed internet connectivity to increase the adoption and performance of remote work activities. This includes both urban and rural areas, ensuring equal access to opportunities. In addition, providing access to advanced technology would enhance productivity and innovation in knowledge-based industries.
Gender inequalities
It is pivotal to consider that women perceive larger negative effects of remote working in terms of high intensity of work, emotional effects, long working time, work-life balance problems. The efforts in terms of policy making must be directed to reduce these negative impacts.
Training
A digital gap may put at risk the effectiveness of remote working. It is therefore required to promote digital literacy and provide training programs to provide workers with the necessary skills for remote work.
Employment
There are jobs with more potential for remote working than others. This heterogeneity should be considered in terms of contracts and regulations.
Environmental sustainability: the diffusion of remote working may have positive externalities (but not only) on the environment and especially on the urban life (e.g., reduction of road congestion in the rush hours)