AGE PLATFORM Europe

AGE BAROMETER 2025

Recommendations – Digital Transition

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Recommendations

Combat ageism and bias in AI

- **Promote human-centred AI design** that avoids age-related bias and prevents age-based discrimination
- **Guarantee the right to algorithmic transparency** to ensure AI systems are understandable, accountable, and inclusive for all
- **Include older workers** and their representative organisations in the development and deployment of AI systems
- **Reinforce legal and regulatory frameworks** to tackle age-related bias in AI, ensuring transparency, fairness, and inclusion
- **Guarantee transparency and human oversight** in AI tools used for recruitment, performance evaluation, and task allocation

Promote lifelong learning and digital upskilling

- Leverage the **European Commission's Union of Skills** initiative to create tailored and accessible digital training pathways for older workers
- Implement the **Council's recommendations on qualification pathways** and **individual training accounts** in Member States, adopting a person-centred approach with access to paid training leave, removing age limits for training and aligning learning opportunities with the digital transition
- **Develop inclusive digital training programmes** targeting older workers
- **Promote lifelong learning systems** that include digital skills to ensure continuous skills development

Support inclusive workplaces

- **Foster workplace cultures** of empathy, privacy, and openness to feedback where ageist stereotypes are tackled
- **Ensure equal access** to digital tools in the workplace
- **Guarantee workers consultation and involvement** from the design phase of digital technologies

- **Foster the 'humans in control' principle**, ensuring humans must always have ultimate responsibility for decisions, particularly in critical areas such as healthcare
- **Ensure social protection and fair working conditions** in all sectors, including the most vulnerable occupation such as platform work
- **Use staff surveys and digital inclusion** indicators to monitor progress

Improve working conditions through technology

- **Design and implement technological tools aimed at ensuring sustainable careers** by improving working conditions, guaranteeing workers' health and safety, supporting ageing in the workplace and giving older workers more opportunities for career development
- **Recognise and integrate older workers' expertise** in supervising digital systems
- **Address mental health risks** linked to digitalisation and provide mental health resources
- **Encourage flexible work arrangements for older workers and caregivers**, with a specific attention to women and gender equality in the revision of Work-Life Balance Directive[1]

Strengthen legal and policy frameworks

- **Enforce transparency in algorithmic management** (e.g., EU Directive 2019/1152)
- Expand protections under the **Platform Work Directive** and **AI Act** to include age-sensitive design
- **Establish a comprehensive EU legal framework for remote work** that safeguards worker autonomy by setting clear boundaries for digital availability and ensures fair treatment through binding legislation on telework cost reimbursement, including financial support measures aligned with existing EU directives

[1] AGE Policy Paper - Work-Life Integration

Address regional and sectoral gaps

- **Invest in digital infrastructure** in rural areas and develop tailored regional policies to address local digitalisation gaps
- **Support SMEs** through subsidies and training

Foster intergenerational collaboration

- **Foster intergenerational collaboration** in digital workplaces, through experience sharing for instance
- **Promote mentoring programmes** on digitalisation between older and younger workers
- **Encourage intergenerational learning strategies** in digital workplaces