

PROJECT SUMMARY

QÜILO - MULTICHANNEL WORKERTECH AND DIGITAL FINANCIAL INCLUSION PLATFORM (GU-T1313, GU-G1011)

Estimates indicate that one out of every three employees in Guatemala works in an economic sector that has been hit hard by the pandemic. As the COVID-19 pandemic has unfolded, most workers have become increasingly vulnerable, especially those who work in the informal sector (70.6% of the working population)¹ and do not have access to unemployment compensation, health coverage, or a pension. Many of these workers struggle to obtain financing to mitigate the economic swings caused by the pandemic and loss of income due to closures or wage cuts.

Qüilo is a multichannel platform for financial and health services, benefits, and employment opportunities designed for the most vulnerable sectors. The platform brings together insurance companies, banks, and benefit providers to facilitate access to these services for informal workers, as well as for companies and their employees. Qüilo strives to be user-friendly, fast, intuitive, secure, and fair. Qüilo consists of two main components: (1) QBoard: a web tool for human resources and benefits management for small and medium-sized enterprises (SMEs); and (2) Qapp: a mobile application for formal and independent workers.²

Through QBoard, Qüilo offers insurance, financial services, benefits, and human resources management to improve SME management. QBoard offers companies a solution for managing internal and external benefits,³ digitizing employee data, processing payroll, internal communications, and managing requests, assistance, and recruitment. This is accomplished through a web channel for businesses and a mobile application for workers. On the application, workers receive financial education, gain access to telemedicine and psychological support, and can directly access insurance policies and financial services. Access to financial services will enable workers to educate themselves and acquire benefits that improve both their quality of life and their and their families' safety net. QBoard also includes modules for internal communications, leave requests, general information on employment history within the company, and opportunities to apply for new positions within and outside of a company. Using Qapp, formal and independent workers can access financial and health products online. They can also find job listings and apply for positions through the mobile application. There is currently no comprehensive, technologically user-friendly, private-sector solution that can be used as an alternative to social security in Guatemala.

¹ [2018 National Employment and Income Survey](#).

² For the purposes of this project, "independent" workers include those who are self-employed or are involved in microenterprise, as well as those who work for a company but do not have an employment contract and are compensated under a service contract, by invoice, or through commissions or fees.

³ For the purposes of this project, internal benefits refer to those benefits that a company directly provides its employees and sets up on QBoard (i.e., uniforms, discounts on company products, lunch subsidies). External benefits are benefits that a company sets up on QBoard through third parties, such as health insurance, telemedicine, psychological support, etc. With external benefits, the company configures whether it will cover all or part of the cost and whether the portion covered by employees can be deducted from their wages or salary.

By year-end 2022, the platform should serve more than 30,000 formal workers and over 15,000 independent workers. Between the two groups, more than 4,000 people will gain direct access to health insurance and services, and over 3,000 financial products will be provided. The solution promoted under this project is part of a new concept known as WorkerTech: an array of digital services that harness the power and convenience of technology to provide independent, flexible workers with customized benefits while also facilitating access to protection systems and rights safeguards. This concept emerged in Europe alongside the rapid growth of the platform economy, largely known through platforms like Uber and Rappi, where independent workers have other types of contracts and fewer benefits and social protections than traditional employees.