

THE CURRENT STATE OF EVENTS IN GLOBAL REGULATIONS OF THE PLATFORM ECONOMY

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**Poverty Wages and
Platform Debt
(Wage Gaps)**

**Employment
Misclassification
(Rights Gaps)**

**Limited Social
Protection
(Protection Gaps)**

**Lack of
Transparency and
Accountability
(Transparency Gaps)**

**Poor Working
Conditions and
Safety (Working
Conditions Gaps)**

CHALLENGES FACED BY PLATFORM WORKERS

While platform work offers flexibility and income opportunities, platform workers also face several challenges that necessitate regulatory intervention. Here are some key challenges faced by platform workers:

- **Poverty Wages and Platform Debt (Wage Gaps):** Platform work, especially on-location work, is low-paid work, and workers are often barely making minimum wages, let alone the living wage, after accounting for various work-related costs. There is a phenomenon of platform debt/negative incomes where the cost of working with the platform exceeds the earnings. Working poverty is rampant.
- **Employment Misclassification (Rights Gaps):** The classification of platform workers as independent contractors rather than employees raises concerns. It denies them access to employment benefits and protections under labour laws, limiting their ability to negotiate fair terms of work and leaving them without recourse for unfair treatment or dismissal. This is bogus self-employment and deprives the platform workers of the protection of traditional labour rights and benefits, such as minimum wages, social security, paid leave, and health insurance. This leaves them vulnerable to exploitation and financial insecurity.

CHALLENGES FACED BY PLATFORM WORKERS

- **Limited Social Protection (Protection Gaps):** Platform workers often lack access to social protections, such as unemployment benefits, workers' compensation in the event of an accident/injury or disease, and retirement plans. The absence of a safety net exacerbates their vulnerability, particularly during periods of economic downturn or personal emergencies.
- **Lack of Transparency and Accountability (Transparency Gaps):** Platform workers often face challenges related to opaque rating systems, arbitrary decision-making algorithms, and limited transparency in job allocation. They may experience unfair treatment, discrimination, or biased evaluations without a clear avenue for addressing grievances.
- **Poor Working Conditions and Safety (Working Conditions Gaps):** Platform workers may face long working hours, lone working, physically demanding tasks, and unsafe working conditions without adequate protection or recourse. Additionally, the absence of clear guidelines and monitoring of occupational health and safety standards poses risks to their well-being.

RIGHTING THE WRONGS

IN PLATFORM ECONOMY














SELF REGULATION BY PLATFORMS

- **Crowdsourcing Code of Conduct (2015):** 10 principles such as “fair payment”, “only serious tasks” and “open and transparent communication”. 10 platforms have signed the code of conduct, and IG Metall, the signatory platforms, and the German Crowdsourcing Association established an “Ombuds Office” to effectively implement the code of conduct and resolve disputes between workers and signatory platforms.
- **World Economic Forum Charter of Principles for Good Platform Work (2020):** signed by prominent digital labour platforms, including Cabify, Uber, Deliveroo and Grab. The Charter commits the platforms to diversity and inclusion; safety and well-being; flexibility and fair conditions; reasonable pay and fees; social protection; and ensuring that fairness and non-discrimination are a priority in the design of algorithms.
- **Glovo Couriers Pledge (2021):** Glovo introduced a 'Couriers Pledge' in 2021. The Pledge rests on four pillars: fair earnings, 360-safety, community, and equality. Glovo establishes a recommended level of Earnings Per Hour based on data provided by the WageIndicator.

REGULATION THROUGH COLLECTIVE BARGAINING

▶ Table 1: CBAs in the location-based platform economy (January 2022)

Country	Year	Parties	Sector	Level	Status
 Denmark	2018	Hilfr - United Federation of Danish Workers (3F)	Cleaning	Company	Under re-negotiations
 Spain	2019	CEHAT-FEHR - UGT-CCOO-CIG	Hotel and catering (food delivery)	Sectoral	extended to 2021
 Norway	2019	Foodora (Delivery Hero) - Fellesforbundet	Food delivery	Company & Sectoral	2020-22
 Chile	2020	Delivery Technologies SpA - Cornershop Chile Company Union	Food delivery (supermarkets)	Company	2020-22
 Republic of Korea	2020	Woowahan - General Services Union	Food delivery	Company	2020-22
 Austria	2021	Austrian Chamber of Commerce - Austrian Transport and Services Union (vida)	Food delivery	Sectoral	2021-
 Sweden	2021	Foodora (Delivery Hero) - Swedish Transport Workers' Union	Food delivery	Company & Sectoral	2021-2023 (implementation during 2021)
 Italy	2021	Just Eat Takeaway.com - CGIL, CISL and UIL	Food delivery	Company & Sectoral	2021-2024 (implementation during 2021)
 Sweden	2021	Bzzt - Swedish Transport Workers' Union	Taxi transport	Company & Sectoral	2021-23
 Denmark	2021	Dansk Erhverv (covering Just Eat Takeaway.com) - United Federation of Danish Workers (3F)	Food delivery	Sectoral	2021-23 (implementation during 2021)
 Spain	2021	Just Eat Takeaway.com and UGT & CCOO	Food delivery	Company	2021-

- **11 collective agreements** signed till February 2022.
- The majority of agreements concluded in Europe.
- 9 agreements focused on food delivery.
- 1 agreement: passenger transport
- 1 agreement: cleaning

REGULATION THROUGH CASE LAWS

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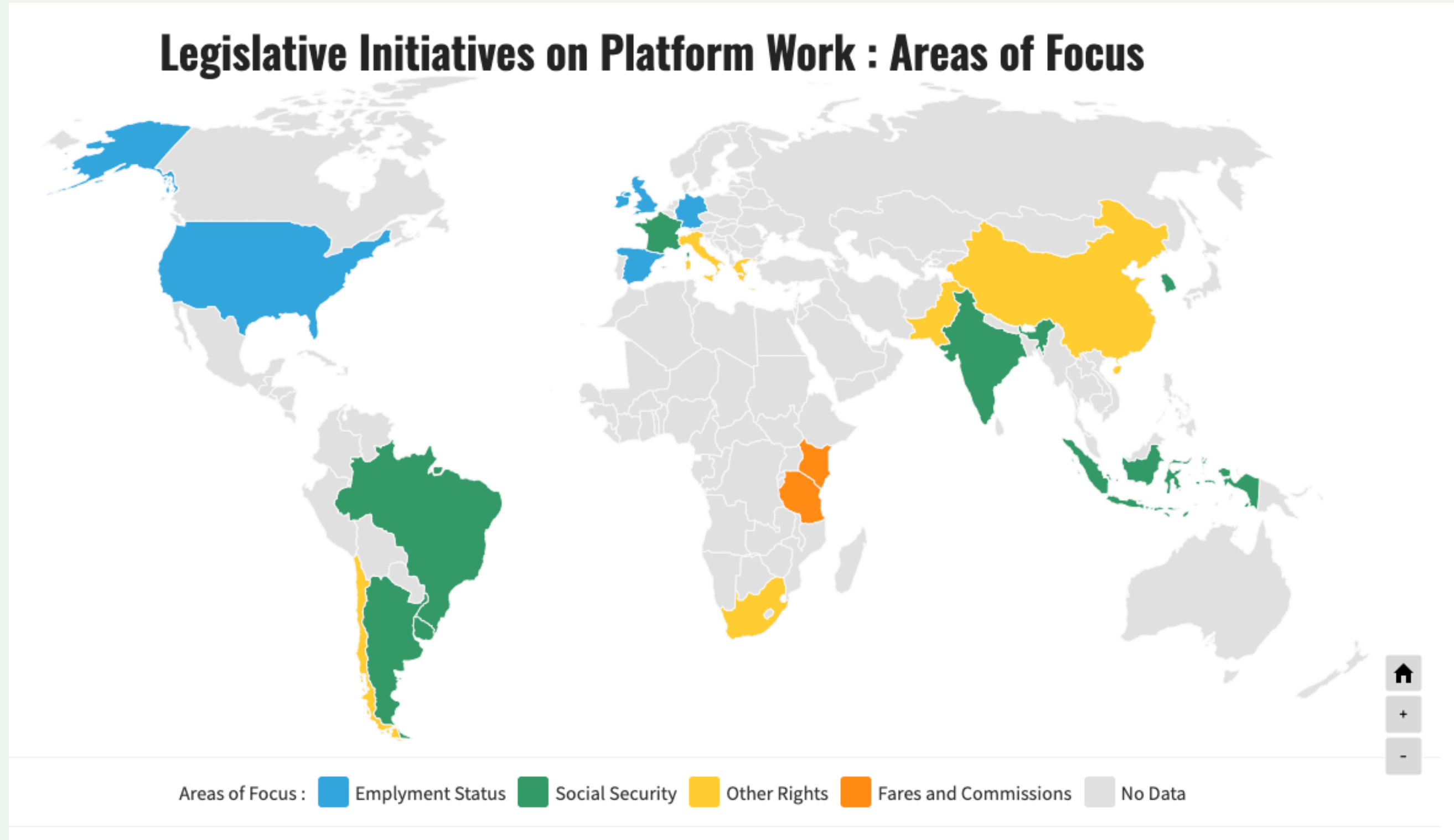
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Court Cases overview

Clear	Clear	Clear	Ruled in favour of workers	No - Holiday pay	Clear	Clear	Clear
COUNTRY	PLATFORM	ASSOCIATED PARTIES	RULING STATUS	RULING IN FAVOUR OF SELF-EMPLOYED STATUS OR EMPLOYEE STATUS	RULING DATE	SUMMARY	PLATFORM FAIRWORK SCORE (out of 10)
Argentina	Repartos Ya S.A.	Repartos Ya S.A. / Deliverers	Ruled in favour of workers	Yes - Employee status	2021	Repartos Ya failed to disprove the presumption of employment.	No ratings available
Argentina	Rappi	Rappi / Rojas Luis Roger Miguel y otros	Ruled in favour of workers	No - Platform ban	2019	The judge finds that the denial of access to the platform for the riders and drivers petitioning multiple complaints regarding the working conditions is a violation of the right to freedom of	0 Fairwork Ratings

REGULATION THROUGH LEGISLATION





Universal Labour Guarantees or Basic Labour Protections

1. **Fundamental workers' rights:** freedom of association and the effective recognition of the right to collective bargaining, freedom from forced labour, child labour and discrimination; and safe and healthy workplaces
2. **Set of basic working conditions:** adequate living wage; limits on hours of work
3. **Basic social protection** in the form of state-administered old age, survivors', invalidity, unemployment, and work injury benefits.