

PREVENTING AND MANAGING HEALTH AND SAFETY RISKS IN DIGITAL PLATFORM WORK: EXAMPLES OF INITIATIVES, PRACTICES AND TOOLS

1 Introduction

It is estimated that there are more than 500 active digital labour platforms (DLPs) in Europe (CEPS, 2021). A quarter of those active in the EU-27 in March 2021 were launched after 2015. Estimates also suggest that there are over 28 million people employed in DLPs, a number that is expected to grow to 43 million by 2025 (European Commission, 2021b). Nevertheless, the latest figures from the European Trade Union Institute estimate that only 3 million people can be classified as 'main platform workers' (working 20 hours or more per week or earning more than 50% of their income through platforms) (ETUI, 2022).

There has been extensive research over the past few years to investigate the phenomenon of contractual classification as self-employed or independent contractors in platform work. More recently, research has been conducted to review the working conditions, and more specifically the occupational risks that may result from platform work (EU-OSHA, 2017, 2022), and the spectrum of regulations, policies, strategies, initiatives, actions, and programmes relevant for the occupational safety and health (OSH) of digital platform workers (EU-OSHA, 2017, 2021, 2021b, 2022). Yet, there is limited understanding of the tools and practices available to prevent and manage OSH risks for online platform work and for other forms of on-location platform work, other than in traditional delivery and ride-sharing services (Moore & Woodcock, 2021).

The primary aim of this article is to review the OSH related practices and interventions in a wide range of on-location and online digital platform work, considered the two most agreed types of digital platforms (European Commission, 2021c). On-location platform work refers to tasks that are performed only or mostly in the physical world, either on-site in public areas, on the road or at the client's premises. Online platform work refers to tasks that are matched with workers online and are performed only or mostly virtually on an electronic device at any location, mainly platform workers' homes (EU-OSHA, 2021).

The study employed a mixed-methods research approach.¹ The research builds on the study *Digital platform work and occupational safety and health: overview of regulation, policies, practices and research* (EU-OSHA, 2022). This earlier work mapped OSH risks in relation to four types of platform work (lower-skilled and higher-skilled on-location work; lower-skilled and higher-skilled online work). It offered an in-depth account of policies and initiatives at country level.

The study also provides continuity to previous research commissioned by EU-OSHA on regulation, policies, practices and initiatives on digital platform work and occupational safety and health (EU-OSHA, 2021b). It seeks to inform priority-setting and decision-making for researchers, policy-makers, employers and workers alike, also providing a number of fictional examples of initiatives inspired by the main features of the existing initiatives reported in the article.

¹ A literature review assessed the tools and practices that policy-makers, DLPs and platform workers themselves can use to prevent and manage occupational safety, health and wellbeing risks. This in-depth review was supported by a simple random analysis of policies of thirty location-based platforms and twenty-seven online web-based platforms, including:

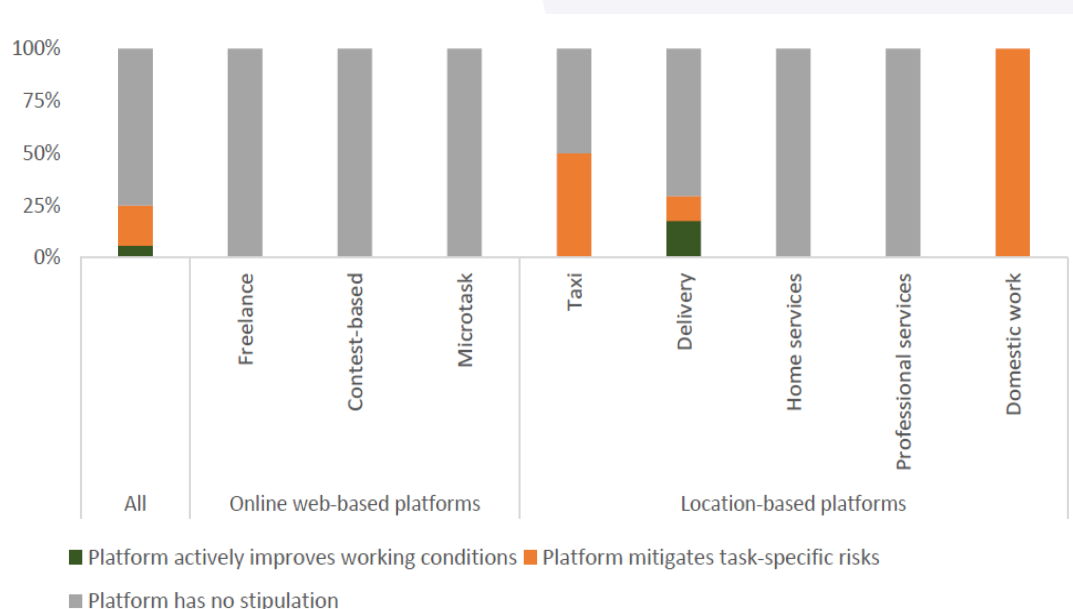
- annual reports
- public statements
- terms of service
- community rules
- app/ICT features and developments
- workplace organisational policies and practices.

2 Background to the issue

Flexible and temporary forms of employment (as seen in platform-mediated work, atypical employment, and other instances of dependent self-employment) are usually linked to lower access to OSH provision than more traditional forms of work. Consequently, these workers have increased exposure to more dangerous working conditions (European Parliament, 2008). As previous studies from EU-OSHA have demonstrated, platform workers may experience worse OSH management, including poor or lacking risk assessment, lack of access to OSH information, training, services, support and personal protective equipment (PPE) (EU-OSHA, 2017, 2021b, 2022). Digital mediated platform work can affect not only workers' physical safety (EESC, 2021) but also their mental health and wellbeing (Bérestégui, 2021) because of time pressure, work intensity, insecurity and social isolation issues.

In terms of OSH management, it is fair to say that there are no initiatives taken by the vast majority of DLPs to safeguard against task-specific physical risks (see Figure 1). According to Fairwork research (Fairwork, 2022), less than half of the 283 platform operators assessed in 2019-2022 period adopted policies to protect platform workers from task-specific risks.

Figure 1: Mitigation of physical risks on selected DLPs active in the EU-27 (CEPS, 2021). Note: the figure shows whether and what kind of policies aimed at mitigating physical risks associated with platform work are stipulated for the selected DLPs (N=52)

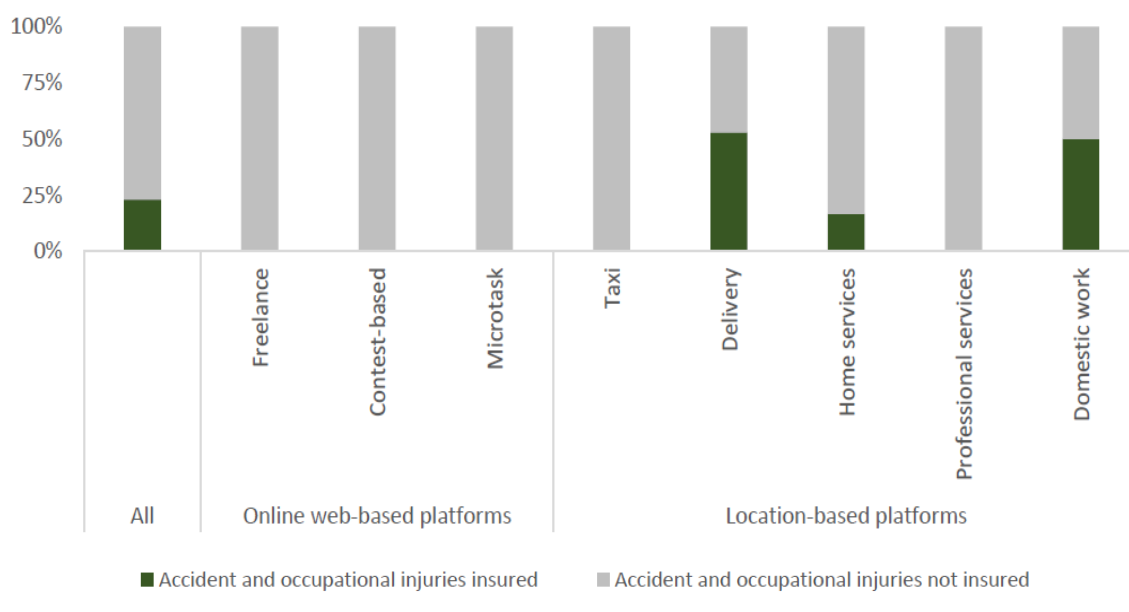


Many countries in the EU region adopt a fragmented approach and are politically averse to guaranteeing the application of OSH provisions (Garben, 2019) (Aloisi, 2021) (Klimczuk et al, 2021). This means that strategies and mechanisms to regulate occupational safety and health in platform work, where they exist, are still in their early stages, with platform work performed online receiving little attention (Eurofound, 2021). As algorithmic management – a distinctive feature of digital platform work (EU-OSHA, 2022) – is not effectively addressed in EU regulatory frameworks, its increasing use applied to monitoring, surveillance and performance evaluation of workers can have negative effects (for example, anxiety, stress, risk of accidents) on digital platform workers' OSH (Baiocco et al., 2022; Ball, 2021; Lee et al., 2015; Ravid et al., 2020; Walsh, 2022), regardless of their employment status. The growing use of algorithmic governance and artificial intelligence- (AI-) augmented tools can have complex ramifications for workers' safety, health and wellbeing as it can potentially have an impact on their autonomy, involvement in decision-making, work intensification and so on (ILO, 2019; EU-OSHA, 2022a, b, c, d).

New legislation, case law, enforcement actions by inspectorates and collective agreements on the one hand (EU-OSHA, 2022), and initiatives instigated by platform workers and platform operators on the other (Ball, 2021; De Groen, 2020; Pulignano et al., 2021; EU Commission, 2021; Todoli et al., 2019, 2020), are an initial response to address the issues highlighted above and therefore to prevent the OSH risks that platform workers face. Earlier studies commissioned by EU-OSHA in consultation with their focal points attest to this (EU-OSHA, 2021b) but also alert of how OSH challenges around platform work need to be best addressed by ensuring the

presumption of a dependent employment relationship of platform workers. So far, successful approaches to protecting and supporting platform workers include insurance coverage for work accidents (although provided by very few types of DLPs, and mainly by the on-location ones as Figure 2 represents), damages to third parties and protection for incapacity to work. At the same time, some DLPs have made progress in managing and informing platform workers of their occupational risks, providing health and safety equipment, training, inductions and so on.

Figure 2: Access to accident and occupational injuries insurance for people working in selected DLPs active in the EU-27 (CEPS, 2021)



3 An up-to-date compilation of key initiatives, practices and tools on digital platform work

With the steady growth of work intermediated by digital platforms, there is a pressing need to better understand the various generic practices and developments that can help governments, platform operators and workers to foster opportunities to improve the working conditions of platform-based digital labour (Johnston et al., 2019; European Commission, 2021). In addition to the key case law and regulatory instruments previously analysed in EU-OSHA studies (EU-OSHA, 2021b, 2022), there is a wide scope of regulatory initiatives and legislative proposals, 'soft' policy and other measures of relevance to platform work that have been adopted or implemented at the EU level, which range from actions taken by law-makers, regulatory agencies and labour inspectorates, initiatives from platforms and interest groups, collective agreements, social dialogue initiatives and other forms of workers' organisations initiatives. These initiatives are discussed in the next sections and listed in a number of inserted tables² throughout the article.

3.1 Regulatory initiatives

Regulatory initiatives (EU-OSHA, 2022a) in the EU Member States include Spanish Royal Decree-Law 9/2021³ (also known as the Riders' law), which is particularly relevant since it has introduced a right to 'algorithmic transparency' at a national regulatory level for the first time (EU-OSHA, 2022g). This forces every type of platform to inform the (platform) workers' legal representatives about the inner functioning of the algorithms 'that may affect working conditions, and access to and maintenance of employment, including

² Note: These tables present a non-exhaustive list of relevant regulations, practices, responses, and multi-stakeholder initiatives that directly or indirectly address occupational safety and health risks and challenges. Note that the lists are non-exhaustive, they only contain a key number of examples; the rest of the initiatives identified are listed within the scope of the article.

³ See Real Decreto-ley 9/2021, de 11 de mayo para garantizar los derechos laborales de las personas dedicadas al reparto en el ámbito de plataformas digitales. <https://www.boe.es/eli/es/rdl/2021/05/11/9>.

profiling' (Article 64.4 of the Workers' Statute). Additionally, the law provides a legal presumption of a dependent employment relationship for digital platform workers in the delivery sector (Additional Provision 23 of the Workers' Statute). Both issues correspond directly to two of the most relevant underlying causes for the OSH related challenges commonly identified in the literature (EU-OSHA, 2021).

In France (EU-OSHA, 2022f), the El Khomri law⁴ gives some self-employed platform workers supplementary rights in the area of training, collective bargaining, and insurance against work-related accidents and occupational diseases. The law on the fight against social fraud⁵ adds information requirements and facilitates the identification of platforms and platform workers. Most importantly, the law regarding the orientation of the means of transportation⁶ installs a right to refuse assignments and a right to disconnect, but only for platform workers in the transport sector. Ordonnance No 2021-484, limited to platform activities consisting of transport services, and the delivery of goods by means of a two- or three-wheeled vehicle, specifies the terms of representation of the self-employed workers making use of platforms and the conditions for the exercise of this representation.⁷ Finally, Ordonnance No 2021-487, relating to digital platforms in various sectors of public road transport,⁸ contains provisions on the sharing of data and information with competent administrations and authorities to accomplish their mission of control and inspections, including access to stored data, algorithms and unencrypted restitution of information suitable for facilitating the accomplishment of inspections.

In 2018, the municipal administration of Milan (EU-OSHA, 2021b, 2022h) inaugurated the first office in Italy dedicated to 'listening, information and advice' for workers of food delivery platforms, also offering free training courses on road safety, safety at work and basic sanitary rules for food transport. The same year, the Municipality of Bologna adopted the 'Charter of Fundamental Rights of Digital Labour in the Urban Context' to address the situation of delivery riders.⁹ The urban dimension of this initiative is quite unique in Europe, and it acted as a source of inspiration for Legislative Decree No 101/2019 at national level, improving working conditions of (self-employed) platform workers by easing the scope of employer-organised work for people working through digital platforms. It also established a minimum level of rights for riders to be granted when entering a service contract with the platform-based company. The legislative framework established a formal requirement for platforms to provide a written employment contract containing all relevant information for working conditions and safety and health. This included transparency and information rights; fixed hourly wages; anti-discrimination rights; data protection rights; and applicability of OSH provisions such as the obligation to carry out a risk assessment. In April 2019, the region of Lazio also introduced legislative provision¹⁰ regulating remuneration, social protection and health and safety for all types of digital platform workers. This includes access to training, the obligation to provide health and safety equipment and coverage of its maintenance costs, the prohibition of compensation per task, and the obligation to provide insurance for work accidents and occupational diseases. Also in 2019, the region of Piedmont introduced a legislation¹¹ which codifies criteria Italian courts applied in the classification of digital platform workers, including the right of trade unions to be consulted in the design of algorithms, and prohibiting rating mechanisms based on the performance of digital platform workers.

The Finnish government is in the process of reviewing its Employment Contracts Act¹² that looks at improving worker's basic rights. It also introduced road safety regulations after a surge of road safety incidents involving app-based e-scooters driven by platform workers. As a consequence, in 2021, speed limits were lowered from 25 to 15 kilometres per hour in Helsinki (FES, 2022).

⁴ Law No 2016-1088 of 8 August 2016 on labour, the modernisation of social dialogue and the securing of professional careers (the 'El Khomri law'). Available at: <https://www.legifrance.gouv.fr/loda/id/JORFTEXT000032983213/>

⁵ Law No 2018-898 of 23 October 2018 on the fight against fraud, JORF n°0246 of 24 October 2018. Available at: <https://www.legifrance.gouv.fr/loda/id/JORFTEXT000037518803/>

⁶ Law No 2019-1428 of 24 December 2019 regarding the orientation of the means of transportation (Loi d'orientation des mobilités – LOM), JORF n° 0299 of 26 December 2019. Available at: <https://www.legifrance.gouv.fr/jorf/id/JORFTEXT000039666574/>

⁷ Ordonnance n° 2021-484 du 21 avril 2021 relative aux modalités de représentation des travailleurs indépendants recourant pour leur activité aux plateformes et aux conditions d'exercice de cette représentation. Available at: <https://www.legifrance.gouv.fr/jorf/id/JORFTEXT000043403734/>

⁸ Ordonnance n° 2021-487 du 21 avril 2021 relative à l'exercice des activités des plateformes d'intermédiation numérique dans divers secteurs du transport public routier. Available at: <https://www.legifrance.gouv.fr/jorf/id/JORFTEXT000043403949/>

⁹ http://www.comune.bologna.it/sites/default/files/documenti/CartaDiritti3105_web.pdf

¹⁰ See Disposizioni per la tutela e la sicurezza dei lavoratori digitali. 12 aprile 2019. <https://www.consiglio.regione.lazio.it/consiglio-regionale/?vw=leggiregionalidettaglio&id=9349&sv=vigente>

¹¹ Regione Piemonte, Proposta di Legge Regionale 27 giugno 2018, No 306 'Disposizioni in materia di lavoro mediante piattaforme digitali'.

¹² See Employment Contracts Act 2001. <https://finlex.fi/en/laki/kaannokset/2001/en20010055.pdf>

In 2016, the Norwegian government launched the *Sharing Economy Committee*¹³ by Royal Decree. The academics, legal experts, trade unions, employers, employer and business organisations who make up this committee were involved in discussions on issues such as extending insurance schemes through legislative means. One of the proposed interventions was the commission of a study into the OSH consequences of the platform economy, to determine the need for amending the existing regulatory framework.

The Swedish government has initiated several policy commissions¹⁴ to cover the challenges and opportunities of platform-based work. These include the Digitalization Commission (2013), the Taxi Commission (2015) and Workplace Safety in the New Economy (2015). In 2020, the Swedish Work Environment Authority held a public inquiry¹⁵ into working conditions across 25 platforms. Outcomes from this exercise encouraged a more proactive approach to the management of work-related injuries. Denmark has followed a similar consultative and decision-making approach, through the Commission on the Future of Work¹⁶ (2019).

In Germany, the Federal Ministry of Labour and Social Affairs set an agenda¹⁷ to ensure fair conditions for both platform-mediated work and cloud-work. Countries such as Portugal, Slovenia, Sweden and Hungary have initiated processes to update OSH strategies to address new forms of work (OECD, 2019).

The Portuguese Minister for Employment, Solidarity and Social Security¹⁸ initiated a legislative process for platform-based work that looks at implementing a rebuttable presumption of employment specific for platform workers and regulates work organisation, performance assessment and algorithmic management transparency. The draft bill's final approval has been put on hold.

Hungary passed a law¹⁹ against undeclared work, mandating platforms to qualify their workers as employees, therefore extending OSH protections to platform workers.

More specifically in relation to online platform content reviewers, regulatory developments are rare, despite calls at EU level to introduce minimum rights and standards for online content reviewers, making it obligatory to flag psychologically harmful or emotionally demanding work (EU-OSHA, 2022c). Outcomes from a platform inquiry supported by the Irish Joint Committee on Enterprise, Trade and Employment (Oireachtas, 2021) in May, 2021, on the issue of the working conditions of content moderators, recommended making it obligatory to flag work that may cause psychological harm or is emotionally demanding. This public hearing originated as a result of the disclosed experiences from workers (including some platform workers) with companies like Covalen (contracted by Facebook), denouncing poor working conditions and the need for increased scrutiny of their health and safety. There are also examples of legislation from outside the EU. In the Philippines, for instance, a series of proposed Bills²⁰ to the House of Representatives try to improve the working conditions of content moderators (for example, calling for the provision of 24/7 on-staff psychologists for those exposed to obscene and violent content) (Drootin, 2021), and the negative OSH impacts produced by business process outsourcing.²¹ The proposed Bills also try to address specific women's health issues (for example, pregnancy and menstruation).²²

In the US, the city of Chicago adopted the Rideshare Living Wage and Safety Ordinance²³ worker safety committee, a network that would track, research, and report on safety issues. New York City recently adopted

¹³ See The sharing economy - opportunities and challenges. Investigation by committee appointed by royal decree 4 March 2016. Issued to the Ministry of Finance on 6 February 2017.

<https://www.regjeringen.no/contentassets/1b21c9fea73c4b45b63850bd83ba4fb4/no/pdfs/nou201720170004000dddpdfs.pdf>

¹⁴ See Social partner responses in the Nordic platform economy. Platform work in the Nordic models.

<https://pub.norden.org/temanord2020-513/temanord2020-513.pdf>

¹⁵ FES Competence Centre on the Future of Work. Sweden Online platforms and Platform Work.

https://futureofwork.fes.de/fileadmin/user_upload/Factsheet-FES-Sweden.pdf

¹⁶ See Social partner responses in the Nordic platform economy. Platform work in the Nordic models.

<https://pub.norden.org/temanord2020-513/temanord2020-513.pdf>

¹⁷ Bundesministerium für Arbeit und Soziales/Federal Ministry of Labour and Social Affairs. (2021, January 27). Key Issues of the Federal Ministry of Labour and Social Affairs: Fair Work in the Platform Economy.

<https://www.bmas.de/SharedDocs/Downloads/EN/Topics/Social-Europe-andinternational-Affairs/key-issues-platform-economy.html>

¹⁸ European Commission. Portugal: Prospects for a new labour legal framework for platform workers.

<https://ec.europa.eu/social/BlobServlet?docId=24057&langId=en>

¹⁹ See Act 135 of 2020 on Services, Assistance and Inspection of Employment.

<https://net.jogtar.hu/jogszabaly?docid=A2100115.KOR&searchUrl=gyorskereso%3Fkeyword%3Dmt1>

²⁰ See HB 274, 4236, 5754, 6190. Acts ensuring the welfare and protection of Business Process Outsourcing (BPO) workers.

²¹ An Act Ensuring the Welfare and Protection of Business Process Outsourcing (BPO) Workers and the Recognition of Their Rights as Provided for in the Labour Code of the Philippines, House Bill No 5754, § 22(c) (Dec. 9, 2019) (Phil.).

²² See BPO Industry Employees Network Position paper on House Bills on the protection and welfare of BPO workers.

<https://bienphilippines.files.wordpress.com/2020/08/bien-position-paper-on-house-bills-on-the-bpo-employees-protection-and-welfare-final.pdf>

²³ See Chicago Rideshare Living Wage and Safety Ordinance. <https://www.chicago.wj.org/tnp>

improvements for issues that disproportionately affect menstruating women or those who require personal hygiene facilities. In this regard, legislation was passed requiring restaurants to provide bathroom access for food delivery workers (Fairwork, 2021). California passed the Assembly Bill 701 in the first quarter of 2022, banning performance targets (as those placed by companies such as Amazon) from being set at a level that could pose a safety risk or prevent sufficient breaks (The Verge, 2022).

In Singapore on 23 November 2022, the Ministry of Manpower, accepted a series of recommendations²⁴ for delivery workers and private-hire car drivers and taxi drivers. This initiative was the result of an extensive series of consultative exercises (surveys, multi-stakeholder dialogues, focus groups, discussions and a feedback-gathering exercise through a public consultation) that reached out to more than 20,000 platform workers, over 30 platforms and associations, as well as close to 2,700 platform users (Ministry of Manpower, 2022). While the initiative proposed by the Advisory Committee on Platform Work determined that platform workers should not be classified as employees, it required platform operators to provide the same scope and level of work injury compensation as employees' entitlement under the Work Injury Compensation Act²⁵ regardless of the frequency of work or number of hours worked. These set recommendations, which also include provisions for enhancing collective representation, will be progressively implemented, and will require amending existing work injury compensation laws to include this category of platform workers, as well as consensus-building with platform companies, platform workers and insurers.

3.2 Labour inspectorates and OSH agencies initiatives

Research from EU-OSHA summarised examples of initiatives and actions taken by inspectorates (EU-OSHA, 2022e). In July 2018, the Spanish government (followed by Portugal) adopted the Master Plan for Decent Work for 2018–2020,²⁶ reinforcing the role of inspection, including OSH for digital labour platforms. Also, the Spanish national labour and social security administration developed a 'guide on the collaborative economy', aimed explicitly at assisting labour and OSH inspectors²⁷ in the monitoring of platform work and the enforcement of applicable legislation. The Spanish National Institute for Safety and Health at Work and the Spanish Labour Inspectorate organised an effective raising-awareness campaign (*Make yourself visible!*)²⁸ to improve road safety for motor and bike food couriers and delivery drivers.²⁹ Greece stated that OSH for non-standard workers should become a priority within their labour inspectorate agenda (OECD, 2019).

In Sweden, the Work Environment Authority determined that platform workers performing their activity in homes and delivery services (for example, furniture assembly, transport of goods, repair work, painting) through the platform TaskRunner should be classified as employees and therefore enjoy occupational safety and health protections (European Commission, 2021). The same inspection and enforcement body also conducted a series of inspections of platforms' working conditions.³⁰

In Spain, both the Andalusian Institute on occupational safety and health and the Osalan, the Basque OSH authority, published a series of guidelines and recommendations for platforms and policy-makers to manage work-related psychosocial risks (Williams, 2021; Llorens Espada, Jalil Naji & Todoli Signes, 2020) associated with on-location platform work.

The table below summarises a range of the initiatives described above.

²⁴ See Press release from Singapore Ministry of Manpower. Government Accepts Recommendations by the Advisory Committee on Platform Workers to Strengthen Protections for Platform Workers. <https://www.mom.gov.sg/newsroom/press-releases/2022/government-accepts-recommendations-by-the-advisory-committee-on-platform-workers>

²⁵ Available at Ministry of Manpower. The Work Injury Compensation Act. <https://sso.agc.gov.sg/Act/WICA2019>

²⁶ Labour and Social Security Inspectorate. National plan for decent work 2018-2020. https://www.mites.gob.es/ficheros/ministerio/plandirector/National_Plan_for_Decent_work.pdf

²⁷ Inspections campaign in the e-commerce and the collaborative economy. https://www.ela.europa.eu/sites/default/files/2022-01/GP-fiche_ES_Inspections-campaign-in-collaborative-economy.2021_EN.pdf

²⁸ Instituto Nacional de Seguridad y Salud en el Trabajo. ¡Hazte visible!. Madrid, June 2018. <https://www.insst.es/el-observatorio/recursos-practicos/campanas/hazte-visible>

²⁹ See National Institute for Safety, Health and Wellbeing at Work microsite. <https://www.insst.es/confurgonetas5metas>

³⁰ See The Swedish Work Environment website. <https://www.av.se/arbetsmiljoarbete-och-inspektioner/inspektioner-utredningar-och-kontroller/inspektion/aktuella-inspektioner/inspektioner-med-inriktning-pa-nya-satt-att-organisera-arbete/>

Type	Year, place	Platform work typology	Involved actors	OSH risks	Brief description
Legislation – Spanish Royal Decree-Law 9/2021 (Riders' law)	2021 May, Spain	All types of platform-based work	Originated from collective bargaining agreement reached on 10 March 2021, between trade union CCOO and UGT, employer organisations CEOE and CEPYME and the Spanish government	<ul style="list-style-type: none"> • Digitised performance monitoring • Impact of digital technology and AI surveillance systems 	Law that requires online delivery platforms to classify their couriers as employees, rather than independent contractors. Transparency requirements applies to all platforms using algorithmic management.
Legislation – El Khomri Law	26 August 2016, France	On-location platform work Self-employed platform workers	Ministry of Labour, SMEs	<ul style="list-style-type: none"> • Not specifically mentioned 	Law that provides extended occupational accident and disease insurance coverage, access to training and the right to organise for some self-employed platform workers
Legislation – Loi d'Orientation des Mobilités	26 December 2019, France	On-location platform work	French government, platforms and platform workers	<ul style="list-style-type: none"> • Not specifically mentioned 	Law guaranteeing the right to disconnect (switch off) the driving app without retaliation and the right to refuse a service
Legislation – Ordinance No 2021-484/487	21 April 2021, France	Mainly On-location platform work	French government, platforms, platform workers and their representations	<ul style="list-style-type: none"> • Not specifically mentioned 	Law that secures certain collective rights for self-employed platform workers Improvements on transparency requirements to administrations and authorities
Legislation – Decree Law No 101	November 2019, Italy	On-location platform work Self-employed delivery workers	Italian government, trade unions and employer organisations	<ul style="list-style-type: none"> • Not specifically mentioned 	Law guaranteeing a minimum level of OSH protections, including injury and sickness
Legislation – Disposizioni per la tutela e la sicurezza dei lavoratori digitali	12 April 2019, Lazio Region, Italy	All types of platform-based work	Lazio Region Council, Istituto Nazionale Previdenza Sociale and Istituto nazionale Assicurazione Infortuni sul Lavoro	<ul style="list-style-type: none"> • Not specifically mentioned 	Law, made up of 14 articles, that dictates provisions aimed at improving the dignity, safety and health of digital workers
Legislation – Improvements on Labour code and OSH standards	2020, Philippines	Online platform work	House of Representatives, the House Committee on Labour, Business Process Outsourcing Industry, Employee Network	<ul style="list-style-type: none"> • Exposure to online violence • Isolation • Excessive workload, time pressure and screen time 	Proposal for provision of mental health support and counselling, enhanced health coverage and health gender-sensitive measures
Legislation – Amendment of existing work injury compensation laws	November 2022, Singapore	On-location platform work	Ministry of Manpower Singapore National Employers Federation and Business Federation, trade unions, platforms, trade associations and chambers	<ul style="list-style-type: none"> • Not specifically mentioned 	Legislative proposal that requires platforms to provide the same scope and level of work injury compensation as employees' entitlement under the Work Injury Compensation Act

3.3 Platform initiatives

There is a wide range of platform-led initiatives tackling different aspects of occupational safety and health. Nevertheless, OSH provisions or OSH-related measures are not applied systematically by platforms. In addition, many of the initiatives implemented by the platforms do not follow the key principles of OSH prevention and management and are only limited to very specific issues. In fact, some of these measures may even generate OSH risks, in particular when related to worker surveillance.

On-location app-based platforms claim to have robust technology-driven mechanisms to manage work-related issues. Lyft's in-app safety feature³¹ allows riders to share their location with family and friends, connect directly with Lyft Support, and quickly and easily access emergency assistance. Lyft has confirmed that sexual harassment prevention education³² will be made available to all Lyft drivers as part of a suite of safety features and programmes launched in 2019 to strengthen the safety and security of the platform. DoorDash's SafeDash software³³ integrates a safety reassurance call into its emergency assistance button. GoJek, one of southeast Asia's leading transport multi-service tech platforms (operating in Indonesia, Singapore, Thailand and Vietnam), is known for implementing novel measures³⁴ to create a safe space for their drivers (for example, from subscribing to the government health insurance programme to developing safety features through their app or conducting half-day training to avoid work-related accidents).

Uber and other companies have introduced automated systems (RideCheck)³⁵ to detect vehicle crashes or raise the alarm when workers or vehicles are unresponsive or stationary for a certain time. Their 'safety evaluation' automated algorithm identifies risks that may arise in real-time, blocking potentially unsafe trips. However, the use of systems based on algorithms or artificial intelligence, (EU-OSHA, 2022.1e.) and similar technological advances can be conducive to intensive micro-management, loss of job control, the evaluation of workforce performance, and the growing surveillance of workers and increased performance pressure that goes with it (Shenker, 2019). This ultimately can contribute to dehumanising platform workers (Moore, 2018) and raises OSH challenges and risks (EU-OSHA, 2022.1e.).

In September 2021, Uber Eats announced the development of a series of safety features, such as a road safety checklist for delivery people to fill in, as well as a helmet detection feature,³⁶ which, through a selfie prompt, helps confirm that motorbike delivery riders are wearing a helmet before they can start delivering with the Uber app. Amazon's Flex app-based couriers and drivers have AI-supported digital monitoring technologies and surveillance cameras³⁷ to support their road safety practices and behaviours. Waymo, a US-based autonomous driving technology company, developed a fatigue risk management programme (FRMP).³⁸ Created by internal experts and leading fatigue experts at the Virginia Tech Transportation Institute, the programme can monitor trained drivers' fatigue levels through In-Car Tasks.

In January 2021, Amazon launched its Mentor app³⁹ in its US logistics centres – designed to increase the safety of third-party delivery drivers (Palmer 2021). Based on telemetric and advanced safety technology, the app nudges drivers into safe driving behaviours (Pöttsch et al., 2022), but also increases efficiency through surveillance. Lyft started to allow drivers to take 15-minute breaks⁴⁰ and thereby cope with fatigue management issues, without losing their bonuses on back-to-back rides. Uber provided app-based notifications through automated OSH messaging, with many other ride-hailing and delivery companies following the same approach during the COVID-19 pandemic.

³¹ See Lyft Sharing your driving location with friends and family. <https://help.lyft.com/hc/it/all/articles/360037644574-Sharing-your-location-with-trusted-contacts>

³² See Lyft microsite. Continuing Our Investment in Safety. <https://www.lyft.com/blog/posts/continuing-our-investment-in-safety>

³³ See DoorDash microsite. DoorDash Launches SafeDash™: New technology for Dasher Safety and Peace of Mind. <https://doordash.news/dasher/doordash-launches-safedash/>

³⁴ See Gojek microsite. Ensuring your safety. <https://www.gojek.com/sg/safety/>

³⁵ See Uber Newsroom. RideCheck: Connecting you with help when you need it. September, 2019. <https://www.uber.com/newsroom/ridecheck/>

³⁶ See Uber 2021 ESG report. https://s23.q4cdn.com/407969754/files/doc_downloads/2021/07/Uber-2021-ESG-Report.pdf

³⁷ See Motherboard Tech by Vice. Amazon's AI Cameras Are Punishing Drivers for Mistakes They Didn't Make. <https://www.vice.com/en/article/88npjv/amazons-ai-cameras-are-punishing-drivers-for-mistakes-they-didnt-make>

³⁸ See Waymo Safety Report. February, 2021. <https://downloads.ctfassets.net/sv23gofxcuiz/4gZ7ZUxd4SRj1D1W6z3rpR/2ea16814cdb42f9e8eb34cae4f30b35d/2021-03-waymo-safety-report.pdf>

³⁹ CNBC. Amazon uses an app called Mentor to track and discipline delivery drivers. <https://www.cnbc.com/2021/02/12/amazon-mentor-app-tracks-and-disciplines-delivery-drivers.html>

⁴⁰ See Lyft microsite. Taking breaks and time limits in driver mode. <https://help.lyft.com/hc/it/all/articles/115012926787-Taking-breaks-and-time-limits-in-driver-mode>

Companies can, with a high level of detail and information, report on workplace violence and harassment, assault, and similar incidents. With growing awareness of gender-sensitive issues, some platforms have launched apps (such as Uber Ellas/She Uber)⁴¹ that enable women drivers to filter travel requests, together with street safety initiatives ranging from an emergency assistance button (which Glovo and other platforms have benchmarked) to making available third-party partnerships (insurance, security), user education and other app features.

Delivery platforms, such as Wolt and Glovo, incorporate policies and practices to protect workers from work-related risks. Wolt Germany contracted a service with an external provider to inform the platform of potential climate related occupational hazards, such as extreme weather and high temperature. In practice, this means that the platform operator could shut down operations to ensure couriers' safety. Glovo launched a courier's pledge in 2021 that commits to road safety kits and courses, equipment maintenance, easily accessible sanitary facilities, and sickness, accident and compensation insurance. In November 2021, the initiative⁴² – in collaboration with Fairwork Foundation – provided face-to-face training to more than 600 couriers in Georgia on road safety and first aid awareness. Likewise, in March 2022, as part of another country-level implementation (this time in Poland), the programme provided online road safety courses delivered by safety professionals to 140 couriers.

Amazon Care, a hybrid on-location/online service focused on tele-medicine and primary care, decided to slow down its expansion plans after disrupting the health industry market through a network of mobile and virtual healthcare professionals.⁴³ Amazon Care clinicians, mainly employed by third-party and staffing agencies, have to comply with the traditional OSH policies, protocols and systems existing in the healthcare sector. Another novel approach carried out by the platform operator entails the development of a collaboration with an OSH regulator to run quarterly audits to assess workers' safety. DiDi Global Inc., a technology platform offering ride hailing and food delivery services across several regional markets including Europe, has implemented a driver fatigue management policy⁴⁴ together with an app-based fatigue prevention feature⁴⁵ to reduce drivers' tiredness, by setting work time and rest breaks obligations. Some platforms have imposed similar working hour limits (for example, Uber requires drivers to rest for six hours after driving for ten hours continuously in the UK). Last but not least, Wolt offers maintenance equipment support (for which Wolt riders are also compensated for their time); and a road safety training programme for Wolt couriers (Fairwork, 2021b).

Safety management is decentralised at Delivery Hero, with local entities and offices responsible for defining their procedures to align with the relevant national or regional legal requirements. Health and safety training and regular information updates are available to platform workers. Occasionally, provisions linked to risk prevention, assessment and management are extended to contracts with third parties employing platform workers (Fairwork, 2021).

Gorillas Riders provides traffic safety training to all riders and mandatory training on workplace safety and road rules for all new riders. The company also produces wellness video series on warming up for a shift and post-shift yoga sessions. Deliveroo provides new riders with eight safety videos before they begin, and the contract requires them to inform the company within 24 hours if they are involved in an accident or near-miss.⁴⁶ Uber drivers in some countries have access to various free learning opportunities such as financial literacy. On-demand delivery companies such as Uber Eats have a variety of courier in-app activities that provide training and awareness in a concise, user-friendly and accessible manner. The platform uses eduMe⁴⁷ to engage couriers in micro-learning lessons (no longer than five minutes) that they can access flexibly and on-the-go between deliveries. Other platforms such as Upwork, a web-based marketplace for freelancers in fields like writing, graphic design and web development, provides a series of occupational safety and health tips on healthy habits, work-life balance, ergonomics and managing workload⁴⁸ (EU-OSHA, 2022d). The platform

⁴¹ Initiative implemented in several countries from the South American region. See Uber blog. Conduce tu vida con Ellas. <https://www.uber.com/es-CL/blog/conduce-tu-vida-con-ellas/>

⁴² See Uber blog. The Courier's Pledge <https://about.glovoapp.com/the-couriers-pledge-1-year-anniversary/>

⁴³ The Washington Post. Amazon's health ambitions sometimes clashed with medical best practices, nurses say. <https://www.washingtonpost.com/technology/2022/08/19/amazon-care-patient-safety-concerns/>

⁴⁴ See Didi Mobility. Driver fatigue management policy. https://img0.didiglobal.com/static/dpubimg/dpub2_project_79093/index_79093.html

⁴⁵ See Didi's Fatigue prevention feature. <https://web.didiglobal.com/au/features/fatigue-prevention-feature/>

⁴⁶ See Uber microsite. What to do if you're in a crash. <https://help.uber.com/driving-and-delivering/article/what-to-do-if-youre-in-a-crash?nodeId=ab1a5837-85ea-4680-9d63-df98e8036804>

⁴⁷ See eduMe microsite. How Uber Eats Uses eduMe to Increase Courier Retention and Productivity. <https://www.edume.com/blog/how-uber-eats-uses-edume-to-retain-and-keep-couriers-active-on-their-app>

⁴⁸ See Upwork articles. <https://www.upwork.com/resources/freelancer-tips-staying-healthy-productive>
<https://www.upwork.com/resources/work-from-home-tips-staying-sane-productive-stressful-times>
<https://www.upwork.com/resources/work-from-home-ergonomics-tips>

provides a series of groups, forums, and a community where platform workers can highlight work-related issues.⁴⁹ These services are commonly used by other online platforms such as Freelancer,⁵⁰ or We Work Remotely,⁵¹ both remote job board platforms that allow companies to look for remote candidates, which also provide newsletters, forums, training and tips for dealing with stress, workload, or improving platform workers' wellbeing.

Box: A fictional platform initiative example – the case of a grocery delivery platform in the Netherlands

This fictional platform is a five-year-old grocery delivery and pickup start-up operating in the Netherlands. After some rapid expansion plans supported by venture capital firms, another grocery delivery platform became interested in a merger to expand reach at the European level. This process concluded with success in 2022 but required a review of all aspects of the occupational safety and health obligations to platform workers, such as their working conditions, health and welfare benefits. The process also entailed a firm commitment to enhancing corporate governance, audit and internal control. These, included occupational safety and health reporting duties and public disclosure of OSH risks and practices to shareholders and stakeholders. Since its origin, the platform was known to have neither robust OSH safeguards nor effective disclosure of safety-related incidents and accidents. The platform had also faced several lawsuits, from individuals and trade unions, and had a concerning record of work-related incidents. The consequence of this poor culture was that the majority of platform workers opted not to report safety-related incidents due to a lack of reporting mechanisms or direct contact with a manager, or for fear of receiving bad ratings and losing future work.

For the merger to succeed, the fictional platform had to demonstrate to the other platform's board and shareholders its ability to implement appropriate corporate governance, control and risk-management systems to protect the safety and health of platform workers. These measures include:

1. Ensuring detailed and transparent reporting of work-related violence, harassment, safety incidents, injuries and fatalities (including incidents occurring at 'deadhead hours' or between services) through safety reports or by including this information in annual reports. This information has to be interpreted and managed (for example, by being incorporated in an online 'heat map').
2. Ensuring the availability of an organisational mechanism through which platform workers' OSH concerns are expressed, heard, actioned and followed.
3. Integration of OSH features into the platforms' app-based system, including information on training and awareness initiatives, vehicle safety-related checks, information about insurance type and coverage, risk assessment, and how to act in case of an incident.
4. Making available comprehensive incident management mechanisms and safety incidents reporting structures.
5. Facilitating platform workers to access their personal data.
6. Ensuring algorithmic management transparency practices and the implementation of independently audited transparency reports on the use of algorithms, including how workers are affected by performance metrics.
7. Strengthening occupational safety and health protections in terms and conditions for accident and insurance coverage.

While the new grocery delivery platform is still in the process of implementing all these measures, it is also in the process of negotiating a platform-specific collective agreement that looks at updating its terms of service by including improvements on working hours, rest periods, protocols against sexual harassment and gender-based violence, and the availability of an in-person 24/7 support service.

As initiatives like Fairwork and international comparative studies (ILO, 2022b) have evidenced, the coverage of employment injury insurances and protections can differ, and in many cases be limited for platform workers.

⁴⁹ See Upwork Community. <https://community.upwork.com/> https://community.upwork.com/t5/Coffee-Break/bd-p/break_room
<https://community.upwork.com/t5/Groups/ct-p/groups>

⁵⁰ See Freelancer microsite. <https://www.freelancer.com/community/search?q=mental>

⁵¹ See We Work Remotely microsite. <https://weworkremotely.com/blog>

In 2018, Uber led the way in offering access to comprehensive injury and protection insurance in partnership with an external provider, covering death and disability protection, sick pay, occupational injury insurance and maternity and paternity payments. Other on-location platforms offer similar employment injury insurance. Postmates, the food delivery service, provides free occupational accident insurance⁵² after noticing that half of its fleet members were not legally insured and were getting injured on the job. In Belgium, Deliveroo enhanced their insurance agreement⁵³ with regard to workplace accidents to extend the coverage of the insurance by providing compensation for potential material costs. More forward-thinking practices can be seen with Uber France. In July 2017, the platform agreed on a partnership with AXA, one of the leading insurance management multinationals, providing accident protection to platform workers to comply with legal requirements on protection against workplace accidents as part of the El Khomri law. In May 2018, this coverage was extended on a European scale.

Other platforms, such as Ring Twice, a platform that provides household services and IT-services in Belgium, offers basic insurance coverage, excluding accidents occurring when platform workers commute to work (Fairwork, 2022d).

Lieferando, a delivery platform in Austria, offers an employment contract to all its riders under the umbrella of the collective agreement (Kollektivvertrag, KV)⁵⁴ for bicycle messengers (Fairwork, 2022b). The platform provides protective equipment and clothing, with riders having to participate in riding safety training during working hours. Lieferando riders are also entitled to sick leave and workplace accident coverage. They are supported by channel tools, such as in-app chat, telephone, and can deal effectively with work-related incidents through a help-desk system (Fairwork, 2022b).

Deliveroo introduced Australia's first ever rider-run safety panel that included perspectives from riders to shape safety-related initiatives (WEF, 2020). As part of this development, the platform also established Rider Forums⁵⁵ to strengthen riders' voices. In August 2022, Wolt published their first algorithmic transparency report⁵⁶ that provides information on the company's algorithms and includes risk management and mitigation functionalities (for example, new tasks are only offered when a courier is not already on a task, which prevents riders from looking at their devices for navigation information while on the move).

Box: Platform work and COVID-19

Throughout the COVID-19 pandemic, many ride-hailing and delivery platforms were urged to implement a series of specific protective and sanitisation measures due to the essential nature of their service, such as offering workers social safety nets, accident insurance, personal protective equipment, sick leave pay guarantees and so on. Platforms had to demonstrate to the relevant authorities that they had implemented stringent safety procedures (for example, hygiene practices) that protected customers to maintain their social licence to operate (Howson et al., 2021). Nevertheless, the approach of platforms to the adoption and implementation of such measures was patchy.

Many of these initiatives had a technological component (such as wearables, mobile apps, and facial recognition) and legal consequences (such as temporarily suspension of accounts of platform workers diagnosed with COVID-19), as many platforms tacitly recognised their duty to care for workers at a time when they claimed not to be traditional employers.

This period saw a strong focus on ensuring safe working conditions to allow continuity for the service provided (Fairwork, 2020b), with measures such as promoting social distancing and/or the safe provision of services and work environments being the most commonly adopted (OECD, 2020) by platforms such as Glovo, Deliveroo, Just Eat, Uber, Uber Eats in countries such as Spain, Italy and France (Fairwork, 2020b).

⁵² See Postmates microsite. Comprehensive Guide to Postmates Insurance. <https://postmatesbonus.com/postmates-insurance.html>

⁵³ See Deliveroo Belgium microsite. What is covered by insurance? <https://riders.deliveroo.be/en/support/insurance/what-is-covered-by-insurance>

⁵⁴ Available at: <https://www.kollektivvertrag.at/kv/fahrradboten-arb/fahrradbotenrahmen/497359?term=Fahrradboten>

⁵⁵ See Deliveroo Belgium microsite. Deliveroo's Rider Forum. <https://riders.deliveroo.be/en/news/deliveroos-rider-forum>

⁵⁶ See Wolt. Algorithmic Transparency Report 2022.

https://assets.ctfassets.net/23u853certza/5G5O7KFnwzDGWzE1JFwCN/8afadac22e5666af2d5a83a1f50214e3/Wolt_Algorithmic_Transparency_Report.pdf

US-based delivery platform GrubHub,⁵⁷ like many other delivery platforms, prioritised the implementation of guidance on how to stay safe while working, as well as contactless delivery, but also provided an option for drivers to stay in their vehicle while picking up an order. In some instances, DLPs produced tailored guidance specifically targeted at the type of task or service being offered (EU-OSHA, 2021). Food delivery platforms such as Sgnam and Mymenu proactively incentivised the participation of riders on massive health screening checks, as seen on December 2020 in the municipality of Bologna, as part of the 'Safety Delivery' joint initiative, with the support from trade unions and the local health authority of Bologna. In February 2021, Uber Eats in Italy introduced a specific set of OSH protocols to secure personal protective equipment (PPE) and the verification of its use; the organisation of an awareness campaign for riders on health, safety and food hygiene; mandatory free training courses on OSH and road safety; and verification of the suitability of vehicles used by riders

A handful of platforms (Doordash, Caviar, Uber) reported partnering with tele-health companies to provide virtual medical consultations, testing and COVID-19 risk assessments for their workers. Delivery platform Roadie blocked the accounts of its sick or exposed workers (for a minimum of 14 days). Other companies such as TaskRabbit paused their services in several US locations, following governmental advice (OECD, 2020), and gave the option of cancelling a task due to illness, without a negative reflection on a platform worker's performance. Some digital app-based companies set up emergency funds and other forms of sick pay to assist workers infected with the virus or obliged them to self-isolate (ETUI, 2021). Other workplace safety developments were less evident. Deliveroo France offered its riders a fixed sum of money to purchase PPE, instead of bearing the responsibility or providing PPE to riders itself (Ustek-Spilda et al., 2020).

Handiwork services (furniture assembly, home repairs and so on), healthcare, cleaning services and in-home care (including childcare) have proliferated considerably through the medium of online platforms (Ticona and Mateescu, 2018), with women disproportionately represented in the latter sectors. Pinploy, which offers handiwork services, provides its workers with guidance documents on the safe performance of tasks.⁵⁸ The France-based platform Frizbiz provides free OSH training for its platform workers, through online webinars or in-person training sessions.⁵⁹ Ring Twice includes some elements of workplace safety and health as part of their inductions through online video calls (EU-OSHA, 2022b). During these meetings, platform workers can meet with other more experienced colleagues that will address their work-related queries. Management can also be approached face-to-face and online to raise questions or concerns. The platform operator insurance coverage has basic coverage, excluding accidents occurring when commuting to work (Fairwork, 2022d).

The body of literature on the platform economy seems to have paid less attention to fast-evolving sectors such as home care and domestic work, so data on interventions is sparse (Digital Future Society 2020). Despite this, there are examples from major operators such as Angi, the US on-demand household professional services platform (where over 90 per cent of workers are female), that facilitate the reporting of OSH incidents through their customer service and automated hotlines systems.⁶⁰ Regrettably, these resources tend to be less effective regarding workers' reports of sexual harassment and assault (Public Rights Project, 2020) due to the lack of contact with a human manager, or for fear of receiving bad ratings and losing future work (Vind, 2022). On the other hand, Care.com – active in the US, Canada, Australia and a number of European countries - has a dedicated safety team that responds to complaints and concerns raised by caregivers and families alike and encourages workers to visit its online Safety Centre⁶¹ to seek support and advice.

TaskRabbit, active in the US and in several European countries, one of the biggest players in the platform economy where people look for housecleaners, movers and furniture assemblers, make available a dispute resolution system and induction training that provides clear guidelines on safety and security.⁶² Within their policies, they have a discriminatory and harassment procedure in place for platform workers in the event they

⁵⁷ See Grubhub COVID-19 information. <https://driver-support.grubhub.com/hc/en-us/categories/360002855511-COVID-19-Information>

⁵⁸ See: <https://www.eurofound.europa.eu/data/platform-economy/initiatives/pinploy>

⁵⁹ See: <https://www.eurofound.europa.eu/data/platform-economy/initiatives/frizbiz>

⁶⁰ See Angi microsite. <https://angipros.zendesk.com/hc/en-us/articles/6655262519955>

⁶¹ See Care.com microsite. <https://www.care.com/en-gb/safety-centre>

⁶² See TaskRabbit microsite. <https://support.taskrabbit.com/hc/en-us/sections/200787680-Policies-Basics>

find themselves in a risky situation (EU-OSHA, 2022.b). They also support the right to question or refuse unreasonable requests or leave a dangerous work environment, without fear of retribution. TaskRabbit offers insurance protections (for example, accident and injury, accidental death and disability protection) to workers that demonstrate professionalism, perform to a certain standard (Elite Taskers)⁶³ and don't violate their terms of service. This category of workers, may also join Elite Taskers Facebook groups, where workers can communicate with each other and share day-to-day tips. They are also provided one-to-one assistance from the community support team.

Airtasker, the platform that connects people who need to outsource home cleaning or handiwork jobs in countries such as Ireland or the UK, introduced the 'Licence Badges'⁶⁴ feature (EU-OSHA, 2022) that proves the worker's individual certification, capability and training to work on a particular task through a third-party verification provider (EU-OSHA, 2022b).

In Denmark, Chabber, a platform that provides qualified kitchen staff, has created a temporary agency model, where workers are hired as subordinate employees with flexible contracts (Ilsøe and Larsen, 2021), which safeguards occupational safety and health rights. Cuidum Spain, a home care platform that provides a network of qualified caregivers, provides first aid, stress and risk prevention services to social care workers.⁶⁵

ExtraSauber, a platform-mediated cleaning service that operates in Germany, Switzerland and Austria, updated their OSH guidance during the pandemic. Throughout this period, the platform operator developed the 'ExtraSauber Academy'⁶⁶ where platform workers are trained and have access to a series of OSH-related online instructional videos, such as in ergonomic (Fairwork, 2022b). Contrary to the practice of similar cleaning operators, they provide an online shop where workers not only can purchase the required cleaning products for their day-to-day activity, but can also access safety brochures and guidance on how to safely handle cleaning chemicals. Considering that cleaning workers, migrant women in their majority, can be vulnerable to abuse, the platform operator has adopted different practices to protect workers from violence and harassment. This includes blacklisting customers if workers submit complaints about them, facilitating human-like interactions through help desks, and allowing workers to rate the customers (Fairwork, 2022b).

Carina (a partnership between Washington State and Service Employees International Union for caregivers) provides abbreviated profiles focussing only on care-related skills and experience and uses avatars rather than personal profile pictures.⁶⁷ On many occasions, platform workers in home care and caregiving have to provide sensitive personal data such as photos, age and marital status,⁶⁸ which can put them in an unfavourable position from a sexual harassment perspective.

Responsible management and technologies can be designed to improve workers' conditions, as demonstrated by emerging companies such as Up & Go (a worker cooperative for house-cleaning and domestic services in New York City) and Carina who employ 'pink collar' workers (referring to jobs predominantly held by women). These worker-centred platforms not only promote compliance with labour standards and workplace representation, but also workplace wellbeing (Rodgers and Zundl, 2019).

Examples of initiatives by online digital platforms are less common. Clickworker, a crowdsourced microjob platform, amended their terms and conditions⁶⁹ clause assuring that the platform operator will not 'post any project descriptions whose processing is necessarily associated with special risks'. The platform offers a ticketing system (Fairwork, 2022e) for platform workers to raise work-related concerns, as well as the option of contacting the ombudsman's office of the German Crowdsourcing Association.⁷⁰

Meta (formerly Facebook) made improvements after allegations of poor working conditions of online content moderators, requiring that its vendors provide coaching sessions with licensed mental health counsellors, one-on-one coaching, therapy sessions and revised workplace standards, to be extended to their contractors and platform workers (EU-OSHA, 2022.c). This is important as technology giants can engage with platform workers through crowdsourced and freelance content moderation practices (Forbes, 2022) rather than in-house or outsourcing through third parties or business process outsourcing companies. The technology company has

⁶³ See TaskRabbit microsite. <https://www.taskrabbit.co.uk/taskrabbit-elite>

⁶⁴ Available at: <https://support.airtasker.com/hc/en-au/articles/360001621807-Airtasker-Badges>

⁶⁵ See Cuidum microsite. <https://www.cuidum.com/blog/derechos-y-obligaciones-de-los-cuidadores-domiciliarios-de-personas-mayores/>

⁶⁶ Available at: <https://www.extrasauber.de/partner/academy>

⁶⁷ See Carina microsite. <https://www.carina.org/terms>

⁶⁸ See demand care service platforms offer gig workers extra income and flexible work, but at what cost? <https://letschuhai.com/on-demand-care-service-platforms-offer-gig-workers-extra-income-and-flexible-work-but-at-what-cost>

⁶⁹ See Clickworker microsite. https://workplace.clickworker.com/en/agreements/10123?_ga=2.35363236.487122032.1672178319-577244228.1672178319

⁷⁰ See Ombudsman's office of the German Crowdsourcing Association. <https://ombudsstelle.crowdwork-igmetall.de/en.html>

also introduced improvements in their software and moderating tools, making it possible to render videos in black and white or add blurring.

HoneyBook, an online platform that helps freelancers manage projects (photographers, event planners and graphic designers), commissioned research⁷¹ on sexual harassment in the creative economy, only to find that it was pervasive among creative workers. While the survey revealed a structural problem, no solutions were offered except for HoneyBook's recommendation that its 'safe working environment' clause be included in contractual arrangements. Likewise, Fiverr (AND.CO) amended its standardised freelancer contract⁷² to include explicit language around sexual harassment. Rev, a digital provider of transcription services, provides a forum for their independent contractors to discuss work-related issues and support. They also use this platform to highlight issues and suggest solutions⁷³ (such as requesting the adoption of content warnings on sensitive files).

Box: A fictional example of platform's initiative – a 'micro-tasks' platform in Ireland

A fictional platform based in Ireland offers fragmented 'micro-tasks' that platform workers can do at home through the established platform using their own desktop, tablet or smartphone. The platform offers several micro-task services such as annotations, tagging photos, describing products, digitising administrative documents, content classification, audio transcriptions and so on. The platform has positioned itself as the leading global platform for image labelling, including verification of image details that have been labelled by artificial intelligence, machine learning systems or face recognition software.

This lengthy, labour-intensive and exhaustive process, carried out through an application programming interface (API) used by platform workers to handle a large number of data, takes a considerable toll on workers' mental health and wellbeing. The platform has also identified issues on limited recovery time, and platform workers have made several complaints on the existing surveillance and stringent performance metrics that are in place to meet volume and accuracy goals.

- In the absence of a collective bargaining agreement, the platform has recently signed a sector-based agreement in which online platforms agree to promote good practices among platforms, clients and platform workers with respect to working conditions. As part of this joint code of conduct, a series of principles has been understood as a requirement:
- Organisational preventative interventions that include: facilitating online counsellors during service hours, the provision of a variety of online mental health awareness-raising resources, the adoption of employee assistance programmes and clear protocols regarding breaks and the right to disconnect from long or intense working shifts.
- Interventions focusing on teaching skills and enhancing platform workers' resilience: offering platform workers training in coping with workloads, stress management or on how to spot and eliminate potential mental health issues. The platform will also, develop training and techniques to help platform workers deflect situations should they arise (such as online abuse or harassment), or consider implementing regular health and wellness checks, including mental health, and resilience surveys.
- Interventions focusing on providing support services such as confidential helplines and channels for reporting work-related issues: making available a whistle-blower tool for workers to express OSH-related concerns, adapting risk assessments for frequent repetitive tasks and high workload fluctuations, and considering the adoption and implementation of OSH management systems.

On the issue of surveillance systems, the platform will promote a human-in-control principle so that technologies remain safe and prevent harm to platform workers. This will include a commitment to consult platform workers at the earliest stage of changes or new design and deployment of monitoring and surveillance, algorithmic systems and other similar technologies at work. Other measures that the platform is considering include replacing existing monitoring and surveillance technologies with more person-to-person management strategies, as well as eliminating time tracking, work quotas, ticketing practices and other forms of digitised performance monitoring.

⁷¹ HoneyBook. Sexual Harassment is Pervasive Among Self-Employed Creatives. <https://www.honeybook.com/risingtide/sexual-harassment-report>

⁷² Fiverr. New work contract aims to protect freelancers from sexual harassment. <https://www.fiverr.com/news/quartz-andco>

⁷³ The Verge. Rev transcribers hate the low pay, but the disturbing recordings are even worse. <https://www.theverge.com/2019/11/25/20979249/rev-recordings-transcriptions-low-pay-complaints-freelance-transcribers>

The table below summarises a range of the initiatives described above.

Type	Year, place	Platform work typology	Examples of platforms involved	OSH risks	Brief description
Integration of OSH aspects through platform apps and technologies	Ongoing, different regions	On-location platform work	Lyft, DoorDash, Uber, Waymo, Amazon Flex and others	<ul style="list-style-type: none"> • Task-specific risks • Workplace violence and harassment • Road safety 	<p>Hotlines, helpdesks, automated support systems, OSH messaging, tips and advice through app-based notifications and automated nudges; corporate group forums</p> <p>Interpersonal safety measures, such as emergency assistance or panic buttons</p> <p>Road safety automated systems, fatigue risk management, safety checklists</p>
Provision of insurance and work-related injury coverage	Ongoing, different regions	On-location platform work	See examples from Uber, Postmates, Deliveroo, Ring Twice	<ul style="list-style-type: none"> • Not specifically mentioned 	Provision of safety nets in the form of sickness, accident, and compensation insurance; disability insurance; maternity and paternity leave
Training and awareness measures	Ongoing, different regions	All types of platform work	See examples from Glovo (Courier's Pledge), Lyft, Gojek, Deliveroo, Gorillas, Uber, Uber Eats, Upwork, Freelancer, We Work Remotely	<ul style="list-style-type: none"> • Task-specific risks • Road safety 	<p>Sexual harassment prevention education; training to avoid work-related accidents</p> <p>Road safety</p> <p>Wellness training</p> <p>OSH micro-learning content</p> <p>Financial wellbeing literacy</p> <p>Health, safety and wellbeing tips and recommendations</p>
OSH Policies and management	Ongoing, different regions	On-location platform work	See examples from Wolt, Glovo, Didi Global Inc., Delivery Hero, Amazon Care and others	<ul style="list-style-type: none"> • Task-specific risks • Road safety • Climate change • Psychosocial risks 	<p>Externalised or decentralised OSH (risk assessments, audits)</p> <p>Restrictions to working hours, fatigue management policies</p> <p>Extension of OSH protections to contracts</p>

Type	Year, place	Platform work typology	Examples of platforms involved	OSH risks	Brief description
					with third parties involving platform workers Implementation of OSH guidelines Licence badges or professional accreditation Integration of OSH aspects in terms and conditions or freelance contracts
OSH Disclosure and reporting	2020, global	On-location platform work	See examples from Uber, Lyft, Wolt, Deliveroo and others	<ul style="list-style-type: none"> • Gender-based violence and sexual harassment • Road safety • Workplace violence • Digitised performance monitoring 	Public disclosure and reporting of safety-related incidents and algorithmic transparency
Crowdsourcing code of conduct	2017, Germany	Online platform work	<p>Testbirds, Clickworker, content.de, Crow Guru, Streetspotr, appJobber, ShopScout and BugFinders as signatories</p> <p>Platform workers, clients and platforms</p>	<ul style="list-style-type: none"> • Psychosocial risks: work intensification and long working hours 	Voluntary self-imposed guidelines to improve working conditions of platforms and platform workers
Industry sharing safety programme	2021, US	On-location platform work	Lyft and Uber	<ul style="list-style-type: none"> • Workplace violence • Gender-based violence and sexual harassment 	Exchange of information about drivers and delivery workers who have been deactivated for serious sexual or physical assault incidences to prevent such individuals from operating on other platforms

3.4 Platform industry initiatives

In October 2017, German crowdsourcing platforms (Testbirds, Clickworker, content.de, Crow Guru, Streetspotr, appJobber, ShopScout and BugFinders) signed a Code of Conduct,^{74 75} aiming to better corporate responsibility practices towards crowdworkers (EU-OSHA, 2017). The voluntary self-imposed guidelines included the commitment to hold these platforms to a minimum standard on working conditions and relations among platform workers, clients and platforms.

Uber's *A Better Deal* white paper⁷⁶ called on policy-makers, platform companies and social representatives across Europe to standardise a social safety net for platform workers, irrespective of the platform they work for. So far, no action has been taken in response.

The World Economic Forum set its *Charter of Principles for Good Platform Work* (Cabify, Deliveroo, Grab, MBO Partners, Postmates, Uber Technologies, Inc.). Focusing on the OSH aspects of the manifesto, the pledge supports that 'all stakeholders, including platform operators, governments and workers themselves, have a role in ensuring the wellbeing of people engaged in platform work'. The document also recommends that 'contributions to public or private social protections and benefits could be made by stakeholders as appropriate, subject to employment status, jurisdictional context and local conditions'. This manifesto (World Economic Forum, 2020) to 'strengthen workers' rights' defines decent work in the context of platform work, but remains limited in providing an effective response to the challenges faced by platform workers (Katta et al., 2020).

Lyft and Uber announced the Industry Sharing Safety Program⁷⁷ in the US, a first-of-its-kind programme to exchange information about drivers' and delivery platform workers that have been deactivated due to sexual and physical assault incidents. The program also looks at improving processes, policies and levels of corporate transparency on serious safety incidents. As part of this initiative, a sexual misconduct taxonomy⁷⁸ was agreed implement processes and policies to improve levels of corporate transparency.

The Technology Coalition (which includes the technology giants Amazon, Apple, Snap, Google, Microsoft and Facebook) published *Technology Coalition Guidelines* to support employees who come into contact with images of child sexual exploitation at work. In 2015, the Coalition released its *Employee Resilience Guidebook*, which outlines occupational health and safety measures for workers routinely viewing distressing materials. Although mentioning employees, such initiatives are important as these major companies also engage with platform workers through crowdsourced and freelance content moderation practices, to whom such initiatives may extend in practice.

Lobbying initiatives such as the Flex association (Flex, 2022) formed by DoorDash, Gopuff, Grubhub, HopSkipDrive, Instacart, Lyft, Shipt, and Uber, promote the principles of flexibility, autonomy and entrepreneurship, while looking at improving safety for the transportation and delivery platforms. A similar initiative by Bolt, Delivery Hero, Glovo, and Wolt with a European remit (The 'European Purpose' Project),⁷⁹ provides best regulatory practices, recommendations, and a code of conduct⁸⁰ to governments based on insights obtained from industry-led consultative efforts. The initiative that expands on the previously drafted Statement of Principles,⁸¹ takes and maintains additional safety measures to benefit and protect platform workers, such as making safety equipment available, providing OSH training and protocols as well as channels for security concerns. The signatories commit themselves to disclosing the explainability of their algorithms and providing transparency for their decision-making governance that impacts platform workers.

In January 2020, the China Internet Association, based on the guidelines of the Ministry of Human Resources and Social Security of the People's Republic of China, organised 14 platforms to sign and launch the Platform Enterprises Caring for Workers Initiative, calling for platforms to take on social responsibility and to protect the

⁷⁴ Ground Rules for Paid Crowdsourcing / Crowdworking. Munich, October 2017. https://crowdsourcing-code.com/media/documents/Code_of_Conduct_EN.pdf

⁷⁵ Guidelines for profitable and fair cooperation between crowdsourcing companies and crowd workers. <https://www.crowdsourcing-code.com/>

⁷⁶ See Uber Newsroom. A Better Deal for European Platform Workers. <https://www.uber.com/newsroom/a-better-deal/>

⁷⁷ See Lyft microsite. Lyft and Uber Launch Industry Sharing Safety Program in the US. <https://www.lyft.com/blog/posts/lyft-and-uber-launch-industry-sharing-safety-program-in-the-us>

⁷⁸ Available at National Sexual Violence Resource Center. <https://www.nsvrc.org/helping-industries-classify-reports>

⁷⁹ See the 'European Purpose' Project. <https://europeanpurpose.com/>

⁸⁰ See Industry Code of Conduct on Platform Work. <https://europeanpurpose.com/industry-code-of-conduct-on-platform-work/>

⁸¹ See Statement of Principles of EU technology platforms. <https://europeanpurpose.com/principles/>

safety and health of workers. The initiative also looks at reducing the accident rates and improving platforms' participation in social insurance schemes, in accordance with the law (Zhou, 2020).

Type	Year, place	Platform work typology	Involved actors	OSH risks	Brief description
Flex association	2022, US	On-location platform work	DoorDash, Gopuff, Grubhub, HopSkipDrive, Instacart, Lyft, Shipt, and Uber	<ul style="list-style-type: none"> • Task-specific risks • Road safety risks 	Initiative to promote policies that improve safety of transportation and delivery platforms
European Purpose Project	2021, Brussels	On-location platform work	Bolt, Delivery Hero, Glovo, and Wolt	<ul style="list-style-type: none"> • Task-specific risks 	Agreement for the provision of safety measures to benefit and protect platform workers, such as making safety equipment available, providing OSH training and protocols as well as channels for security concerns
Platform Enterprises Caring for Workers Initiative	2021, Beijing	On-location platform work	Ministry of Human Resources and Social Security Platforms and platform workers of ride-hailing, food delivery and instant delivery China Internet Association	<ul style="list-style-type: none"> • Task-specific risks 	Recommendation for the improvement of OSH protections, reduction of accident rates, participation in social insurance schemes and private insurance schemes
Charter of Principles for Good Platform Work	2020, Geneva	All types of platform-based work	Cabify, Deliveroo, Grab, MBO Partners, Postmates and Uber	<ul style="list-style-type: none"> • Gender-based violence and sexual harassment 	Initiative by leading platforms in the sector to commit to key principles on safety and wellbeing that should underpin good platform work

3.5 Social dialogue initiatives

The European Social Partners Framework Agreement on Digitalisation⁸² was signed by BusinessEurope, the European Trade Union Confederation (ETUC), the Centre of Employers and Enterprises (CEEP) and SMEunited to manage the implications of digitalisation for labour markets. It covers activities using online platforms where an employment relationship exists, as defined in Member States' national regulatory frameworks. The agreement recognises that digital technology and AI surveillance systems, along with data processing, can contribute to ensuring healthy and safe working conditions, but may also lead to the deterioration of working conditions and wellbeing of workers. On the deployment of AI systems, the autonomous initiative recommends following a human-in-control principle, so technologies remain safe and prevent harm to workers. On this premise, a risk assessment to safeguard workers' physical and psychological safety and health is recommended.

⁸² European Social Partners Framework Agreement on Digitalisation. Brussels, June 2020.
https://www.etuc.org/system/files/document/file2020-06/Final%2022%2006%2020_Agreement%20on%20Digitalisation%202020.pdf

3.5.1 Voluntary schemes and collective agreements

In 2018, the Riders Union Bologna together with other trade unions in Italy adopted the 'Charter of fundamental digital workers' rights'⁸³ upon agreement of local food delivery platforms and the local government, which guaranteed OSH and working time provisions, such as digital platforms' obligation to implement an OSH management system, assess, prevent and reduce work-related risks.

In Spain, an agreement of a similar nature, the Code of Principles and Good Practices for Collaborative Platforms,⁸⁴ was signed in 2020 by delivery platforms (Glovo, Deliveroo, Uber Eats and Stuart) and delivery workers' associations (Asoriders, Professional Association of Autonomous Riders, Association of Autonomous Riders). It included protocols for the management of OSH during the COVID-19 crisis and during extreme weather events, including regular communication and coordination of safety measures.

In October 2022, the Belgian transport union ABVV-BTB announced a novel partnership⁸⁵ with Uber to improve the working conditions of its drivers, making it the first partnership of its kind. This agreement followed a Memorandum of Understanding⁸⁶ signed months before by Uber and the International Transport Workers' Federation, with a focus on improving collaboration and social dialogue for drivers and couriers.

In November 2017, eight European crowdsourcing platforms, the German Crowdsourcing Association (Deutscher Crowdsourcing Verband), and Germany's largest union (IG Metall) created an Ombuds Office,⁸⁷ a mediation mechanism (Fairwork, 2022e) between crowdsourcing platforms and crowdworkers that solves OSH-related issues if reported through this system.

Collective agreements (Just Eat Takeaway.com – CGIL/CISL/UIL, Italy; Dans Erhverv – 3F, Denmark; Austrian Federal Economic Chamber – VIDAA, Austria) have proven to be an effective tool for securing personal protective equipment for riders in accordance with national jurisdictions. In 2020, AssoDelivery, an employers' organisation in the Italian food delivery industry that brings together the main food delivery platforms (Uber Eats, Deliveroo, Glovo, Just Eat and more) and the Unione Generale del Lavoro, UGL signed the National Collective Agreement of Work,⁸⁸ which aimed to increase the protection of riders operating as self-employed workers. As part of the agreement, platforms assured the provision of PPE, insurance coverage against accidents and road safety training for their riders. The agreement was later rejected by the Italian Ministry of Labour and Italy's three largest union federations (Confederazione Generale Italiana del Lavoro, CGIL; Italian Confederation of Trade Unions, CISL; and the Unione Italiana Del Lavoro, UIL) in the service sector after concerns were raised about the lack of adequate representation of delivery workers.

Hilfr, a Danish cleaning services platform, and the Danish trade union 3F negotiated a 'world's first' collective agreement promoting decent work and sickness benefits (European Commission, 2021), including an economic welfare supplement (additional compensation somewhat equivalent to hazard pay). While domestic cleaning workers' (also known as 'Hilfrs') rights were extended, the proposed level of working conditions has been considered somewhat lower than in comparable sector-level agreements in private services (Ilsøe, 2020). In February 2021, a similar sector-level agreement was negotiated to regulate working conditions for the Danish food delivery industry (FES, 2022b). This national collective agreement⁸⁹ includes the provision of personal protective equipment as set out in the Danish Health and Safety Act, sickness coverage, and working time protections (such as overtime, unsocial working hours).

⁸³ See Carta dei diritti fondamentali del lavoro digitale nel contesto urbano.

http://www.comune.bologna.it/sites/default/files/documenti/CartaDiritti3105_web.pdf

⁸⁴ Glovo et al., 'Acuerdo sectorial de buenas practicas', September 2020. <https://asoapra.es/wp-content/uploads/2020/09/acuerdo-sectorial-buenas-practicas-plataformas-digitales.pdf>

⁸⁵ See ABVV-BTB and Uber strike historic deal for thousands of drivers. <https://www.btb-abvv.be/en/news/1452-abvv-btb-and-uber-strike-historic-deal-for-thousands-of-drivers>

⁸⁶ See ITF signs agreement with Uber to begin social dialogue on working conditions for drivers and couriers.

<https://www.itfglobal.org/en/news/itf-signs-agreement-uber-begin-social-dialogue-working-conditions-drivers-and-couriers-0>

⁸⁷ See Crowdsourcing Code of Conduct - Ombuds Office. <https://ombudsstelle.crowdwork-igmetall.de/en/>

⁸⁸ Dammaco, P. Assodelivery and Italian trade union UGL concluded the first agreement in the food delivery sector. <https://englishbulletin.adapt.it/wp-content/uploads/2020/09/Assodelivery-and-Italian-trade-union-UGL-concluded-the-first-agreement-in-the-food-delivery-sector.pdf>

⁸⁹ See United Federation of Danish Workers (3F) Transport Group and Danish Chamber of Commerce - Employers Collective agreement on food delivery work. <https://www.danskerhverv.dk/siteassets/mediafolder/dokumenter/03-overenskomst/overenskomst-2020-2023/collective-agreement-on-food-delivery-work-2021-2023-madudbringningsoverenskomsten.pdf>

Spain has seen a plethora of digital placement agencies (for instance, Cuideo, Cuidum, Aiudo and Depencare) and on-demand platforms⁹⁰ (Joyners, Familiados) and has examples of regional collective agreements that extend improvements in working hours, rest periods, occupational health, protocols against sexual harassment and gender-based violence or guarantee the provision of OSH and first aid training.⁹¹ It also considers every home where a domestic and care worker fulfils a job to be a workplace (Brave New Europe, 2022).

3.5.2 Trade union and collective action initiatives

The European Trade Union Institute published a report (ETUI, 2020) that includes an up-to-date register of key labour law, social dialogue, voluntary schemes and other legislative mechanisms relating to the conditions of digital labour platform work. It also includes a comprehensive ‘train-the-trainer’ resource for trade union trainers.

The Digital Platform Observatory,⁹² a joint initiative of ETUC, the Institute of social and economic research (IRES) and the Association travail emploi Europe société (ASTREES), supported by the European Commission, compiles key practices of worker representation and social dialogue, including existing initiatives to improve the overall working conditions of platform workers.

Fair Crowd Work,⁹³ a joint project of IG Metall, the Austrian Chamber of Labour, the Austrian Trade Union Confederation and the Swedish trade union Unionen, collects information about crowd work and app-based work. It also rates working conditions on different online labour platforms.

The International Arts and Entertainment Alliance, a global union representing atypical work in the arts, entertainment and media sector, organised a campaign to develop ‘fundamental principles and rights at work that applied to all workers in the media and culture sector, regardless of the nature of their employment relationship’ (ILO, 2014), an initiative that could become more relevant in recognising OSH as a fundamental principle and right at work. The global federations that are part of the alliance organised a European project (Woodcock et al., 2019) on unionisation and collective bargaining for freelance workers (including those working through platforms) in the entertainment and media sectors that aimed at introducing measures for safe and healthy workplaces.

3.6 Worker initiatives

When governments and platforms are not proactive, their inaction results in the emergence of worker-led initiatives that give rise to solidarity movements. ‘Los Deliveristas Unidos’⁹⁴ in New York, formed mainly by migrant delivery workers from companies such as DoorDash, GrubHub and UberEats, advocates for enhanced labour standards and rights and stricter safety measures for app-based couriers. Foodora couriers in Vienna, supported by the Vida trade union, established the first works council⁹⁵ for platform or app-based workers. This form of organising and representing platform workers can stimulate the development and implementation of sectoral collective agreements, while negotiating improvements on working conditions.

Platform workers’ interactions happen on a non-regular basis through unplanned day-to-day encounters, with exchanges happening in person at taxi stands, parking lots, eating places, or through digital means on mobile phones and social media (ILO, 2022). Solidarity actions, phone-charging stations, safe areas for mid-day meals, fundraising, legal aid, training on workers’ rights and the distribution of safety equipment (Tareen, 2022) are some of the issues that platform workers campaign for. Since October 2021 in Paris, CoopCycle, a federation of bicycle delivery cooperatives, manages the so-called House of Couriers (Maison des coursiers⁹⁶). This is basically a physical meeting point that provides a place for platform delivery workers to rest, access sanitary facilities, and seek advice and support (administrative, legal and economic) through hotlines (Fairwork, 2022c).

⁹⁰ Ungria, C (2019), ¿Por qué están en auge las plataformas digitales de ayuda a domicilio. See also a summary of platforms in Digital Future Society, Los cuidados a domicilio y las plataformas digitales en España, cit. p. 28.

<https://ddd.uab.cat/pub/estudis/2021/237123/Home-care-and-digital-platforms-in-Spain.pdf>

⁹¹ See Cuidum profiles and Q&A. <https://www.cuidum.com/web/cuidados-de-personas-mayores-guipuzcoa/>

⁹² See the digital platform observatory. <https://digitalplatformobservatory.org/>

⁹³ Fair Crowd Work collects information about crowd work, app-based work, and other ‘platform-based work’ from the perspective of workers and unions. See microsite. <http://faircrowd.work/>

⁹⁴ See Los Deliveristas Unidos microsite. <https://losdeliveristasunidos.org/>

⁹⁵ Fair Crowd Work. Foodora couriers found works council. <http://faircrowd.work/2017/04/28/deutsch-oesterreich-foodora-fahrer-gruenden-betriebsrat/>

⁹⁶ See CoopCycle microsite. <https://coopcycle.org/fr/maison-coursieres/>

Riders for Rights⁹⁷ in Spain, initially created as a Facebook group, has established alliances with riders from other platforms, as well as from other cities and countries. Research conducted in Italy and the UK have identified other mechanisms that provide practical help and support or discuss grievances, such as ‘critical mass’ rideouts, where large numbers of cyclists ride slowly around a city centre, and interactions at delivery waiting points (sometimes called ‘zone centres’), where day-to-day acts of sharing and mutual support take place (Tassinari et al., 2020; Bessa et al., 2022). Many of these actions take place in central squares and parks, or in front of restaurants and malls during platform workers’ waiting times (Woodcock et al., 2019).

Box: The fictional case of Amanda, a rider in Pécs, Hungary



Amanda is a rider who works for two different food delivery platform operators in Pécs, Hungary, covering the afternoon and night shifts to make ends meet. During her shifts, the majority of which take place during unsocial working hours, Amanda has been exposed to verbal abuse (such as catcalling and being shouted at by pedestrians) and sexual abuse from clients (such as being groped, threatened and harassed). From conversations with other platform workers during waiting times, or while waiting outside restaurants, she has also become aware of similar issues that both male and female colleagues suffer. She truly believes this is something that comes as part of the job and sees it as a downside in her ultimate goal of earning a living. Despite this, she has reported these incidents a couple of times through the platform’s safety incident reporting lines. On one of the occasions, the platform dealt with her concern through their automated support service, in which a chatbot registered her complaint but didn’t escalate the issue or provide any solution. She wasn’t able to report the other issue properly, as the platform had no incident response team or similar support service for riders.

These situations have clearly had an impact on her vulnerability and safety. She has now started avoiding certain hours of work and problematic areas. Where possible, she shares her experiences and asks for advice through informal peer-to-peer support channels, such as chatting face-to-face during waiting times or through exchanges in online platforms such as Reddit and Quora. As Amanda is developing further knowledge on this issue, she believes platform workers and platforms would benefit from sexual harassment prevention education and training. She’s planning to bring this issue to the attention of a worker centre that operates in her community and deals with food delivery workers’ concerns.

Worker-led supportive initiatives that build on solidarity, ranging from informal social media platforms and forums (Reddit, WhatsApp, Telegram) provide ways to exchange information, seek advice or report on OSH matters (ETUI, 2020). Through group chats of instant-messaging apps, platform workers share concerns, coordinate and organise meetups, and offer each other support on concrete matters (punctures, accidents, problems with the app) (Tassinari et al., 2020). Other worker-led initiatives share the benefits of apps such as WeClock and Gridwise, which enable users to log their mileage and time spent working and commuting. Amazon’s Flex drivers rely on social media forums (Reddit and Quora) and WhatsApp threads to share experiences and issues that they face on a daily basis.

⁹⁷ See Riders X Derechos microsite. <https://www.ridersxderechos.org/>

Box: The fictional case of Willem, driver in Munich, Germany

Willem is an app-based driver in Munich who works under the umbrella of a driver-owned transport cooperative. Before this, he used to be a freelancer for a major ride-hailing operator but ended-up frustrated about how the algorithm managed his job and his performance. He now enjoys a greater level of ownership over the platform practices.

As part of his working arrangements, Willem receives free occupational accident insurance, sickness coverage, regular road safety and violence training, and enjoys traditional OSH protections. He actively participates in a work council and a national transport industry safety programme, sharing his working experiences with other platform workers and platforms. He is also part of a trade union that provides regular up-to-date information on developments in mobile apps and basic digital communication tools, with the aim of improving his and his colleagues' working conditions, and ultimately making work more productive. At a recent workshop, the trade union shared the benefits of apps such as WeClock and Gridwise, which enable users not only to log their mileage and time spent working, but can also direct drivers to high-demand locations. He is glad to see how some of these apps are starting to integrate functionalities that have a strong occupational health, safety and wellbeing component, such as providing information about weather conditions and road safety incidents.

There is a tendency to rely on informal information exchange channels. Turkoption, a browser extension for Firefox and Chrome, facilitates the exchange of online platform workers' experiences, ratings, recommendations and so on. The resource is run by and for Amazon Mechanical Turk workers – an example of digital collective support. Along with MTurkForum, TurkerNation, MTurkCrowd, Turkerhub and TurkerView, these constitute safe spaces for workers who have Human Intelligence Tasks (HITS) to exchange OSH-related queries and incidents. Similar interactions to advocate for improvements in working conditions take place in Reddit, Slack, Discord, Telegram and WhatsApp groups, where workers ask for OSH advice, filter tasks or rate platforms' ethical approaches. A similar platform, 'We are Dynamo' (Salehi et al., 2015) proposed positive change in the welfare of Amazon's Mechanical Turk workers by creating an online network of support that dealt with queries on work intensification and long working hours.

Box: The fictional case of Hannes, online software developer in Sweden

Hannes is a skilled Swedish freelancer in the business of online software development. He offers his services to an international online platform that helps freelancers to manage projects and tasks. He was one of the first freelancers to join this platform when it started in 2017. This has helped him to develop a good knowledge of the pros and cons of this type of work. Since then, the operator has become one of the largest freelance marketplaces on the web. Hannes has also become the '*go-to contact*' for platform workers jump-starting their careers in this marketplace, by providing advice on how to deal with the platform rating systems, obtain a continual flow of projects or get the most profitable jobs.

For the past few years, Hannes has acted as an influential mental health and wellbeing champion in the industry, advocating for online platform workers to speak openly about work-related psychosocial and psychological issues. Having experienced first-hand the negative impacts associated with job and income insecurity, competition, working in isolation, dependence on good ratings and overworking issues, he now acts as a welfare champion to disseminate health and wellbeing information in a comprehensive way to other freelancers with less experience. Through a popular blog and post, he regularly shares wellness and self-care tips and recommendations to prevent and manage poor mental health, burnout and stress. He also signposts followers to mental wellbeing advice and resources.

Initiatives by workers of platforms such as MyPoppins, TaskRabbit and similar ones rely on numerous and active Facebook groups, Reddit, email lists and other forums. These have been created for mutual support by ‘taskers’, cleaners and caregiving workers in response to their often isolated work. Online forums and digital forms of communication help to provide a sense of community and an informal conduit to seek support, share experiences and ask for solutions to day-to-day issues (ILO, 2018) (Piasna, 2022). They also use these mechanisms to better understand how to request more detail and information on the premises in which they will have to perform their duties or tips to make better informed and safer decisions prior to accepting tasks.

Box: The fictional case of Éliott, maintenance person in France



Éliott is a French independent professional performing his services for a major household services platform. While performing these tasks in the past, he was involved in a couple of incidents with exposure to electricity and lifting heavy objects. The latter experience required a long period of sickness absence (18 days away from work). He covered the bills for medical treatment himself, as the platform neither takes responsibility for accident and injuries, nor has insurance protection or coverage for work-related accidents. This bad experience has made Éliott more aware of the need to better understand the potential occupational safety and health risks associated with a particular task before accepting a job through the platform. To make better informed and safer decisions, he now makes the most of the platform client app-based communication features, and better understands how to request more detail and information on the type of task or the premises in which he will have to perform his duties.

To avoid potential issues and misunderstandings, Éliott provides further detail on his profile account, where he sets out his task-related boundaries, limitations or safety rules that he follows (for example, by insisting on having a live video chat with a client before accepting any service request). This information is also transmitted to the client prior to starting the job. And even on those occasions when these precautions aren't enough, Éliott knows that he can leave a dangerous work environment or activity without economic or rating reprisals from the platform.

Handy workers have developed practices to deal with incidents of sexual harassment or situations of interpersonal safety, for example adding to their profiles that they require a live video chat with the client before accepting tasks or services or informing their next-of-kin of their geo-location, estimated working times and client details (Mateescu, 2017).

Box: The fictional case of Krysia, cleaning worker in Germany



Krysia is a migrant care and cleaning worker with lengthy work experience in several home services platforms. She currently works in Germany for a leading platform provider for home services that connects independent service professionals with interested clients. As part of the day-to-day job, she has dealt with several stressful interactions with clients who have not been satisfied with the quality of her service or have rated her work poorly. She feels demotivated and sometimes considers leaving the industry, but on the other hand, she's aiming to accomplish 1,500 jobs reviewed with a 5-star rating. Achieving this will qualify her as a top-rated professional by the platform, which she expects will improve her working conditions.

Krysia has also gone through some distressing events, which she believes are related to her immigrant status, giving her legitimate reasons to fear for her personal safety. That being the case, she has started carrying out a series of additional interpersonal safety measures. Prior to starting a new service, she always texts a trusted contact about the times and locations where the tasks will take place and are expected to be completed, or when she enters or leaves a home or facility. When providing the service she always avoids controversial topics that could lead to arguments, such as sex, religion and politics.

Of late, things have been changing for the better. A few days ago, the platform where she offers her services organised a training session on ‘de-escalation techniques with stressful clients’ that she attended. She has also joined another training initiative on occupational safety and health for workers from vulnerable and disadvantaged groups.

3.7 Non-governmental organisations and other civil society initiatives

Other initiatives come from civil society organisations and similar networks. The Fairwork foundation conducts internal labour audits and evaluates the working conditions of digital platforms, highlighting best and worst practices in the protection and promotion of the health and safety of workers. Its recent 'Manifesto for Fairer Platform Work' (Fairwork, 2022) advocates for the urgency of international guidelines that can promote fair platform work standards in national statutory regulations and policies, legitimising the need for occupational safety and health legislation to be extended to all platform workers.

The table below summarises the initiatives described in the sections above.

Type	Year, place	Platform work typology	Involved actors	OSH risks	Brief description
Social dialogue – European Social Partners Framework Agreement on Digitalisation	2020, Brussels	Only platforms where an employment relationship exists	Cross-sectoral social partners – BusinessEurope, SMEUnited, CEEP and the ETUC (and the liaison committee EUROCADRES/CEC)	<ul style="list-style-type: none"> Impact of digital technology and AI surveillance systems 	<p>Voluntary agreement that relies on a human-in-control principle</p> <p>Technologies need to remain safe and prevent harm to workers</p> <p>Risk assessment to safeguard workers physical and psychological safety</p>
Collective agreement – Assodelivery and UGL agreement	2020, Italy	On-location platform work	AssoDelivery (Uber Eats, Deliveroo, Glovo, Just Eat and other food delivery platforms) and the General Labour Union (Unione Generale del Lavoro, UGL)	<ul style="list-style-type: none"> Task-specific risks Road safety risks 	Provision of PPE, insurance coverage against accidents and for damages against third parties, and OSH training
Collective agreement – 3F and Hilfr agreement on platform work	2018, Denmark	On-location platform work	Hilfr and 3F	<ul style="list-style-type: none"> Not specifically mentioned 	Secures an economic welfare supplement, sickness benefits, and provision of PPE
Collective agreement – National agreement on food delivery work	2021, Denmark	On-location platform work	3F and the Danish Chamber of Commerce (Dansk Erhverv), including platforms such as Uber Eats	<ul style="list-style-type: none"> Overtime, fatigue Working in unsocial hours 	Secures the provision of PPE, sickness coverage, and working time protections

Type	Year, place	Platform work typology	Involved actors	OSH risks	Brief description
Trade Union initiatives – European Trade Union Institute	2020, Brussels	All types of platform-based work	Trade unions, worker representatives and advocates	<ul style="list-style-type: none"> • Physical safety risks • Psychosocial risks • Digitised performance monitoring 	A trade union guide for trainers on crowd-, app- and platform-based work that contributes to the development of competences for trade union representatives
Voluntary schemes – Code of Principles and Good Practices for Collaborative Platforms	2020, Spain	On-location platform work	Delivery platforms (Glovo, Deliveroo, Uber Eats and Stuart) and delivery workers' associations (Assoriders, Professional Association of Autonomous Riders)	<ul style="list-style-type: none"> • Task-specific risks • Climate change risks 	Protocols for the management of OSH during the COVID-19 crisis and during extreme weather events, including regular communication and coordination of safety measures
Voluntary schemes – Charter of fundamental digital workers' rights	2018, Bologna	On-location platform work	Riders Union Bologna and Municipality of Bologna, supported by all three major Italian trade union confederations (CGIL, CISL, UIL); the Municipality of Bologna and the platforms Mymenu and Sgnam	<ul style="list-style-type: none"> • Task-specific risks 	Recommends that platforms build an OSH management system to assess, prevent and reduce work-related risks
Voluntary schemes – Ombuds Office for German crowdsourcing	2017, Germany	Online platform work	Eight European crowdsourcing platforms, the German Crowdsourcing Association (Deutscher Crowdsourcing Verband) and the German Metalworkers' Union (IG Metall)	<ul style="list-style-type: none"> • Not specifically mentioned 	Facilitates reporting of OSH-related disputes and concerns about platforms' working conditions and work processes

Type	Year, place	Platform work typology	Involved actors	OSH risks	Brief description
Code on conduct – Fairwork	2019, Oxford, Berlin	All types of platform-based work	Collaboration with platform workers, platforms, advocates, academic institutions and policy-makers	<ul style="list-style-type: none"> • Task-specific risks • Road safety risks • Interpersonal safety, work-related violence • Psychosocial risks 	Initiative highlighting best and worst practices on how platforms mitigate task-specific risks, ensure safe working conditions and provide a safety net for platform workers
Awareness-raising campaigns – Digital Platform Observatory	2019, Brussels	All types of platform-based work	Joint initiative of ETUC, IRES and ASTREES, and the European Commission	<ul style="list-style-type: none"> • Not specifically mentioned 	Mapping practices aimed at improving protection of platform workers
Awareness-raising campaigns – Fair Crowd Work	2016, Austria	Online platform work	Joint initiative of IG Metall, the Austrian Chamber of Labour, the Austrian Trade Union Confederation and the Swedish trade union Unionen	<ul style="list-style-type: none"> • Not specifically mentioned 	Offers ratings of working conditions on different online labour platforms
Worker initiatives – CoopCycle federation	2021, Paris	On-location platform work	CoopCycle – federation of bicycle delivery cooperatives, delivery platform workers and other bike delivery actors	<ul style="list-style-type: none"> • Not specifically mentioned 	Provides access to administrative, legal and economic support and advice and support on OSH-related concerns and queries
Worker initiatives – We are Dynamo	2015, US	Online platform work	Amazon Mechanical Turk platform workers	<ul style="list-style-type: none"> • Psychosocial risks: work intensification and long working hours 	Platform for online collective action and to support the Mechanical Turk community
Worker initiatives – Turkopticon	2012, US	Online platform work	Amazon Mechanical Turk platform workers	<ul style="list-style-type: none"> • Psychosocial risks: work intensification, cyberbullying, and long working hours • Digitised performance monitoring 	Online infrastructure that enables platform workers to offer one another mutual aid

Type	Year, place	Platform work typology	Involved actors	OSH risks	Brief description
Worker initiatives – Face to face community building and support	Ongoing, different locations	On-location platform work	Platform workers and advocates, trade unions	<ul style="list-style-type: none"> • Task-specific risks • Road safety risks • Interpersonal safety, work-related violence 	Group rideouts, meetups, interactions in waiting areas or during waiting times, acts of solidarity and mutual support
Worker initiatives – Online community building and support	Ongoing, different locations	Online platform work	Amazon Mechanical Turk platform workers	<ul style="list-style-type: none"> • Psychosocial risks: job demands, tight deadlines, excessive workload, conflicting demands 	Online community forums and task review platforms such as MTurkForum, TurkerNation, MTurkCrowd, Turkerhub, TurkerView where platform workers can exchange OSH-related queries and incidents
Worker initiatives – Online community building and support	Ongoing, different locations	All types of platform-based work	Platform workers and advocates	<ul style="list-style-type: none"> • Task-specific risks • Road safety risks • Interpersonal safety, work-related violence • Psychosocial risks 	Use of online Reddit, Slack, Quora, Discord, Facebook, Telegram and WhatsApp groups to exchange information, seek advice or report on OSH matters, share experiences and issues
Worker initiatives – Work councils	2017, Austria	On-location platform work	Platform workers, trade unions and platforms	<ul style="list-style-type: none"> • Not specifically mentioned 	Negotiating mechanism for improving working conditions and stimulating collective agreements, with a strong focus on platforms' decisions that can impact the OSH of platform workers

4 Key recommendations and concluding remarks

This last section of the article draws together a series of policy suggestions. The recommendations outlined below can be crucial not only for improving the working conditions and the occupational health and safety protection of platform workers, but ultimately for achieving more sustainable business models in the platform economy.

Recommendations for DLPs

- 1. Improving effective access to safe mechanisms for platform workers to communicate.** With DLPs lacking in grievance redress systems and mechanisms for platform workers to communicate, express their concerns and claims on OSH matters, there is a need to establish some type of organisational mechanism through which platform workers' OSH concerns are expressed, heard, actioned and followed up. This can be developed through complaint handling systems, help-desks or direct lines (automated support systems), incident response systems (in-person support systems) or by defining clear procedures for workers to raise concerns, including mechanisms to challenge or appeal against a decision that impacts their day-to-day activity. Eliminating barriers that deter platform workers from raising workplace issues (such as non-disclosure agreements) or enabling communication channels between platforms and platform workers to be open, functional and where possible available (24/7), can also be cost-effective measures. On-location platform work might require additional measures such as: providing training to safety teams dedicated to incident response, so they can more effectively cope with sensitive and OSH-related queries; and offering organisational and legal support when on-location platform workers report work-related crimes to the platform or the police.
- 2. Extending OSH considerations as part of platforms' corporate financial transactions (capital raising, investment and acquisition operations).** Throughout the course of their existence, a significant number of platforms will engage in venture capital, private equity, hedge funds and mergers as part of their upscaling strategies. This represents an opportunity to embed OSH considerations in the inception and due diligence phase of these investment and acquisition activities. Similarly, current corporate disclosure practices about platforms' workforce and working conditions are characterised by a high degree of underreporting, with many platforms 'still in the dark' on how to report on OSH issues. This eventually leads to a 'no data no problem' issue.
- 3. Reviewing transparency practices in the platform economy.** Platforms – and on-location platforms in particular – need to be engaged in more public, detailed and transparent reporting of work-related violence, harassment, safety incidents, injuries and fatalities that occur during their operations. This can be done through specific safety annual reports that should include an accurate reflection and record of OSH-related incidents, including those happening at 'deadhead hours' or between services. The same principles should be extended to algorithmic transparency reports, in which the use of algorithms, AI systems or similar technologies need to be independently audited.
- 4. Introducing OSH features and functionalities into app-based systems.** The COVID-19 response demonstrated the capacity for DLPs to integrate OSH features and functionalities into the app-based system. OSH training and awareness resources (from road safety training to app-based nudges and tips on wellbeing, ergonomics, fatigue or financial literacy), vehicle safety-related checks, information about insurance type and coverage, risk assessments, procedures (such as how to act in the event of an incident), information about the complexities of tasks, the work environment or boundaries, and limitations from platforms workers are some of the features that can be easily integrated into the apps or software.
- 5. Exploring or piloting worker-centred management practices.** With management practices being highly automated, initiatives that consider replacing monitoring and surveillance with more person-to-person management strategies are welcomed. Eliminating time tracking, work quotas, ticketing practices and other forms of digitised performance monitoring, as well as excluding work-related safety cancellations from workers' deactivation ratings and performance can be effective.

6. **Mainstreaming gender considerations in platforms' organisational policies and practices.** On-location platforms must adopt gender-sensitive strategies and enhanced interpersonal safety measures (CCTV, app-based panic buttons, 'risks heat maps' where workers have experienced workplace violence and harassment and other measures to protect workers in the platform economy (particularly in female-dominated sectors), such as guaranteeing the right of platform workers to leave a task or service without reprisals.
7. **Investing in industry-specific OSH training and awareness resources.** There is ample evidence in the literature that platform workers receive limited or no training in aspects of OSH. Therefore, it is recommended that DLPs invest in industry-specific OSH training and awareness resources. Training on safe and responsible practices needs to be extended to other actors such as managers (if they exist and are available either physically or online), or to workers who manage platform workers' monitoring data. It is also critical that OSH training is made accessible to workers from vulnerable and disadvantaged groups (such as migrant workers).
8. **Reviewing how terms of service can be more fit-for-purpose.** Terms of service need to avoid excessive legal jargon and remove unnecessary liability clauses. From an OSH perspective, platforms' terms for accident and insurance coverage need to be comprehensive, readable and concise. Improved levels of transparency are required in contractual arrangements and job tasks that may be psychologically demanding or distressing.
9. **Introducing occupational safety, health and wellbeing policies.** Effective policies must commit to protecting the health, safety and wellbeing of platform workers by eliminating hazards and reducing risks as much as possible. More importantly, they need to be well communicated and adapted to specific OSH hazards and risks. These can range from policies to tackle road safety, psychosocial risks and work-related violence to those dealing with climate-related risks.
10. **Providing appropriate personal protective equipment.** It's vital that on-location platform workers who provide services to the public, such as road transport drivers, deliverers and cleaning workers are provided with equipment free of charge. DLPs are also encouraged to establish procedures to maintain their PPE, adapt them to the individual, and disseminate information, instruction and training in the use and care of this equipment.
11. **Prioritising mental health and wellbeing practices.** Online platforms, and on-location platforms to a lesser extent, need to adapt their policies and practices to workplace mental health and wellbeing considerations. This can be done by providing a variety of mental health awareness-raising resources, facilitating on-site or on-demand psychological support (for example, through platform workers' assistance programmes), implementing regular health and wellness check-ins such as mental health or resilience surveys, or considering tailored training on de-escalation techniques, ergonomics, managing workloads, or drugs and substance abuse to name a few.

Recommendations for platforms workers

12. **Participating in online and in-person support and community-gathering.** Events where platform workers can follow discussions, exchange views or ask for advice on OSH issues can make a real difference. Worker-led collaborative initiatives that build on solidarity, peer communication (chats, forums), internet communication media (Reddit, Quora, Facebook) or interpersonal interactions can also help to tackle the isolation and detachment that platforms facilitate.
13. **Advocating and calling for the right to be involved, regularly informed and consulted.** Platforms' decision-making changes on performance management, worker surveillance and monitoring and work design tend to exclude the views of platform workers. It is recommended that platform workers participate in all phases whenever new technologies are implemented, adopted and integrated into workplaces, by calling for the right to be involved, regularly informed and consulted. Trade unions can help in strengthening workers' voice, participation and collective representation in the design, deployment and use of technology phases.

14. **Benchmarking what works well in addressing and tackling specific occupational risks.** Platform workers are encouraged to continue adopting informal interpersonal safety measures as well as practical and easy-to-implement OSH measures to improve the safety and health of their work environments.
15. **Engaging in formal or informal mentor or 'buddy' schemes.** New platform workers could better familiarise themselves with the functionalities of the app or software platform, work environments, work design and potential complexities of the task. They could also consider acting as **welfare champions** to disseminate OSH and wellbeing information in a comprehensive way. This could be done through social media platforms such as Instagram or TikTok in which platform workers create content or record their day-to-day activity, the issues they experience, or educate others with up-to-date information on developments in mobile apps and basic digital communication tools to improve on-location platform working conditions.
16. **Raising platform workers' voices on their first-hand experiences.** Platform workers are instrumental in open sharing and conveying their know-how. This knowledge and experience must underpin platforms and regulators' agendas, but workers voices are often not being heard. They are knowledgeable about what works and what doesn't work, and therefore best positioned to engage more proactively in opportunities that empower their collective bargaining, sector associativity and representation rights.

This article has documented an up-to-date account of the most significant initiatives in occupational safety, health and wellbeing that could improve the experiences and welfare of platform workers, the working practices of platforms and the regulatory responses from policy-makers. Based on the described initiatives, a number of fictional stories and scenarios have also been drafted and presented in the text.

For DLPs the most adopted and implemented initiatives relate to the provision of traditional OSH protections such as personal protective equipment, physical safety and mental wellbeing strategies, healthcare assistance, the provision of work-related injury insurance, or tailored OSH training and awareness resources. More specific initiatives suggest the adoption of generic OSH policies or policies specific to the challenges of a sector or task (such as road safety, violence and harassment). Considering how platforms rely on platform workers to interface through an online or desktop app, or similar software, this represents an excellent opportunity to integrate OSH prevention and management features, such as checklists, familiarisation with occupational risks, training and awareness resources, automated support systems or incident reporting lines that can tackle OSH concerns and queries. On a positive note, industry-led or collaborative approaches through pledges, code of conducts or through more formalised means such as collective agreements and social dialogue have proven to be effective in overcoming the difficulties of guaranteeing more effective occupational safety and health rights for platform workers, but only when these initiatives are closely monitored and sustained over time.

For many platform workers in all types of platform-based work, the lines of who is responsible for their occupational safety and health are still blurred. Consequently, platform workers are indirectly given the primary responsibility for their own occupational safety and health. On the one hand, this has given rise to a significant body of informal exchanges of information on work-related issues, communication between peers, and self-organising initiatives. Despite the isolation that characterises platform work, the increasing use of chat forums, social media and face-to-face interactions not only foster informal solidarity, but information exchange and community-building opportunities in which platform workers can share experiences and seek support, advice and solutions to day-to-day issues, aiming to improve working conditions (Heiland and Schaupp 2021) or advocating for a more responsible, sustainable and ethical platform work. On the other hand, it has also led to platform workers adopting informal safety measures and precautions to protect themselves from task-specific risks.

Engagement of platform workers, trade unions, worker representatives and advocates in opportunities for cooperation, negotiation of working conditions, organisation and representation, or in initiatives that look at strengthening platform workers' voices have proven to be valid mechanisms to secure a certain degree of OSH protections.

As for policy-makers, the issue of misclassification of platform workers' employment status as independent contractors or self-employed still represents an insurmountable obstacle for securing OSH protections. This means that policy-makers should step up efforts and assume responsibility for guaranteeing platform workers'

right to a safe and healthy work environment. While positive progress as part of the proposal on the Platform Work Directive is expected, it is important that policy-makers design strategies that prevent platforms from circumventing upcoming regulations. The review has highlighted fragmented examples of regulatory frameworks that are setting obligations on mandatory employment injury protections for on-location platform workers, and transparency requirements applying to all platforms using algorithmic management. Other developments convey working time limits, road safety protections, and attempts to legislate on the right for platform workers to be informed about the implementation of technological changes.

The study has also listed the adoption of non-legislative developments, in the form of consultative exercises, calls for evidence or public inquiries from regulatory agencies, that have also proven to be effective for informing policy-making activities and for contributing to national, regional and sectoral policies and existing laws. Likewise, reported awareness campaigns and enforcement actions from labour and health and safety inspectorates, as well as the familiarisation of inspectors with these new forms of work, will need to better cater for platform workers' claims and the complexities that platform work entails.

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