



Fairwork



OXFORD
INTERNET
INSTITUTE



UNIVERSITY OF
OXFORD

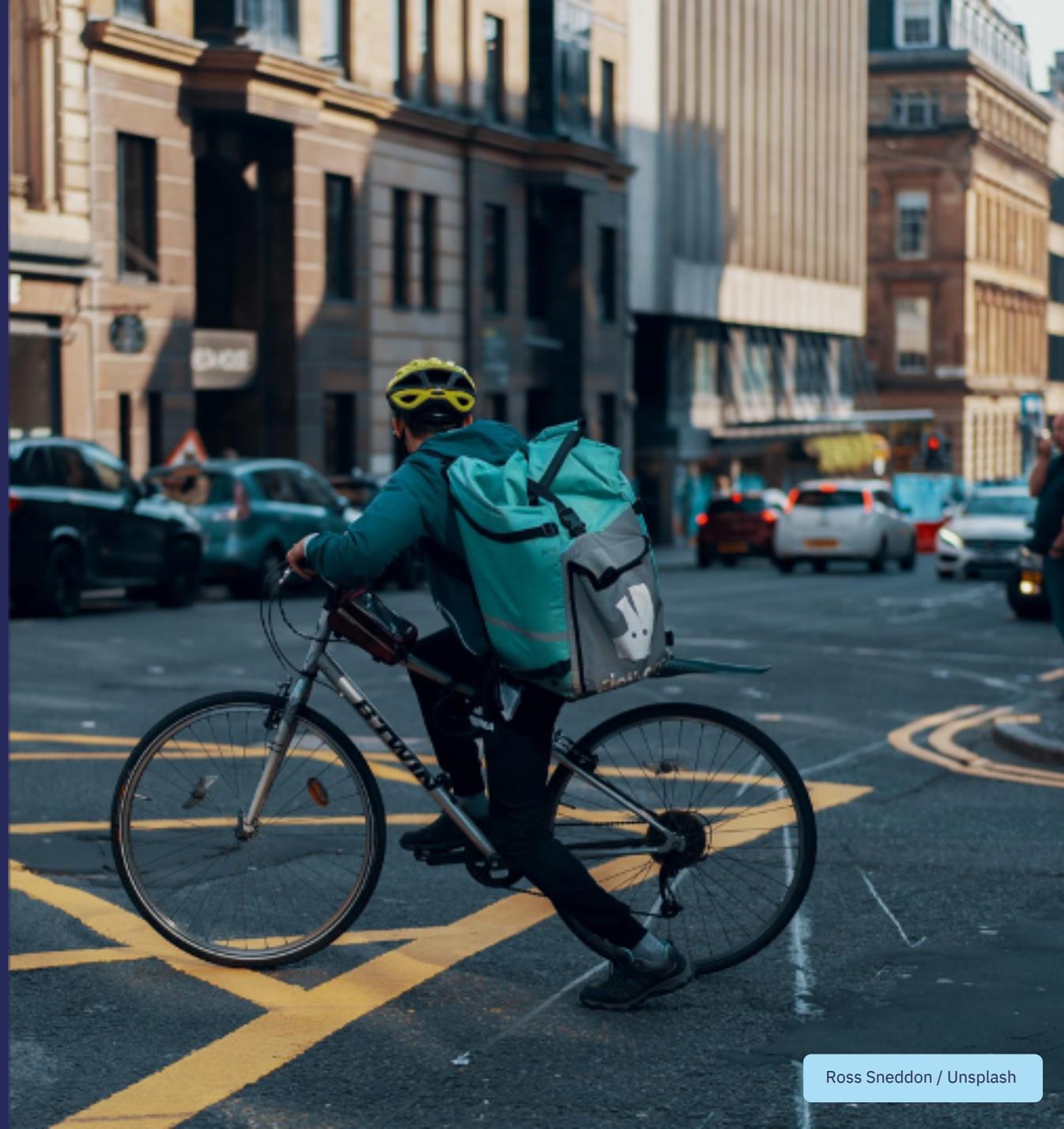
WZB



Wissenschaftszentrum Berlin
für Sozialforschung

LABOR.A 2021

Introducing the Fairwork Project



Ross Sneddon / Unsplash

Daniel Abs
Pablo Aguera Reneses
Luis Pablo Alonzo
Iftikhar Ahmad
Maria Belen Alborno
Moritz Altenried
Paula Alves
Oğuz Alyanak
Branka Andjelkovic
Thomas Anning-Dorson
Arturo Arriagada
Daniel Arubayi
Tat Chor Au-Yeung
Marina Benedine
Ariane Berthoin Antal
Alessio Bertolini
Louise Bezuidenhout
Gautam Bhatia
Richard Boateng
Manuela Bojadzije
Macarena Bomhomme
Ameline Bordas
Maren Borkert
Joseph Budu
Rodrigo Carelli
Eduardo Carrillo
Henry Chavez
Aradhana Cherupara Vadakkethil
Chris King Chi Chan
Matthew Cole
Paska Darmawan

Markieta Domecka
Darcy du Toit
Veena Dubal
Trevilliana Eka Putri
Fabian Ferrari
Patrick Feuerstein
Roseli Figaro
Milena Franke
Sandra Fredman
Pia Garavaglia
Farah Ghazal
Anita Ghazi Rahman
Shikoh Gitau
Slobodan Golusin
Mark Graham
Markus Griesser
Rafael Grohmann
Martin Gruber-Risak
Julieta Haidar
Sayema Haque Bidisha
Khadiga Hassan
Richard Heeks
Mabel Rocío Hernández Díaz
Luis Jorge Hernández Flores
Victor Manuel Hernandez Lopez
Benjamin Herr
Salma Hindy
Kelle Howson
Francisco Ibáñez
Sehrish Irfan
Tanja Jakobi

Athar Jameel
Hannah Johnston
Lucas Katera
Srujana Katta
Maja Kovac
Martin Krzywdzinski
Sebastian Lew
Jorge Leyton
Tatiana López Ayala
Amruta Mahuli
Melissa Malala
Oscar Javier Maldonado
Shabana Malik
Laura Clemencia Mantilla León
Claudia Marà
Évilin Matos
Jamal Msami
Sabrina Mustabin Jaigirdar
Tasnim Mustaque
Hilda Mwakatumbula
Baraka Mwaura
Mounika Neerukonda
Sidra Nizambuddin
Thando Nkohla-Ramunenyiwa
Sanna Ojanpera
Caroline Omware
Adel Osama
Balaji Parthasarathy
Leonhard Plank
Valeria Pulignano
Jack Linchuan Qiu

Ananya Raihan
Nabiyla Risfa Izzati
Nagla Rizk
Cheryll Ruth Soriano
Nancy Salem
Julice Salvagni
Derly Yohanna Sánchez Vargas
Maricarmen Sequera
Kanikka Sersia
Murali Shanmugavelan
André Sobczak
Shanza Sohail
Janaki Srinivasan
Shelly Steward
Zuly Bibiana Suárez Morales
Sophie Sun
David Sutcliffe
Pradyumna Taduri
Kristin Thompson
Pitso Tsibolane
Wing Yin Anna Tsui
Funda Ustek-Spilda
Jean-Paul Van Belle
Laura Vogel
Zoya Waheed
Jing Wang
Robbie Warin
Nadine Weheba
Yihan Zhu





Fairwork

*The **Gig Economy** Model*

What is the **gig economy**?

Relatively short-term
matching between
supply of, and demand
for, labour power

+

Work outside of the
employment relationship

+

Mediated through a
digital platform



How many **gig workers** are there?

- In 2019, **1/10 workers in the UK** worked in the gig economy.
- In the US, **8% of workers** work in the gig economy in 2019.
- In 2021, a pan-African survey showed that **1.3% of adult Africans** now earn money from platforms.

Based on **Fairwork estimates**, there are...



Geographically tethered: work required to be done in a particular location

Estimate from Shelly



Cloudwork: work can, in theory, be performed from anywhere via the internet

Estimate from Shelly

= Total Estimate from Shelly

The **preconditions** of the gig economy

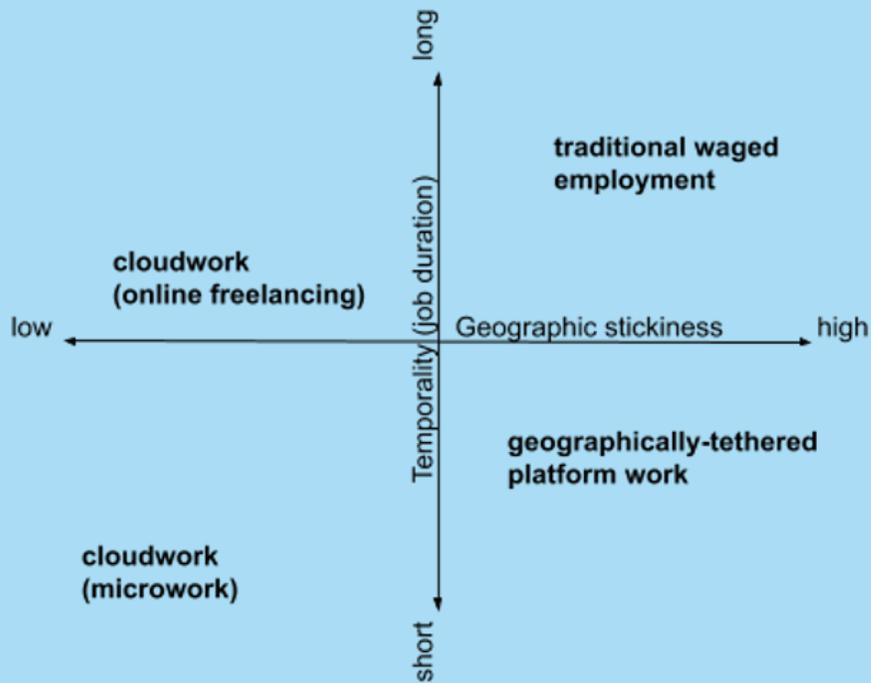
The **social, technical, political and economic preconditions** of the gig economy include:

- Mass connectivity and cheap technology
- Globalisation and outsourcing
- Gendered and racialised relationships of work



What is a platform?

Digital labour platform: a company that uses digital resources to mediate value-creating interactions between consumers and individual service-providing workers, i.e., that digitally mediates transactions of labour



Buyer	Spatial control	Temporal control	Ability to set rates	Digital legibility	Barriers to entry for workers	Repeat transactions	Degree of explicit coordination
Taxi and delivery work (e.g. Uber)	High	Mixed	High	Mixed	Low	Low	High
Domestic and care work (e.g. SweepSouth)	High	Mixed	High	Low	Low	High	High
Microwork (e.g. Amazon Mechanical Turk)	Low	Low	Low	High	Low	Low	Mixed
Online Freelancing Platform (e.g. Upwork)	Low	Low	Low	Mixed	Mixed	Mixed	Mixed

Source: Woodcock, J., and Graham, M. 2019. *The Gig Economy: A Critical Introduction*. Polity Press.

Is the gig economy inevitable?

This is what platforms say:

The **increased demand for flexible forms of work** continues to transform the way people interact with the labour market across Europe. From cleaners to engineers to taxi drivers, the paid-by-the-job model is nothing new. However, **the rise of digital opportunities has created new forms of independent work across a wide variety of sectors.** According to a recent study, around 8% of workers in Europe “relatively frequently” undertake platform work.⁸

Source: Uber, 2021. *A Better Deal* [White Paper].

“The flexibility is what got me into Uber in the first place—being able to work whenever you want, and make as much as you want,” Pete says. “At any given moment my daughters can call me, and with the flexibility of Uber, I press a button and I can attend to them. That’s just fantastic, getting the power back into your hands. There’s no stress, there’s no one you need to answer to. The platform itself has mastered how to give people their time back.”

Source: Uber Canada, 2021. *A Modern Approach to App-Based Work in Canada*. Uber Newsroom.

Research

Microwork and Virtual Production Networks in Sub-Saharan Africa and Southeast Asia (2014-2017)

- Funder: IDRC
- 107 semi-structured interviews in Kenya, Nigeria, South Africa, Vietnam, Philippines, Malaysia.
- Survey of 679 Southeast Asian and Sub-Saharan African platform workers.

Geonet: Changing Connectivities and the Potentials of Sub-Saharan Africa's Knowledge Economy (2014-2020)

- Funder: ERC
- 192 semi-structured interviews in South Africa, Kenya, Nigeria, Ghana, and Uganda.

Fairwork (2018-present)

- Funders: BMZ/GIZ, ESRC, Ford Foundation, Oxford-Berlin University Alliance
- >400 (ongoing) worker interviews in 24 countries in Europe, North America, South America, Africa, Asia.
- Focus groups with platform workers and platform managers.



Fairwork

***Risks and Harms
in the Gig Economy***



Low pay

Workers are often **classified as independent contractors** so there is no obligation to pay them a minimum wage.

Most workers have very **limited power to negotiate rates.**

*“Most people, most Filipinos, **they work for 50 cents. It's so embarrassing. You're a professional.***

You know how to do this job... She just wants to get a job. It's really affecting those ones that know how to do the job”

- Oluwa, Nigerian worker

DELIVEROO RIDERS CAN EARN AS LITTLE AS £2 AN HOUR DURING SHIFTS, AS BOSS STANDS TO MAKE £500M

An analysis of hundreds of riders' invoices shows many riders' earnings per session falling short of minimum wage levels

Source: Mellino et. al.,2021. *Deliveroo riders can earn as little as £2 an hour...*The Bureau of Investigative Journalism.

We used the log data of 2,676 workers performing 3.8 million tasks on Amazon Mechanical Turk to understand worker hourly wages. **Our task-level analysis revealed a median hourly wage of ~\$2/h, validating past self-report estimates.** Only 4% of workers earn more than \$7.25/h, justifying concerns about non-payment of the minimum wage. We characterize three sources of unpaid work that

Source: Adams, A, et.al.2018. *A Data-Driven Analysis of Workers' Earnings on Amazon Mechanical Turk.* In . Association for Computing Machinery.

Source: Wood, A., Graham, M., Lehdonvirta, A., and Hjorth, I. 2019. Good Gig, Bad Big: Autonomy and Algorithmic Control in the Global Gig Economy. *Work, Employment and Society.* 33(1). 56-75



Unpaid labour and withholding of wages

Workers spend a large amount of **unpaid time searching and waiting for work.**

A 2020 Fairwork survey found that cloudworkers spend **an average of 16 hours** a week looking for jobs.

Workers are also at risk of their **wages being withheld** as platform power dynamics tend to favour clients.

Workers typically also pay costs out of pocket for fuel, equipment, insurance, etc. with no reimbursement from the platform

Source: Rodino-Colocino, M. 2019. *Uber drivers report 80-plus hour workweeks and a lot of waiting.* The Conversation.

① Use SafePay

Only pay for work that you're 100% satisfied with when you use SafePay.

② Pay with ease using automatic payments

Use AutoPay to pay the Freelancer automatically when an invoice is outstanding.

③ Choose your preferred payment method

We offer four convenient payment options: credit/debit card, PayPal, eCheck (U.S. only) and wire transfer.

Source: Guru. How It Works. <https://www.guru.com/how-it-works/>

Waiting on a fare

Ayele, a middle-aged married father of two who's been driving for Uber and Lyft for more than six years and currently works only for the Uber Black luxury service, estimates that **more than half of the 80-plus hours he's on the app each week is spent waiting for a fare.** He says there are days where he's spent as many as 16 hours on call in order to get just a few passengers.

While the long waits are necessary to make ends meet – he sends money to his father, sister and other relatives in Ethiopia – he earns “way below” the minimum wage of \$15.



Unsafe working conditions

Working conditions in the gig economy can be inherently risky. Workers face forms of both **physical and mental harm** that have been amplified by COVID-19.

*A Fairwork survey of African and Asian cloudworkers found that **57% workers lost sleep as a result of the work they do.***

Immigrant food couriers risk death on South African roads

2 July 2019 Text by [Kimon de Greef](#). Photos by [Ashraf Hendricks](#).

“When it rains, it’s trouble. Guys are falling all the time.”

Source: de Greef, Kimon. 2019. *Immigrant food couriers risk death on South African roads* Ground Up <https://www.groundup.org.za/article/migrant-food-couriers-risk-death-south-african-roads/>

REV TRANSCRIBERS HATE THE LOW PAY, BUT THE DISTURBING RECORDINGS ARE EVEN WORSE

Violent police recordings, descriptions of child abuse, and graphic medical videos have appeared without warning, transcribers say

Source: Deahl, Dani. 2019. *Rev transcribers hate the low pay, but the disturbing recordings are even worse.* The Verge.

Women working for companies like Uber and DoorDash say they have been **groped, threatened and harassed by customers.** Their stories highlight how technology connects strangers - and opens the door for abuse

Source: Levin, Sam. 2017. *Sexual harassment and the sharing economy: the dark side of working for strangers.* The Guardian.



Precarity, job insecurity and vulnerability

Workers are often **misclassified as independent contractors**, with very little power to challenge international platforms.

In June 2017, a group of seven Uber drivers in South Africa successfully won a court case which classified them as Uber employees. Their grievances were typical of those trying to make a living in the **gig economy**: poor working conditions and pay, high costs, and the fact that **all seven of them had been recently deactivated from the platform without any explanation**. But in January 2018, that decision was overturned: a judge in South Africa's Labour Court found that the drivers were technically employed by Uber in the Netherlands (where Uber is headquartered), and that therefore they should have lodged their case there instead.

Source: Verghese, S. 2020. Gig economy workers have a new weapon in the fight against Uber. The Verge.





Discrimination and unfair management



Women and ethnic minorities face particular risk of bad ratings and being excluded from opportunities.

There is often **no recourse to due process** when discrimination happens.

looking for short task worker for small writing task

Bids	Avg Bid (USD)	Project Budget (USD)
13	\$20	\$10 - \$30

OPEN

Project Description:

please if you are from India, Pakistan, Bangladesh than you dont bid here.

i am looking for people who can write short not, review for my website... its a simple task.. let me know if interested..

Skills required:
Article Rewriting, Articles, Copywriting, Forum Posting, Product Descriptions

About the employer:
★★★★★ 5.0 (92 Reviews)

Advertisement

Source: Graham, M., Hjorth, I., Lehdonvirta, V. 2017. Digital labour and development: impacts of global digital labour platforms and the gig economy on worker livelihoods. *Transfer: European Review of Labour and Research*. 23 (2). 135-162.

MOTHERBOARD
TECH BY VICE

Court Rules Deliveroo Used 'Discriminatory' Algorithm

An Italian court determined that companies can be held liable even if an algorithm unintentionally discriminates against a protected group.

Source: Geiger, G. 2021. Court Rules Deliveroo Used 'Discriminatory' Algorithm. VICE.

Our analysis reveals that perceived gender and race have significant correlations with the amount and the nature of social feedback workers receive on TaskRabbit and Fiverr. For example, on both services, **workers who are perceived to be Black receive worse ratings than similarly qualified workers who are perceived to be White.** More problematically, we observe algorithmic bias in search results on TaskRabbit: **perceived gender and race have significant negative correlations with search rank,** although the impacted group changes depending on which city we examine.

Source: Hannák et.al.. 2017. Bias in Online Freelance Marketplaces: Evidence from TaskRabbit and Fiverr. (CSCW '17).



Individualisation

Conditions in the gig economy mean workers have a **structurally weak bargaining position**. It is very difficult – though not impossible – to coordinate collective power.

*“I know what labour unionisation does, it cannot change anything [for online freelancing]. Maybe, [if it were at the] global level. For example, a unionized labour of online freelancers in Nairobi, cannot change the policies of GigOnline from here. They cannot... **They’ll just take the job somewhere else if the unionised labour of freelancers in Nairobi don’t want to do the work at certain dollar amount**, then they’ll just take it elsewhere”*

- Ayub, Kenyan worker

Outside the infrastructures that AMT provides, Turkers have formed collectives such as TurkerNation, MTurkGrind, and Reddit’s /r/HITsWorthTurkingFor. On these platforms they share well-paying work, discuss employers, educate newcomers, and consult with employers who are willing to communicate [30]. Turkers in these communities engage in some short-term or small-scale collective action (e.g., to raise funds for a colleague), but efforts that require **sustained effort and critical mass are less likely to succeed. Workers told us that collective action is difficult because of divided loyalties, time pressures to earn money, and risks that agitation poses to their reputations and to the availability of crowdwork more generally.**

Source: Salehi, N. et. al. 2015. We Are Dynamo: Overcoming Stalling and Friction in Collective Action for Crowd Workers. In *Proceedings of the 33rd Annual ACM Conference on Human Factors in Computing Systems (CHI '15)*.

Source: Wood, A., Lehdonvirta, V., and Graham, M. 2018. Workers of the Internet unite? Online freelancer organisation among remote gig economy workers in six Asian and African countries. *New Technology, Work and Employment*. 33(2).



Fairwork

*Conjuncture of **Organisational**
Forms*

In the **technology** business?

Platforms claim that they are neither the employer or the client of a service provided by a worker. Instead, arguing their role is to connect workers and consumers.

Why is Deliveroo the best delivery partner to work with?

We're experts in **connecting great food with hungry customers**. As the original food delivery company **we offer world-class technology, logistics and expertise**, and access to a global network of trained delivery riders.

Every order is tracked, and our Just In Time technology means you can create the best customer experience and deliver your food hot, fresh and on time.

Source: Deliveroo 101: how it works. <https://help.deliveroo.com/en/articles/1934773-deliveroo-101-how-it-works>

Postmates

About Us

Our Story Our Mission

About Us

Our Story

Eight years ago, we set out to answer a simple question: "Why can't I have delivered what I really want?" At that time, there was no solution to that problem outside of local phone-order delivery options for a limited selection of restaurants. We knew that it was nearly impossible to get your favorite restaurants and local retailers delivered **quickly. So we built a technology company.**

Source: Postmates. About Us. <https://postmates.com/about>

Challenging Misclassification



Uber and Lyft must classify drivers as employees, judge rules, in blow to gig economy

Preliminary injunction in California follows state's lawsuit against companies over new labor law

Source: Paul, Kari. 2020. The Guardian.

BBC Sign in Home News Sport Weather iPlayer

NEWS

Home Brexit Coronavirus UK World Business Politics Tech Science Health Family & Education

Business Your Money Market Data Companies Economy Global Car Industry Business of Sport

Uber drivers are workers not self-employed, Supreme Court rules

By Mary-Ann Russon
Business reporter, BBC News

19 February

Source: Russon, M. 2021. BBC News.

EL PAÍS

ECONOMY AND BUSINESS

GIG ECONOMY >

Spanish Supreme Court rules food-delivery riders are employees, not self-employed

The decision could have far-reaching consequences for businesses in the so-called gig economy such as Glovo and Deliveroo

Source: Manuel V. Gómez. 2020. El País

Moving the line

By performing many of the functions of markets, networks, and infrastructures platforms constantly straddle, obfuscate, and move the line that separates where employment begins and ends.

"Our business would be adversely affected if Drivers were classified as employees, workers or quasi-employees"

- Uber Annual Report 2020 (p. 13)

"Our business would be adversely affected if our rider model or approach to rider status and our operating practices were successfully challenged or if changes in law require us to reclassify our riders as employees."

- Deliveroo IPO Registration

Lobbying + Reactive policies

Uber changing app to avoid reach of California's new gig workers law

The company is giving drivers more freedom, but critics say the move is a 'smokescreen' and that nothing has really changed

Source: Paul, K. 2020. *Uber changing app to avoid reach of California's new gig workers law*. The Guardian.

The largest donors for Proposition 22 are the ride-hailing companies: Uber with \$52 million and Lyft, \$49 million. Delivery companies have also kicked in big: DoorDash has spent \$48 million and Instacart, \$28 million.

Source: Skelton, G. 2020. *It's no wonder hundreds of millions have been spent on Prop. 22. A lot is at stake*. The LA Times



Fairwork

*Platforms at the
Conjuncture of **Geographies***

Spatial reach

Platforms that operate in multiple jurisdictions devise a structure in which workers sign contracts with a foreign company.

Uber drivers register with local companies for onboarding, but sign contracts with Uber BV – which is based in the Netherlands.

Local workers are unlikely to have access to foreign courts.



Source: Woodcock, J., and Graham, M. 2019. *The Gig Economy: A Critical Introduction*. Polity Press.

Extra-territoriality

Cloudwork platforms can operate everywhere, constructing **a planetary labour market** that facilitates a mass migration of labour, but not of people.

Platforms can set a global minimum wage that applies indiscriminately to all countries regardless of local context.



Source: Woodcock, J., and Graham, M. 2019. *The Gig Economy: A Critical Introduction*. Polity Press.

Ephemerality

Platforms can be embedded into cities, then exit without leaving assets, infrastructures, or fixed capital behind.

Rather than comply with government regulation, Uber and Foodora exited markets in Texas and Ontario respectively.

Uber and Lyft pull out of Austin after locals vote against self-regulation

Texan city rejects ballot which would have repealed strict new regulations

Source: Hern, A. 2016. Uber and Lyft pull out of Austin after locals vote against self-regulation. The Guardian.

Food-delivery app Foodora announces exit from Canada two months after historic worker win

Source: Mojtehdzadeh, S. 2020. Food-delivery app Foodora announces exit from Canada two months after historic worker win. Toronto Star.

Decentralisation

The majority of platform workers are **individualised and unorganised** as work is highly decentralised. This makes collective organising extremely challenging.

But there are exceptions.

2020: historic protests spread across Argentina, Brazil, Chile, Ecuador, and Mexico with workers striking against dangerous working conditions and low pay.

2017: IWGB strikes in Brighton led to a temporary recruitment freeze, improvement of wages and reinstatement of victimised workers

(Cant, 2020: 141)



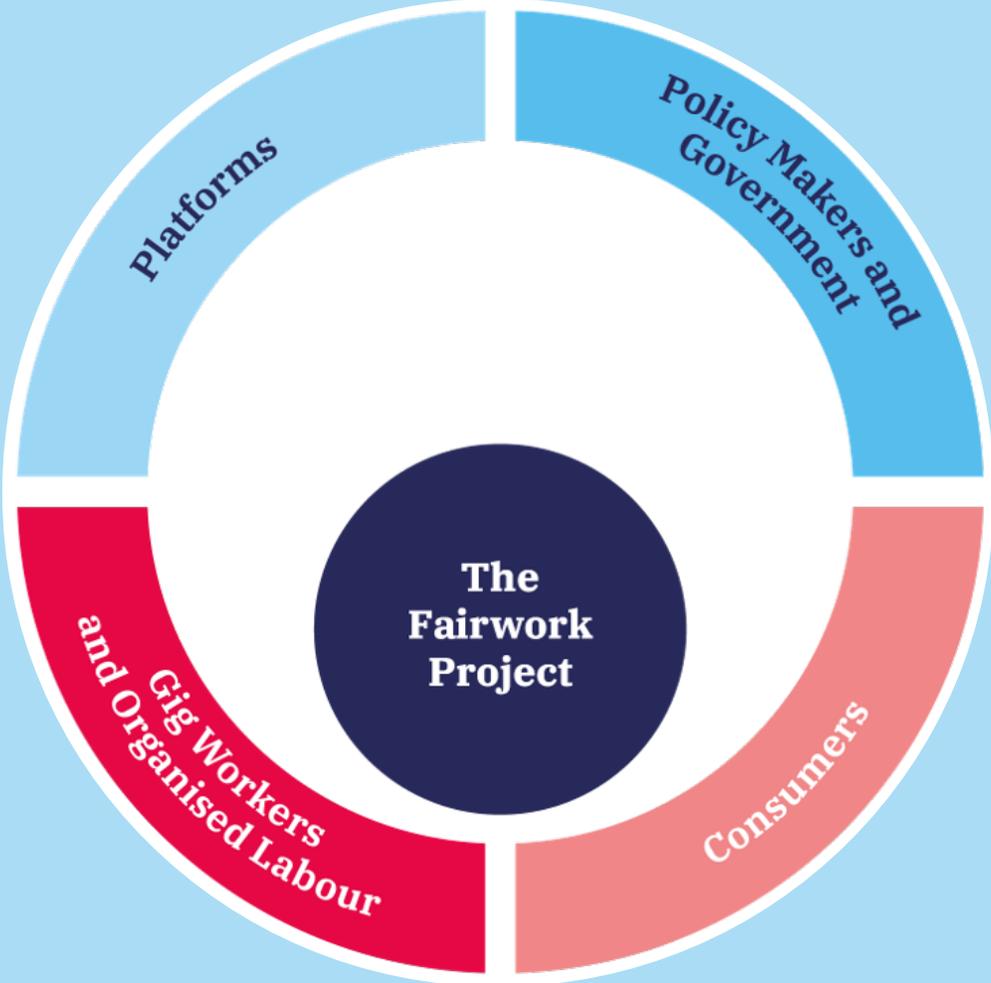
Collective action





*The **Fairwork** Project*

Pathways of change



Fairwork Collaborators

	 <p>Berlin Social Science Center</p>				 <p>DESAFIE O AMANHÃ.</p>	
						
	 <p>FLACSO ECUADOR</p>	 <p>社會創新研究中心 CENTRE FOR SOCIAL INNOVATION STUDIES</p>			 <p>TECHNISCHE UNIVERSITÄT WIEN</p>	 <p>PLADTS PLATAFORMAS DIGITALES TRABAJO Y SALUD</p>
	 <p>UNIVERSITY of the WESTERN CAPE</p>		 <p>CENTER FOR DIGITAL SOCIETY</p>	 <p>Berlin Social Science Center</p>		
		 <p>TECNOLOGÍA & COMUNIDAD</p>				

Fairwork Funders



Supported by

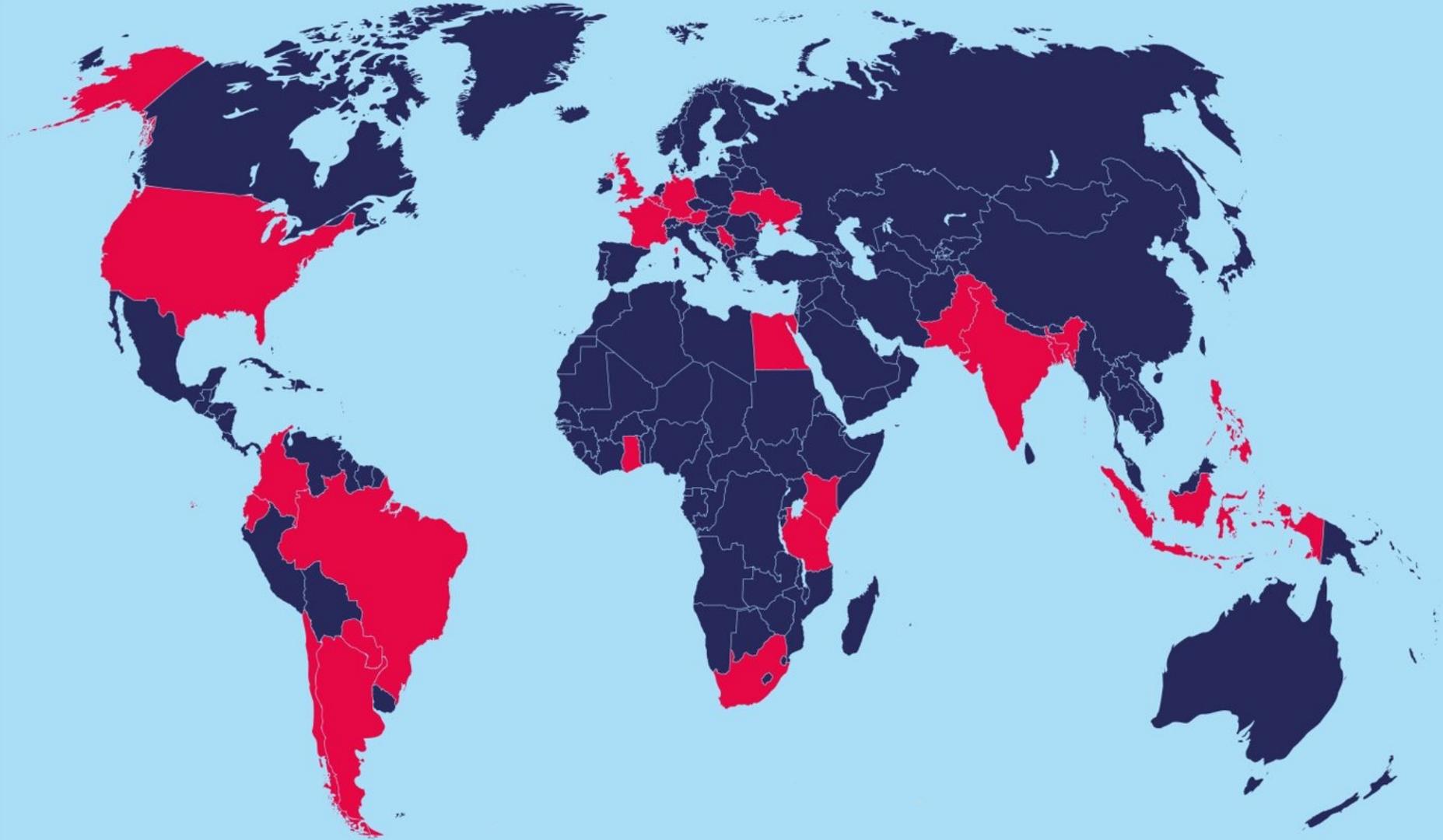


Implemented by



**Berlin University
Alliance**

Fairwork countries





Principle 1: Fair Pay

Fair practice means workers, irrespective of their employment classification, should earn a decent income in their home jurisdiction after taking account of work-related costs.

1.1 - Pays at least the local minimum wage after costs (one point)

1.2 - Pays at least a local living wage after costs (one additional point)

Many workers are currently earning below minimum wage, spending hours of unpaid work on platforms and are at risk of their wages being withheld.



Principle 2: Fair Conditions

Fair practice begins with platforms having policies in place to protect workers from risks arising from the processes of work, and taking proactive measures to protect and promote the health and safety of workers

2.1 - Mitigates task-specific risks

2.2 - Provides a safety net

Workers across the gig economy face significant risks to their physical and mental wellbeing.



Principle 3: Fair Contracts

Fair contracting means terms and conditions should be transparent, concise, and provided to workers in an accessible form. If workers are genuinely self-employed, terms of service are free of clauses which unreasonable exclude liability on the part of the platform.

3.1 - Provides clear and transparent terms and conditions (one point)

3.2 - Does not impose unfair contract terms (one additional point)

Workers are misclassified as independent contractors and have limited access to employment protections.



Principle 4: Fair Management

Fair practice means there should be a documented process through which workers can be heard, can appeal decisions affecting them, and be informed of the reasons behind those decisions. There must be a clear channel of communication to workers involving the ability to appeal management decisions or deactivation. The use of algorithms is transparent and results in equitable outcomes for workers there should be an identifiable and documented policy that ensures equity in the way workers are managed on a platform.

Workers rarely have access to due process around disciplinary or dismissal procedures.

4.1 - Provides due process for decisions affecting workers (one point)

4.2 - Provides equity in the management process (one additional point)



Principle 5: Fair Representation

Platforms should provide a documented process through which worker voice can be expressed. Irrespective of their employment classification, workers should have the right to organise in collective bodies, and platforms should be prepared to cooperate and negotiate with them.

5.1 - Assures freedom of association and the expression of collective worker voice (one point)

5.2 - Supports democratic governance (one additional point)

Workers have very little bargaining power and collective organising is extremely challenging.

Fairwork Principles for **Gig Work**



Fair Pay

Workers, irrespective of their employment classification, should earn a decent income in their home jurisdiction after taking account of work-related costs.



Fair Conditions

Platforms should have policies in place to protect workers from foundational risks arising from the processes of work and should take proactive measures to protect and promote the health and safety of workers.



Fair Contracts

Platforms provide clear and transparent terms and conditions and they do not impose unfair contract terms.



Fair Management

There should be a documented process through which workers can be heard, can appeal decisions affecting them and be informed of the reasons behind those decisions.



Fair Representation

Platforms should provide a documented process through which worker voice can be expressed. Irrespective of their employment classification, workers should have the right to organise in collective bodies, and platforms should be prepared to cooperate and negotiate with them.

Fairwork Principles for **Online Work**



Fair Pay

Workers must have full confidence that they will be paid for the work they do, within the agreed-upon timeframe and in a recognised national currency.



Fair Conditions

Platforms should have policies in place to protect workers from risks arising from the processes of work and should take proactive measures to protect and promote the health and safety of workers.



Fair Contracts

Terms and conditions should be accessible, readable and comprehensible. Workers should have legal recourse if the platform breaches those conditions and contracts should not require workers to waive this right.



Fair Management

There should be a documented process through which workers can be heard, can appeal decisions affecting them, and be informed of the reasons behind those decisions.



Fair Representation

Platforms should provide a documented process through which worker voice can be expressed. Irrespective of their employment classification, workers should have the right to organise in collective bodies, and platforms should be prepared to cooperate and negotiate with them.

Methods: **Data Collection**

Desk research

Map the largest and most influential platforms operating in each city, as well as identifying points of contact or ways to access workers

+

Worker interviews

Interview 6-10 workers per platform. This allows us to understand the process of work and the ways it is carried out and managed, as well as confirm that policies are really in place on the platform

+

Manager interviews

Interview platform managers and request evidence for each of the Fairwork principles. This provides insights into the operation and business model of the platform.

Putting it all together

Final scores are collectively decided by the Fairwork team based on all three forms of evidence. The scores are peer-reviewed by the country team, the Oxford team, and two reviewers from other Fairwork country teams.

Methods: **Data Collection**

Social Media Recruitment

- Call for research participants through Facebook & Instagram ads
- Anonymous interviews conducted via telephone



ನೀವು ಇಲ್ಲಿ ಕೆಲಸ ಮಾಡುತ್ತೀರಾ?

Amazon - Big Basket - Dunzo - Flipkart
Housejoy - Helper4U - Porter - Urban Company

₹600 ಗಳಿಸಿ !

30 ನಿಮಿಷಗಳ ಇಂಟರ್ವ್ಯೂದಲ್ಲಿ ಭಾಗವಹಿಸಿ.

amazon b fb Helper4U PORTER UC

Fairwork



Do you work for

Amazon - Big Basket - Dunzo - Flipkart
Housejoy - Helper4U - Porter - Urban Company

Earn ₹600!

Participate in a 30 min interview

amazon b fb Helper4U PORTER UC

Fairwork

Methods: **Scoring System**

Principle	Basic point		Advanced point		Total
 Fair Pay	1	+	1	=	2
 Fair Conditions	1	+	1	=	2
 Fair Contracts	1	+	1	=	2
 Fair Management	1	+	1	=	2
 Fair Representation	1	+	1	=	2

Maximum possible Fairwork Score



10^{/10}

Methods: Scoring Examples

Germany Scores 2020

CleverShuttle

			Total
 Principle 1: Fair Pay	 Pays at least the local minimum wage	 Pays the local minimum wage plus costs	 2 POINTS
 Principle 2: Fair Conditions	 Mitigates task-specific risks	 Actively improves working conditions	 2 POINTS
 Principle 3: Fair Contracts	 Clear terms and conditions are available	 Genuinely reflects the nature of the relationship	 2 POINTS
 Principle 4: Fair Management	 Provides due process for decisions affecting workers	 Evidence of preventing discrimination and promoting equity	 1 POINT
 Principle 5: Fair Representation	 Includes freedom of association and worker voice mechanism	 Recognises body can undertake collective representation/bargaining	 2 POINTS

CleverShuttle overall score  09/10

Ecuador Scores 2021

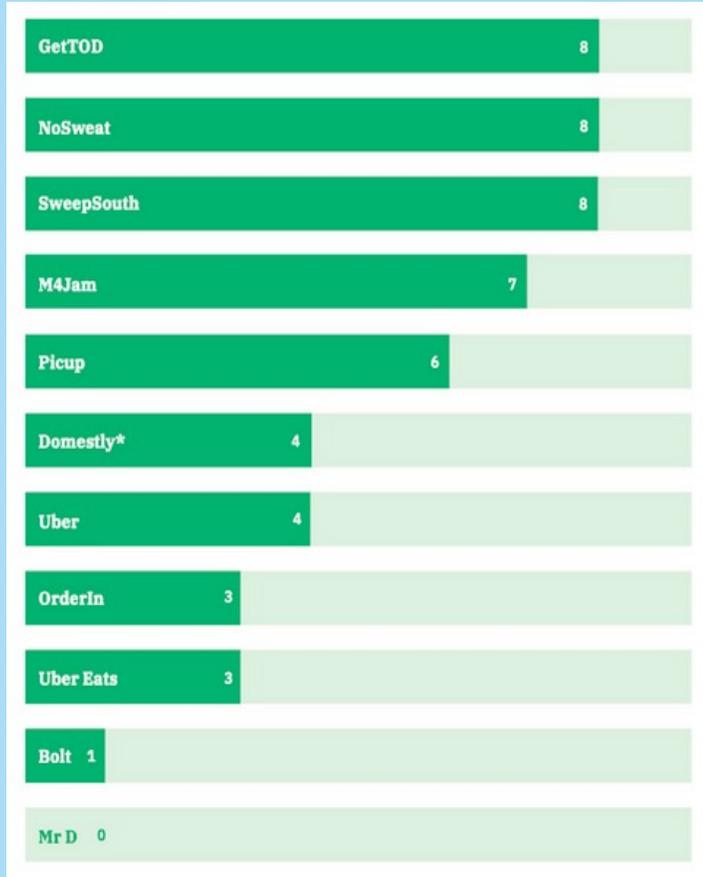
Glovo

			Total
 Principle 1: Fair Pay	 Pays at least the local minimum wage	 Pays the local minimum wage plus costs	 1 POINT
 Principle 2: Fair Conditions	 Mitigates task-specific risks	 Actively improves working conditions	 1 POINT
 Principle 3: Fair Contracts	 Clear terms and conditions are available	 The contract genuinely reflects the nature of the employment relationship	 1 POINT
 Principle 4: Fair Management	 Provides due process for decisions affecting workers	 There is equity in the management process	 0 POINTS
 Principle 5: Fair Representation	 Includes freedom of association and worker voice mechanism	 There is a collective body of workers that is recognised, and that can undertake collective representation/bargaining	 0 POINTS

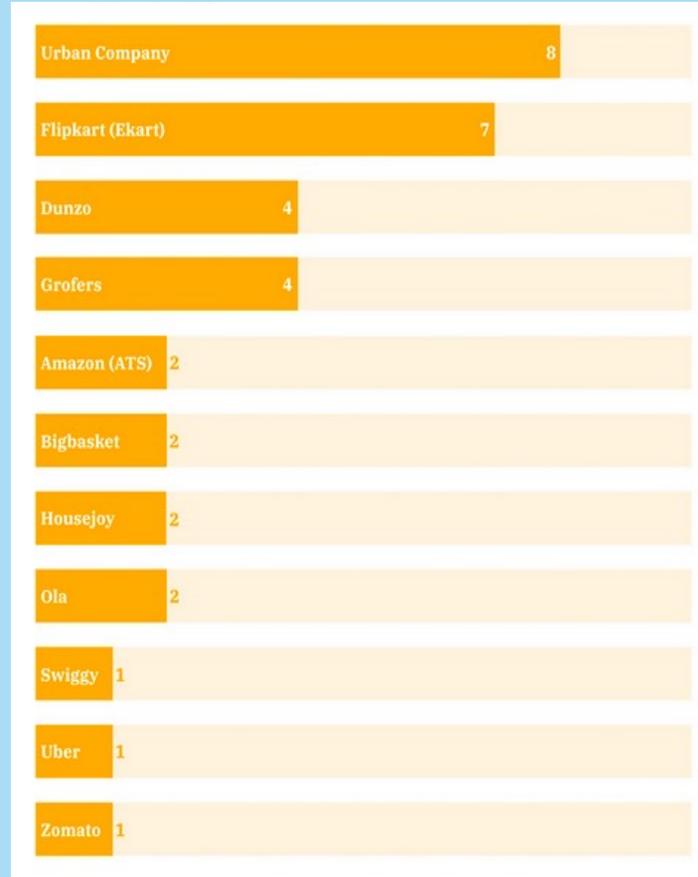
Glovo's overall score  03/10

League tables

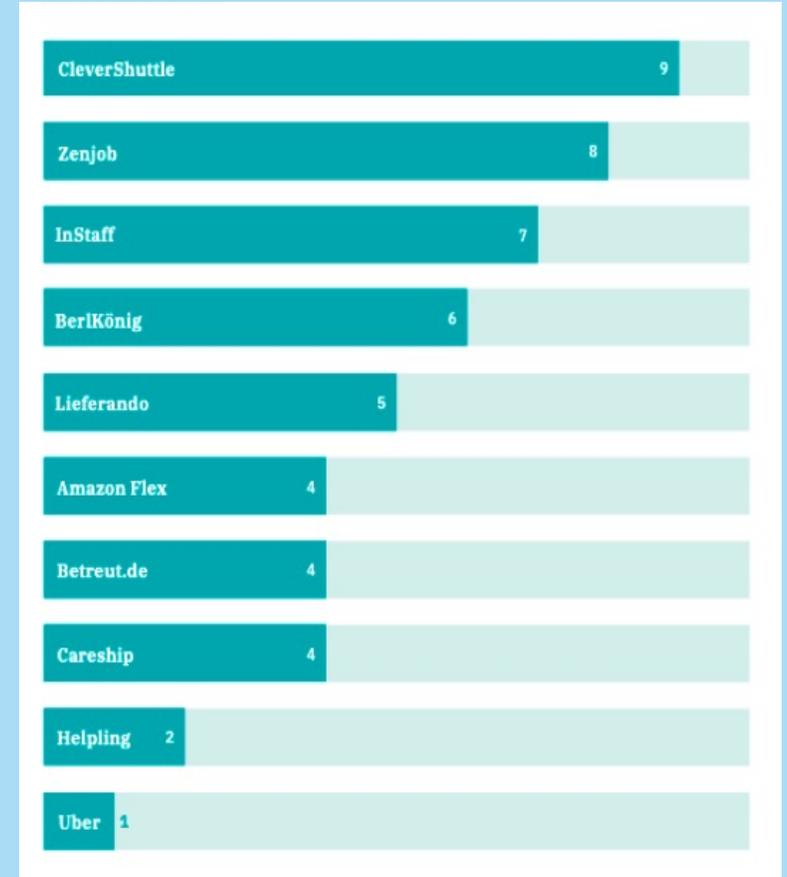
South Africa 2020



India 2020

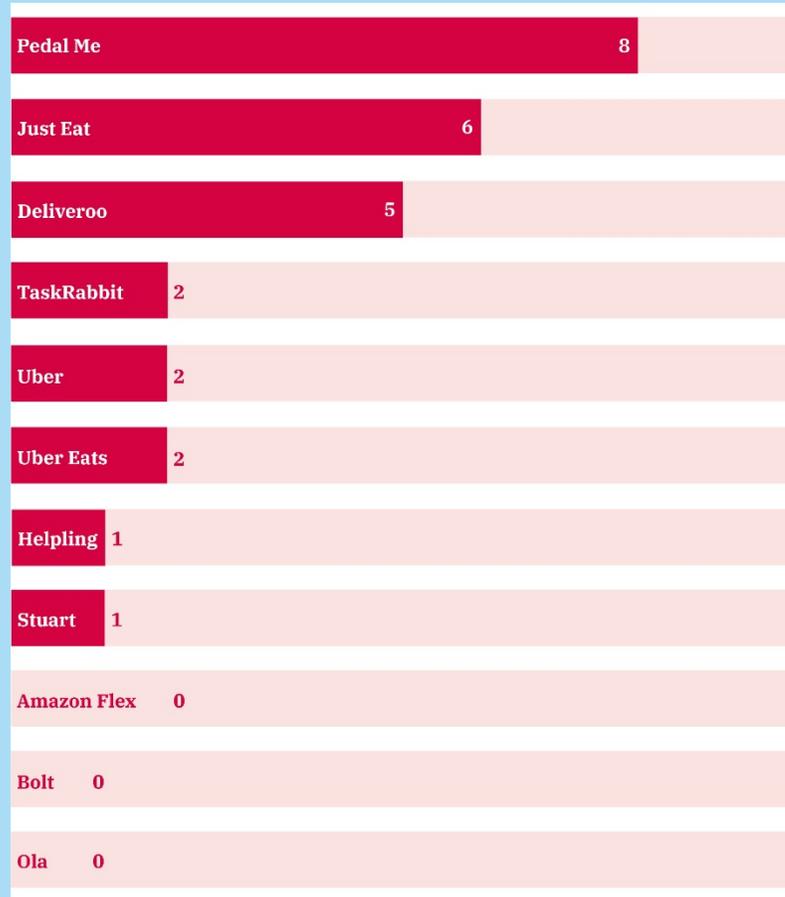


Germany 2020

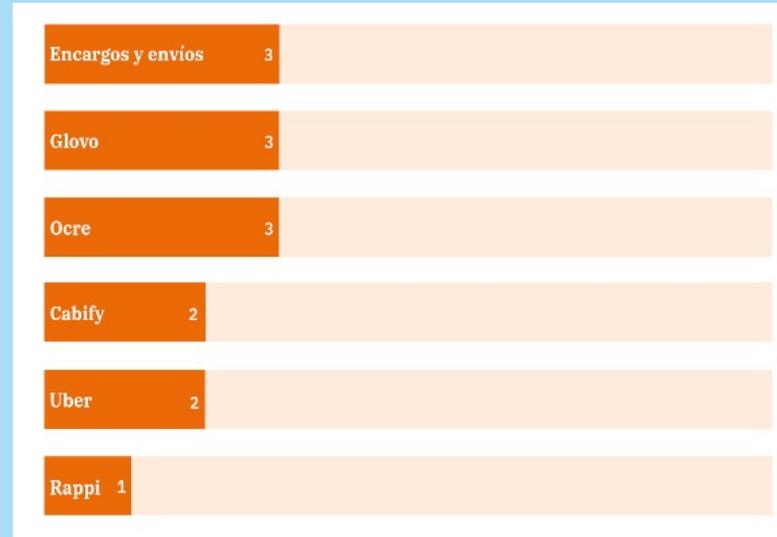


League tables

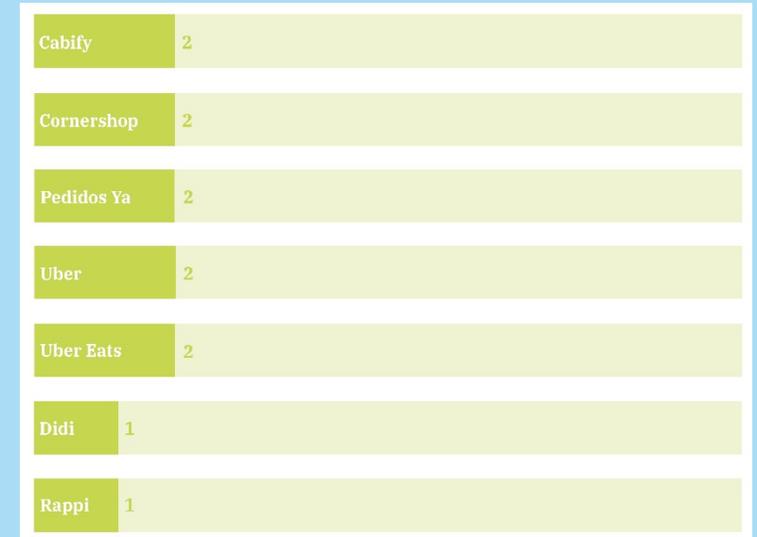
United Kingdom 2020



Ecuador 2021



Chile 2021



League tables

Cloudwork 2021

Jovoto	7
TranscribeMe	7
Workana	5
Prolific	5
Appen	4
Clickworker	4
Fiverr	4
99Designs	3
Zhubajie	3
Upwork	2
Amazon MTurk	1
Freelancer	1
Microworkers	1
PeoplePerHour	0
Rev	0
Shijiancaifu	0
Sun Wukong	0



Fairwork

Our Impact

Business News • Tech • Startups • Zomato, Swiggy score 1/10 on working conditions for workers: Report
By Apoorva Mittal, ET Tech • Last Updated: Dec 16, 2020, 11:27 PM IST

Zomato, Swiggy score 1/10 on working conditions for workers: Report

Synopsis
While Swiggy, Zomato and Uber scored 1/10, Urban Company and Flipkart scored the highest 8/10 and 7/10, a Fairwork India report shows.



Zomato Ranks Worst in Work Ranking, Deepinder Goyal Admits Company's Poor Performance, Assures They Will Perform Better

Team Lately
17 December 2020 - 2-min read



GIG WORK IS EVERYWHERE

An estimated 50 million gig workers worldwide toil within ecosystems created by online platforms such as Uber, Ola Cabs, iFood, Grab, and dozens of others. It is a global phenomenon that contributes to the commodification of labor in the context of limited data rights for workers worldwide. And so, expanding data rights and protections would have significant ramifications for the future of work as well as for internet health.

"A majority of gig workers are in the Global South," says Funda Usta, a researcher and project manager at Fairwork, an international research community studying the global platform economy. She notes that the associated with gig work disproportionately affect systematically vulnerable communities everywhere. In Europe and North America, for instance, gig workers are more likely to be people of color.



UBER WORKERS UBER IS TO TREAT ITS 70,000 UK DRIVERS AS WORKERS WHICH MEANS THEY WILL BE ENTITLED TO A NUMBER OF EMPLOYMENT PROTECTIONS
skynews.com TO INTRODUCE APPROPRIATE AND SUFFICIENT CHILD PROTECTION MEASURES BETWEEN OCTOBER 1995 AND



In this Thursday, April 30, 2020, photo, a woman walks past a shop closed due to the new coronavirus outbreak that is popular for its textiles products in Jakarta, Indonesia. May Day usually brings both protest and marking international Labor Day. This year it's a bitter reminder of how much has been lost for the millions of workers due to the coronavirus pandemic. Garment workers in Asia are among the hardest hit as orders dry up and factories shuttered. (AP Photo/Tatan Syuflana)

Gig workers hit hard by Covid-19

By Edward West | May 20, 2020

mökonomie br tstandards

Will leave no stone unturned to improve working conditions: Zomato

Only two platforms (Urban Company and Flipkart) were able to demonstrate

The hidden dangers of the global gig economy

Oxford Internet Institute researchers say we need an equivalent of the Fairtrade Foundation to protect workers online



03.23.20

SA gig economy report: The truth about working for Uber-like companies



New Internationalist

Search...

HOLDING PLATFORMS ACCOUNTABLE TO DIGITAL WORKERS' RIGHTS

ECONOMÍA

Plataformas digitales de reparto obtienen en Ecuador puntajes bajos en indicadores de trabajo justo, según estudio

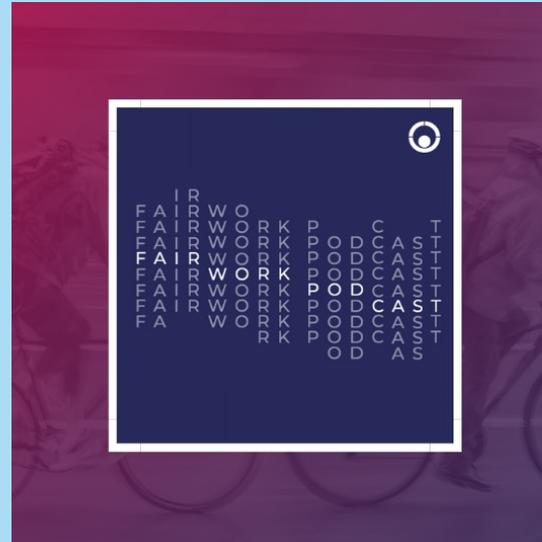
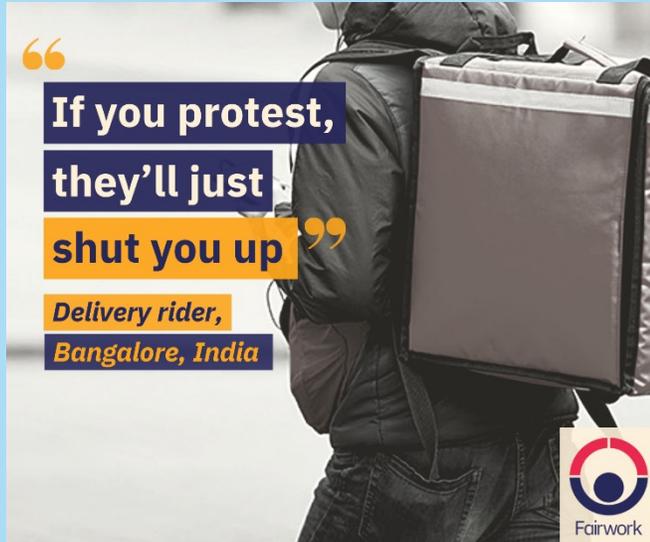
El informe estima que la economía de plataformas empleaba a 40.000 trabajadores en todo el país antes de la pandemia de COVID-19.

, Estados Unidos, México, Perú, Global,

am, de Oxford Internet
Los trabajadores de
s, las plataformas y la economía
definidos por la vulnerabilidad de
dores"



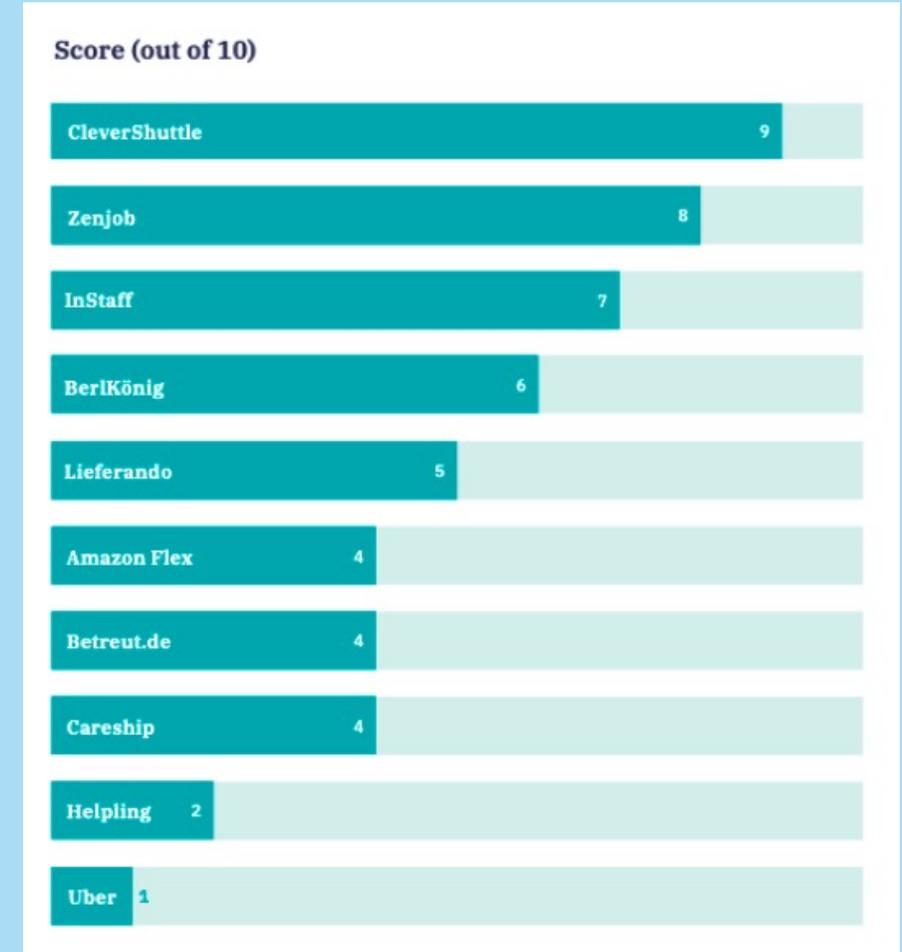
Worker focus



Our Impact *Germany*

InStaff and **Zenjob** incorporated anti-discrimination and anti-harassment guidelines into their terms of service

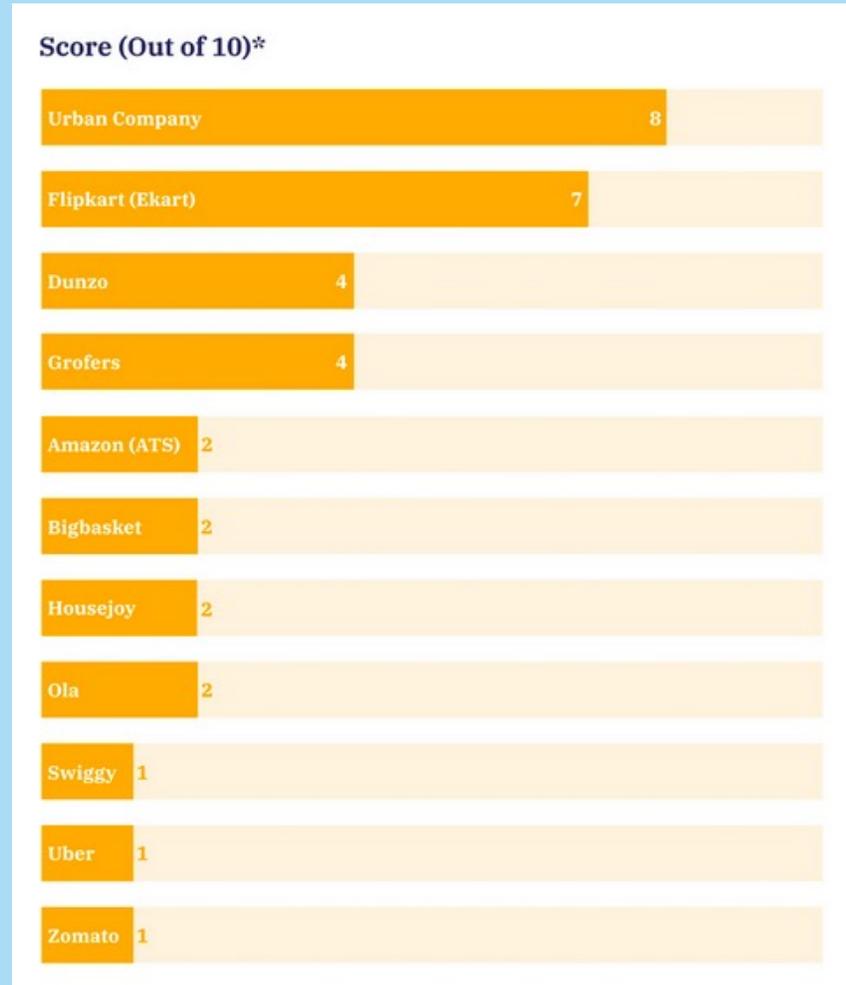
Zenjob amended its general agreement with workers to formally indicate its willingness for workers to form a collective body and engage in negotiations with it.



Our Impact *India*

UrbanClap committed to translating worker contracts to local languages in the states they operate.

They have added a non-discrimination clause to their customer's terms of use.



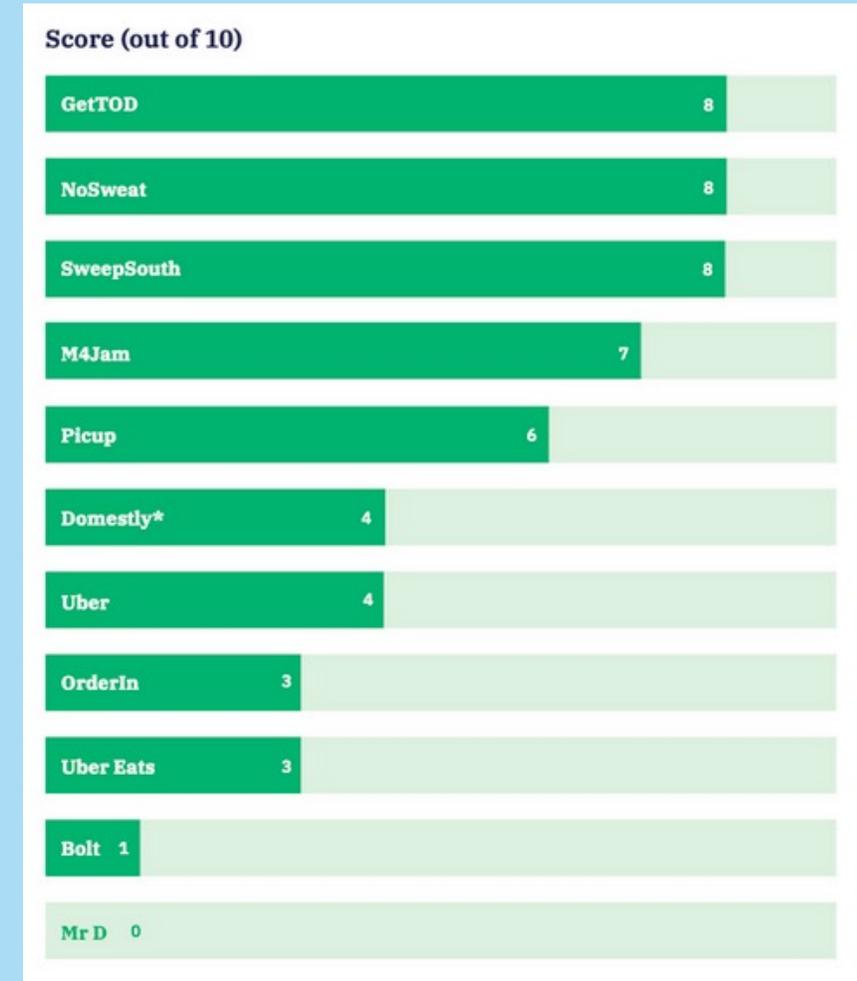
Our Impact *South Africa*

Bottles committed to support the development of a workers' organisation that could undertake collective bargaining.

Sweepsouth committed to developing a policy on non-discrimination.

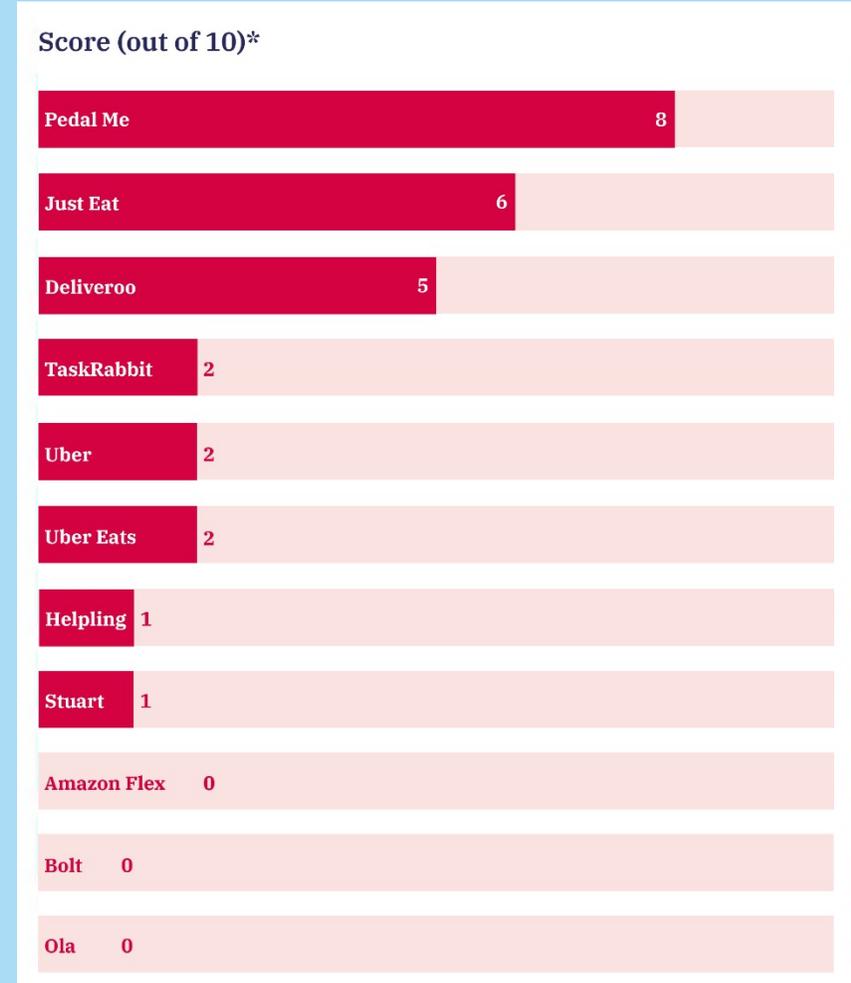
NoSweat instituted a policy to make sure no workers earn below the minimum wage after their costs are taken into account. It also developed a portal and process for workers to lodge grievances.

GetTOD committed to pay workers above a living wage and clarified its disciplinary processes in the contract. It also added a statement on union recognition to their contract with workers.



Our Impact *United Kingdom*

Pedal Me has agreed to add an equality and diversity policy to their onboarding process for all new staff. The company has also introduced measures to improve collective worker representation, including a clear definition of the worker representative's role, and a commitment to negotiate with a union, should one be established.



Our Impact *Cloudwork*



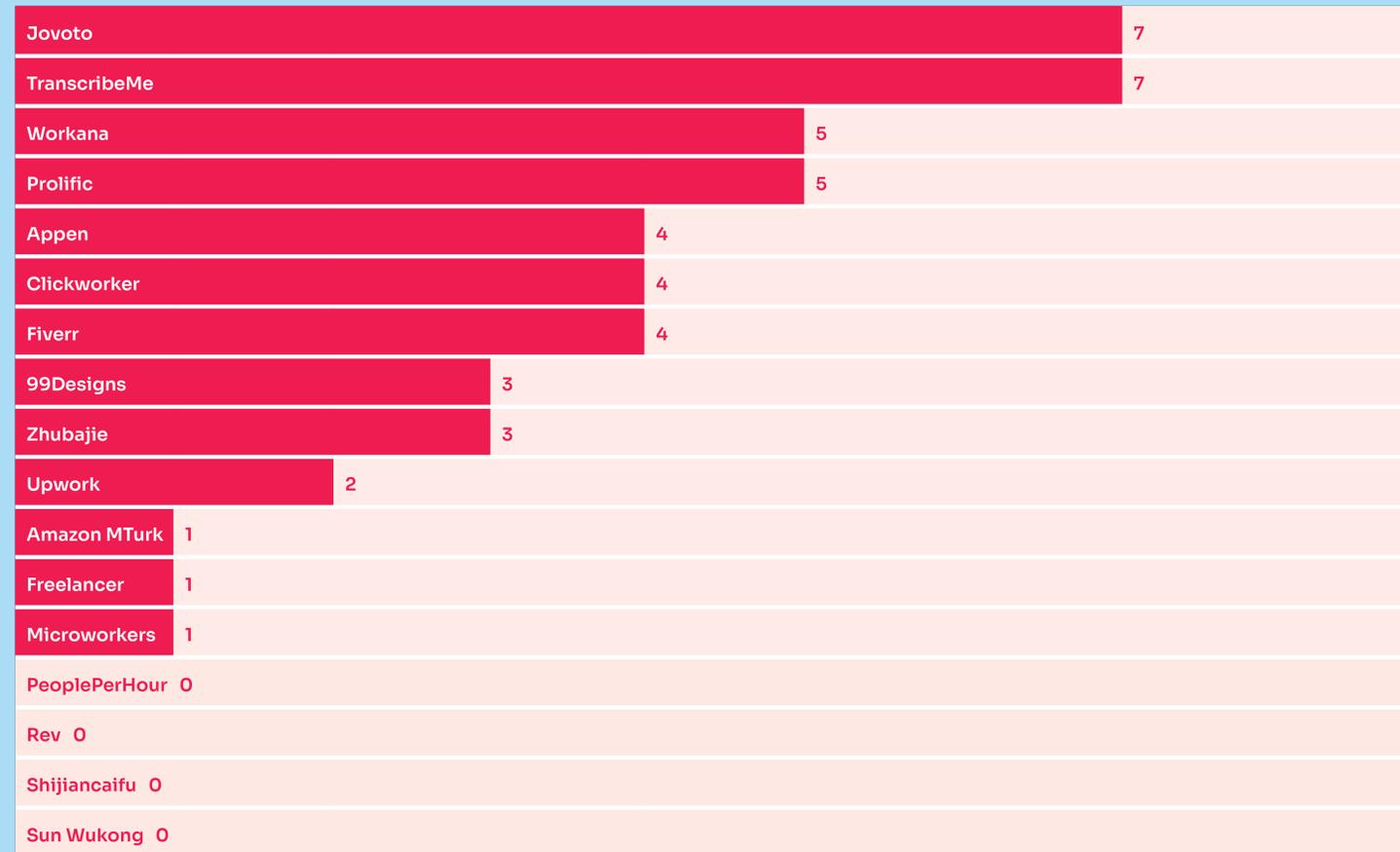
Appen: Clarified the scope of a key worker protection policy ('ethical sourcing and modern slavery policy') to state that the platform is bound by its provisions, and that it applies to all workers on the platform.

Clickworker: Clarified the scope of their dispute resolution process to make clear that an independent Ombud's office was available to all workers to resolve disputes with the platform.

Jovoto: Added wording in job invitations stating that refusal of jobs/tasks will not impact future work opportunities on the platform

Prolific:

- Added wording in their Terms and Conditions stating that workers can appeal disciplinary actions that are perceived to be unfair, and steps on how to do so.
- Added wording in the Terms and Conditions stating that discrimination or abuse will not be tolerated on Prolific, and will result in the termination of a client's account.



Our Impact *Cloudwork*

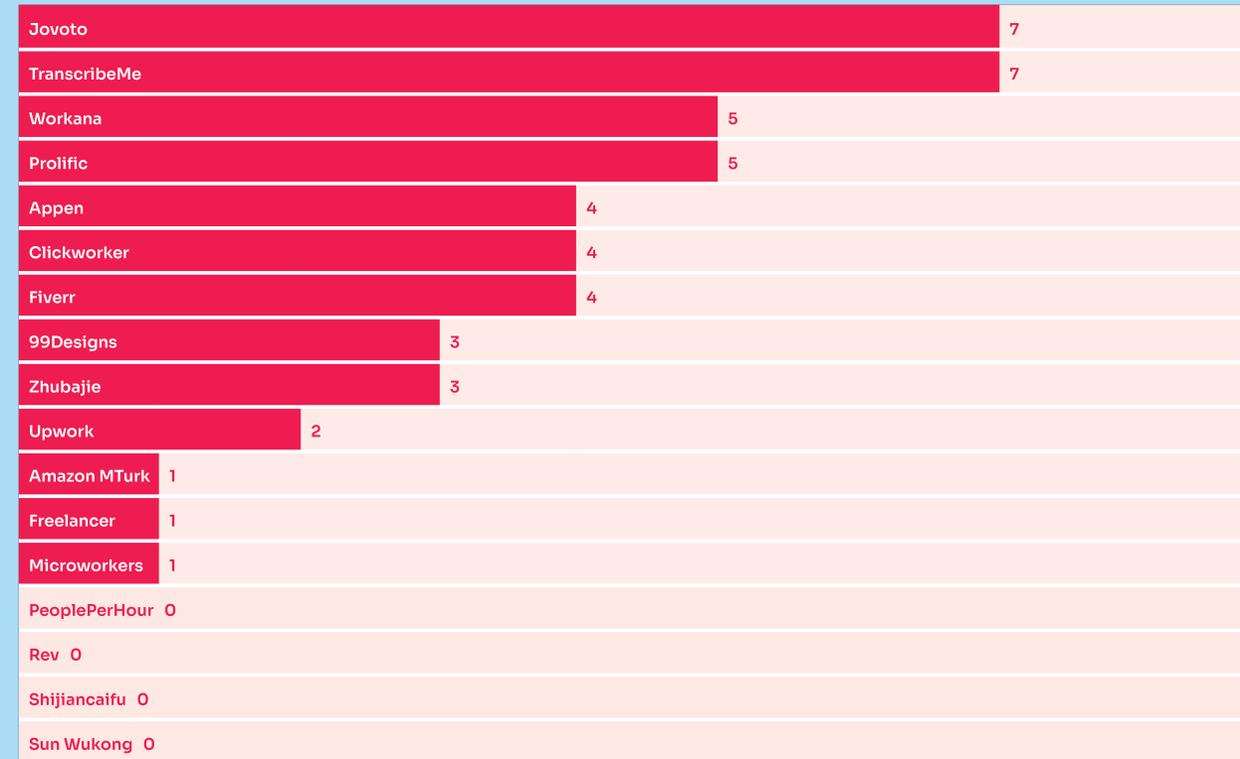


Transcribe Me:

- Added a 30-day notice period for changes to payment levels, and committed that future changes will not reverse accrued benefits or reasonable expectations upon which workers have relied.
- Added wording in job posting portal to ask clients to provide workers with information about the purpose of the job they are working on.
- Added an anti-discrimination policy in their Terms of Service

Workana:

- Added 'cancellation policy for fixed value projects' detailing when/how Workana will intervene to resolve payment disputes
- Added criteria for arbitration decisions to worker-facing policies
- Added information to worker-facing policies about options for escalation of disputes to third party resolution if platform mediation cannot solve an issue
- Added public policy stating that jobs will be removed from the platform if they pay below the minimum wage in the workers' local jurisdiction
- Added wording to worker account termination policy to outline appeal process for terminations
- Added public policy to state that workers cannot be discriminated against on the basis of any protected status by either the client or the platform. Committed to sanctioning



 **Deepinder Goyal** ✓ @deepigoyal · Dec 16 ⋮

Zomato ranked at the bottom of 2020 Fairwork India scores. We knew we had things to work on, but we didn't know that there is so much room for improvement.

[fair.work/wp-content/upl...](#)

💬 178 ↻ 127 ❤️ 633 ↗

 **Deepinder Goyal** ✓ @deepigoyal · Dec 16 ⋮

All of us here at @zomato take full responsibility for our abysmal scores in this area, and we will leave no stone unturned to perform better in these rankings next year.

💬 37 ↻ 17 ❤️ 192 ↗

 **Deepinder Goyal** ✓ @deepigoyal · Dec 16 ⋮

I thank Fairwork for being a credible mirror for the entire ecosystem. Your work has hit the right spot. 🙏

Cc @TowardsFairWork

💬 37 ↻ 5 ❤️ 186 ↗

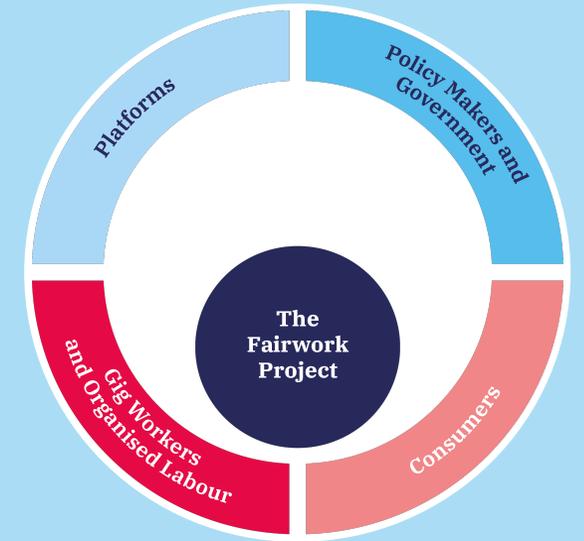
Increasing our impact: **Fairwork Pledge Campaign**

Leverage the power of organisations' procurement, investment, and partnership policies to support fairer platform work:

- Organisations like **universities, schools, businesses, and charities** can make a difference by supporting the best labour practices, guided by our five principles of fair work.
- **Local governments and administrations** can support fairer platform work by introducing meaningful regulation that encourages minimum standards for platforms operating in their areas, or which are eligible for public funding.
- **Socially responsible investors or rating agencies** can help improve the working conditions of gig workers by making sure that they, or their clients, invest only in those platforms that offer better labour standards.

There may be further ways for you to support our efforts to contribute to a fairer future of platform work, demonstrate this support to the wider public, and create meaningful change that we can explore together!

JOIN NOW at fair.work/pledge





Fairwork

Thank you



fair.work



@towardsfairwork



@towardsfairwork



@towards_fairwork

*The Fairwork team in late 2020. For a current list, visit
fair.work*