

Digital platform work

Safe and healthy work in the digital age



FACTS & FIGURES

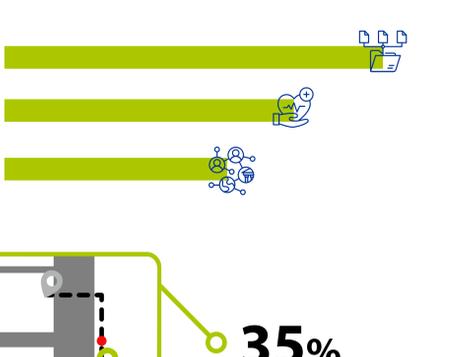
Platform work has become increasingly popular in many sectors encompassing a vast range of jobs.



11.5 mln people in the EU (6% of workers) earn part or most of their income through digital platforms

Top 5 sectors

- 19% Technical, professional and scientific services
- 18% Commerce, transport and logistics, accommodation and food services
- 16% Administrative services
- 12% Health and social care
- 9% Social and cultural services



35% of platform workers are young (16-34)



55% of platform workers are men

OPPORTUNITIES

Digital platforms offer wider access to the labour market

- Reducing barriers to entry and re-entry
- Providing job opportunities for disadvantaged workers' groups:
 - people with disabilities and chronic conditions
 - women
 - migrants



They can provide a source of extra or alternative income. And flexible hours they offer make time for

- freelancing
- two or more part-time jobs
- caring for family members

Digital platforms can allow more people into work

- They typically don't restrict the number of workers who can join.
- The only limitation might be a required skill set.



They give a chance to upskill and gain more work experience. This way, they may open doors to better jobs

- with better working conditions
- wider choice of work environment

RISKS AND CHALLENGES FOR PLATFORM WORKERS

Ambiguous employment status

- May be wrongly classified as
 - freelance
 - self-employment
- Not available
 - occupational safety and health (OSH) legislation
 - prevention services
 - social dialogue
 - collective bargaining



Work managed by algorithms for

- task allocation
- performance monitoring
- evaluation of the work performed



often leads to

- heavier workloads
- exhaustion
- anxiety
- job and income insecurity

and often lacks transparency leaving little control and negotiation power over working conditions.

Physical health risks regard

- workers in transport, delivery and handwork sectors
- online workers exposed to prolonged sedentary positions
- often using inadequate equipment.



Working in isolation and ill-adapted workplaces may lead to

- sleep problems
- stress
- loneliness
- dissatisfaction with work and personal life

POLICY INITIATIVES

Examples

- 2018 Bologna charter**
 - OSH protections
 - inspiring changes in Italian legislation
- 2021 "Riders' Law", Spain**
 - right to algorithmic transparency
 - presumption of dependent employment
- French legislative framework**
 - a range of rights and protection

RISK PREVENTION INITIATIVES

by platforms

Some platforms have implemented OSH prevention measures, such as integrating OSH aspects into their apps. Examples:

INSURANCE OSH TRAINING PROTECTIVE PERSONAL EQUIPMENT

European trade unions offer a variety of OSH tools

- registers
- observatories
- training tools



Platform workers exchange information about work-related issues and task-specific risks.

- chat forums
- social media
- face-to-face

Social partners negotiate collective agreements to:

- secure protective equipment
- improve working conditions
- ensure sickness benefits