* Questionnaire

As noted in the introduction to this report, at its 347th Session (March 2023) the ILO Governing Body decided to place on the agenda of the 113th Session (June 2025) of the International Labour Conference a standard-setting item on decent work in the platform economy (double discussion).[[1]](#footnote-2)

Governments are requested to provide their views on the form, scope and content of the future standards by responding to this questionnaire, after consultation with the most representative organizations of employers and workers. Reasons should be given for their replies and the organizations consulted should be indicated. Governments are also reminded of the importance of ensuring that all relevant departments or ministries that have oversight or other functions connected to the platform economy are involved in responding to this questionnaire.

In order for the Office to take account of the replies to this questionnaire, governments are requested to submit their replies to the Office no later than 31 August 2024.

The questionnaire includes four possibilities for the type of instrument or instruments that could be adopted: a Convention; a Recommendation; a Convention supplemented by a Recommendation; or a Convention comprising provisions that would be mandatory and provisions that would provide guidance.

The questions are divided into thematic areas. Each thematic area includes both questions related to provisions that could be considered to be mandatory and questions related to provisions that could be considered to provide guidance. The provisions that could be considered mandatory would reflect principles, rights and obligations that are applicable to all digital platform workers as they address core aspects of decent work in the platform economy. The provisions that could be considered to provide guidance would deal with specific details of the implementation of the principles, rights and obligations, or aspects that are either not yet ripe for mandatory norms or more suitably addressed under non-mandatory norms. Governments are therefore invited to comment not only on the content of the possible provisions but also on whether they should be mandatory or provide guidance.

The structure of the questionnaire in no way limits the right of the International Labour Conference to decide on the most appropriate form of the instrument or instruments.

Furthermore, the questionnaire seeks constituents’ views on whether the instrument or instruments should include a simplified and accelerated procedure for amending specific provisions in order to ensure their continued relevance in the light of technological, regulatory or operational developments impacting on work on or through digital labour platforms. Should there be support, the Office would prepare, ahead of the first discussion by the Conference, more detailed information on the possible design of an amendment procedure for this purpose.

Respondents are encouraged, where possible, to complete the questionnaire in electronic format and to submit replies to platformeconomy@ilo.org. Respondents may also submit their replies in hard copy to the Conditions of Work and Equality Department (WORKQUALITY) at the International Labour Office in Geneva.

I. Form of the international instrument or instruments

1. Should the International Labour Conference adopt an instrument or instruments concerning decent work in the platform economy?

[x]  Yes [ ]  No

**Comments**

Yes, the ILC should adopt an instrument if it is in the form of a recommendation.

1. If so, should the instrument or instruments take the form of:
	1. a Convention?

[ ]

* 1. a Recommendation?

[x]

* 1. a Convention supplemented by a Recommendation?

[ ]

* 1. a Convention comprising mandatory provisions and provisions providing guidance?

[ ]

**Comments**

A recommendation would enable to take into consideration the diversity of national circumstances in different Member States and at the same time provide a step forward in regulating platform work at international level.

II. Preamble

1. Should the Preamble of the instrument or instruments recognize that the growth of the platform economy, including the expansion of digital labour platforms, has increased opportunities for job creation and work-related income and for enterprise and business development, while noting at the same time that it is significantly transforming the way work is organized and performed, with challenges for achieving decent work in the platform economy?

[x]  Yes [ ]  No

**Comments**

Click or tap here to enter text.

1. Should the Preamble of the instrument or instruments recall that international labour Conventions and Recommendations apply to all workers, including digital platform workers, unless otherwise provided?

[ ]  Yes [x]  No

**Comments**

We are hesitatant about recalling that ILO conventions and recommendations apply to all platform workers. The scope of each instrument is specified in each instrument itself.

1. Should the Preamble of the instrument or instruments underline that the specificities of work on or through digital labour platforms make it desirable to supplement the general standards by standards specific to digital platform workers, to enable them to fully enjoy their rights and to promote fair competition?

[x]  Yes [ ]  No

**Comments**

Click or tap here to enter text.

1. Should the Preamble of the instrument or instruments acknowledge the significance of the implications on working conditions of the use of algorithms for organizing, supervising and evaluating work on or through digital labour platforms?

[x]  Yes [ ]  No

**Comments**

Algorithmic management is an essential element in platform work, therefore mentioning the importance of it in the Preamble seems reasonable (e.g. the impact, importance or need for transparency).

1. Should other considerations be included in the Preamble of the instrument or instruments?

[ ]  Yes [x]  No

**Please specify**

We have no specific suggestions.

It is important that the Preamble of the instrument stays in good balance and is not unreasonably detailed.

III. Definitions

1. For the purposes of the instrument or instruments, should the term “digital labour platform” mean a natural or legal person that provides, through digital tools such as a website or an application, a service involving the performance of work by a person for remuneration, irrespective of whether that work is performed online (online digital labour platforms) or in a specific geographic location (location-based digital labour platforms)?

[x]  Yes [ ]  No

**Comments**

Click or tap here to enter text.

1. For the purposes of the instrument or instruments, should the term “intermediary” mean a natural or legal person that provides access to work on or through a digital labour platform, by subcontracting or otherwise?

[x]  Yes [ ]  No

**Comments**

Click or tap here to enter text.

1. For the purposes of the instrument or instruments, should the term “digital platform worker” mean a person who is employed or engaged to work on or through a digital labour platform,[[2]](#footnote-3) regardless of their employment status or whether they work formally or informally?

[ ]  Yes [x]  No

**Comments**

Considering the complexity of platform work and the fact that people performing platform work can be both employees or independent contractors, depending on the exact nuances of work performed (e.g. level of control and supervision), we suggest to consider differenciating between platform workers (employees) and persons performing platform work (employees as well as independent contractors).

Depending on the final draft text of the instrument this can help bring legal clarity, since it can be difficult and/or unreasonable to regulate all persons performing platform work in the same manner. This is the case in EU regulation on improving working conditions in platform work, where platform workers and persons performing platform work are differentiated, because of the different conditions and regulations that apply to them. Therefore, we suggest to consider differentiating these two groups.

As a potential risk we see that if ILO’s legal instrument establishes a lot of conditions and rules for the performance of platform work, then this could eventually lead the platform’s level of direction and control to be so high that all persons performing platform work will highly likely be considered as employees, not independent contractors, because the conditions become similar to performing work in an employment relationship and the person’s level of independence declines drastically. We hesitate whether this as such should be the aim of the legal instrument.

1. For the purposes of the instrument or instruments, should the term “remuneration” mean the financial compensation payable to a digital platform worker, regardless of their employment status, in exchange for the work they perform on or through a digital labour platform?

[ ]  Yes [x]  No

**Comments**

We are hesitant about the necessity to define remuneration in the context of the current instrument. We also worry how does the term remuneration fit in the context of service providers, since according to question No 10, independent contractors performing platform work on the basis of contracts foir provision of services also fall within the scope of platform work.

1. For the purposes of the instrument or instruments, should the term “hours of work” mean the time during which digital platform workers are at the disposal of a digital labour platform, including when they are waiting for work assignments?

[ ]  Yes [x]  No

**Comments**

We worry that the current definition might not correspond well with the definition of platform worker.

As a rule, in an employment relationship the employer must pay wages to an employee for the waiting time when an employee is ready to work and the employer fails to provide work. This is not always the case for independent contractors, because their conditions depend on what the parties agree on and labour law does not apply. Therefore, if the scope of the instrument also covers independent contractors, then we see that the definition might be misleading, because the definition itself indicates to the presence of an employment relationship.

1. Should any other terms be defined by the instrument or instruments? If yes, please provide particulars?

[ ]  Yes [x]  No

**Comments**

We have no specific suggestions for other definitions.

IV. Purpose and scope

1. Should the instrument or instruments apply to:
	1. all digital labour platforms?

[x]  Yes [ ]  No

* 1. all digital platform workers?

[x]  Yes [ ]  No

**Comments**

Look at the comment on question No 10. Differenciating between platform workers and persons performing platform work might be necessary depending on the final draft text.

We are not against regulating both platform workers and persons performing platform work, but we suggest to make a distinction between the two, because different conditions and regulations apply to both groups.

1. Should the instrument or instruments provide that, where special problems of a substantial nature arise, each Member may, at the time of ratification and following consultation with representative employers’ and workers’ organizations and, where they exist, organizations representing digital labour platforms and digital platform workers, exclude from the application of all or part of their provisions:
	1. limited categories of digital labour platforms?

☐ Yes ☐ No

* 1. limited categories of digital platform workers?

☐ Yes ☐ No

**Comments**

(Unable to fill the boxes)

1. Yes
2. Yes

In case of extraordinary circumstances and only in case consultations with representative employers’ and workers’ organizations are conducted, we are not against leaving some flexibility to Member States.

1. Should the instrument or instruments provide that each Member should take measures to ensure that, in implementing their provisions, digital platform workers in an employment relationship enjoy protection no less favourable than that enjoyed by workers in an employment relationship generally?

[ ]  Yes [x]  No

**Comments**

We are worried that referring to “less favourable” might leave too much room for legal unclarity, different interpretations and legal disputes. It is unclear how to determine whether one group of employees enjoys protection comparable to another group.

V. Substantive content of the instrument or instruments

A. Fundamental principles and rights at work

Mandatory

1. Should the instrument or instruments underline that each Member should take measures to ensure that digital platform workers enjoy the fundamental principles and rights at work, namely:
	1. freedom of association and the effective recognition of the right to collective bargaining;

[ ]  Yes [x]  No

* 1. the elimination of all forms of forced or compulsory labour;

[ ]  Yes [x]  No

* 1. the effective abolition of child labour;

[ ]  Yes [x]  No

* 1. the elimination of discrimination in respect of employment and occupation;

[ ]  Yes [x]  No

* 1. a safe and healthy working environment?

[ ]  Yes [x]  No

**Comments**

We believe that referring to fundamental principles and rights at work in a general manner is sufficient. There is no need to list all fundamental principles and rights at work in the instrument.

B. Occupational safety and health

Mandatory

1. Should the instrument or instruments provide that each Member should require digital labour platforms to take appropriate steps commensurate with their degree of control to prevent accidents and injury to health arising out of, linked with or occurring in the course of work, by assessing physical and psychosocial risks and taking the adequate preventive and control measures?

[x]  Yes [ ]  No

**Comments**

Click or tap here to enter text.

1. Should the instrument or instruments provide that each Member should take appropriate measures to ensure that:
	1. equipment used to perform work on or through digital labour platforms does not entail dangers for the safety and health of digital platform workers;

[ ]  Yes [x]  No

* 1. digital platform workers receive appropriate information and training in occupational safety and health;

[ ]  Yes [x]  No

* 1. digital platform workers have the right to remove themselves from a work situation which they believe presents an imminent and serious danger to their life or health;

[x]  Yes [ ]  No

* 1. digital platform workers report to a representative of the digital labour platform any situation in which they have reasonable justification to believe it presents an imminent and serious danger to their life or health;

[x]  Yes [ ]  No

* 1. adequate personal protective clothing and equipment, which are necessary when hazards cannot be otherwise reasonably prevented or controlled, are provided by the digital labour platform without any cost to the worker?

[ ]  Yes [x]  No

**Comments**

As a general comment, it important that the instrument takes into consideration that platform work can be performed in different forms and OSH conditions applicable vary depending on whether the person is an employee or an independent contractor.

To specify, regarding point (a) we see that the platform could only be responsible for the equipment used if the platform is the one providing it. Oftentimes people performing platform work are the ones who acquire the needed equipment (e.g laptop in case of online platform work or car/bicycle in case of location-based platform work). Regarding points (b) and (e), in terms of health and safety, as a rule independent contractors are the ones responsible for information and training in OSH conditions as well as providing protective clothing and equipment.

1. Should the instrument or instruments provide that, in the course of performing their work, digital platform workers should comply with the prescribed occupational safety and health measures and cooperate in the fulfilment by digital labour platforms of the occupational safety and health obligations placed upon them?

[ ]  Yes [x]  No

**Comments**

Click or tap here to enter text.

1. Should the instrument or instruments provide that, when the protection of digital platform workers in case of employment injury is not ensured through existing social security schemes, each Member should require digital labour platforms to extend such protection to the digital platform workers they employ or engage?

[ ]  Yes [x]  No

**Comments**

Click or tap here to enter text.

Guidance

1. Should the instrument or instruments provide that Members should encourage digital labour platforms to provide digital platform workers, as appropriate to the nature of work performed, with access to sanitary facilities and drinking water?

[ ]  Yes [x]  No

**Comments**

We strongly doubt the necessity for such highly detailed text.

C. Violence and harassment

Mandatory

1. Should the instrument or instruments provide that each Member should take appropriate measures to effectively protect digital platform workers against violence and harassment in the world of work, including gender-based violence and harassment and, where appropriate, violence and harassment involving third parties such as clients and customers, including when perpetrated online, consistent with the right of everyone to a world of work free from violence and harassment, as recognized in the Violence and Harassment Convention, 2019 (No. 190)?

[ ]  Yes [x]  No

**Comments**

We are not against regulating protection against violence and harassment regarding platform work, but we are doubtful about the added value, because ILO C190 already protects all workers and other persons in the world of work and obligates to take measures accordingly.

It is also important to keep in mind and think through that when refering to another ILO convention that a member state has not ratified, then which obligations might the reference entail and bring.

D. Employment promotion

Mandatory

1. Should the instrument or instruments provide that each Member should make it an aim of national policy to promote the creation of decent jobs and encourage career and skills development in the platform economy, consistent with the goal of full, productive and freely chosen employment as set forth in the Employment Policy Convention, 1964 (No. 122)?

[ ]  Yes [x]  No

**Comments**

Similarly to question No 23 answer, we have doubts about the possible added value here.

Guidance

1. Should the instrument or instruments provide that Members should promote opportunities for further training and education for skills development and portable competencies for digital platform workers, in order for them to enjoy decent work, improve their employment prospects and respond to changing technology and labour market conditions?

[ ]  Yes [x]  No

**Comments**

Click or tap here to enter text.

1. Should the instrument or instruments provide that Members should promote measures to reduce barriers for disadvantaged groups to work on or through digital labour platforms?

[ ]  Yes [x]  No

**Comments**

Platform work generally has very low entry barriers so that anyone can create an account on a digital labour platform as long as they have a digital device. These low barriers to entry ensure that platform work attracts diverse groups of workers.

E. The employment relationship

Mandatory

1. Should the instrument or instruments provide that each Member should take measures to ensure the adequate classification of digital platform workers in relation to the existence of an employment relationship, based on the primacy-of-facts principle as set out in the Employment Relationship Recommendation, 2006 (No. 198), taking into account the specificities of work on or through digital labour platforms?[[3]](#footnote-4)

[x]  Yes [ ]  No

**Comments**

Ensuring the correct classification of people performing platform work is very important. The contractual relationship must be correct and correspond with the work performed, because depending on the contractual relationship the level of protection and conditions applicable vary.

However, it is essential that Member States enjoy discretion about the determination of the existence of an employment relationship and that ILO instruments wouldn’t stipulate it in a too detailed way.

1. Should the instrument or instruments provide that the measures adopted by Members concerning the determination of the existence of an employment relationship should not interfere with true civil and commercial relationships, while at the same time ensuring that digital platform workers in an employment relationship have the protection they are due?

[x]  Yes [ ]  No

**Comments**

Click or tap here to enter text.

Guidance

1. Should the instrument or instruments provide that Members should review at appropriate intervals and, if necessary, clarify and adapt the scope of relevant laws and regulations, in order to ensure the adequate classification of digital platform workers in relation to the employment relationship in the changing world of work?

[ ]  Yes [x]  No

**Comments**

We don’t believe such obligation is necessary on an instrument level. In case relevant laws and regulations need amendments in order to adapt to the changing world of work then Member States will make necessary amendments. There is no need to over-regulate.

F. The use of intermediaries

Mandatory

1. Should the instrument or instruments provide that each Member should take measures to ensure that, where the use of intermediaries is permitted, their activities should be adequately regulated, and the respective responsibilities of digital labour platforms and intermediaries, including in respect of occupational safety and health, and the payment of remuneration and social security contributions, should be determined and allocated in accordance with national law and practice?

[ ]  Yes [x]  No

**Comments**

We are not against stating that Member States should take measures in accordance with national law and practice to ensure adequate protection in case intermediaries are used, but we do not support such highly detailed text, e.g. explicitly regulating OSH, remuneration and social security contributions. The text must leave more flexibility to Member States.

G. Remuneration and working time

Mandatory

1. Should the instrument or instruments provide that each Member should take measures to ensure that the remuneration payable to digital platform workers is:
	1. adequate and includes, as appropriate, fair piece rates;

[ ]  Yes [x]  No

* 1. paid regularly, in legal tender and in full, in accordance with contractual obligations, national laws, regulations and collective agreements, and not unduly withheld?

[ ]  Yes [x]  No

**Comments**

We understand the need to ensure adequate remuneration for employees, but the text should not establish conditions to remuneration for independent contractors, who are free to negotiate prices and their terms and conditions, because labour law doesn’t apply to them (also look at our comment in question No 11). We would also suggest not to refer to remuneration in case of independent provision of services, because the term “remuneration” is characteristic to labour law. We also worry about the large scope of interpretation that reference to “adequate” price rates would leave.

1. Should the instrument or instruments provide that, in assessing compliance with applicable laws, regulations or collective agreements on the amount of remuneration, the following should not be considered part of the remuneration payable to the digital platform worker:
	1. any expenses or other costs necessary to carry out their work;

[ ]  Yes [x]  No

* 1. tips and other gratuities?

[ ]  Yes [x]  No

**Comments**

We don’t support the text being too detailed and over-regulatory.

1. Should the instrument or instruments provide that each Member should provide that digital labour platforms should only be permitted to make deductions from digital platform workers’ remuneration under conditions and to the extent prescribed by national laws or regulations or fixed by collective agreement, and should be prohibited from charging any fees or costs, directly or indirectly, in whole or in part, to digital platform workers?

[ ]  Yes [x]  No

**Comments**

We don’t support the text being too detailed and over-regulatory.

1. Should the instrument or instruments provide that each Member should require digital labour platforms to regularly provide digital platform workers with accurate and easily understandable information on their remuneration and any deductions made?

[ ]  Yes [x]  No

**Comments**

We don’t support the text being too detailed and over-regulatory. We are also unsure about the reference to requiring information regularly. Regular is a subjective term.

1. Should the instrument or instruments provide that each Member should take measures to ensure, in accordance with national laws, regulations or collective agreements, adequate protection of digital platform workers in relation to:
	1. hours of work;

☐ Yes ☐ No

* 1. rest breaks;

☐ Yes ☐ No

* 1. daily and weekly rest?

☐ Yes ☐ No

**Comments**

Unable to fill the boxes.

a) No

b) No

c) No

Terms such as rest breaks or daily and weekly rest are characteristic to employment relationships, but not to other contracts for provision of service.

We see that the emphasis of the instrument should be put to correct classification of people performing platform work, as question No 27 implies. In case of employment, employment law should be applied (including minimum requirements regarding remuneration and working time). In case of independent contractors, agreed conditions and regulations regarding provision of services should be applied.

Guidance

1. Should the instrument or instruments provide that Members should take measures to ensure that the remuneration payable to digital platform workers is at least equivalent to the statutory or negotiated minimum wage, calculated according to the same method, that is applicable to workers in a comparable situation, where it exists?

[ ]  Yes [x]  No

**Comments**

Click or tap here to enter text.

1. Should the instrument or instruments provide that Members should establish guidance on the payment of tips and other gratuities to ensure that they are received by digital platform workers?

[ ]  Yes [x]  No

**Comments**

Click or tap here to enter text.

1. Should the instrument or instruments provide that Members should establish a method to determine the remuneration payable to digital platform workers for periods of time during which they are at the disposal of the platform and waiting for work assignments?

[ ]  Yes [x]  No

**Comments**

Click or tap here to enter text.

1. Should the instrument or instruments provide that Members should take measures to enable digital platform workers to decline a work assignment or to disconnect from a digital labour platform when they are not available for work, without retaliation?

[ ]  Yes [x]  No

**Comments**

Click or tap here to enter text.

H. Impact of the use of algorithms on working conditions

Mandatory

1. Should the instrument or instruments provide that each Member should require digital labour platforms to inform digital platform workers, before they are employed or engaged, and their representatives or representative workers’ organizations and, where they exist, organizations representing digital platform workers, about the use of algorithms to organize, supervise and evaluate work, and the extent to which this use affects the working conditions of digital platform workers?

[x]  Yes [ ]  No

**Comments**

Algorithmic management is an essential element in platform work, therefore providing information about the use of algorithms is important in order for algorithmic management to be more transparent.

1. Should the instrument or instruments provide that each Member should require digital labour platforms to ensure that the use of algorithms:
	1. does not result in any direct or indirect discrimination, including in respect of access to work on or through digital labour platforms and the setting of remuneration;

[ ]  Yes [x]  No

* 1. does not have harmful effects on the safety and health of digital platform workers, including risks of work-related accidents and psychosocial risks?

[ ]  Yes [x]  No

**Comments**

Click or tap here to enter text.

1. Should the instrument or instruments provide that each Member should ensure that digital platform workers have effective access, without undue delay, to a human review of any decision generated by an algorithm that impacts their working conditions, in particular when it results in the suspension or deactivation of their account, or termination of their work relationship?

[x]  Yes [ ]  No

**Comments**

Platform workers should have the right to obtain an explanation from the platform for decisions taken by an algorithm.

Guidance

1. Should the instrument or instruments provide that when the impact of the use of algorithms on working conditions of digital platform workers is not covered by a collective agreement, such use should be the subject of prior authorization by the competent authority?

[ ]  Yes [x]  No

**Comments**

Click or tap here to enter text.

1. Should the instrument or instruments provide that Members should encourage digital labour platforms to ensure regular monitoring and evaluation of the impact of the use of algorithms on digital platform workers’ working conditions, and the application of any necessary corrective measures, in collaboration with digital platform workers’ representatives or representative workers’ organizations and, where they exist, organizations representing digital platform workers?

[x]  Yes [ ]  No

**Comments**

We are not against stating an obligation to carry out a regular evaluation of the impact of the use of algorithms.

1. Should the instrument or instruments emphasize the importance of addressing at least the following elements in any information, collective agreement or prior authorization, as referred to in questions 40 and 44:
	1. the main parameters taken into account in the operation of algorithms that have implications for working conditions, and their relative importance;

[ ]  Yes [x]  No

* 1. the extent of human intervention, if any, in the decision-making process;

[ ]  Yes [x]  No

* 1. any subsequent change made to (a) or (b)?

[ ]  Yes [x]  No

**Comments**

We don’t support the text being too detailed and over-regulatory

1. Protection of digital platform workers’ personal data

Mandatory

1. Should the instrument or instruments provide that each Member should establish effective and appropriate safeguards concerning the collection, storage, use, processing and communication of digital platform workers’ personal data?

[x]  Yes [ ]  No

**Comments**

Click or tap here to enter text.

1. Should the instrument or instruments provide that each Member should require digital labour platforms to ensure that digital platform workers’ personal data are collected, processed and used only to the extent strictly necessary for the proper performance of the work relationship or as required by national law, and to prohibit, in particular, the collection, processing and use of personal data:
	1. relating to private conversations, including exchanges with workers’ representatives;

[ ]  Yes [x]  No

* 1. concerning membership of workers’ organizations or participation in their activities;

[ ]  Yes [x]  No

* 1. obtained when the digital platform worker is not connected to a digital labour platform for the purpose of performing work;

[ ]  Yes [x]  No

* 1. concerning physical and mental health and other sensitive data as determined in accordance with international labour standards and other relevant national and international instruments?

[ ]  Yes [x]  No

**Comments**

We don’t support the text being too detailed and over-regulatory

Guidance

1. Should the instrument or instruments provide that, in establishing the safeguards referred to in question 46, Members should take into account relevant instruments of the International Labour Organization, such as the code of practice on the protection of workers’ personal data, and other relevant national and international instruments on the protection of personal data and the right to privacy?

[ ]  Yes [x]  No

**Comments**

Click or tap here to enter text.

1. Should the instrument or instruments provide that Members should establish policies relating to the portability of data that relate to the work of a digital platform worker, including ratings?

[ ]  Yes [x]  No

**Comments**

Click or tap here to enter text.

J. Social security

Mandatory

1. Should the instrument or instruments provide that each Member should take measures to ensure that digital platform workers enjoy social security protection on terms not less favourable than those applicable to workers generally?

[ ]  Yes [x]  No

**Comments**

The main emphasis of the instrument should be put to correct classification of people performing platform work.

Guidance

1. Should the instrument or instruments provide that Members should take measures to ensure that digital labour platforms and digital platform workers both participate in the financing of social security systems based on the principle of financial, fiscal and economic sustainability, with due regard to social justice and equity?

[ ]  Yes [x]  No

**Comments**

Click or tap here to enter text.

1. Should the instrument or instruments provide that, where coverage of the national social security protection system is limited, Members should endeavour to progressively extend its scope so that it covers all digital platform workers in respect of the nine categories of benefits included in the Social Security (Minimum Standards) Convention, 1952 (No. 102)?[[4]](#footnote-5)

[ ]  Yes [x]  No

**Comments**

Click or tap here to enter text.

1. Should the instrument or instruments provide that Members should endeavour to take steps for the maintenance or portability of social security rights in the course of acquisition and acquired rights of digital platform workers when they are successively subject to different social security schemes in different Member States or within the same Member State?

[ ]  Yes [x]  No

**Comments**

Click or tap here to enter text.

K. Terms and conditions applying to digital platform workers

Mandatory

1. Should the instrument or instruments provide that the terms and conditions of digital platform workers should be governed by the law of the country where the work is performed?

[ ]  Yes [x]  No

**Comments**

The question about law and/or terms and conditions applicable shouldn’t be as strictly regulated.

1. Should the instrument or instruments provide that each Member should take measures to ensure that digital platform workers are informed of their terms and conditions of work in an appropriate, verifiable and easily understandable manner, where possible through written contracts, in accordance with national laws, regulations or collective agreements?

[x]  Yes [ ]  No

**Comments**

We are not against stating an obligation to inform the worker about important terms and conditions applicable.

Guidance

1. Should the instrument or instruments provide that Members should require that contracts between digital platform workers and digital labour platforms contain at a minimum:
	1. the identity and contact details of the contracting parties;

[ ]  Yes [x]  No

* 1. the tasks that the digital platform worker is expected to perform;

[ ]  Yes [x]  No

* 1. information about the impact of the use of algorithms on working conditions, as referred to in question 40;

[ ]  Yes [x]  No

* 1. information about the grounds on which a digital platform worker’s account may be suspended or deactivated, or the work relationship terminated;

[ ]  Yes [x]  No

* 1. information about the method to determine the remuneration payable to the digital platform worker, and possible deductions if any;

[ ]  Yes [x]  No

* 1. periods, if any, during which the digital platform worker is expected to be at the disposal of the digital labour platform for work assignments?

[ ]  Yes [x]  No

**Comments**

Stating specific mandatory parts of a contract is a step too far. In addition, many points have characteristic elements of an employment relationship (e.g. reference to working conditions).

L. Protection of migrants and refugees

Mandatory

1. Should the instrument or instruments provide that each Member should take all necessary and appropriate measures to prevent abuses of, and provide adequate protection to, migrants and refugees in the course of their recruitment or their work as digital platform workers?

[ ]  Yes [x]  No

**Comments**

Regulating protection of migrants and refugees is not a question specific to merely platform work, therefore it seems too specific for this legal instrument.

Guidance

1. Should the instrument or instruments provide that Members should ensure that free public information services are provided to ensure that migrants and refugees are aware of relevant laws and regulations relating to working on or through digital labour platforms, including dispute settlement mechanisms and legal remedies as referred to in questions 65–67?

[ ]  Yes [x]  No

**Comments**

Click or tap here to enter text.

M. Freedom of association, social dialogue and the role of employers’ and workers’ organizations

Mandatory

1. Should the instrument or instruments provide that each Member should take all necessary measures to ensure that digital labour platforms and digital platform workers effectively enjoy freedom of association and the right to collective bargaining, including the right to establish and, subject only to the rules of the organization concerned, to join organizations of their own choosing without previous authorization?

[x]  Yes [ ]  No

**Comments**

Platform workers are often in a weak negotiating position vis-à-vis the digital labour platform, therefore enjoyment of freedom of association and the right to collective bargaining are important to better their conditions of performance of platform work.

Guidance

1. Should the instrument or instruments provide that Members should create an enabling environment for digital labour platforms and digital platform workers to exercise their right to organize and bargain collectively and to participate in social dialogue, including at the cross-border level?

[ ]  Yes [x]  No

**Comments**

Click or tap here to enter text.

1. Should the instrument or instruments provide that Members should take or support measures to strengthen the capacity of representative employers’ and workers’ organizations and, where they exist, organizations representing digital labour platforms and digital platform workers, to effectively further and defend the interests of their members in relation to work on or through digital labour platforms?

[ ]  Yes [x]  No

**Comments**

Click or tap here to enter text.

1. Should the instrument or instruments encourage employers’ and workers’ organizations to extend membership and services to digital platforms and digital platform workers, respectively?

[ ]  Yes [x]  No

**Comments**

Click or tap here to enter text.

1. Should the instrument or instruments provide that Members should take measures to ensure that digital labour platforms make available to representative workers’ organizations and, where they exist, organizations representing digital platform workers, all information necessary for meaningful negotiations?

[ ]  Yes [x]  No

**Comments**

Click or tap here to enter text.

N. Suspension, deactivation and termination

Mandatory

1. Should the instrument or instruments provide that each Member should take measures to prohibit the suspension or deactivation of a digital platform worker’s account, or the termination of their work relationship with a digital labour platform, when it is based on discriminatory, arbitrary or otherwise unjustified grounds?

[x]  Yes [ ]  No

**Comments**

We are not against regulating the suspension or deactivation of an account, but we don’t support the text being over-regulatory and too detailed.

O. Dispute resolution

Mandatory

1. Should the instrument or instruments provide that each Member should take measures to ensure that digital platform workers have easy access to appropriate and effective legal remedies, and safe, fair and effective dispute resolution mechanisms?

[x]  Yes [ ]  No

**Comments**

Click or tap here to enter text.

Guidance

1. Should the instrument or instruments provide that Members should take measures to ensure that digital platform workers have access to dispute resolution mechanisms in the territory in which the digital platform worker resides or carries out work on or through a digital labour platform, regardless of where the platform is established?

[ ]  Yes [x]  No

**Comments**

Click or tap here to enter text.

1. Should the instrument or instruments provide that Members, when taking measures regarding legal remedies and dispute resolution mechanisms, should consider the particular situation of migrants and refugees, including recognition of the right to stay lawfully in the territory to pursue their claim after their work relationship has ended?

[ ]  Yes [x]  No

**Comments**

Click or tap here to enter text.

P. Compliance and enforcement

Mandatory

1. Should the instrument or instruments provide that each Member should put in place mechanisms to ensure compliance with and enforcement of relevant national laws, regulations and collective agreements, having regard to the special characteristics of work on or through digital labour platforms?

[x]  Yes [ ]  No

**Comments**

Click or tap here to enter text.

1. Should the instrument or instruments provide that, in order to ensure compliance, each Member should determine the conditions governing the operation of digital labour platforms through a system of licensing or certification or other form of regulation, including reporting obligations?

[ ]  Yes [x]  No

**Comments**

Click or tap here to enter text.

Guidance

1. Should the instrument or instruments provide that, when putting in place compliance mechanisms as referred to in question 68, Members should ensure respect for the right to privacy of digital platform workers?

[ ]  Yes [x]  No

**Comments**

Click or tap here to enter text.

1. Should the instrument or instruments provide that Members should ensure that measures are in place to facilitate the formalization of platform workers, tackle undeclared activities and promote fair competition, including by imposing reporting obligations on digital labour platforms?

[ ]  Yes [x]  No

**Comments**

Click or tap here to enter text.

Q. Implementation

Mandatory

1. Should the instrument or instruments provide that each Member should implement their provisions in relation to digital labour platforms operating, and digital platform workers working, in their territory?

[x]  Yes [ ]  No

**Comments**

Click or tap here to enter text.

1. Should the instrument or instruments provide that, in implementing their provisions, each Member should consult with, and promote active participation of, representative employers’ and workers’ organizations and, where they exist, organizations representing digital labour platforms and digital platform workers?

[x]  Yes [ ]  No

**Comments**

Click or tap here to enter text.

1. Should the instrument or instruments provide that their provisions should be applied by means of laws or regulations, collective agreements, court decisions, a combination of these means, or in any other manner appropriate to national conditions and practice, including by extending or adapting existing measures, or by developing new measures to cover digital platform workers?

[ ]  Yes [x]  No

**Comments**

Click or tap here to enter text.

Guidance

1. Should the instrument or instruments provide that Members should cooperate at bilateral, regional and international levels to ensure the effective implementation of their provisions, especially in matters concerning fundamental principles and rights at work, social security, dispute resolution and the regulation of the operation of digital labour platforms?

[ ]  Yes [x]  No

**Comments**

Click or tap here to enter text.

1. Should the instrument or instruments provide that Members should raise awareness and provide information and guidance to digital labour platforms, digital platforms workers and representative employers’ and workers’ organizations and, where they exist, organizations representing digital labour platforms and digital platform workers, to support the effective implementation of their provisions?

[ ]  Yes [x]  No

**Comments**

Click or tap here to enter text.

1. Should the instrument or instruments provide that Members should establish appropriate mechanisms, including the collection of data and statistics, to monitor developments concerning work on or through digital labour platforms?

[ ]  Yes [x]  No

**Comments**

Click or tap here to enter text.

R. Amendments

1. Should the instrument or instruments include a simplified and accelerated procedure for amending specific provisions in order to ensure their continued relevance in the light of technological, regulatory or operational developments impacting on work on or through digital labour platforms?

[ ]  Yes [x]  No

**Comments**

Click or tap here to enter text.

VI. Other considerations

1. Are there unique features of national law or practice that are liable to create difficulties in the practical application of the instrument or instruments?

[ ]  Yes [x]  No

**Comments**

Currently we can not point out any specific unique features.

1. (For federal States only) In the event of the instrument or instruments being adopted, would the subject matter be appropriate for federal action or, wholly or in part, for action by the constituent units of the federation?

[ ]  Yes [ ]  No

**Comments**

Click or tap here to enter text.

1. Are there any other pertinent issues not covered by the present questionnaire that ought to be considered when drafting the instrument or instruments?

[ ]  Yes [x]  No

**Comments**

As a general comment, we suggest to focus on addressing the most urgent issues regarding platform work in this instrument and refrain from over-regulatory or highly detailed provisions. Regulations and practices regarding platform work may greatly differ in different Member States and it is important that the instrument takes this into consideration.

1. [GB.347/PV(Rev.), para. 876](https://www.ilo.org/wcmsp5/groups/public/---ed_norm/---relconf/documents/meetingdocument/wcms_884393.pdf). [↑](#footnote-ref-2)
2. Work on or through a digital labour platform covers a wide array of activities performed with the use of a digital intermediating tool such as a website or an application. It includes for instance work through ride-sharing applications and work on microtask platforms. The intermediating role of technology serves to differentiate it from other kinds of work undertaken by individuals **for** digital labour platforms, such as clerical work. [↑](#footnote-ref-3)
3. The primacy-of-facts principle is expressed in Paragraph 9 of Recommendation No. 198, which provides that the determination of an employment relationship “should be guided primarily by the facts relating to the performance of work and the remuneration of the worker, notwithstanding how the relationship is characterized in any contrary arrangement, contractual or otherwise, that may have been agreed between the parties.” [↑](#footnote-ref-4)
4. See Parts II–X of Convention No. 102: medical care, sickness benefits, unemployment benefits, old-age benefits, employment injury benefits, family benefits, maternity benefits, invalidity benefits and survivors’ benefits. [↑](#footnote-ref-5)