Fairwork 2021
Annual Report

Editorial:

A Year of Growth

2021 has been a year of continued turbulence caused by the Covid-19 pandemic, a year in which many countries are still trying to get to grips with the new world currently being constructed. For Fairwork, it has been a year of continued growth as we seek to rate working conditions across the world. We have grown in all directions, with Fairwork teams now located in a total of 26 countries, across 5 continents. Our global reach now means we have created the most substantial and wide-reaching resource base for understanding working conditions in the platform economy.

This year, we released a total of 10 reports and ratings across Europe, Asia, South America and Africa, alongside our first ever Cloudwork report. We have now established a Secretariat in Berlin, based at WZB, serving as the key site for our globally focused work.

At Fairwork, we are constantly working to shape the public debate surrounding the gig economy, using easy to understand and interpret empirical research. In the past year alone, Fairwork has received 157 separate pieces of media coverage, written 5 op-eds and released 12 academic papers.

Due to engagement with Fairwork, 6 platforms have implemented a total of 31 separate changes to the functioning of their businesses, helping to make processes fairer and improve working conditions for millions of workers.

We have continued to build on our approach, always holding the worker and their experiences as central to the work we do. This year we've released two podcast series, telling workers' stories across, Asia and Europe, begun an innovative visual campaign aiming to reformulate the symbols of the labour movement in the 21st century, and continued to run and build upon our database of worker resources and tools.
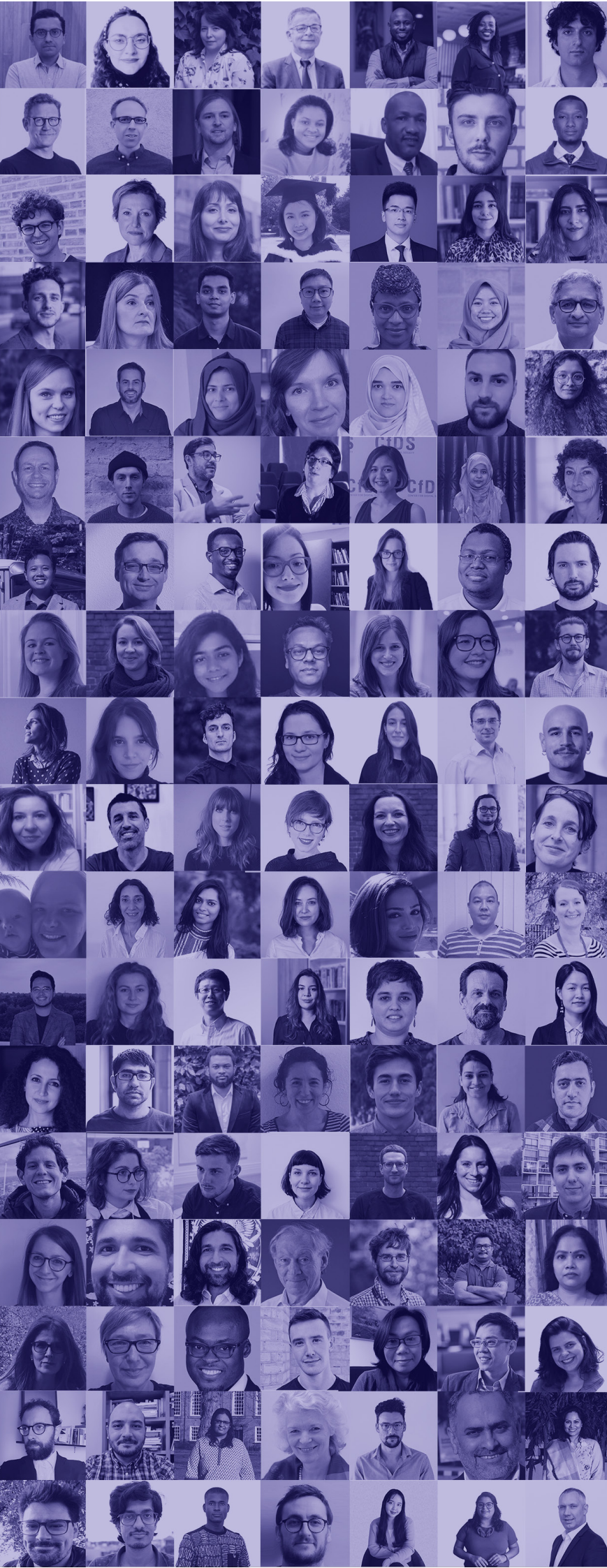
This annual report presents an overview of Fairwork's impact over the past year. In it, we summarise our rating process, the reports we have released in 2021, and examples of our outreach and partnership work that has expanded our reach and exemplified our commitment to promoting fair working conditions for gig workers around the world. Thank you for your interest in our work, and we encourage you to stay tuned to our website and social media channels.

Contents

The Fairwork Framework

Fairwork evaluates the working conditions of digital platforms and ranks them on how well they do. Our goal is to show that better, and fairer, jobs are possible in the platform economy.

Our ratings are based on five principles that digital platforms should adhere to in order to be considered to be offering 'fair work.' We evaluate platforms against these principles to show not only what the platform economy is today, but also what it could be. The five Fairwork principles were initially developed at a multi-stakeholder workshop at the International Labour Organisation.

01 The five principles

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 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 transparent, concise, and provided to workers in an accessible form. If workers are genuinely self-employed, terms of service are free of clauses which unreasonably exclude liability on the part of the platform.

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. 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.

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.

02 Methodology overview

Fairwork uses three approaches to effectively measure fairness at work.

Desk Research

The process starts with desk research to ascertain which platforms are operating in each city, noting the largest and most influential ones. This research provides the overall range of the platforms that are ranked and identifies points of contact or ways to access workers. Desk research also uncovers public information that could be used to score particular platforms (for instance the provision of particular services to workers, or ongoing disputes).

Platform Interviews

The second method involves approaching platforms for evidence. We interview platform managers and request evidence for each of the Fairwork principles. This provides insights into the operation and business model of the platform, while also opening up a dialogue through which the platform could agree to implement changes based on the principles. In cases where platform managers do not agree to interviews, we limit our scoring to evidence obtained through desk research and worker interviews.

Worker Interviews

The third method involves interviewing platform workers directly. We aim for a sample of six to ten workers at each platform. Workers are approached either through the platform directly or at known worker meeting points. These interviews do not aim to build a representative sample. They instead seek to understand the processes of work and the ways it is carried

out and managed. They allow us, for instance, to see contracts and learn about platform policies that pertain to workers. The interviews also allow the team to confirm or refute that policies or practices are really in place on the platform.

Putting it all together

This threefold approach provides a way to cross-check the claims made by platforms, while also providing the opportunity to collect both positive and negative evidence from multiple sources. Final scores are collectively decided by the Fairwork team based on all three types of information. The scores are peer-reviewed by the country team, the Oxford team, and two reviewers from other country teams. This approach brings consistency and rigour to the scoring process. Points are only awarded if clear evidence exists on each threshold.

03 How we score

Each Fairwork Principle is divided into two *thresholds*. Accordingly, for each Principle, the scoring system allows one 'basic point' to be awarded corresponding to the first threshold, and an additional 'advanced point' to be awarded corresponding to the second threshold (see Table 1). The advanced point under each Principle can only be awarded if the basic point for that Principle has been awarded. The thresholds specify the evidence required for a platform to receive a given point. Where no verifiable evidence is available that meets a given threshold, the platform is not awarded that point.

The thresholds and criteria presented here were used to score platforms in 2021. This year, we revised some aspects of these principles in collaboration with our global network. Please see our website for the updated details on each principle.

Table 1: Fairwork 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

A platform can therefore receive a maximum Fairwork Score of 10 points. Fairwork scores are updated on a yearly basis

Principle 1: Fair Pay

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

Platform workers often have substantial work-related costs to cover, such as transport between jobs, supplies, or fuel, insurance, and maintenance on a vehicle. Workers' costs sometimes mean their take-home earnings may fall below the local minimum wage. Workers also absorb the costs of extra time commitment, when they spend time waiting or travelling between jobs, or other unpaid activities necessary for their work, which are also considered active hours. To achieve this point platforms must demonstrate that work-related costs do not push workers below local minimum wage.

The platform must satisfy the following:

- Workers earn at least the local minimum wage, or the wage set by collective sectoral agreement (whichever is higher) in the place where they work, in their active hours, after costs.

In order to evidence this, the platform must either: (a) have a documented policy that guarantees the workers receive at least the local minimum wage after costs in their active hours; or (b) provide summary statistics of transaction and cost data. In case of (b), the platform must submit:

- An estimate for work-related costs, which are then checked by the Fairwork team through worker interviews; and,

- A weekly earnings table for any three-month period over the previous twelve months, in the format shown below. This is a two-way relative frequency table, which should contain information on the percentages of workers whose average weekly take-home earnings and active hours are distributed as follows in Table 2.

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

In some places, the minimum wage is not enough to allow workers to afford a basic but decent standard of living. To achieve this point platforms must ensure that workers earn a living wage.

The platform must satisfy the following:

- Workers earn at least a local living wage, or the wage set by collective sectoral agreement (whichever is higher) in the place where they work, in their active hours, after costs.

If the platform has completed Table 2, the mean weekly earnings minus the estimated work-related costs must be above the local minimum wage.

Table 2 **Weekly earnings table[26]**

		WORKER EARNINGS AFTER COSTS (E)			
		e < M	M ≤ e < 1.5M	1.5M ≤ e < 2M	2M ≤ e
ACTIVE HOURS (H)	h < 0.9F (part-time)	%	%	%	%
	0.9F ≤ h < 1.2F (full-time)	%	%	%	%
	1.2F ≤ h (full-time plus overtime)	%	%	%	%

Notes: h = Average active hours worked by worker per week; e = Average weekly earnings of worker; F = the number of hours in a local standard working week; M = the local weekly minimum wage, calculated at F hours per week. The rows represent workers who work part-time, full-time, and more than full-time. The percentages in each row should add up to 100 %; The table is to be filled with four columns of data: Column[2] with the percentages of part-time, full-time, and full-time with overtime workers who earn less than the minimum weekly wage (X), and so on until Column[5].
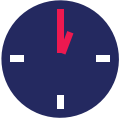
Principle 2: Fair Conditions

Threshold 2.1 – Mitigates task-specific risks (one point)

Platform workers may encounter a number of risks in the course of their work, including accidents and injuries, harmful materials, and crime and violence. To achieve this point platforms must show that they are aware of these risks and take steps to mitigate them.

The platform must satisfy the following:

• There are policies or practices in place that protect workers' health and safety from task-specific risks.

• Platforms take adequate, responsible and ethical data protection and management measures, laid out in a documented policy.

Threshold 2.2 – Provides a safety net (one additional point)

Platform workers are vulnerable to the possibility of abruptly losing their income as the result of unexpected or external circumstances, such as sickness or injury. Most countries provide a social safety net to ensure workers don't experience sudden poverty due to circumstances outside their control. However, platform workers usually don't qualify for protections such as sick pay, because of their independent contractor status. In recognition of the fact that most workers are dependent on income from the platform for their livelihood, platforms can achieve this point by providing compensation for loss of income due to inability to work.

The platform must satisfy BOTH of the following:

• Platforms take meaningful steps to compensate workers for income loss due to inability to work commensurate with the worker's average earnings over the past three months.

• Where workers are unable to work for an extended period due to unexpected circumstances, their standing on the platform is not negatively impacted.

Principle 3: Fair Contracts

Threshold 3.1 – Provides clear and transparent terms and conditions (one point)

The terms and conditions governing platform work are not always clear and accessible to workers. To achieve this point, the platform must demonstrate that workers are able to understand, agree to, and access the conditions of their work at all times, and that they have legal recourse if the platform breaches those conditions.

The platform must satisfy ALL of the following:

• The party contracting with the worker must be identified in the contract, and subject to the law of the place in which the worker works.

• The contract is communicated in full in clear and comprehensible language that workers could be expected to understand.

• The contract is accessible to workers at all times.

• Every worker is notified of proposed changes in a reasonable timeframe before changes come into effect; and the changes should not reverse existing accrued benefits and reasonable expectations on which workers have relied.

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

In some cases, especially under 'independent contractor' classifications, workers carry a disproportionate amount of risk for engaging in the contract. They may be liable for any damage arising in the course of their work, and they may be prevented by unfair clauses from seeking legal redress for grievances. To achieve this point, platforms must demonstrate that risks and liability of engaging in the work is shared between parties.

Regardless of how the platform classifies the contractual status of workers, the platform must satisfy BOTH of the following:

- The contract does not include clauses which exclude liability for negligence nor unreasonably exempt the platform from liability for working conditions.

- The contract does not include clauses which prevent workers from effectively seeking redress for grievances which arise from the working relationship.

Principle 4: Fair Management

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

Platform workers can experience arbitrary deactivation; being barred from accessing the platform without explanation, and losing their income. Workers may be subject to other penalties or disciplinary decisions without the ability to contact the platform to challenge or appeal them if they believe they are unfair. To achieve this point, platforms must demonstrate an avenue for workers to meaningfully appeal disciplinary actions.

The platform must satisfy ALL of the following:

- There is a channel for workers to communicate with a human representative of the platform. This channel is documented in the contract and available on the platform interface. Platforms should respond to workers within a reasonable timeframe.

- There is a process for workers to meaningfully appeal low ratings, non-payment, payment issues, deactivations, and other penalties and disciplinary actions. This process is documented in the contract and available on the platform interface.

- In the case of deactivations, the appeals process must be available to workers who no longer have access to the platform.

- Workers are not disadvantaged for voicing concerns or appealing disciplinary actions.

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

The majority of platforms do not actively discriminate against particular groups of workers. However, they may inadvertently exacerbate already existing inequalities in their design and management. For example, there is a lot of gender segregation between different types of platform work. To achieve this point, platforms must show not only that they have policies against discrimination, but also that they seek to remove barriers for disadvantaged groups, and promote inclusion.

The platform must satisfy ALL of the following:

- There is a policy which ensures the platform does not discriminate on grounds such as race, social origin, caste, ethnicity, nationality, gender, sex, gender identity and expression, sexual orientation, disability, religion or belief, age or any other status.

- Where persons from a disadvantaged group (such as women) are significantly under-represented among its workers, it seeks to identify and remove barriers to access by persons from that group.

- It takes practical measures to promote equality of opportunity for workers from disadvantaged groups, including reasonable accommodation for pregnancy, disability, and religion or belief.

- If algorithms are used to determine access to work or remuneration, these are transparent and do not result in inequitable outcomes for workers from historically or currently disadvantaged groups.

- It has mechanisms to reduce the risk of users discriminating against workers from disadvantaged groups in accessing and carrying out work.

Principle 5:
Fair Representation

Threshold 5.1 – Assures freedom of association and the expression of worker voice (one point)

Freedom of association is a fundamental right for all workers, and enshrined in the constitution of the International Labour Organisation, and the Universal Declaration of Human Rights. The right for workers to organise, collectively express their wishes – and importantly – be listened to, is an important prerequisite for fair working conditions. However, rates of organisation amongst platform workers remain low. To achieve this point, platforms must ensure that the conditions are in place to encourage the expression of collective worker voice.

Platforms must satisfy ALL of the following:

- There is a documented mechanism for the expression of collective worker voice.

- There is a formal policy of willingness to recognise, or bargain with, a collective body of workers or trade union, that is clearly communicated to all workers.

- Freedom of association is not inhibited, and workers are not disadvantaged in any way for communicating their concerns, wishes and demands to the platform.

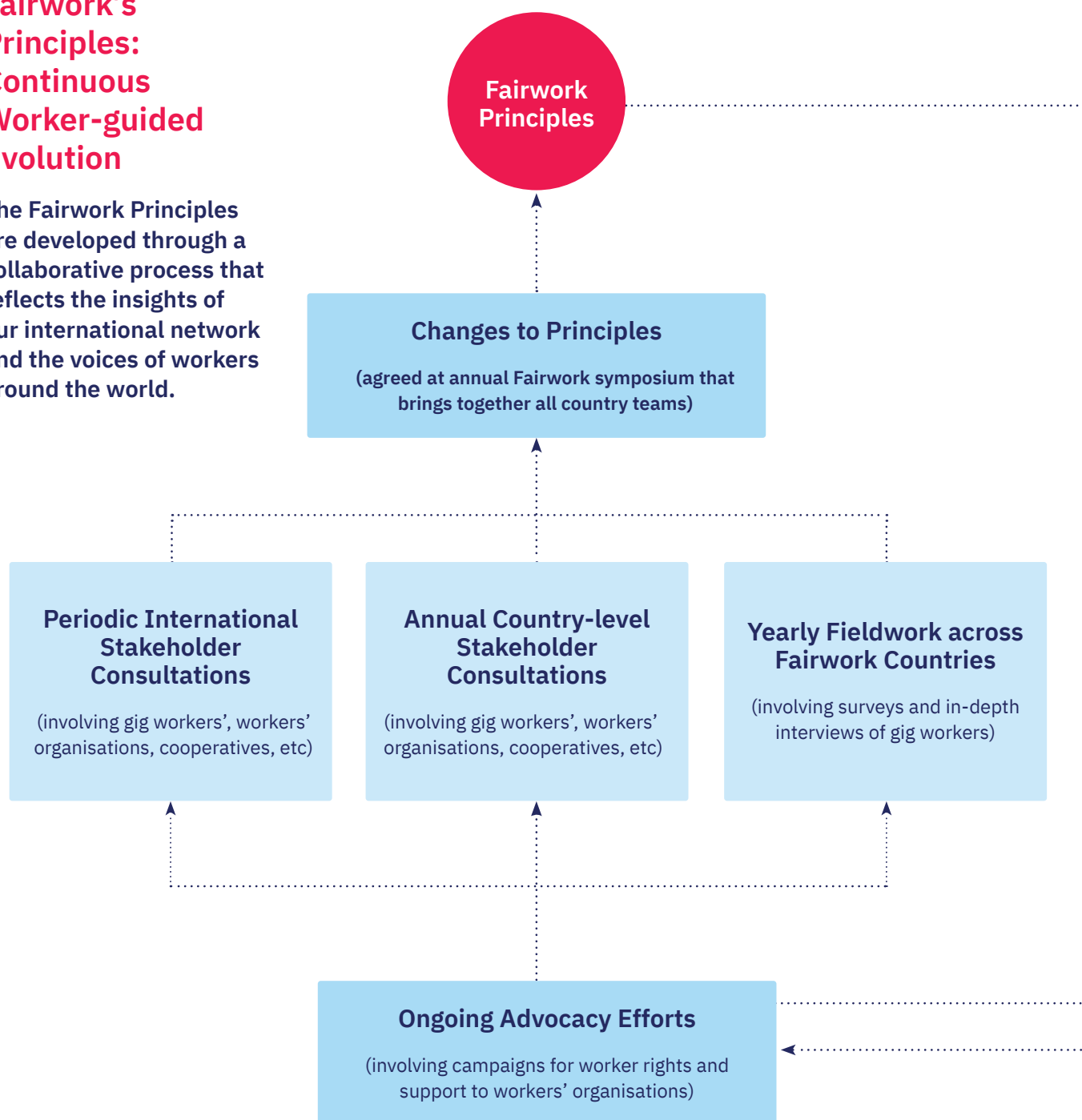## Threshold 5.2 – Supports democratic governance (one additional point)

While rates of organisation remain low, platform workers' associations are emerging in many sectors and countries. We are also seeing a growing number of cooperative worker-owned platforms. To realise fair representation, workers must have a say in the conditions of their work. This could be through a democratically-governed cooperative model, a formally recognised union, or the ability to undertake collective bargaining with the platform.

The platform must satisfy at least ONE of the following:

- Workers play a meaningful role in governing it.

- It publicly and formally recognises an independent collective body of workers, an elected works council, or trade union.

- It seeks to implement meaningful mechanisms for collective representation or bargaining.

Fairwork's Principles: Continuous Worker-guided Evolution

The Fairwork Principles are developed through a collaborative process that reflects the insights of our international network and the voices of workers around the world.

Fairwork Principles

Changes to Principles

(agreed at annual Fairwork symposium that brings together all country teams)

Periodic International Stakeholder Consultations

(involving gig workers', workers' organisations, cooperatives, etc)

Annual Country-level Stakeholder Consultations

(involving gig workers', workers' organisations, cooperatives, etc)

Yearly Fieldwork across Fairwork Countries

(involving surveys and in-depth interviews of gig workers)

Ongoing Advocacy Efforts

(involving campaigns for worker rights and support to workers' organisations)
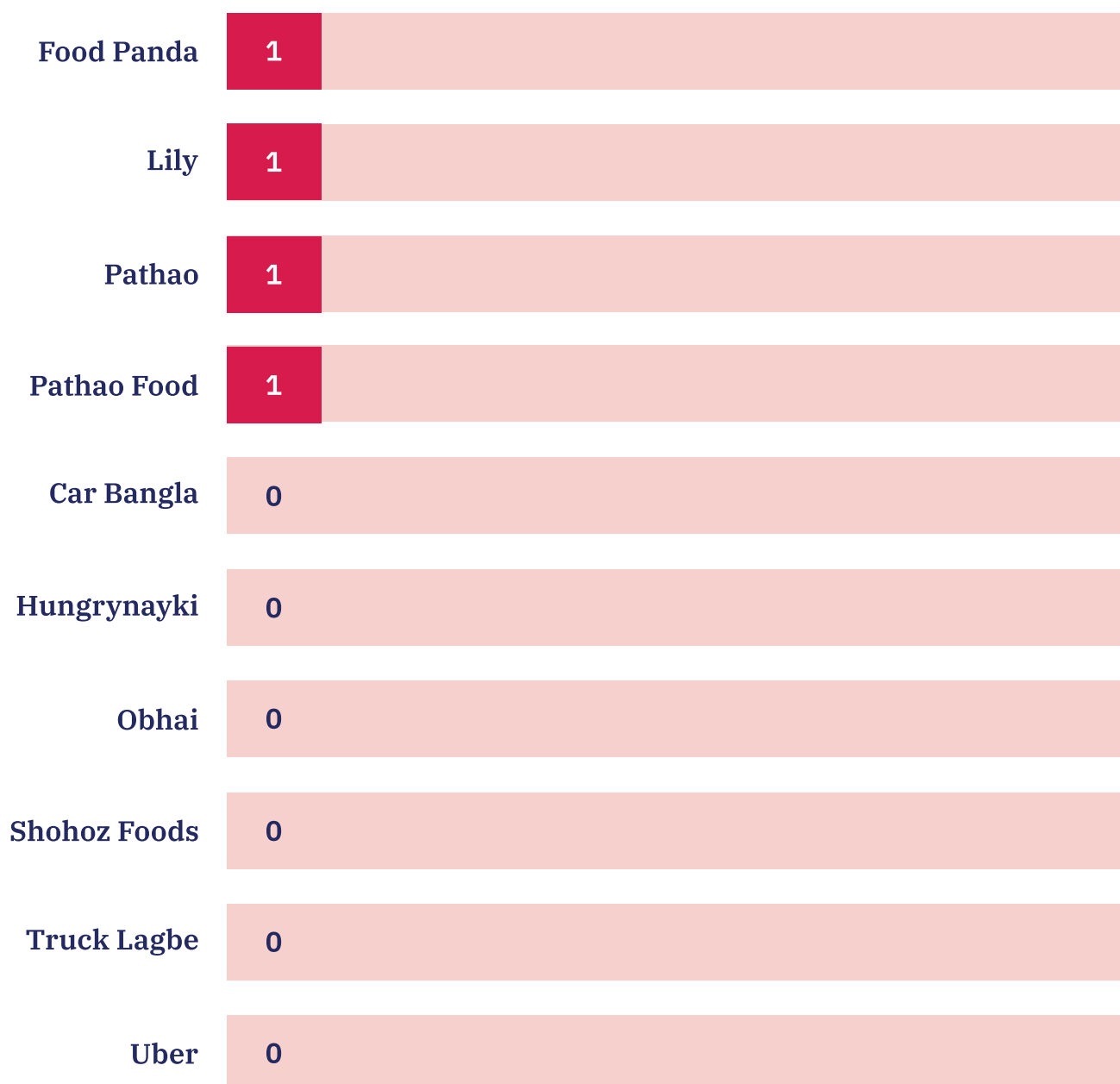
Country Reports

This year Fairwork released nine country reports – Chile, Ecuador, the UK, Ghana, Kenya, Indonesia, Bangladesh, South Africa and India – as well as our first Cloudwork report. In our reports, the Fairwork team highlights local and global challenges to creating fairer work in the gig economy. Each report scores platforms against Fairwork's five principles: fair pay, fair conditions, fair contracts, fair management and fair representation. This annual report summarises findings from across countries that we scored in 2021, alongside the changes platforms implemented to improve their labour practices as a result of engaging with Fairwork.

Country Reports:
Bangladesh

This first Fairwork report for Bangladesh examines gig workers' rights in what is a relatively young but capital-intensive platform economy. Overall, the scores awarded to platforms in Bangladesh were very low, reflecting an absence of labour protections in the wider Bangladeshi economy which remains mostly informal. The platform ratings leave substantial room for improvement in subsequent scoring rounds.

Platform	Score
Food Panda	1
Lily	1
Pathao	1
Pathao Food	1
Car Bangla	0
Hungrynayki	0
Obhai	0
Shohoz Foods	0
Truck Lagbe	0
Uber	0

Country Reports:
Chile

Latin America has been at the centre of recent debates about the precarious and unfair conditions of workers in the platform economy. The Fairwork project is now present in five Latin American countries — Chile, Colombia, Ecuador, Argentina and Brazil. This report on Chile presents the second set of Fairwork ratings for the region, following the 2021 report on Ecuador. For this report, seven of the most prominent platforms in Chile - Uber, Uber Eats, Cabify, Rappi, Pedidos Ya, and DiDi - were evaluated against the five principles of Fairwork.

Platform	Score
Cabify	2
Cornershop	2
Pedidos Ya	2
Uber	2
Uber Eats	2
Didi	1
Rappi	1

Country Reports:
Ecuador

The Ecuadorian economy is highly dependent on extractive activities and commodities. The high volatility of prices in the production system has affected the country's economic cycles and undermined the development of other capital-intensive industries. This has resulted in a lack of infrastructure, a low-skilled labour force, and an unequal social structure. Unemployment and informal employment are widespread. This fact and the lack of appropriate regulation have created the conditions for a proliferation of gig economy platforms offering easy access to jobs and income, but at the risk of exploitation and worsening working conditions.
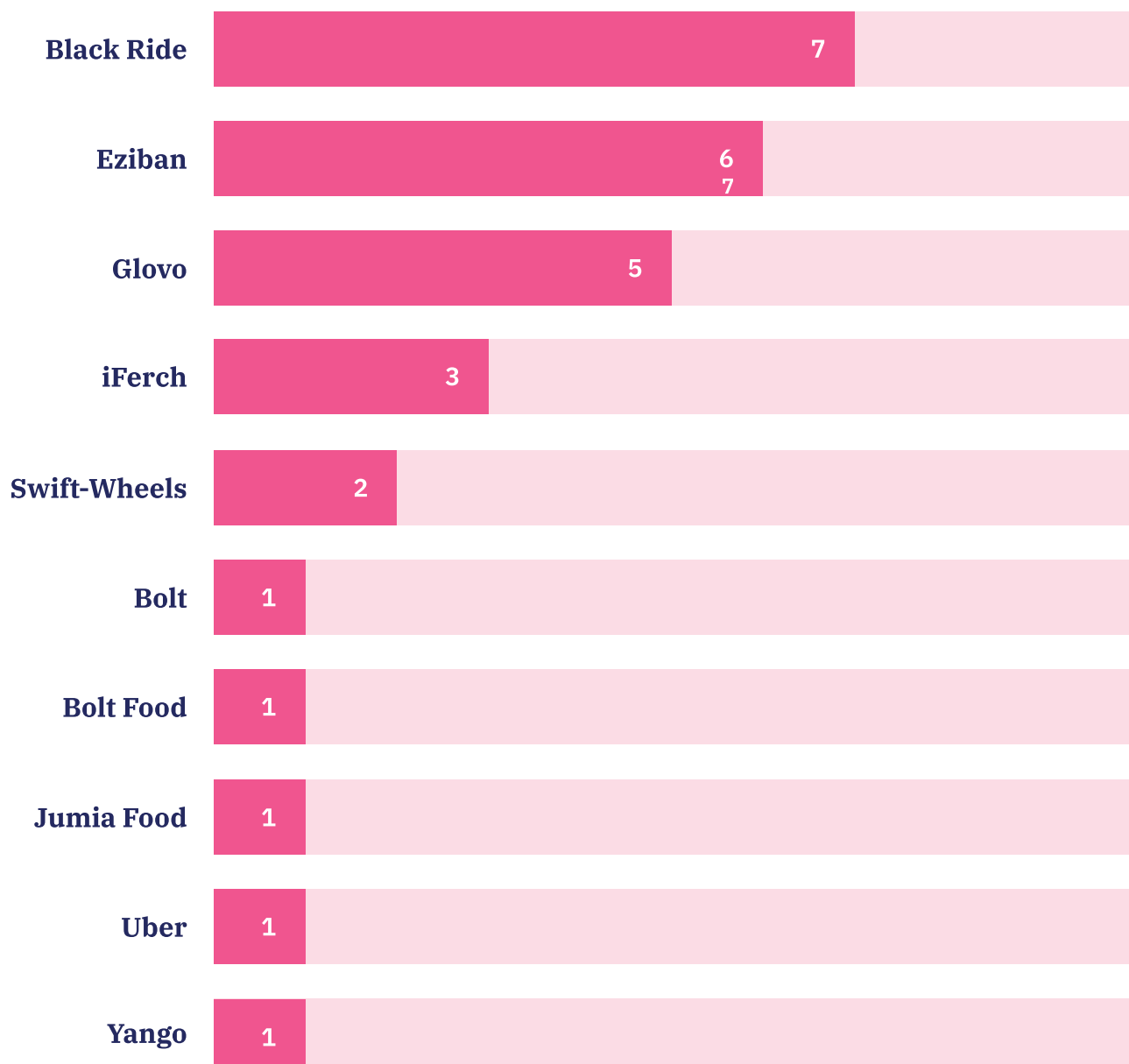
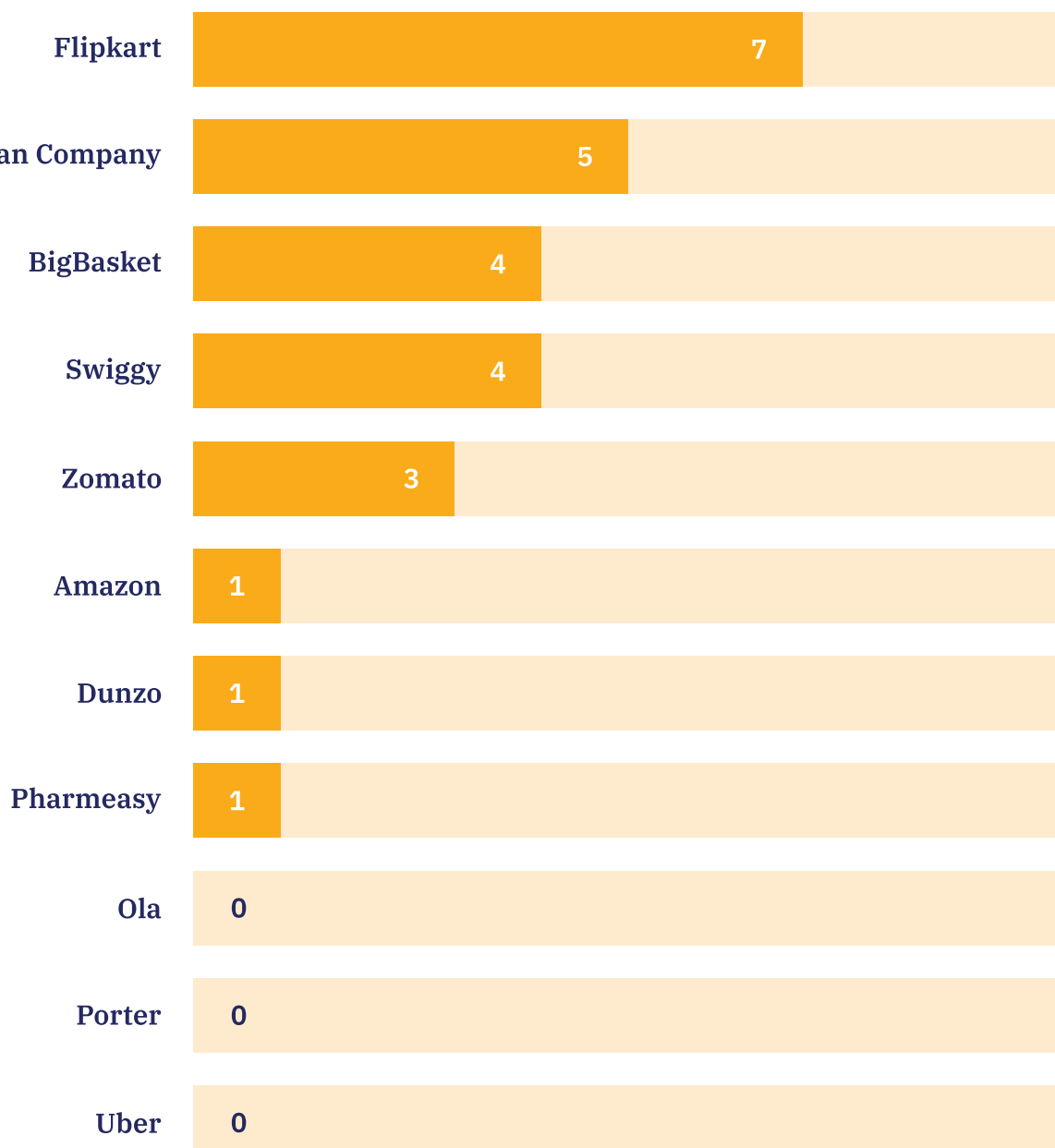| Platform	Score
Encargos y envíos	3
Glovo	3
Ocre	3
Cabify	2
Uber	2
Housejoy	2
Rappi	1

Country Reports:
Ghana

The platform economy in Ghana has grown rapidly in recent years, with companies like Uber, Bolt and Black Ride in the ride-hailing space, and Jumia Food and Glovo in the delivery subsector. Such digital labour platforms are often heralded as offering a solution to the country's persistent youth unemployment challenge, and indeed, an estimated 60,000 – 100,000 Ghanaians rely on the platform economy for their livelihoods. However, this rapid growth has also raised questions about the quality of work that these platforms provide.

Platform	Score
Black Ride	7
Eziban	67
Glovo	5
iFerch	3
Swift-Wheels	2
Bolt	1
Bolt Food	1
Jumia Food	1
Uber	1
Yango	1

Country Reports:
India

This report brings together the Fairwork project's third annual study of work conditions of platform workers on digital platforms in India. 2021 was marked by the unprecedented social and economic consequences of the COVID- 19 pandemic. While platform workers in different sectors were affected differently, workers' take-home earnings declined across all the platforms studied. This report presents research on 11 platforms in India to portray the impact of the pandemic on the working conditions of platform workers.
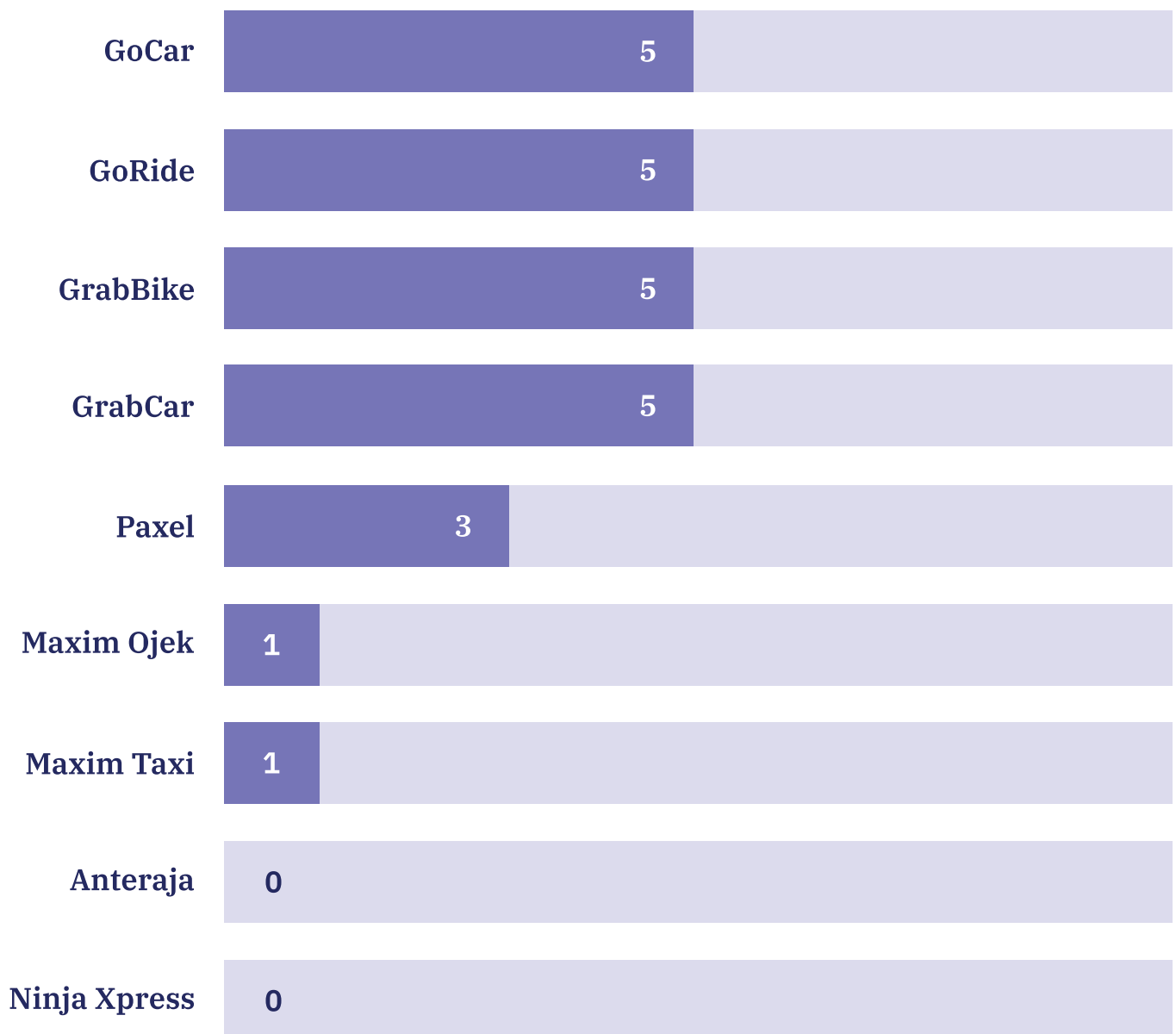
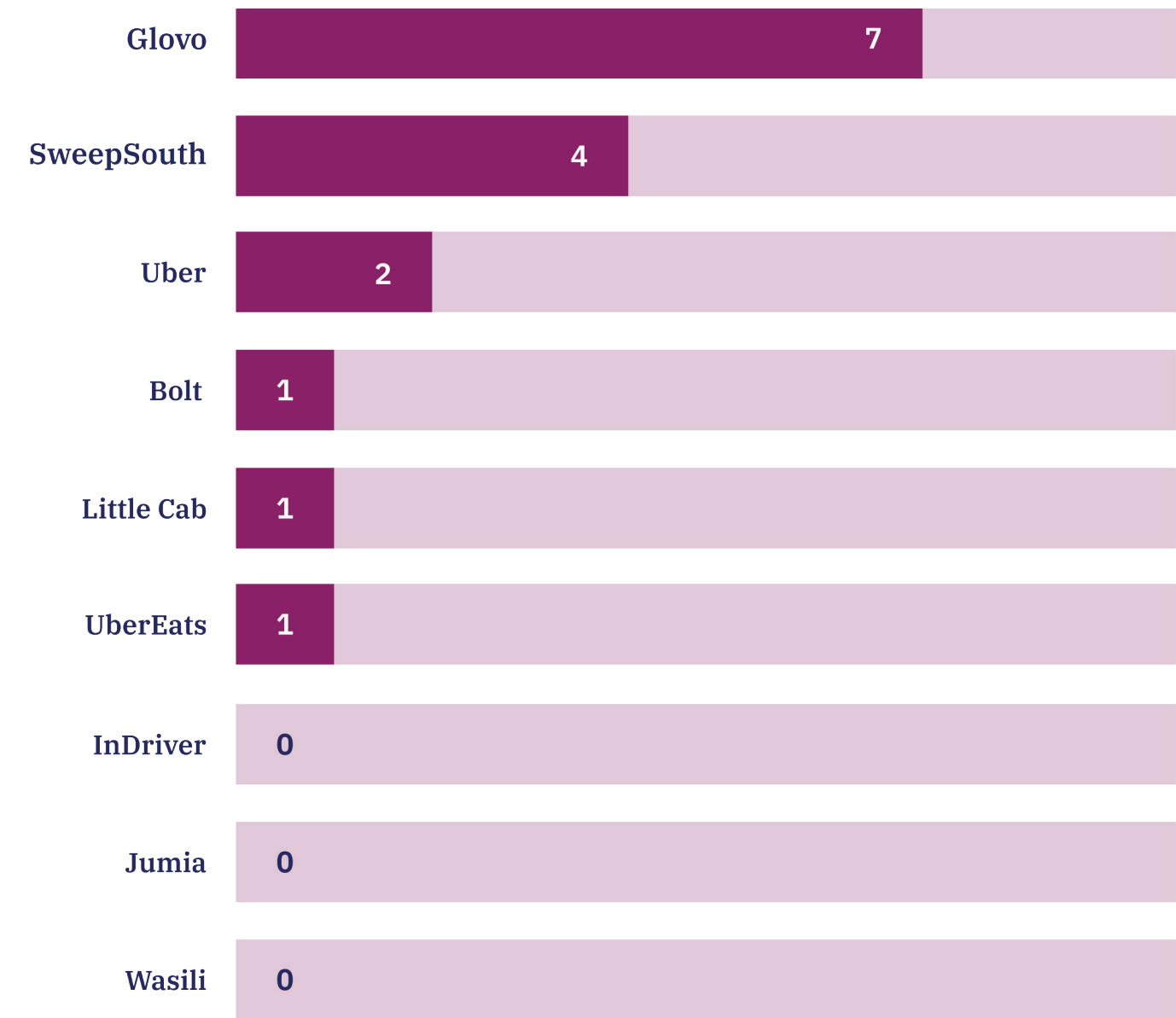| Platform	Score
Flipkart	7
Urban Company	5
BigBasket	4
Swiggy	4
Zomato	3
Amazon	1
Dunzo	1
Pharmeasy	1
Ola	0
Porter	0
Uber	0

Country Reports:
Indonesia

This first Fairwork report for Indonesia presents the challenges workers experience in Indonesia's recent but rapidly emerging platform economy. Overall, the scores awarded to platforms in Indonesia in the first year were very low, reflecting an absence of labour protections which is indicative of the country's large informal economy and a desperate need for improvement in working conditions.

Platform	Score
GoCar	5
GoRide	5
GrabBike	5
GrabCar	5
Paxel	3
Maxim Ojek	1
Maxim Taxi	1
Anteraja	0
Ninja Xpress	0

Country Reports:
Kenya

The first annual Fairwork Kenya report presents a snapshot of a fast-growing platform economy, underpinned by a young population, high unemployment rates and a large informal sector. In 2019, there were estimated to be more than 35,000 workers in the Kenyan gig economy. This number is expected to grow to almost 100,000 in 2023. In Kenya, digital labour platforms offer an important avenue for income generation with a slightly higher level of protections than is found in the informal economy. But, as the first Fairwork report in Kenya show, the practices of digital labour platforms currently fall far short of offering minimum rights and protections to workers.

Platform	Score
Glovo	7
SweepSouth	4
Uber	2
Bolt	1
Little Cab	1
UberEats	1
InDriver	0
Jumia	0
Wasili	0

Country Reports:
South Africa

The third Fairwork report for South Africa continues to chart the evolution of the national gig economy. In South Africa, digital labour platforms hold the potential to reduce the extremely high unemployment and inequality. However, the annual South African Fairwork ratings provide evidence that platform workers, as in so many countries worldwide, continue to face unfair work conditions and lack the benefits and protections afforded to employees.
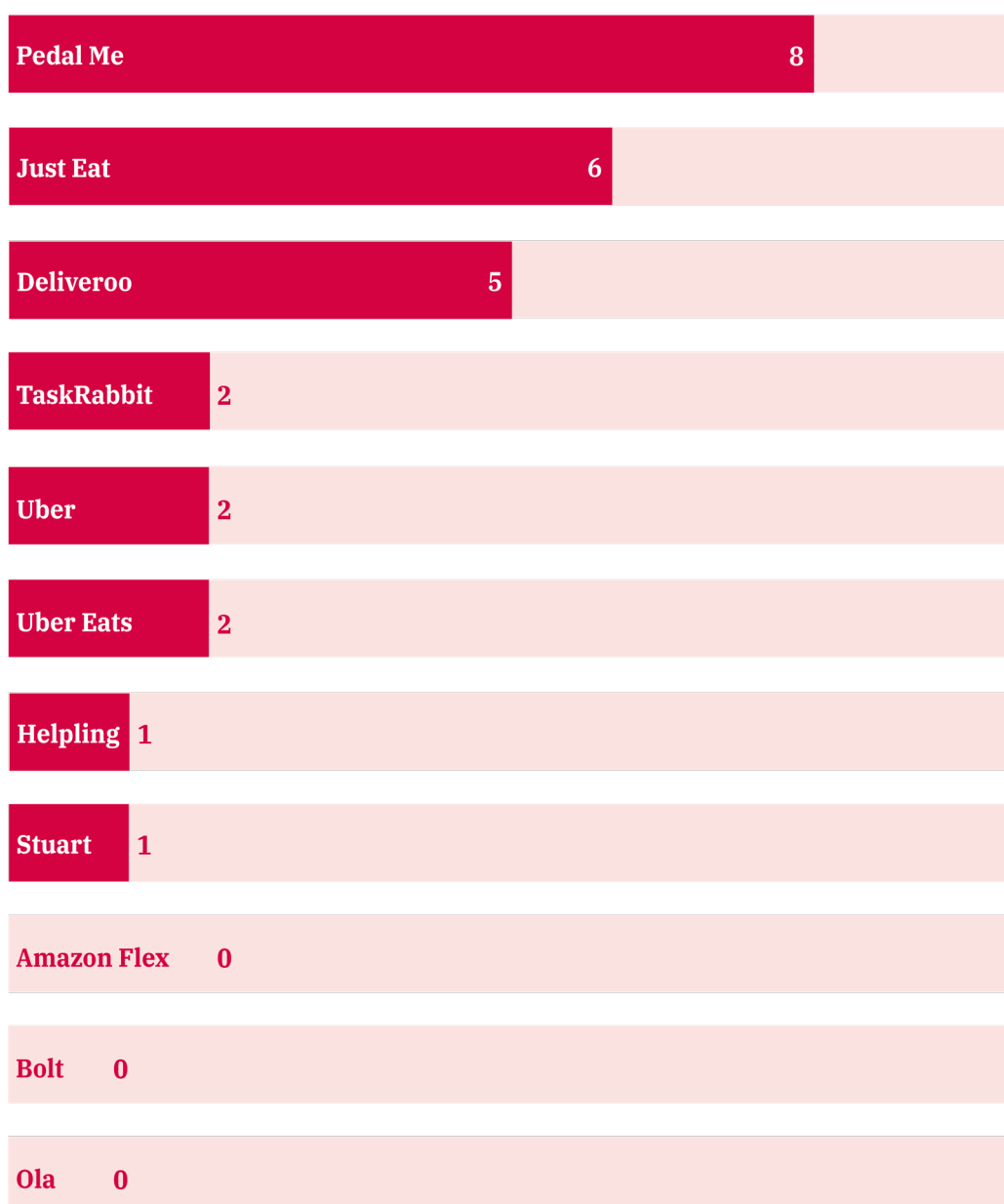
Platform	Score
GetTOD	9
M4Jam	8
No Sweat	8
SweepSouth	8
MrD	7
PicUP	5
Uber	4
UberEats	4
Droppa	2
Bolt	1
inDriver	1
SecretAgent	0

Country Reports:
UK

The platform economy has found a fertile ground for growth in the UK, which has a relatively deregulated labour market, porous employment protections and weak collective representation rights. Although precise figures are difficult to come by, the Office of National Statistics estimated that in 2017 at least 4.4% of the UK population, or about 2.8 million people, worked in the platform economy. The COVID-19 crisis is likely to have accelerated this growth trend, with lockdown measures pushing many people into online shopping and remote working. The first Fairwork report for the UK found great heterogenity between the labour practices of the main platforms in the country.

Platform	Score
Pedal Me	8
Just Eat	6
Deliveroo	5
TaskRabbit	2
Uber	2
Uber Eats	2
Helpling	1
Stuart	1
Amazon Flex	0
Bolt	0
Ola	0

Reports:
Cloudwork

Remote working has become rapidly normalised as a result of the COVID-19 pandemic. This trend has been aided and accompanied by an explosive growth of cloudwork platforms. These platforms offer new opportunities for workers from all over the world to participate in a planetary scale labour market. This report presents the first Fairwork ratings for companies mediating remote work in the global gig economy, or cloudwork platforms. The ratings draw on desk research, dialogue with platform managers, and a survey of 792 workers in 75 countries. The report establishes a baseline understanding of labour standards on selected prominent platforms within this planetary labour market.

Platform	Score
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

Freelancer.com has

31

milllion registered workers

equivalent to the population of Peru

Notable Platform Changes

Principle 1

Workana: The South American Cloudwork platform implemented a policy to say jobs on their site will be removed if they pay below the minimum wage in the worker's country.

BigBasket instituted a "Gig Workers Payment policy" (effective from December 1, 2021) which ensures that all gig workers earn at least the hourly minimum wage after factoring in work-related costs (which will be decided in periodic consultation with workers).

Flipkart: Publicly committed on December 2, 2021 to ensuring hourly minimum wage after costs for all last-mile delivery gig workers engaged by Flipkart (Instakart) and those workers who are subcontracted.

Urban Company: Committed on November 30, 2021 to ensuring that its workers' earnings do not fall below the prescribed hourly minimum wage after factoring in workers' job-related costs. Additionally, Urban Company has expressed willingness to publish an earning index for its workers every six months.

Pedal Me: The London based passenger and cargo service platform implemented a London Living Wage guarantee for all their workers

Principle 2

SweepSouth: The South African cleaning platform committed to remove the personal addresses of workers from customer invoices, to protect their safety.

Swiggy: Changed their communication and insurance policies to increase awareness amongst workers and to make the insurance claims process easier.

Zomato: Commited to work towards increasing awareness of their insurance policies and claims procedures amongst their workers.

Flipkart: Committed to instituting a paid leave policy for the health protection of its gig delivery workforce with compensation that will match the worker's daily average earnings, by April 2022.

Urban Company: Committed to a loss of pay scheme for its workers by Q1 2022. The scheme will draw on a consultative process with workers to identify a list of situations and hardships that would be covered under the scheme.

Principle 3

Jovoto: The Cloudwork platform Jovoto added to its work contracts so it actively stated that refusal of jobs and tasks by workers will not impact future work opportunities on the platform.

TranscribeMe: The transcription Cloudwork platform implemented a 30-day notice period for changes to payment levels and now prompts clients to provide information about the purpose of the work being undertaken.

Glovo: The transnational food delivery platform has amended the Terms and Conditions that govern its contractual relationship with platform workers in Ghana, changing the contract to be subject to Ghanaian law - as opposed to Spanish law, as it was previously.

Swiggy: The Indian delivery platform has re-written its agreement with workers to make it shorter and more comprehensible for workers on the platform. Swiggy has also incorporated a clause to ensure that any change in the T&C is notified within a specified time period ahead

of its implementation. They also incorporated a limited liability clause with an explicit pecuniary cap for any liability claims against workers, save any criminal liability claims and any claims arising from any unlawful commissions or omissions by workers.

Zomato: Commited to enforcing a similar limited liability clause by January 2022. Zomato will also incorporate clauses to refund any wrongful monetary losses suffered by workers in identified circumstances.

Flipkart: Approved a "Change Communication Policy" this November, which details communication timelines for various policy changes. Effective April 2022, Flipkart will also incorporate a reverse indemnification clause that entitles workers to claim indemnity from the platform in case of any loss they suffer owing to the platform's negligence or other listed omissions or commissions in their worker agreements.

Principle 4

Workana: Workana added a 'cancellation policy for fixed value projects' detailing when and how Workana will intervene to resolve payment disputes between workers and clients. They also added information about third party resolution in the case that platform arbitration does not resolve the issue between worker and client. They also added more information to workers on their right to appeal account termination and introduced a non-discrimination policy.

Prolific: The survey and data collection platform has committed to add wording to its Terms and Conditions, before the end of April 2021, detailing the appeals

process for contesting decisions made by the platform, and outlining that discrimination or abuse will not be tolerated on Prolific, and that instances of this behaviour will result in the termination of your account.

TranscribeMe: Added an anti-discrimination policy in its 'Terms of Service'.

Clickworker: Now provides greater information for how to contact the platform to resolve issues and information on external arbitration, in both English and German.

Black Ride: The Ghanaian Ride-hailing platform has instituted an anti-discrimination policy and committed to undertaking proactive measures to improve equality, diversity and inclusion among its workers.

Eziban: The Ghanaian food delivery platform has drafted and committed to an anti-discrimination policy, and additionally outlined its commitment to investigating and dismantling barriers to equal participation on the platform for under-represented or disadvantaged groups in Ghana.

Swiggy: Commited to revamping their delivery partner system interface to improve the ease of raising and tracking tickets and will deploy these policies by March 2022.

Zomato: Commited to updating its training material to make workers more aware of their ability to dispute penalties, and the mechanisms to do so.

BigBasket, Flipkart, Swiggy and Urban Company: Committed to instituting regular audits to check for bias in the outcomes of their (manual or automated) work allocation processes / systems.

Principle 5

Black Ride: The platform has publicly announced its willingness to engage and negotiate with a union or workers' association and has amended its terms and conditions with its workers to reflect these changes. They have publicly recognised the National Alliance of Digital Driver Unions as a Workers' collective body for formal engagements.

Eziban: The platform has released a public statement confirming their willingness to engage in collective bargaining.

SweepSouth: The platform has released a public statement confirming their willingness to engage in collective bargaining.

Pedal Me: agreed to the election of a workers' representative who will liaise between the riders and the platform management. The representative will be providing workers' input on company decisions and will provide the management with feedback on any issue or concern workers may experience
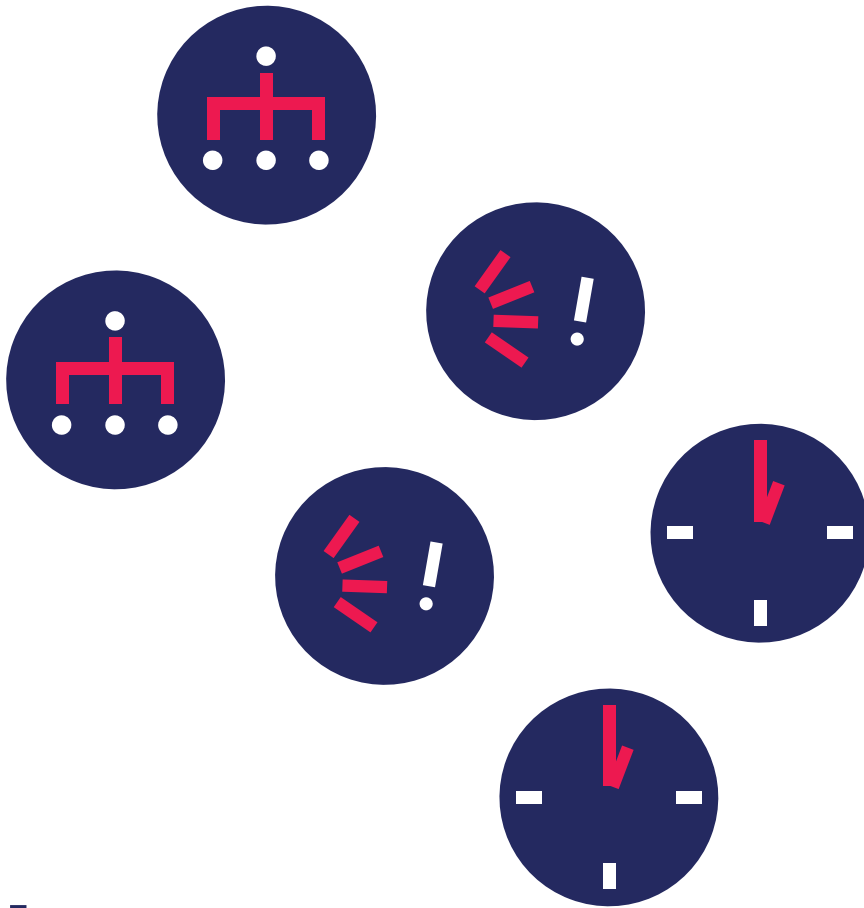
The Observatory

The Fairwork Observatory at the Berlin Social Science Research Center (WZB) was launched in March 2021. The Observatory serves as a complementary organisation for our efforts to shed light on, and influence, labour practices around the world. The focus of the Observatory is not limited to specific regions, industries or countries we are already operating in. Instead, it organises thematic campaigns or specific programs of advocacy and ratings with the sole purpose of creating maximum impact and making our ratings more relevant for different stakeholders.

This could mean focussing on sectors or regions where, for example, promising cooperatives, "best-practice" platforms or powerful worker groups are being established that we could support with additional ratings. Or it could mean focussing on regions or sectors where promising policy debates are emerging that we can intervene in with bespoke scores. It could also mean going beyond national reporting by comparing platform scores on a regional level in order to highlight successful political regulation.

In its first months of operation the Observatory has started to work on four campaigns. The first campaign will address working conditions of domestic workers in the MENA region, trying to analyse whether domestic work platforms can serve as an alternative to the often deplorable conditions of work in these sectors. The second campaign will focus on the ride-hailing sector in Nigeria. Targeting one of the most vibrant markets in Africa, the campaign will highlight working conditions on some of the most relevant ride-hailing platforms and hopres to support local unions in organizing platform workers in Lagos. The third Observatory campaign generates additional scores for platforms that are most relevant for academic clients, and that provide important income opportunities for skilled workers in the Global South by extending our work on cloudwork platforms with a specific focus on platforms offering translation and transcription services. By highlighting differences between platforms offering these kinds of services we hope to make our scores even more relevant for academic institutions and to convince more of these institutions to also publicly commit to support fair working conditions by signing the Fairwork pledge. Lastly, the Observatory is engaged in a campaign that intends to use our principles to advise one of the biggest global delivery platforms, "Glovo", on how to improve working conditions for their platform's riders, explored in-depth below.

Putting our scores in to action:

Creating social impact with the Fairwork Ratings

To increase the impact and reach of Fairwork ratings, in 2021 we initiated a range of different projects, highlighted in the following sections.

In Focus:

The Couriers' Pledge

Earlier this year, we began a collaboration with the multinational gig economy platform Glovo, advising them in the design of "The Couriers Pledge", a commitment by the company to increase the social rights and benefits available to couriers, regardless of employment or work status with the company. Fairwork serves as an external advisor in this collaboration and is not compensated for any efforts in order to stay independent.

The Couriers Pledge, which has been created with advice from the Fairwork project, establishes a new set of standards that includes fair hourly earnings (guided by data from WageIndicator on fair earnings and living wages), improvements to insurance coverage and access to training, safety and maintenance provisions.

Glovo intends to roll out the new initiative to 37 percent of its fleet by the end of March 2022, with Morocco and Georgia to be the first countries included in the initial phase, rising to 70% by the end of 2022. The company is committed to implementing The company is committed to implementing the Couriers Pledge in all the countries in which it operates by the end of 2023

Fairwork's Auditing Process

The commitments made by Glovo under The Couriers Pledge will be subject to external audits by Fairwork, with all findings to be made public. As an independent party, Fairwork does not endorse company practices, but will evaluate and report on the progress Glovo is making against Fairwork's five principles of fair work. Fairwork's external review will consist of surveys and interviews with couriers in the countries where The Couriers Pledge has been implemented. Glovo will be excluded from these processes to ensure that the results of the audits are independent, fair and objective. The first review will take place prior to the launch of the initiative in Morocco and Georgia, with the second review to be conducted in the first three months.
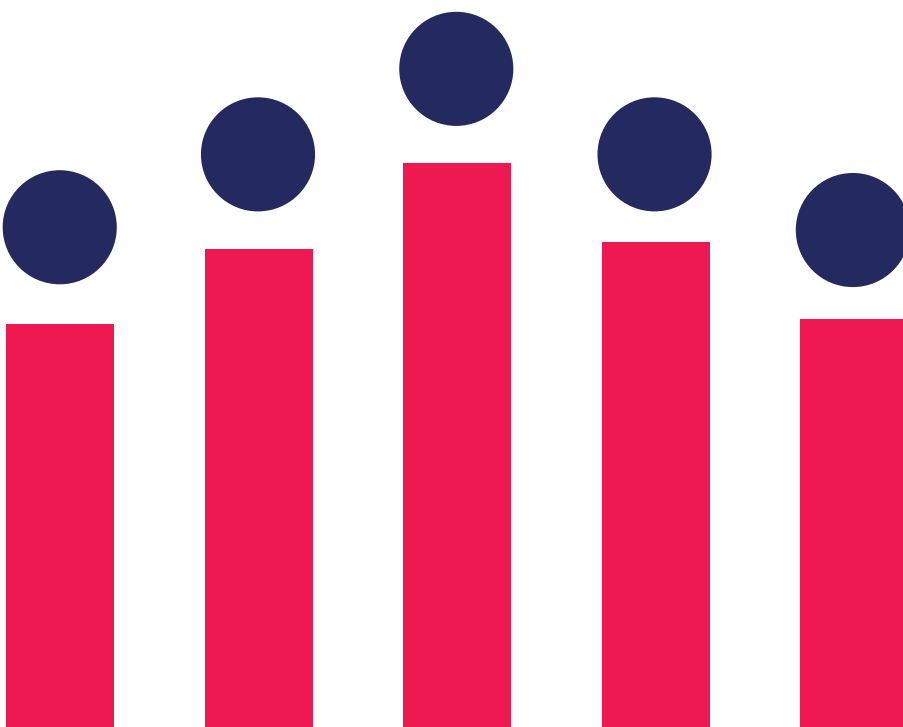
Creating social impact with the Fairwork Ratings:

The Fairwork Pledge

In 2021, Fairwork has increased its efforts directed at creating social impact through its ratings by launching the Fairwork Pledge campaign. The Fairwork Pledge campaign calls upon organisations to use their consumer power for promoting fairer work in the gig economy by appealing to their employees, members and affiliates to avoid platforms with unfair labour practices.

Fairwork offers interested organisations a two-tier system of engagement with the pledge:

Fairwork Supporters commit to disseminating Fairwork resources such as Fairwork reports and ratings among their members, employees and affiliates to support them in making informed and socially responsible decisions when using digital labour platforms.

Fairwork Partners go even further by committing to disseminating Fairwork resources internally and, in addition, to integrate the Fairwork principles and ratings into the internal practices and activities, for example by developing and implementing internal guidelines for a socially responsible use of digital labour platforms.

Since the launch of the Fairwork Pledge Campaign in May 2021, more than 20

organisations with more than 10,000 employees, members and affiliates have already joined the Fairwork Pledge. Among these organisations are academic institutions such as the International Institute of Information Technology Bangalore and the Sustainability Process at the University Duisburg-Essen, as well as NGOs and educational institutions. A particularly remarkable commitment has been made by the Berlin Social Science Centre (WZB) and by the non-profit organisation Learning Lions who have joined the Fairwork Pledge as Partners.

The WZB, one of Germany's leading research institutes with more than 350 employees, which also hosts the Fairwork Secretariat, has integrated Fairwork Principles into the internal procurement process for services. Whenever employees contract services via digital labour platforms, they now

need to justify their platform choice referring to the applicable Fairwork ratings. Learning Lions, a non-profit training organisation providing young adults in impoverished rural areas of Eastern Africa with IT and media skills, in turn has included Fairwork principles and ratings into its academy curricula. They will use our scores to highlight the differences in working conditions between online labour platforms and, thus, inform the trainees' decisions regarding which platforms to work for in the future.

The Fairwork Pledge is open to all kinds of organisations, including not only research and training institutions but also businesses, investors or public administrations, for example. Interested organisations are invited to contact us at www.fair.work/pledge.
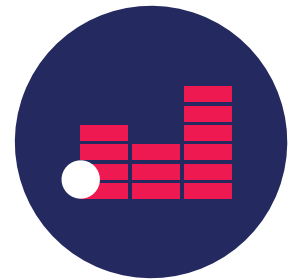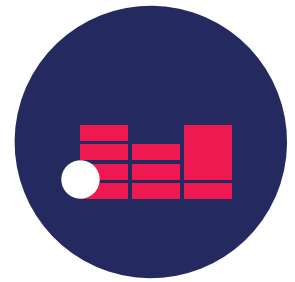
Impacts
In 2021 we:

Received **157** pieces of media coverage

Wrote **12** Academic Papers

Triggered **31** platform changes

Published **9** country reports

Expanded to **26** countries

Created **103** platform ratings

Workers' Centre

Fairwork's research engages a range of stakeholders, including platforms, workers, trade unions, regulators, and academics, to imagine how platform labour can be made more fair and equitable. In particular, Fairwork seeks to be a resource for gig economy workers, and those looking to improve working conditions on platforms. For this reason, the team is in the process of developing regular materials that are of use to local platform workers, unions, and labour advocates working towards better conditions in the gig economy. The resources are collated on our website's dedicated Workers' Centre page.

There are two central aims for the Workers' Centre:

1. to build awareness among workers and labour advocates of other projects and campaigns, local regulatory responses, best (and worst) platform practices, effective strategies for platform workers to thrive, etc.

2. to build solidarity among networks of platform workers.

The Centre is currently built around several resources that are continually updated:

Unions Contacts Database: A publicly available database of unions, and worker's associations in different sectors of the platform economy. This provides support to unions in their work, helps platform workers seek advice and resources from associations near them, and builds solidarity among workers.

Resources and Tools: A compiled list of resources and tools that may be useful for workers navigating work in the gig economy. This includes tools that can help workers keep track of active work time and connect to others working in the sector as well as sources of information about worker rights, platform policies, and tools that can be used by labour advocates to organise more efficiently.

Whistleblower Form: function allowing platform workers to report malpractice and poor workplace conditions.

Podcast Series

This year we released two podcast series, looking at the issues and challenges faced by workers in the gig economy around the world. We released 10 episodes which have been listened to by a global audience in 56 separate countries around the world across 5 continents.

The podcast form gives us freedom to explore creative ways of engaging people within debates surrounding the gig economy. It also gives us a chance to place the worker's voice as central, and we hope it will empower workers to see their experiences, are important and should be heard.

Fairwork Billboard Campaigns in Berlin and London

In October, billboards in Berlin and London have drawn the public's attention to platforms' responsibility for creating fairer work in the gig economy. In Berlin, billboards were displayed across all major central train stations calling upon platforms to step up to their responsibilities towards workers. In London, a mobile ad van displayed the results of a new poll by Survation which found widespread support among the UK population for a raft of policy measures designed to make the gig economy fairer, from changing employment law to

strengthening trade union rights.

It found that the majority of the public believe that gig economy platforms prioritise making profits over having a beneficial impact on society. These results match findings from Fairwork's research in the UK, which found household names such as Uber, Deliveroo and Amazon Flex failed to evidence that they meet basic labour standards such as providing a living wage for all working time or offering channels for collective representation.

The findings also showed that:

- Just 22% think that gig economy platforms pay workers a fair wage.

- Nearly two-thirds of the UK population (64%) support changes to employment law aimed at reducing the number of workers inaccurately defined as self-employed in the gig economy.

- Over half of those surveyed (57%) think gig economy platforms should be required to negotiate with the trade unions that represent their workers.

- Six out of ten people (60%)

believe that gig economy platforms should be required to have worker representatives on their boards.

- Two-thirds of UK population (66%) agree that gig economy platforms should be required to tell their workers about significant changes in the technology used to manage their jobs.

Utilising mobile billboards, the survey's results were broadcasted onto the streets of London travelling between the offices of some of the country's biggest gig economy platforms.

Winter School

In November, we undertook our first in person meeting of the Fairwork network in 2021. The Fairwork Winter School took place in Berlin and was organised by a brilliant team at Humboldt University. The event involved 3 keynote talks on the regulation of the platform economy and interventions for a fairer platform work, as well as workshops on the strategies we employ at the project.

The Winter School was an opportunity to bring together experts from across the network. Attendees came from

Colombia, Brazil, Argentina, Ukraine, the UK and Germany, offering a space for a diverse array of perspectives and inputs surrounding how we can best work to improve working conditions for the millions working in the platform economy.
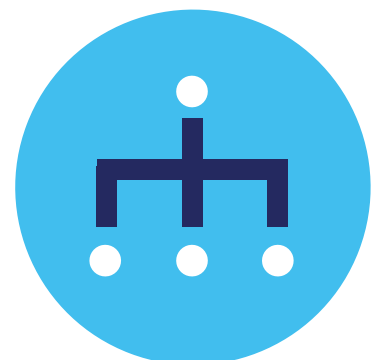
Conclusion

2021 has been an important year for the gig economy and there are many positive signs for workers. Legal challenges and other worker and union led actions have helped to show that the conditions present in the gig economy are not inevitable and that they are subject to change through collective will.

More recently, there have been positive signs that policy makers are catching up, with a recent proposed policy directive at the EU level. This directive represents the most comprehensive example to date that the misclassification of gig workers as self-employed might soon be tackled at the regulatory level, rather than through the need for lengthy legal challenges. But as the tide turns, it is important that all boats rise together. As such, we must strive to make sure that all forms of platform work, including sectors like care work, sex work and cleaning, are not left out of discussions surrounding how to improve conditions for workers.

At Fairwork we are excited to continue our work rating gig economy platforms. With Fairwork teams in a total of 26 countries, 2021 looks set to be our busiest year yet as we release ratings for countries across the network. The scores we release next year will allow us to extend our existing database of ratings, creating a greater depth of understanding surrounding the conditions present in the gig economy around the world.

We look forward to continuing our social transformation work as we welcome more signatories to the Fairwork Pledge and work to educate consumers surrounding the variety of different working conditions present in the gig economy. We hope to improve the working conditions for workers as we guide platforms towards implementing fairer practices and policies, building on the changes we triggered in 2021. We will also work to continue building and maintaining links with workers, worker collectives and trade unions through our worker centre, supporting them where possible and highlighting their continual fight to improve the gig economy for all.

In a world that continues to be marked by the Covid-19 pandemic, Fairwork will continue to strive to reimagine and reshape the gig economy so that it is fairer for all.
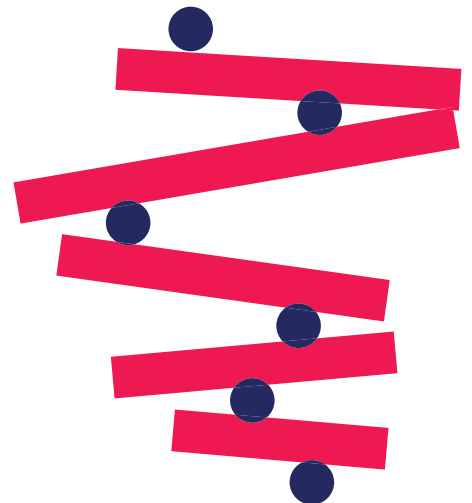
Credits and Funding

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The report reflects the collaborative efforts of our network around the world.

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Please note that this report contains sections in common with other Fairwork reports, notably the Fairwork Framework, and the summaries of the country and cloudwork reports.

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Conflict of interest statement

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