

FAIRWORK GHANA - 2022

Good Practices for Fairer Platform Work



Fairwork rates the working conditions of hundreds of digital labour platforms globally based on five principles of fair work.

In Ghana, we have rated 12 platforms between 2021 and 2022 and identified some good practices that have helped improve the lives of platform workers.

FAIRWORK GHANA RATINGS 2022



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While some of these platforms had low scores in both years on our league table, they have implemented policies that set a good example for other platforms in the country.

Here are some good practices in Ghana categorised under our five principles of fair work.



FAIR PAY

Workers, irrespective of their employment classification, should earn a decent income in their home jurisdiction after considering work-related costs and active hours worked.



In 2021, The Black Ride, a ride-hailing platform in Ghana, ensured that workers earned the minimum wage of GHS 12.53 after costs. The platform also charged a flat commission rate of GHS 1 per trip.



FAIR CONDITIONS

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

In 2021, Black ride and Swift-Wheels utilised a passenger identification and verification system to bolster the safety of drivers. Passengers must upload their national identity cards and pictures for frequent verifications.



In 2022, Glovo have introduced a range of strategies that mitigates risks for its couriers including free materials that aid work such as portable power banks, comprehensive insurance covering accidents and third-party liabilities, and periodic safety training and seminars. Glovo also protects riders by restricting orders from dangerous zones in the city where crime is high.



FAIR CONTRACTS

The terms and conditions must be clear and transparent. Platforms must not impose unfair contractual clauses on workers.

In 2021 and 2022, Black Ride and Glovo were able to evidence that the terms and conditions for workers are clear, transparent and governed by the Ghanaian law.

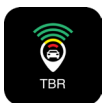


Only Glovo could ensure that the terms and conditions did not impose unfair clauses that limits their liability or the workers' right to reasonable legal recourse in 2021 and 2022.



FAIR MANAGEMENT

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



In 2021 and 2022, The Black Ride, and Glovo have documented communication channels including contact numbers, emails, live chats, and in-person office visits. Workers can also appeal disciplinary actions or deactivations from the platform if the need arises.



In 2021 and 2022, The Black Ride, and Glovo adopted anti-discrimination policies and committed to adopting measures that promote diversity, equality, and inclusion for women and disabled people.



FAIR REPRESENTATION

All platforms should ensure freedom of association and the expression of collective worker voices. Workers must have a say in the conditions of their work.



In 2021 The Black Ride publicly recognised the platform union and association such as the Ghana Online Drivers Union (GODU) and the National Alliance of Digital Driver Union (NADDU).

In 2022, The Black Ride went further to sign an MOU with four collective worker groups including GODU, NADDU, Online Drivers Union - Ghana (ODUG), and Think Ahead, demonstrating that workers play a meaningful role in decisions affecting their work.



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These examples of good practices show how it is possible for Ghanaian platforms to be fairer.

SAY NO TO BAD WORKING CONDITIONS!

DEMAND PLATFORMS TO IMPLEMENT GOOD PRACTICES!

For more information visit our website:

WWW.FAIR.WORK/GHANA