



**DON'T GIG UP**



# Spain

## Case Study Report

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# INTRODUCTION

This paper is one of the Country Case Study Reports of the ‘Don’t GIG up!’ project, co-funded by the Directorate-General for Employment, Social Affairs and Inclusion of the European Commission, and aimed at improving expertise and knowledge on the role unions and social dialogue can play with regard to the protection of gig workers.

Running for 24 months (from February 2018 to January 2020), the project combines studies and action research to analyse features and challenges of the gig economy in a set of selected countries, namely: Germany, France, Italy, Poland, Spain, and Sweden.

The first phase of the action was dedicated to the drafting of a State of the Art Report, a document providing an overview of the political, social, and academic debate on the gig economy and its features, as well as of relevant reforms and data in the countries covered by the project.

Whereas the report provided a homogeneous knowledge base on the topic, the following case study analysis investigates and assesses practices meant to organise gig workers and to increase their employment and social security rights.

The comparison of practices, taking place also by means of three mutual-learning workshops, shall lead to a final comparative assessment on how the gig economy affects industrial relations at both national and EU level, with a view to delivering policy recommendations.

# METHODOLOGY AND CONTENTS OF THE CASE STUDY REPORT

The report is based on a questionnaire for each case study, filled out by experts appointed by the project partners. This questionnaire was structured along three sections, covering respectively: the features of each selected practice; contextual information on the platforms concerned; and a final assessment.

An abridged version of the questionnaire was used to implement a preliminary screening and to select practices deemed to be more interesting for the purposes of the project.

The questionnaire was complemented with an introduction on the target measures and the topics of interest to be investigated.

With a view to guaranteeing homogeneity and comparability of results, the introduction also provided guidance on the sources suggested for the analysis, namely: press releases and press articles; existing literature (reports, studies, scientific articles, opinion papers, and policy papers); reviews and information available on the '[faircrowd.work](https://www.faircrowd.work)' website as applicable to the covered country, as well as on forums where gig workers interact; available data on working conditions as per official or independent surveys; and interviews with stakeholders, including those having a direct role in the implementation of the measure.

The partners agreed to conduct a minimum of two semi-structured interviews for each case, possibly by phone, and using the grid proposed as a basis for the questionnaire, while focusing on the aspects best known to the respondents.

# CASE 1: THE STATE'S MASTER PLAN FOR DECENT WORK 2018-2019-2020

## Description of the measure

The Master Plan for Decent Work 2018-2019-2020 was approved through the Resolution of 27 July 2018, which published the Agreement of the Council of Ministers of 27 July 2018<sup>1</sup>.

The plan established guidelines for the Labour and Social Security Inspectorate (*Inspección de Trabajo y Seguridad Social*), the public body in charge of sanctioning behaviours violating labour law, with a view to promoting a dissuasive effect. The goal of the plan is to fight against labour frauds and to improve labour rights and social protection of workers. It targets also employees working in the so-called 'platform economy' or 'digital economy', under which irregular business practices have emerged, making the labour market more 'precarious'.

These platforms focus on reducing labour costs by decreasing and violating labour rights. Their ideal type of worker works longer hours for the same or lower pay, meaning a 'working poor'.

Indeed, according to the answers collected in a survey conducted by the General Union of Workers (Unión General de Trabajadores, UGT) among 54 riders working for the four major delivery platforms in the country, the median gross monthly income of these workers appears to be between € 750 and € 1,000 (UGT, 2019).

The main goals of the plan are:

- to tackle non-compliance with labour and social security regulations, which leads to an increase in inequalities and precariousness, as well as to the deterioration of working conditions;
- to enforce labour rights and to improve the quality of employment and working conditions; and
- to guarantee fair competition and to avoid social dumping between platforms and other companies.

The phenomenon of 'bogus self-employment' refers to those workers who neither have their own business infrastructure, nor take on business risk, but are economically dependent on the companies for which they work. The phenomenon is growing in the labour market, and can be observed especially in the new forms of work organisation that are based on the use of digital platforms.

The reason for this increase is connected to the eagerness of some companies to improve their competitiveness steadily by relying on virtual infrastructure

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<sup>1</sup> Available at: [https://www.boe.es/diario\\_boe/txt.php?id=BOE-A-2018-10653](https://www.boe.es/diario_boe/txt.php?id=BOE-A-2018-10653).

and by resorting to bogus self-employment to reduce labour costs. This practice, according to UGT, infringes upon workers' rights and labour law, and constitutes a social security fraud.

On the basis of data collected through UGT's survey, riders are losing between 16% and 37% of remuneration per year when compared to the pay they would be entitled to under a standard contract. That is they are losing between € 2,125.3 and € 6,429.9 per year.

UGT's latest study in this regard (UGT, 2019) concludes that, in aggregate figures, the improper use of self-employment contracts enable delivery platforms to save up to € 92 million a year in salaries, and up to € 76 million a year in social security contributions. If the number of workers grows, these figures would be even higher.

With the aim of reducing room for abuses and of reclassifying workers' status, the Master Plan for Decent Work 2018-2019-2020 has established three measures:

- a) to provide the Labour and Social Security Inspectorate with technical means to enable the identification of people involved in digital platforms and e-commerce; this means finding out how many workers they have, as well as understanding how the infrastructure used by these companies works.

For example, in August 2018, the government amended the General Regulations on Company Registration, concerning enrolment, cancellation, and amendment of data of social security for workers, with a view to enrolling bogus self-employed workers in the general social security scheme (which insures employees).

The purpose of this legislative reform was to prevent companies from hindering the actions of the General Social Security Treasury (*Tesorería General de la Seguridad Social*) whenever bogus self-employed workers are irregularly enrolled in the social security scheme for self-employed workers. In these cases, the Labour and Social Security Inspectorate initiates a procedure, and calls upon the General Social Security Treasury to enrol these workers in the general scheme at least until the end of the procedure.

The companies affected - or, where appropriate, the workers - can file a request for withdrawal of the enrolment in the general scheme made *ex officio* by the Social Security General Treasury, which acts at the request of the Labour and Social Security Inspectorate, and within the infringement procedure initiated by the latter;

- b) to impose a fine (ranging between € 3,000 and € 10,000) in relation to the hiring of old workers as newly self-employed workers, after enrolling them in the general social security scheme; and
- c) to implement a specific inspection campaign, launched in 2019, to assess the correct social security enrolment of workers who provide services within these platforms, as well as to tackle the undeclared economy phenomenon both in platforms and in e-commerce.

## Description of the platforms

According to data provided in recent studies (Pesole, 2018), it is estimated that between 2% and 12% of workers have worked for a digital platform in Spain. Additionally, for approximately 2% of households, this type of work represents the primary source of income.

Work organisation in the digital platforms addressed by the Master Plan for Decent Work is based on the following features:

- the use of the self-employment contract, or the involvement of economically dependent self-employed workers (TRADE as per the Spanish acronym);
- control and surveillance of workers by digital-platform companies (in particular, workers are continuously tracked and controlled); and
- full flexibility of workers: their schedule is determined by their reputation or assessment carried out through ranking and rating methods only, without taking into account their personal or professional needs.

Each digital-platform company sets its own parameters to determine each worker's score. Depending on them, the algorithm assigns each worker a certain amount of orders, and determines working schedules. Each company establishes criteria, and modifies them unilaterally whenever appropriate.

All digital-platform companies use an individual evaluation system to classify their 'entrepreneurs'. The use of this tool, which is key to distribute working shifts, is rather controversial. It is based on aspects such as availability on weekends, rejected orders, the score given by customers, the type of contract (TRADE or self-employment), and any other elements that are set by the company. The platform makes its own considerations on aspects deemed to be important and valuable to its rating system, without any prior consultation, and without the possibility of negotiating any other aspects that may be relevant for the people targeted by the rating system.

With regard to compliance of these work arrangements with the applicable statutory and collective bargaining provisions, UGT deems delivery platforms (such as Glovo, Deliveroo, and Stuart) not to comply with the applicable labour law provisions. Pursuant to labour law, such work arrangements require the use of traditional employment contracts. Consequently, they also fail to comply with the applicable collective agreements.

In Spain, TRADE-related provisions may be defined by a so-called 'professional interest agreement', a regulation similar to a collective agreement meant to define terms of employment for this type of workers at company level. Some companies, such as Deliveroo, are trying to negotiate these types of agreement, facing difficulties in finding a counterpart. For this reason, Deliveroo is trying to establish a 'riders' association' specifically with the purpose of negotiating such an agreement. UGT will of course challenge this strategy.

## Assessment of the measure

The Master Plan for Decent Work 2018-2019-2020 is already yielding its first results.

After its approval in July 2018, the Labour and Social Security Inspectorate has made a great effort in the fight against bogus self-employment, which undermines workers' rights, jeopardises fair competition between companies, and reduces the capacity of the public administration to collect taxation and social security contributions.

The activities of the Labour and Social Security Inspectorate have affected the assessment of the correct enrolment of workers who provide services in various sectors of activity, especially those working in new business scenarios such as the gig economy.

As against the overall goal of detecting up to 40,000 bogus self-employed workers<sup>2</sup>, according to the third report on the state of implementation of the plan (Government of Spain, 2019), for the time being 32,067 bogus self-employed workers have already been identified and enrolled in the general scheme.

In addition, the plan is expected to deliver even better results, as 883 new inspectors should join the workforce of the Labour and Social Security Inspectorate by 2020.

In conclusion, UGT believes that – thanks to the current legislative instruments (Articles 1 and 8 of the Workers' Statute) and the results yielded by the development of the actions contained in the plan – it will not only be possible to fight against the proliferation of abusive and fraudulent forms of self-employment or service agreements and of self-employment relationships instead of employment relationships, but also to have a direct and positive impact on the United Nations (UN) Sustainable Development Goals (SDGs), in particular:

- SDG 5: achieve gender equality and empower all women and girls;
- SDG 8: promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all; and
- SDG 10: reduce inequality within and among countries.

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<sup>2</sup> Following the meeting of Council of Ministers of 3 August 2018, the Prime Minister, talking about the measures to guarantee the enrolment of bogus self-employed workers in the general social security scheme, stated that the government's goal was to detect 40,000 bogus self-employed workers (León, 2018).

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# CASE 2: MODIFICATION OF THE SCOPE OF THE STATE COLLECTIVE AGREEMENT OF THE CATERING INDUSTRY

## Description of the measure

UGT and the Workers' Commissions (*Comisiones Obreras*, CCOO), the two most representative trade unions in Spain, proposed the modification of the scope of the State collective agreement of the catering industry, in relation to both companies and workers<sup>3</sup>.

Sectoral unions and employers' organisations agreed that it was necessary to protect the hospitality and catering industry and its working conditions in order to prevent the risk of unfair competition due to the thriving of digital platforms in this sector. Such move was decided in consideration of the worsening of delivery workers' working conditions, as well as once it had been realised that some digital platforms were planning to install kitchens in the city centers intended only for food distribution and not as part of the traditional restaurant activity.

Consequently, it was agreed to modify the scope of the collective agreement, including companies whose activity concerns 'the delivery service of processed or prepared food and beverages, on foot or by any type of vehicle that does not require any administrative authorisation whatsoever as per the applicable transport regulations, performed as a provision of the company's own services or on behalf of or through another company, including digital platforms'.

This amendment implies that the labour activity of food delivery workers implemented through digital platforms, albeit on behalf of another company, will be subject to the obligations and rights set out by the agreement.

UGT considers that this measure is a step forward in the protection of the employment status of platform food delivery workers, which is key to ensuring they enjoy decent working conditions and adequate social protection<sup>4</sup>.

The door-to-door food delivery service will be considered as personal work in the hospitality or catering sector (thus falling under employment status). Such new professional category will make it possible to improve working conditions, especially in terms of, e.g., working hours, minimum rest periods, paid holidays, and collective rights. Other benefits would be a higher wage, protection in the field of prevention of labour risks, and social protection, including coverage of

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<sup>3</sup> Available at: <https://www.boe.es/boe/dias/2019/03/29/pdfs/BOE-A-2019-4645.pdf>.

<sup>4</sup> In this respect, cf. also the inputs by Prassl (2018): according to this author, collective bargaining can go beyond its usual scope to set forth regulations in the following areas: design and use of algorithms; transparency in the calculation of remuneration; use of generated data; and the disconnection process.

the social protection system, as well as a higher amount of benefits.

Of course, as long as workers (in the case at hand, riders) are enrolled as self-employed workers or as TRADE by the company or the platform, as is currently the case, the impact remains limited. In fact, the collective agreement applies only to employees and not to self-employed workers.

UGT is working to include within the scope of collective agreements any activity performed by digital platforms. For example, this is the case with the collective agreement of the road transport sector. This would affect platforms (such as Amazon Flex) that avail themselves of self-employed workers without any licence or adequate vehicle for the door-to-door parcel delivery activity.

## Description of the platforms

Information on work organisation in the digital goods or food delivery platforms is based on the following details collected from claims of platform workers and from documents and data they have provided to UGT. In some cases, quotes from their declarations are provided.

As to an estimate of current employment levels in digital delivery platforms, figures released by the Spanish Digital Economy Association (*Asociación Española de la Economía Digital*, Adigital) (Adigital, 2019) suggest as many as 14,337 workers in 2018. Platforms carry out their activity primarily by availing themselves of TRADE and self-employed workers (and not of employees). In the absence of an employment contract, these workers are not in a position to enjoy the full protection provided by the Workers' Statute and the general social security scheme.

None of the workers interviewed by the union have stated that they intended to be entrepreneurs in the field of goods delivery.

“*I started working for a friend, I was selling solar panels, and he talked to me...he told me that I could earn more in a transnational company. [...] When I was there, they told me about being self-employed. I had no idea about it, and they explained the things I had to get.*’ (Worker, 53 years old)

The platform unilaterally establishes the terms and conditions of the service, as well as the price. It also benefits from a dominant position with the delivery worker: the worker does not negotiate any condition, but has to accept those imposed by the counterpart. The contract is signed online (there is no physical document).

“*With these people, you cannot negotiate, they are extremely supercilious. He is an inflexible boss. He has no feelings; there is no empathy. The only one who loses is you. Losses are socialised, and profits are privatised. The app always wins. They are not collaborative.*’ (Worker)

The platform has an individual rating system for workers, which is used to assign shifts among riders.

What matters the most to get a good score is the involvement of people on the platform, as well as the amount of time they need to deliver orders. Availability becomes an essential element to get a positive evaluation. In this regard, the point is also what is meant by ‘being available’: some workers interviewed by UGT reported the case of people working more than 10 hours a day without weekly rest periods.

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*'One day I worked for 14 hours straight, and the next day 12 hours. I sent them an email to be disconnected for a while so that I could eat something. They did not reply. I had to stop and eat something fast.'* (Worker)

To obtain an excellent rating in platforms like Deliveroo or Glovo, workers have to be always available, especially on weekends. Otherwise, low commitment leads to penalisation.

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*'If you didn't book hours on Friday, Saturday, and Sunday, they sanctioned you by reducing your working hours. From the beginning, we were told that it would be essential to work on weekends.'* (Worker)

Digital platforms give riders specific instructions on how the delivery must be carried out, setting forth timeframes, operational guidelines, and rules of behaviour. In addition, the platform geolocates riders constantly. Digital-platform companies monitor the situation of all their delivery workers even when they are not working. Such monitoring activity is carried out through workers' personal smartphones, which make it possible to track them. Moreover, platforms provide workers with customers' personal data such as their address.

Digital delivery platforms usually have a system of sanctions and refusal of work schedules in place for those workers who are not in the determined area. They also decide whether to temporarily suspend a rider, by means of a system blocking access to the app.

Such companies exert the disciplinary power typical of the employer in the most traditional way albeit through technological tools. Their strategy consists in blocking a rider's account in order to force the worker to physically go to the corporate office in case of complaint. In this way, no written record is made of the reasons behind the sanction measure.

Digital platforms unilaterally decide when the service provision ends: they send workers an email specifying that the service relationship has ended, and, immediately thereafter, the latter are prevented from accessing the app. This action is called 'disconnection'.

Workers do not have their own autonomous production infrastructure, since their service provision is directly related to the platform inasmuch as the app, which is owned by the platform, is essential to the implementation of the working activity.

Regarding compliance of work arrangements with applicable statutory and collective bargaining provisions, UGT considers that this type of digital platforms (like Glovo, Deliveroo, and Stuart) providing services by availing themselves of self-employed workers are not compliant with applicable labour legislation: given the above considerations, they should stick to the traditional employment status. Consequently, they do not comply with the applicable collective bargaining provisions either, which apply to employees and not to self-employed workers.

## Assessment of the measure

For the time being, no data are available to assess the impact of this measure, mainly because it will only be effective once digital platforms stop using self-employed drivers, and start availing themselves of employees.

Although this measure is not yet having a direct effect on workers' rights, UGT considers it to be of utmost importance for the following reasons.

First, the measure shows the intention of the Spanish social partners to frame digital platforms' operations and terms of employment within labour law and collective bargaining provisions.

Second, the measure provides a further argument in courts that are currently ruling on cases in which the self-employment status of riders (in companies like Glovo or Deliveroo) is questioned. The measure thus provides terms of employment that are applicable to all platform delivery workers in the country. As it happened in the Foodora case in Italy, the court declared the right of the riders to receive a pay gained according to the amount of work done and to the minimum rates set for 'food delivery workers' in the collective agreement covering the logistics sector<sup>5</sup>.

In UGT's opinion, this is another step forward towards making it clear that the status of workers active in the delivery of food or goods is not self-employment. This is essential to ensuring decent working conditions and sufficient social protection of delivery workers.

Meanwhile, the union is continuing to use administrative and judicial means to obtain recognition of the employment status.

On 20 December 2017, a complaint against the four main food and parcel delivery platforms (Glovo, Deliveroo, Uber Eats and Stuart) was submitted at the General Labour Office.

This complaint triggered action by provincial inspection authorities in the areas of activity of these companies. As of now, various orders by the Labour and Social Security Inspectorate – e.g. winding-ups and reclassifications of working relationships – have identified the existence of an employment relationship between delivery workers and digital platforms; many of these orders have been adopted in the wake of the action taken by the union.

These efforts have been complemented with support for ten individual cases. Four favourable judgments have been obtained so far from social courts in Madrid.

The union strives not only for the recognition of the employment status, but also for fair conditions as per the applicable collective agreement.

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<sup>5</sup> Cf. the Don't GIG Up! Case Study Report for Italy.

# CASE 3: THE 'TU RESPUESTA SINDICAL YA' PLATFORM

## Description of the measure

Before presenting and assessing the 'Tu Respuesta Sindical YA' platform (which could be translated as 'your union answers immediately'), the economic and social background that enabled the expansion of digital platforms in Spain shall be described.

Platform economy began to expand during the peak of the economic crisis, as well as following the implementation of a policy of welfare and employment cuts, which undoubtedly created a new scenario of precariousness. The business model of a digital-platform company is based on establishing itself as an intermediary, thus shirking all responsibilities typical of employers. Platforms push towards the 'individualisation' of working relationships by imposing the use of the self-employment contract.

These companies, which define themselves as active in the field of 'information society services', circumvent market access requirements, sectoral regulations, and the corresponding conventional regulations.

In this unbalanced framework, the 'Tu Respuesta Sindical YA' platform was set up to approach workers who make use of apps as their main working tools. Using their communication channels, the union provides workers with the information they need.

The platform constitutes the first virtual union section of UGT, and has the same goal as the other traditional sections of the union. In view of its crosscutting nature, it cooperates with all the federations affiliated with the union. The portal is meant to be used by platform workers themselves, who help other workers of the same sector.

In addition, as a claim and complaint portal, it collects information on workers' current situation. In this way, the union obtains a truthful record of the working and social conditions of all workers.

Currently, the tool is focused on tackling issues, problems, and demands of platform workers. It works like a mailbox: workers submit a question, and receive a thorough answer within 24 hours. In addition, the portal provides additional information on frequently asked questions and basic labour legislation.

As of August 2019, 1,867 questions had been answered. Most questions refer to dismissals and the doubts raised by the ongoing evaluation system (based on either a 'metric' score system, as is the case with Deliveroo, or an 'excellence' score system, as is the case with Glovo), influencing the arrangement of working shifts. Furthermore, an increase in the number of requests concerning issues with income taxes or in the social security field has been observed.

The high quantity and type of consultations, as well as the supplementary materials provided along with questions, required a more direct approach through fieldwork. In this way, UGT gained first-hand knowledge about the real situation of workers in digital delivery platforms, as well as gleaning a wealth of additional information about the latter's business model. In this respect, direct contact was made with people specialised in the monitoring of deliveries at Glovo, Deliveroo, Uber Eats, and Stuart. This demonstrates that fieldwork is a fundamental element of the union's activity: even when using a digital tool, it is necessary to ensure presence in person among platform workers.

The majority of claims are received by UGT in the street: unionists approach riders at the doors of the main restaurants (while they are waiting for the meals to deliver), and provide information that the workers then spread through WhatsApp and Telegram groups of riders.

UGT unionists even attended undercover (as potential delivery workers) some of the information sessions organised by these companies, with a view to getting the information that the platforms provide to the riders.

As to the riders working for Amazon Flex, the union also goes to the doors of the warehouses in order to provide them with useful information.

To sum up, this initiative combines union activities carried out in person, and through a digital tool facilitating the provision of a (almost immediate) response to the problems that the new forms of work are generating.

UGT is currently working to further develop and improve the platform. With more than 1,000 questions received, the tool has proven to be an open window for the union, as well as a very useful communication channel, especially in areas where UGT is not present. Moreover, it has turned out to be a way to reach out to those workers who require special attention in view of their precariousness, as well as a valuable tool for those who need quick feedbacks, including union delegates and affiliates. Therefore, with a view to union digitalisation, this platform will become a fundamental tool to reach out to more and more people in a much faster way.

## Description of the platforms

The leading platforms in Spain are defined as 'offline crowd work' or 'local execution platforms' whose activity is carried out physically by a third party.

Food delivery companies such as Glovo, Deliveroo, Stuart, and Uber Eats faced significant conflict, as did the activity of Amazon Flex, alternative to the traditional delivery services. Extremely conflictual relationships have been experienced also by Uber, Cabify, and taxi drivers as concerns the legal limitations to be imposed on the passenger transportation in town. Moreover, other platforms such as Aiudo, Cuideo, Cuidum, Interdomicilio, Clintu, and FlyCleaners, which are active in the elderly care and cleaning services sectors, are also booming and causing unfair competition: such platforms provide families with workers – classified as domestic workers or self-employed workers – to take care of elderly people; as to the working relationship, platforms limit themselves to personnel selection and administrative tasks, transferring all legal responsibility to the family that uses the services provided. Finally, also tour guide service companies and travel agencies (e.g. Feel the City Tours, Frikitrip, and Leaf.com) are thriving.

Many similarities can be observed between platforms when it comes to organising work. The first, and most common, is the use of the TRADE or self-em-

ployment working relationship with a view to avoiding any form of employment relationships and protection whatsoever. As to TRADE, a specific form of self-employment relationship envisaged by the Spanish legislation, it has become extremely widespread among food delivery platforms, which abused it, thus triggering thorough checks by the Labour and Social Security Inspectorate.

Work is assigned by an algorithm that considers the individual assessment of each 'collaborator'. In the case of Glovo, the term 'excellence' is used to refer to this reputation system. The algorithm, which is described as neutral, chooses who has to work according to parameters previously set by the platform itself.

In addition, the platform defines as a fundamental element to have a good score the constant availability, especially on busy days, so as to ensure peak-time periods are covered. In this perspective, flexibility becomes distorted inasmuch as it is leveraged by platforms to claim that 'you can work whenever you want'. Those who are not available will not be assigned shifts or orders. This covert penalty system creates stress and worries among workers, who are forced to comply with their tax and social security obligations, and do not know whether they will earn enough to meet their basic needs.

Platforms always set conditions, and exert power over their workers. They establish how to work, the price of the order, where and when the working activity shall be carried out, the means of communication with the platform, and how to tackle problems between customers and suppliers; they furthermore exert sanctioning power, and punish those workers who do not meet the pre-set criteria.

In addition, as concerns those workers who use the app as a working tool, platforms constantly monitor them through the geolocation feature of the app itself.

Finally, it is the platform that sets the beginning and the end of the working relationship, thus introducing a new type of dismissal: so-called 'disconnection', whereby an email informs workers that the contract has been terminated, and they can no longer access the platform.

Due to the negative publicity triggered by media coverage on their way of working, platforms have currently reduced the number of dismissals. What they do now is to decrease the individual score to a minimum, thus depriving workers of the possibility to work, and *de facto* forcing them to leave the platform.

## Assessment of the measure

UGT has set the goal of collecting as many data as possible on digital platforms.

The most significant hurdle faced in reaching out to workers is their atomisation. In the absence of work places, and due to the disappearance of traditional meeting places, the whole urban area becomes a large workplace. Yet, far from moving them apart, technology can bring unions and workers closer, provided unions get into the networks used to organise and communicate.

On the 'Tu Respuesta Sindical YA' website, workers can fill in a questionnaire with data on their employment and social situation. The sample is still too small to be used to conduct a survey.

No accurate data are available on the platform economy. Those available are not reliable due to the rapid evolution of platforms, as well as because no proper registry of platforms exists. For instance, it is very difficult to assess data on the enrolment in the social security scheme of self-employed workers because there is a high turnover rate among workers in platforms (very few of them endure more than one year).

UGT currently focuses on increasing the registration duties, as well as on establishing a specific public register of platforms. Such register should allow unions to obtain information about the owners and shareholders of platforms, the number of workers dismissed, and their former status (employees or self-employed workers).

UGT has already affiliates in the two leading delivery platforms, and have exceeded twenty complaints, some of which have triggered inspections by the Labour and Social Security Inspectorate. In addition, UGT is a pioneer inasmuch as it brought the first collective dispute before the National Court against Glovo for the hiring of bogus self-employed workers. Another claim that can be deemed very important (in consideration of its features) is the one made against Glovo for the dismissal of a worker charged with promoting an illegal strike, a glaring example of violation of a fundamental right.

'Tu Respuesta Sindical YA' has become a strong point of reference among delivery workers: they are now seeking more and more support through the website, which has turned into a tool that allows for the protection of the right to work and of workers' rights in general. From its side, UGT is constantly working to ensure the portal remains fully operational.

Although it is still too early to know how the measure will evolve (it is currently in its first phase of development), the union is committed to building on the approach and activities described above.



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