




The European Network of Safety & Health Professional Organizations

Digital Platforms Risks, opportunities and challenges for the future
Protection at work

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Digital Platforms
Risks, opportunities and challenges for the future



Agenda

- ENSHPO Introduction
- Digital platforms: definition and case studies
- Digital platforms: risks
- Digital platforms: opportunities
- Digital platforms: challenges for the future

Digital Platforms

Risks, opportunities and challenges for the future



Interesting facts

- Founding in 2001 under the umbrella EU-OSHA
- Europe Continental
- 2019 move to Germany
- Full Members Professional Associations
- Other Memberships (National Institutions International Associations/Institutions, Research centers...)
- Memorandum of understanding:
- International Social Security Agency (ISSA) ENETOSH

It is currently entering into partnership agreements with:

- European and International Institutions
- Latin America
- Africa
- North America
- INSHPO
- Industry
- Other sectors

Committees

- Steering Committee EU-OSHA CAMPAIGN
- Technical Committee of OSH, International Federation of Ergonomic Societies
- Partners
- ISSA Education and Training Section
- EU-OSHA (active participation in Seminars, Workshops, etc..)

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Projects:



ESCO PORTAL from EUI/Documenta
 ESCO (European Skills, Competences, Qualifications and Occupations) is the European multilingual classification of skills, competences, qualifications and occupations.
 ESCO works as a dictionary, describing, identifying and classifying professional occupations, skills and qualifications relevant for the EU labour market and education and training. These concepts and the relationships between them can be understood by information systems, which allow different sector players to use ESCO for various data matching purposes to jobs on the basis of their skills, suggesting training for people who want to enter or update etc.
 The aim of ESCO is to support job mobility across Europe and therefore a more integrated and efficient labour market, by offering a "common language" on occupations and skills that can be used by different stakeholders on employment and education and training topics.

EuroSHM and EuroSHT

EuroSHM (European Occupational Safety and Health Information System) is a project for the development of a common European occupational safety and health information system and a tool for sharing, disseminating, updating and maintaining the available development of knowledge. The EuroSHM Occupational Safety and Health Management Platform will be implemented in 2023.
EuroSHT (European Occupational Safety and Health Training) is a project for the development of a common European occupational safety and health training system and a tool for sharing, disseminating, updating and maintaining the available development of knowledge. The EuroSHT Occupational Safety and Health Training Management Platform will be implemented in 2023.
EuroSHT has coordinated and coordinated the EuroSHM and EuroSHT activities together with a process for its creation and evolution and coordination.
 The EuroSHM and EuroSHT platforms will be implemented in 2023.



Research Project "Supporting Compliance - OSH Preventive Services / Experts"

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Digital Platforms Concepts

Digital platform work: All paid labour provided through, on or mediated by an online platform.

The main characteristics of platform work are as follows:

- Paid labour is organised/coordinated through a digital labour platform.
- Specific tasks are performed or specific problems are solved.
- Algorithmic management based on digital technologies is used to allocate, monitor and evaluate the work performed and the platform workers' behaviour and performance, including reliance on customer rating mechanisms.
- Three parties are involved, namely a digital labour platform, a client and a digital platform worker.
- There is a prevalence of non-standard working arrangements, and digital labour platforms tend to classify digital platform workers as self-employed in their terms and conditions.

The risks, liabilities and responsibilities, including in the area of safety and health, are shifted onto digital platform workers.

Digital platform worker (or 'a person working through a platform'): An individual person providing labour intermediated with a greater or lesser extent of control via a digital labour platform, regardless of that person's legal employment status.

Platform workers can have the status of employee, self-employed or any third-category status.

Digital labour platform: An online facility or marketplace operating on digital technologies (including the use of mobile apps) that are owned and/or operated by an undertaking, facilitating the matching between the demand for and supply of labour provided by a platform worker.

Platforms matching the demand and supply of goods are excluded, as are platforms whereby services are exchanged without remuneration or where the remuneration only covers the cost of providing the services (such as car-sharing). Furthermore, labour provided directly to the platforms as employees (such as working for a platform), or in related satellite activities, do not fall under this definition.

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As part of "Digital platform work and occupational safety and health: overview of regulation, policies, practices and research" EU-OSHA 2021 report and to expand the knowledge of OSH issues related to digital platform work, four case studies were carried out to explore the safety and health risks in four types of platform work.

Case studies of four types of digital platform work



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Various health and safety issues in selected
Examples of platform at work

	Physical risks	Psychological risks
Parcel delivery	<ul style="list-style-type: none"> Ergonomic risks, related to physical overexertion or repetitive manual tasks Vehicle or bicycle accidents Slips, trips and falls Workplace violence Exposure to extreme weather temperatures Exposure to hazardous substances or biological materials 	<ul style="list-style-type: none"> Excessive workload Working hours Isolation Bullying, verbal abuse, harassment
Handwork	<ul style="list-style-type: none"> Exposure to hazardous substances (e.g. lead, asbestos, etc.) Working in awkward positions or performing awkward manual tasks, increasing the risk of MSDs Lifting heavy or awkward objects Exposure to electricity, extreme temperatures or noise Working at heights Slips, trips and falls Working with various tools 	<ul style="list-style-type: none"> Excessive workload Working hours Isolation Bullying, verbal abuse, harassment
Online content review	<ul style="list-style-type: none"> Ergonomic issues, due to inappropriate setting of the workstation, including the visual display unit, keyboard, desk and chair Prolonged sitting and sedentary behaviour Excessive screen time 	<ul style="list-style-type: none"> Exposure to violence, stime, abuse and illegal content when working Isolation Excessive workload and time pressure
Remote programming	<ul style="list-style-type: none"> Ergonomic issues, due to inappropriate setting of the workstation, including the visual display unit, keyboard, desk and chair Prolonged sitting and sedentary behaviour Excessive screen time 	<ul style="list-style-type: none"> Isolation Excessive workload and time pressure

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Factors aggravating OSH risks in selected types of platform work (by risk level)

Factors aggravating OSH risks	Selected types of platform work			
	Parcel delivery	Handwork	Online content review	Remote programming
Employment status	High	Low	High	Low
Algorithmic management	High	Medium	High	Medium
Professional isolation/social support	Medium	Medium	High	High
Work-life balance	Medium	Low	High	High
Job/income insecurity	High	Low	High	Low

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Focus: summary of the main opportunities and risks of digital platform work that are specific to migrants and ethnic minorities and persons with a disability, chronic illness or condition

	Opportunities	Risks		Opportunities	Risks
Migrant and ethnic minorities workers	<ul style="list-style-type: none"> - Earning opportunity for those with few or no alternative work options (formalisation of work in the grey economy) - Choose tasks without language barriers - Choose tasks that are accessible in terms of workplace (e.g. public transportation) - Providing evidence of qualifications is not required, issues with recognition of foreign qualifications are circumvented - No disclosure of migrant status or ethnic minority during job application 	<ul style="list-style-type: none"> - Being trapped in "supply chain" of workers due to difficulties in getting tasks (depend on others with good reputation) - High risk of being misclassified as self-employed digital platform workers - Growing prevalence of undocumented migrants engaged in digital platform work - (Very) low pay, long and fragmented working hours - High exposure to significant levels of algorithmic management - High dependency on digital platform work - Occupation-education mismatch - Employment status of self-employed may affect eligibility for benefits or programmes - National and international OSH legislation may not apply - Limited awareness of OSH risks and their prevention and management - Communication and language barriers, different cultural values and perceptions about work and OSH, limited knowledge and understanding of the (local or national) OSH regulations - Discrimination by platform, clients, third parties and due to algorithmic biases 	Workers with a disability, chronic illness or condition	<ul style="list-style-type: none"> - Earning opportunity for those with few or no alternative work options, which allows to ease (back) into work with few constraints and to try out (new) tasks - Choose tasks that are feasible given disability or condition - Choose tasks that are accessible in terms of workplace (including own home) - No disclosure of disability, illness or condition during job application or work execution - Use digital technologies and tools to support work unobtrusively - Choose working times that fit with care needs, medical treatments, etc. - Less need for formal accommodations due to flexibility and autonomy 	<ul style="list-style-type: none"> - Platforms may not be accessible (e.g. for those using assistive technologies) - Difficulties of combining (income earned through) digital platform work with benefits (e.g. disability benefits, sick leave) - More difficulties in handling algorithmic management due to frequent interruptions - Employment status of self-employed may affect eligibility for benefits or programmes - National and international OSH legislation may not apply - Limited awareness of OSH risks and their prevention and management - Lack of means to access themselves accommodations and assistive tools - Discrimination by platform, clients, third parties and due to algorithmic biases

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Opportunities

The new EU proposal of Directives aimed at improving the working conditions and social rights of platform workers, with a view to support conditions for the sustainable growth of digital labour platforms, presents important opportunities. More specifically, this initiative addresses:

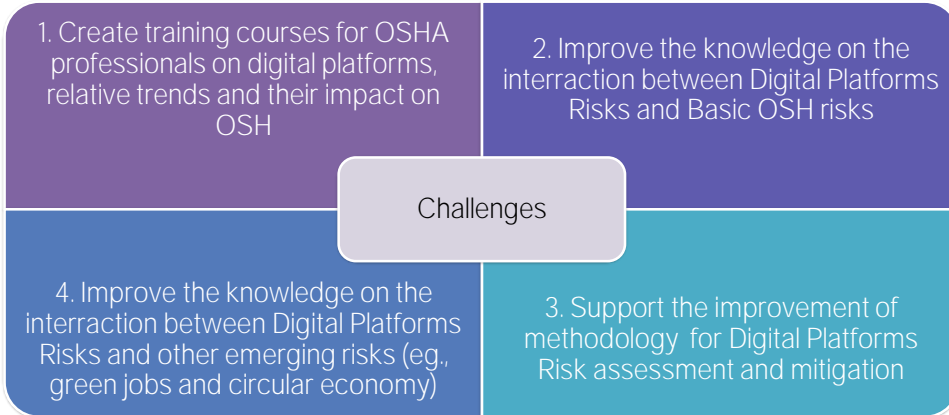
- the correct classification of the employment status – which is critical as the OSH regulatory framework in the EU and the Member States most often only tackles dependent employment relationships;
- the fairness, transparency and responsibility of algorithmic management – which is the most distinguishing feature of digital platform work, and has significant impacts on the physical and psychological health, wellbeing and safety of digital platform workers; and
- the transparency, traceability and knowledge of developments in digital platform work and the enforcement of applicable rules – which is essential to improve the knowledge base on digital platform work, to foster the exchange of data and information among stakeholders, to clarify the applicable regulatory framework and contribute to the monitoring and enforcement of these rules.

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Challenges



THANK YOU

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