



Fairwork



LABOUR STANDARDS IN THE PLATFORM ECONOMY

PARAGUAY 2025



Internet Society
Foundation



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THE FAIRWORK PROJECT

Executive Summary

This is the second report of the Fairwork Paraguay study. In the three years since the first report, notable shifts in the platform economy have occurred. For example, the transport platform InDriver has ceased its operations in Paraguay, illustrating the volatility and transience of platform-based work.

The current review focuses on six prominent platforms: Bolt, Uber, and Muv, which provide passenger transport, and PedidosYa and Monchis, which deliver goods. These platforms are the most visible in the national market. Recognising the continued expansion of platform work into new sectors, this report also evaluates the domestic work platform, Helpers.

All platforms except Helpers were assessed in the first report, enabling meaningful comparison. Overall Fairwork scores remain low; however, certain platforms have gained or lost points, reflecting changes in operational policies and practices. For instance, Muv has maintained its two points but on different principles, having lost a point on principle four but gained one point for principle three. Monchis achieved improvements, gaining points on principles three and four. PedidosYa continues to hold one point for principle three. Helpers, evaluated for the first time, earned a point for principle four, which is commended as good practice. It is particularly important to also highlight the good practice of this platform in providing social security to all its workers, which is positively highlighted in this year's report.

Despite some progress, achieving a fair and just working environment in Paraguay remains a challenge. Given the crucial role platform work plays in the livelihoods of thousands, it is imperative to maintain systematic evaluation of working conditions to inform policy and promote improved standards.

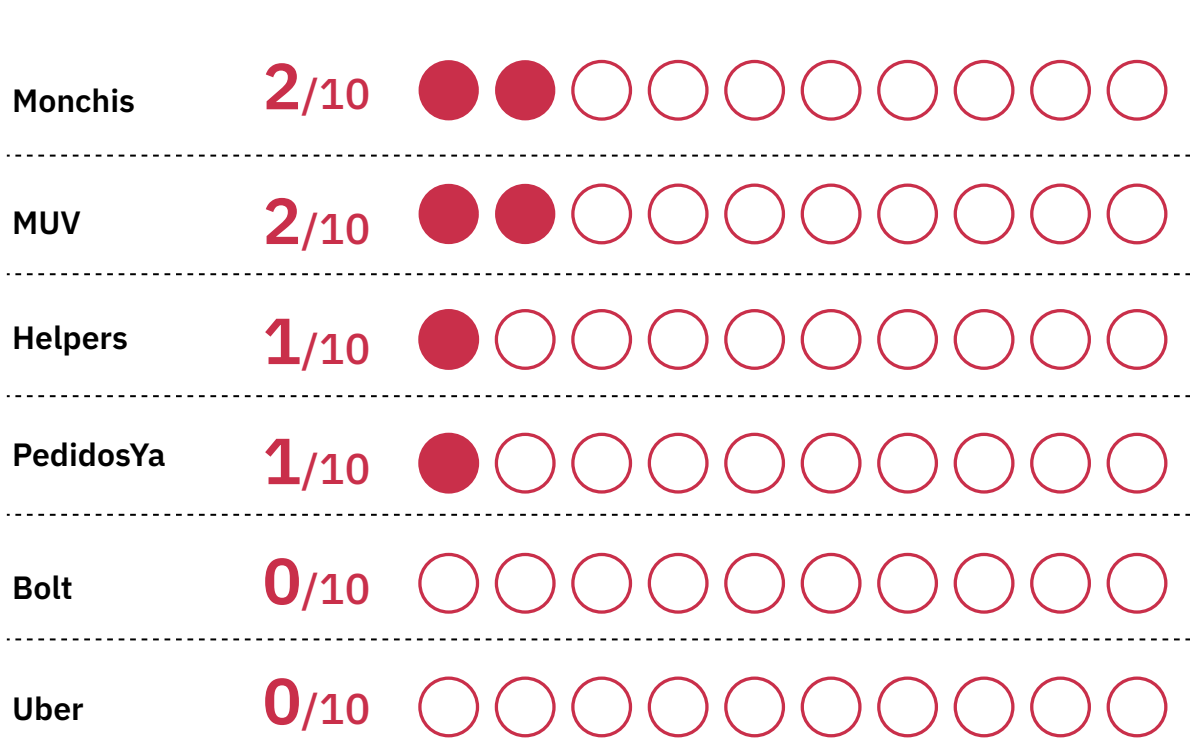


SCORES

FAIRWORK PARAGUAY 2025



Minimum
standards of fair work



The breakdown of scores for individual
platforms is available at:
[FAIR.WORK/PARAGUAY](https://fair.work/paraguay)

KEY FINDINGS



FAIR PAY

To score on this principle, platforms must demonstrate that labour-related costs do not reduce a worker's earnings below a certain threshold.

The collected evidence did not allow us to confirm that the workers of all platforms assessed receive either a guaranteed minimum wage or a living wage¹ after accounting for work-related expenses. Although some workers reported relatively high gross earnings, these figures are predominantly linked to extenuating working hours for transporting passengers or delivering goods. While the dynamic in the domestic care sector is different, and not associated with a high number of hours of work, it was still not possible to award points to any platform as none of the two thresholds could be shown to have been met.



FAIR CONDITIONS

To score on this principle, platforms must demonstrate an awareness of work-related risks and take basic steps to mitigate them. They must also minimise the risk of illness and injury, even after all basic measures have been taken.

The available evidence did not allow us to confirm that any platforms implement substantial measures to address task-specific risks or provide a safety net equivalent to social security. While certain platforms offer some form of insurance or accident protection, access to these benefits often requires workers to pay daily fees, whereas in other cases, platforms absorb these costs themselves.

Overall, most platforms could not evidence that they provide safety nets or protections equivalent to social security, and it was not possible to confirm that all platforms ensure access to safety training to all workers on an equal basis. It was possible to evidence that Helpers provides comprehensive social security coverage for all workers, a practice that will be highlighted later in this report. Therefore, we could not award points for the six platforms for each of the two thresholds.



FAIR CONTRACTS

To score on this principle, a platform must demonstrate that workers are able to understand, agree to, and always access the terms and conditions of their work, and that they have legal recourse if the other party breaches these conditions.

Four platforms could evidence that they provide Terms and Conditions (T&C) to regulate their relationship with platform workers, while two provide contracts. For this assessment cycle, it can be confirmed that three of the six evaluated platforms subject themselves to the local jurisdiction or even establish a legal entity in the country, guarantee ongoing access to contractual documents, and explicitly reference data protection provisions. Thus, MUV, Monchis and PedidosYa were awarded a point for the first threshold of the principle.

Based on the available information, it was not possible to award a point for the second threshold to any of the platforms. The workers we interviewed predominantly indicated that they are not notified of changes with reasonable notice periods. Furthermore, a review of contracts and terms and conditions obtained from workers could not confirm that platforms do not include clauses that restrict or exclude their own liability.



FAIR MANAGEMENT

To receive the first point, platforms must demonstrate a path for workers to communicate with the platform and to meaningfully appeal disciplinary actions. For the second threshold, platforms must show not only that they have anti-discrimination policies, but also that they seek to remove barriers for disadvantaged groups and promote inclusion.

On a positive note, the collected evidence suggests that workers across all platforms do not appear to face barriers when raising concerns or appealing platform decisions. Nonetheless, most of the six platforms principally rely on automated systems for handling worker enquiries, which workers often described as insufficient for effectively resolving issues. In several cases, workers reported that visiting platform offices in person—where available—remained the only viable means to address certain concerns.

It was possible to confirm that three platforms ensure communication channels that are consistently accessible and that involve human interaction. Consequently, three platforms (Muv, Monchis and Helpers) were awarded the first point under this principle. In the case of Helpers, due to its smaller size, problem resolution was shown to involve engagement even with senior managers for trouble shooting. No platforms received the second point, as it was not possible to confirm the existence of comprehensive anti-discrimination policies for workers nor established policies to promote diversity and inclusion.



FAIR REPRESENTATION

To achieve the first point, platforms should ensure that mechanisms are in place to encourage the expression of workers' collective voice, and workers should not be disadvantaged when raising concerns about the conditions of their work. On the second point, there should be evidence of effective engagement with workers' bodies, such as collective bargaining.

It was not possible to confirm the existence of public commitments from all six platforms to engage with organised groups of workers, or to identify mechanisms designed to facilitate collective expression of workers' voice. While there is evidence provided in some testimonies pointing to limited engagement between some platforms and organised groups of workers within the transportation sector, such interactions remain isolated and have not received formal or public recognition from the platforms involved. Thus, no platform was awarded with any of the two points for this principle.



EDITORIAL

The Entrenchment of Platform Labour in Paraguay

Three years after the publication of the Fairwork 2022 Paraguay report, it is evident that the establishment of digital labour platforms in Paraguay is robust. While public and centralised information is scarce, information published by a number of institutions indicates a consolidation of platform work in the country. From public policy reports demonstrating that the Bolt platform supports a labour force of approximately 20,000 workers², alongside government tax records confirming that PedidosYa ranks among the top 500 taxpayers with substantial indirect tax contributions³, there is clear evidence of the extensive reliance on platform-based employment as well as significant economic revenue contributed to the national economy.

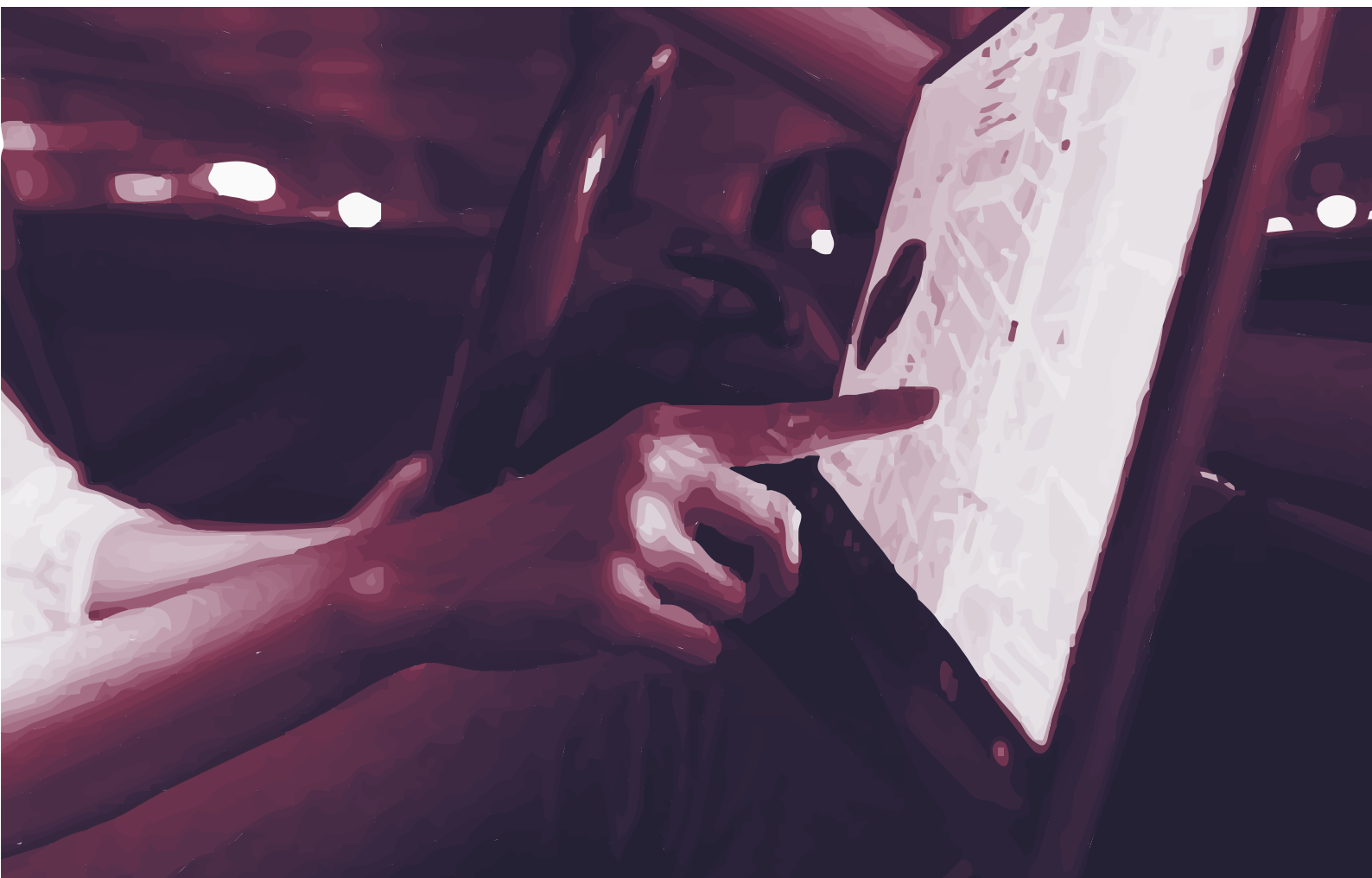
These findings underscore the necessity for a comprehensive analysis of platform work within the country—particularly given that a more just platform economy is still proving elusive. Protests of platform workers in response to arbitrary fee increases without due notice, as well as mobilizations in response to killings of platform workers are indication of lack of basic security and stability guarantees for platform workers in Paraguay. Moreover, and like some of the issues encountered in the 2022 report⁴, there is a gendered dimension of platform work that exposes women workers to issues of sexual harassment, which has even led to situations where people have taken justice into their own hands due to a lack of support from platforms to identify perpetrators and block them accordingly.

One thing noted in this report is an important increase in workers' interest and ability to organise collectively to force negotiations and dialogue with platforms. While there is still a long road ahead for this type of relationship to flourish effectively, there are indications of indirect talks with platforms that could constitute a starting point for future meaningful engagement that can ultimately reflect on improvements for all platform workers.

Regardless of the many issues encountered across this report, it is important to highlight the improvement of the platforms' scores in comparison to the first one. While scores remain low, the evolution of platform policies and practices over the last three years signals that conditions and policies are not set in stone, and that enforcing policies that improve working conditions are possible, and can be highlighted in evaluations such as Fairwork. While there were challenges to getting the platforms to engage with the research process that underpins this report, the Fairwork Paraguay team stands ready to engage in discussions with platforms to better document and collaborate in improving practices for the benefit of the overall platform economy.

This report further notes that state investment in national platforms, while currently limited, nevertheless exists. This development is encouraging as it supports the overall financial viability of domestic digital labour platforms and contributes to a more autonomous national digital ecosystem, one which promotes local employment and reduces reliance on foreign technology. Such investment should ultimately allow platforms to strengthen connections with their users and workers. Nonetheless, it is crucial that these investments transcend mere funding or the advancement of technology and operational practices, and must incorporate the improvement of platform workers' working conditions as a key metric of success.

Given the significance of transportation platforms in the Paraguayan economy—particularly in passenger transport and food and parcel delivery—and their prominence in the Fairwork 2022 report, this study focuses on six leading platforms: Bolt, Uber, and Muv, which provide passenger transport, and PedidosYa and Monchis, which offer delivery services. All these platforms are among the most visible in the market. Additionally, in view of the platform economy's expansion into other sectors such as domestic work, the study also examines Helpers, which defines itself as a company dedicated to domestic and corporate cleaning services and is the first in the country to offer these services via a digital platform⁵.





THE FAIRWORK PROJECT

Towards Fair Labour Standards in the Platform Economy

Fairwork evaluates and ranks the working conditions of digital platforms. Our ratings are based on five principles that digital labour platforms should ensure in order to be considered to be offering basic minimum standards of fairness.

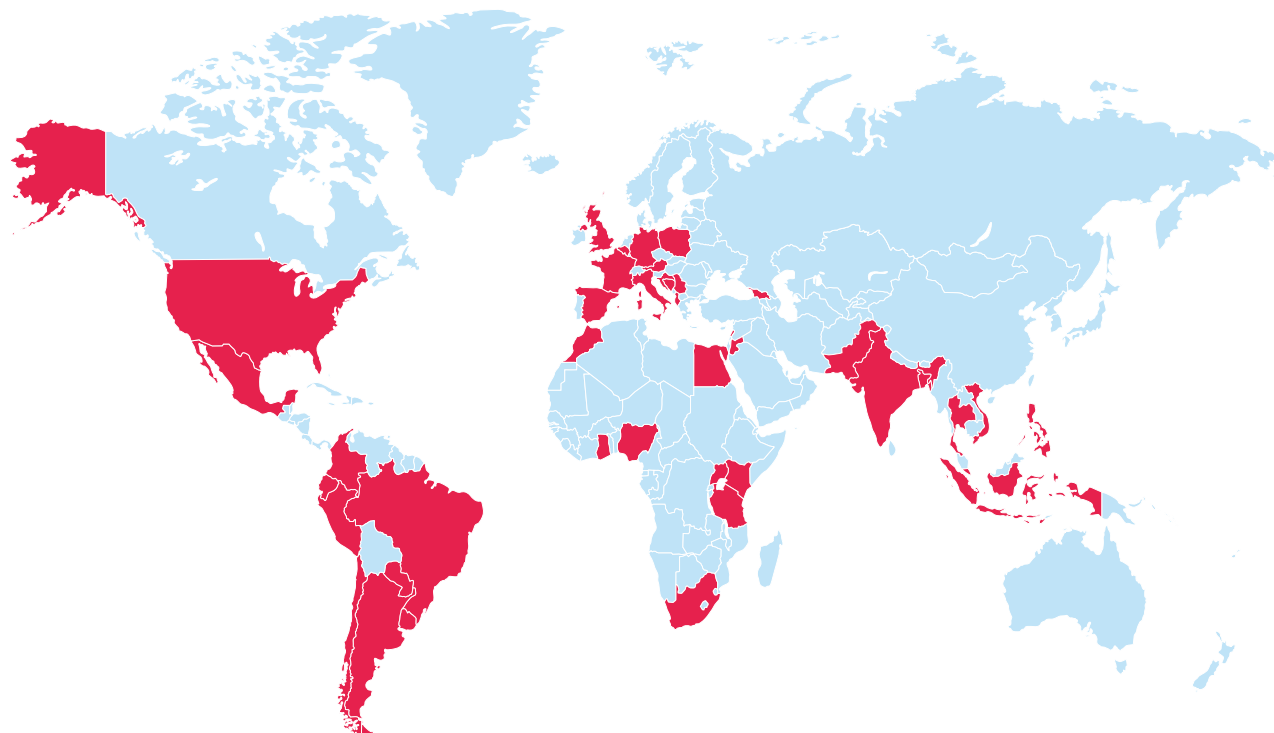
We evaluate platforms annually against these principles to show not only what the platform economy is today, but also what it can be. The Fairwork ratings provide an independent perspective on labour conditions of platform work for policymakers, platform companies, workers, and consumers. Our goal is to show that better, and fairer, jobs are possible in the platform economy.

The Fairwork project is coordinated from the Oxford Internet Institute, University of Oxford, and the WZB Berlin Social Science Center. Our network of researchers has rated platforms in 38 countries across five continents. In every country, Fairwork collaborates closely with workers, platforms, advocates and policymakers to promote a fairer future of platform work. In Paraguay country, this research is led by researchers at TEDIC.





FAIRWORK COUNTRIES



AFRICA:

Egypt, Ghana, Kenya, Morocco, Nigeria, South Africa, Tanzania, Uganda

ASIA:

Bangladesh, India, Indonesia, Jordan, Lebanon, Pakistan, Philippines, Singapore, Thailand, Vietnam

EUROPE:

Albania, Austria, Belgium, Bosnia and Herzegovina, Croatia, France, Georgia, Germany, Italy, Poland, Serbia, Spain, UK

SOUTH AMERICA:

Argentina, Brazil, Chile, Colombia, Ecuador, Paraguay, Peru, Uruguay

NORTH AMERICA:

Mexico, US



THE FAIRWORK FRAMEWORK

Fairwork evaluates the working conditions of digital labour platforms and ranks them on how well they do. To do this, we use five principles that digital labour platforms should ensure to be considered as offering ‘fair work’. The five Fairwork principles were developed through a multi-stakeholder workshop at the International Labour Organisation (ILO), and many more workshops in various countries. In the years since then, the principles and their operationalisation have been further fine-tuned. Further details on the thresholds for each principle, and the criteria used to assess the collected evidence to score platforms, can be found in the Appendix.





STEP 1

The five principles

1. Fair pay

Workers, irrespective of their employment classification, should earn a decent income in their home jurisdiction after taking account of work-related costs. We assess earnings according to the mandated minimum wage in the home jurisdiction, as well as the current living wage.

2. 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.

3. Fair Contracts

Terms and conditions should be accessible, readable and comprehensible. The party contracting with the worker must be subject to local law and must be identified in the contract. Regardless of the workers' employment status, the contract should be free of clauses which unreasonably exclude liability on the part of the service user and/or the platform.

4. 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 should be transparent and result 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 (for example, in the hiring, disciplining, or firing of workers).

5. 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.



STEP 2

Methodology Overview

The Fairwork project uses three approaches to effectively measure fairness of working conditions on digital labour platforms: desk research, approaching platforms for evidence, and worker interviews. Through these three methods, we seek evidence on whether platforms operate in accordance with the five Fairwork Principles.

Desk research

Each annual Fairwork ratings cycle starts with desk research to map the range of platforms to be scored, identify points of contact with management, develop suitable interview guides and survey instruments, and design recruitment strategies to access workers. For each platform, we gather and analyse a wide range of publicly available documents including contracts, terms and conditions, published policies and procedures, as well as digital interfaces. Desk research also flags any publicly available information that could assist us in scoring different platforms: for instance, the provision of particular services to workers, or the existence of past or ongoing disputes.

Once the list of platforms has been finalised, each platform is invited to participate in Fairwork's annual ranking study and provided with information about the process. This year, six prominent platforms operating in Paraguay were identified based on the fact that these are some of the most known platforms in the country at present.

Platform evidence

The second method involves approaching platforms for evidence. Platform management are invited to submit evidence and discuss the platform's degree of compliance with each of the Fairwork principles. Evidence may include published policies and/or standard operating procedures, public commitments, and website/app functionality. This evidence 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 managements do not agree to participate in the research, we limit our scoring to evidence obtained through desk research and worker interviews.



Worker interviews

The third method is interviewing platform workers directly. In Paraguay, 39 workers were interviewed in the capital, Asunción. These interviews do not aim to be a statistically representative set of experiences. Rather, they are worker case-studies to examine platforms' policies and practices in the field as they pertain to the Fairwork principles. Specifically, they seek to gain insight into how work is carried out, and how work processes are managed and experienced, on platforms. The interviews situate platform work in the careers of workers by understanding their motivation for entry into a platform, how long they envision undertaking work on the current platform before seeking an alternative either on another platform or in a different sector, and how their experience of platform work is shaped by their interaction with fellow workers and the external labour. These interviews also enable Fairwork researchers to see copies of the contracts issued to workers and to access the app interface, including payout and support screens. This method alerts the team to the presence of issues, but not the frequency or likelihood of their occurrence.

The worker interviews are semi-structured and make use of a series of questions relating to the 10 Fairwork (sub)principles. In order to qualify for the interviews, workers have to be over the age of 18 and have worked with the platform for at least three months. In Paraguay, these interviews were conducted in Spanish.

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 evidence from multiple sources. Final scores are collectively decided by the Fairwork team based on all three forms of evidence. Points are only awarded if sufficient evidence exists on each threshold.



STEP 3

How we score

Each of the five Fairwork principles is broken down into two points: a first point, and a second point that can only be awarded if the first point has been fulfilled. Every platform receives a score out of 10. Platforms are only given a point when they can satisfactorily demonstrate their implementation of the principles. Failing to achieve a point does not necessarily mean that a platform does not comply with the principle in question. It simply means that we are unable to evidence its compliance.

The scoring involves a series of stages. First, the in-country team collates the evidence and assigns preliminary scores. The collated evidence is then sent to external reviewers for independent scoring. These reviewers are both members of the Fairwork teams in other countries, as well as members of the central Fairwork team. Once the external reviewers have assigned their scoring, all reviewers meet to discuss the scores and decide final scoring. Platforms are given the opportunity to submit further evidence to earn points that they were initially not awarded. These scores then form the final annual scoring that is published in the annual country Fairwork report.

Before the publication of this report, companies rated were given the opportunity to review and comment on the findings of this report.

Further details on the Fairwork scoring system are in the Appendix.





COUNTRY CONTEXT

Informality by Design in the Paraguayan Economy

Speaking about Paraguay means acknowledging the complexity of a country characterised by marked contrasts: macroeconomic stability and sustained growth coexist with profound social inequalities. The labour market, characterised by informality, unequal distribution of opportunities and persistent gender gaps, reflects a reality where economic development does not always translate into effective improvements in the quality of life of the population.

Paraguay is characterised by its relatively stable macroeconomic conditions. From 2004 to 2024, real per capita income grew at an average annual rate of 2.8%, reflecting sustained progress in general terms⁶. However, analysing the employment situation in the country requires recognising historical and structural particularities; that is, the fragility of the labour sector and an industrial development that began late and failed to fully consolidate⁷.

In the first quarter of 2025, the labour force, which includes employed and unemployed persons, reached approximately 3,083,338 persons, representing 70% of the population aged 15 and over⁸. Compared to the same period in 2024, this percentage experienced a slight decrease of 0.5 points, although in absolute terms it has remained virtually stable. Within this group, an estimated 171,634 people were unemployed in 2025, of whom 46.5% were men and 53.5% were women⁹.

Informal employment remains a structural feature of the Paraguayan labour market. According to the Permanent Continuous Household Survey (the EPHC in Spanish), the informality rate in 2024 was 62.5%, representing an increase of 0.4 percentage points compared to the previous year¹⁰. This phenomenon mainly affects young people, women and residents of rural areas¹¹, in line with the trend observed in other Latin American countries¹².

On the other hand, Paraguay is among the countries with the highest gender inequalities in the region. The wage gap between men and women remains high, and the burden of unpaid work falls disproportionately on women: on average, they spend 28 hours per week on domestic and care activities, compared to 12 hours for men. Meanwhile, men spend more time in paid work (35 hours per week) than women (18 hours)¹³. The gap in labour force participation is also significant: in 2024, the rate was 82.27% for men and 59.22% for women, a difference of 23.05 percentage points¹⁴. As is evident in Table 1, women are disadvantaged according to a number of different labour indicators.

TABLE 1. Gender gap across multiple parameters based on the last trimester EPCH 2025.¹⁵

Occupied population	
Men	Women
57.2%	42.8%
Sub-occupied population	
Men	Women
37.4%	62.6%
Unemployed population	
Men	Women
43.6%	56.4%

Although the labour movement in Paraguay has historically played a marginal role, over time it has become a relevant actor in the processes of economic modernisation and state consolidation¹⁶. Nevertheless, precarious employment conditions persist. According to the World Bank's Employment Quality Index (2024), the country has significant weaknesses regarding worker access to employment benefits, such as health insurance and retirement, revealing the fragility of work-related social protection¹⁷.

The relevance of platform work in the country

Building from this complicated economic and labour context, the relevance of platform work in the country has experienced an exponential growth since the first transportation platform broke into the Paraguayan market in 2018¹⁸.

However, platform growth has not come without challenges. Since the publication of the first Fairwork report on Paraguay in 2022, the perception of insecurity within platforms, and particularly in the ride-hailing sector has surged. News coverage of homicides¹⁹, and the sexual harassment and rape of female drivers²⁰, are indicators of the hard reality experienced by platform workers. This insecurity has led to the establishment of official agreements between Bolt and the National Police, creating a structured cooperation framework for the exchange of relevant information and coordinated action on road and public safety. Notably, these agreements enable access to the biometric data of Paraguayan citizens stored in National Police databases, with the aim of enhancing Bolt's biometric validation systems^{21,22}.



These challenging conditions align with the findings of the 2022 Paraguay Fairwork report, which represented the inaugural use of the Fairwork methodology in the country. The assessment yielded low scores, indicating that further work is needed to ensure basic labour protections for platform workers in Paraguay. Of the six platforms evaluated in 2022, only two—MUV and PedidosYa—achieved scores, of two and one point, respectively²³. The report found insufficient evidence that any platform employs policies ensuring workers receive, after deductions, at least the nationally established minimum wage. Likewise, there was a lack of evidence that platforms implement measures to mitigate health and safety risks or provide protective equipment to workers. No formal policies were identified that demonstrate platforms' willingness to recognise and negotiate with collective organisations or trade unions²⁴. Positively, the report confirmed that international platforms such as PedidosYa have established a legal entity in the country and comply with local jurisdiction in resolving disputes with workers. It also confirmed the existence of anti-discrimination policies at the local transportation platform MUV. Finally, the report notes the predominant position of the Bolt application in the market²⁵.

While there are no official statistics from the Ministry of Employment and Labour (MTESS, in Spanish) and the National Statistics Institute (INE) of the size of the platform economy in Paraguay, fragmented information from various sources provides hints. Statements in the press by the national representative of the company Bolt indicate that there were 15,000 drivers operating on the platform nationwide in 2024²⁶. In contrast, public policy incidence reports from the company estimate the fleet of drivers at 20,000²⁷. Similarly, groups of organised workers, which include drivers from Bolt and other platforms, estimate a total of 25,000 drivers dedicated to passenger transport activities²⁸. More recently, the INE published data indicating an increase from 3.1% to 4.1% in the underemployed segment²⁹, representing around 38,000 more underemployed people³⁰. According to employment specialists, this increase corresponds to individuals opting for jobs that require less time commitment to salaried work, including jobs with transport and delivery platforms³¹. In contrast, given that the banking sector employs a total of 9,863 individuals³² and several banks in the country rank among the top ten national tax contributors³³, the substantial workforce supported by individual platforms such as Bolt further underscores the significance of platform work for the Paraguayan economy.

On the other hand, since the publication of the 2022 Fairwork report, there has been an important increase of organised groups of platform workers. Worker groups such as the Motorcycle Delivery Workers' Union (SINACTRAM), the Platform Drivers' Association (APCAP), the Paraguayan Federation of Platform Drivers (FEPACOP), and the organisation of women platform drivers Kuña Pope, are examples of groups of workers who have chosen collective organisation to engage in dialogue with platforms, and advocate for worker benefits. These groups have led a number of protests to improve working conditions within the platform sector.





Latin America's Regulatory Context: A Fragmented Debate

Regulatory interest in addressing the realities of the platform economy extends to numerous Latin American countries, with some making significant progress in establishing national regulatory regimes. As shown in Table 2, different regulations address the issue of platform work in various ways. Some resolve the debate over the dependency of workers on both delivery and ride-hailing platforms, while others officially codify the narrative of independent work in law. Additionally, some regulations clearly outline the need for platforms to establish a legal presence in the country, while others do not address this topic. Lastly, Table 2 reveals a fragmented debate where workers' associations have different interpretations of what regulation of the platform economy should look like.



TABLE 2. Latin America's Regulatory Context.

Initiative/ Law	Country	Approved?	Summary
Law No. 20,396 (2025)	 Uruguay	Yes	<p>Origin of the initiative: Ministry of Labour and Social Security.</p> <p>Dependency/autonomy of working people: It doesn't resolve the issue. It allows for dependent and independent contracts.</p> <p>Worker support: The trade union center (PIT-CNT) has expressed its rejection.</p> <p>Rights and obligations for the platform ecosystem:</p> <p><u>Common rights:</u> Transparency of algorithms and monitoring systems; the right to an explanation; the right to the intangibility of digital reputation and data portability; terms and conditions must be transparent, concise, and easily accessible.</p> <p><u>Platform obligations:</u> Risk assessment and preventive measures, as well as worker training. Companies are not required to establish a legal entity in the country. However, disputes between workers living in Uruguay and platforms must be submitted to national courts.</p> <p><u>Rights of dependent workers:</u> 48-hour weekly work limit; minimum wage.</p> <p><u>Rights of independent workers:</u> Occupational accidents and diseases; social security benefits (simplified tax regime); freedom of association and collective bargaining.</p>





Initiative/ Law	Country	Approved?	Summary
Bill “Labor Modernization Law” 35/2025	 Argentina	In process	<p>Origin of the initiative: Executive branch (Officialist bloc). Introduced in Congress as part of a broader labor reform bill.</p> <p>Dependence/autonomy of workers: It creates the category of “independent service provider”, explicitly excluding these workers from any presumption of an employment relationship.</p> <p>Worker support: trade unions reject the proposal while atomized workers’ positions are mixed.</p> <p>Rights and obligations for the platform ecosystem:</p> <p><u>Platform obligations:</u> respect freedom of connection; offer safety information; facilitate access to safety equipment; maintain a digital complaints mechanism; and ensure access to human operators able to justify decisions affecting workers.</p> <p>Platforms must also disclose ranking criteria “in clear language,” subject to commercial secrecy limits.</p> <p><u>Workers’ rights:</u> right to reject orders, connect without any minimum frequency, and freely choose their schedules, routes, and use of the app. They may exercise data portability rights, receive free training, and benefit from a personal accident insurance policy. They also receive full payment for their services and 100% of tips.</p>
Bill “Regulating work in digital mobility and home delivery platform companies”	 Paraguay	In process	<p>Origin of the initiative: Legislative power</p> <p>Dependency/autonomy of workers: The employment relationship remains unresolved, resulting in a generic category of individuals providing mobility and delivery platform services.</p> <p>Worker support: Delivery and transportation workers participated in the debate, with split positions on the project, particularly on the job status discussions.</p> <p>Rights and obligations for the platform ecosystem:</p> <p><u>Workers’ rights:</u> A Permanent Working Group is established where workers can participate, and guarantees are established against discrimination. It also establishes a guarantee that workers carry out their activities in working conditions that prevent occupational hazards and ensure health.</p> <p><u>Platform obligations:</u> A person must establish a legal entity in the country and a physical space to serve workers. It is mandatory to establish identity verification mechanisms for all individuals in the platform ecosystem. It is compulsory to develop anti-discrimination measures on the platform, as well as measures for protecting personal data.</p>




Initiative/ Law	Country	Approved?	Summary
Law 2466 of 2025 Congress of the Republic of Colombia	 Colombia	Yes	<p>Origin of the initiative: Ministry of Labour (Executive) and Legislative Power.</p> <p>Dependence/autonomy of workers: It doesn't solve the problem. It allows workers to choose between being employees and independent contractors at their discretion. The reform refers to digital delivery platform workers. It doesn't include other sectors of the platform economy (such as transportation and cloud work although it includes a specific chapter for teleworking).</p> <p>Worker support: Mixed reactions. Acceptance from some unions that supported the project's development, and opposition from some delivery organisations.</p> <p>Rights and obligations for the platform ecosystem:</p> <p><u>Workers' rights:</u> Social Security: For dependent workers, payments are established according to the comprehensive social security system, in the proportions defined by current regulations. For independent workers, a shared contribution system is established between the company and the worker. The company must ensure coverage for occupational risk.</p> <p><u>Platform obligations:</u> Clearly inform employees about the scope of the work modality through the digital delivery platform or the technological tool to which they have access. Notice of contract modification prior to its entry into force, right to file complaints, and verification. Enterprise must register workers with the Ministry of Labor and report on the use of automated systems for managing and distributing tasks.</p>
Bill No. 018 "Law that recognizes labor benefits for workers who provide delivery, courier, and mobility services through digital platforms."	 Peru	In Process	<p>Origin of the initiative: Congress of the Republic</p> <p>Dependence/autonomy of workers: Establishes dependency for workers with a work day of no less than 4 hours per day or 20 hours per week.</p> <p>Worker support: The Trade Union Central (CATP by its Spanish acronym) showed its support.</p> <p>Rights and obligations for the platform ecosystem:</p> <p><u>Workers' rights:</u> A 48-hour work week with a 30-minute break is established. Overtime is considered if the established time is exceeded. Contracts are awarded, and accident, disability, and death insurance, as well as health insurance, is provided. Labor inspections are carried out by the SUNAFIL.</p> <p><u>Platform obligations:</u> Creation of a registry of workers on delivery, transportation, and logistics platforms. Delivery and periodic renewal of personal protective equipment. Establishment of a system for handling complaints and reporting of acts of sexual harassment and/or discrimination. Respect for freedom of association. Issuance of employment certificates.</p>



Initiative/ Law	Country	Approved?	Summary
PLP 12/2024	 Brazil	In Process	<p>Origin of the initiative: Federal government.</p> <p>Dependence/autonomy of workers: Does not resolve. Allows for dependent and independent contracts.</p> <p>Worker support: The bill arose from a dispute with government, business, and labor representatives. Organizations such as the Brazilian Association of Labor Studies (ABET by its portuguese acronym) and the Public Ministry of Labor (MPT by its portuguese acronym) point to potential unconstitutionality and rights violations in the bill.</p> <p>Rights and obligations for the platform ecosystem: Although the PLP (Complementary Bill) recognizes the category of “self-employed platform worker,” which applies to app-based drivers. The bill does not establish an employment relationship along the lines of the CLT (Consolidation of Labor Laws) between drivers and platform companies. The proposal does not specify the requirement for the company to have its formal headquarters in Brazil in order to operate.</p> <p><u>Workers’ rights:</u> It limits the working day to 12 hours; it includes the definition of a minimum wage per kilometer traveled; it establishes Social Security contributions, with 8% of the minimum income being paid by the worker and 20% by the platform;</p> <p><u>Platform obligations:</u> It focuses exclusively on ride-hailing app drivers and does not cover delivery drivers or motorcyclists; it establishes mandatory union representation mechanisms for collective bargaining, reducing work-related risks, and eliminating all forms of discrimination, violence, and harassment at work.</p>
Law 21.431	 Chile	Yes	<p>Origin of the initiative: Legislative power</p> <p>Dependence/autonomy of workers: Allows contracts as dependent and independent.</p> <p>Worker support: The project emerged from various legislative initiatives presented by political parties and from rounds of negotiations and presentations by platform companies.</p> <p>Rights and obligations for the platform ecosystem: This law regulates the relationships between digital platform workers and digital platform companies providing services in the country.</p> <p><u>Workers’ rights:</u> The use of automated decision-making mechanisms for discrimination is prohibited. Workers must have access to training and protective equipment. Collective rights of workers are also established.</p> <p><u>Platform obligations:</u> The platform has a duty to protect workers, including regulating the length of the workday, ensuring fair compensation or fees, and guaranteeing access to the social security system. Workers have the right to disconnect and must receive prior notice of contract termination. The company is also required to provide information about the service offered. A basis for calculating legal severance pay in the event of dismissal is also established.</p>



Initiative/ Law	Country	Approved?	Summary
Bill to Regulate the Employment Relationship of Workers with Digital Platform Companies	 Ecuador	In the legislative process (report for the second plenary debate)	<p>Origin of the initiative: Legislative power.</p> <p>Dependence/autonomy of workers: Recognises delivery work mediated by digital platforms as a form of dependent work recognised by the Labour Code.</p> <p>Worker support: T: In earlier stages of this bill, the platform workers' collective FRENAPP expressed its opposition to the creation of two categories of workers—dependent and independent—and advocated for the general recognition of platform workers. The collective “Unión de trabajadores de plataformas Quito” also rejected the bill, arguing that it could “destroy jobs.”</p> <p>Rights and obligations for the platform ecosystem: The original initiative was merged with two other bills, modifying the initial proposal. The report for the committee's second debate includes:</p> <p><u>Common rights:</u> establishment of a dependency relationship, right to disconnection, right to free association.</p> <p><u>Obligations of companies:</u> Designation of an official channel for worker complaints and objections, establishment of a physical office, maintenance of an updated worker database, provision of ongoing training for workers, user awareness, provision of work implements free of charge, and availability of information regarding evaluations by users and businesses.</p> <p><u>Workers' rights:</u> social security and all rights recognised to employees.</p> <p>Use: In December 2024, a party introduced a bill titled “Organic Law for the Protection of Digital Service Platform Workers.” This bill proposes mandatory employment contracts between workers and companies, recognising the employment relationship. Additionally, it proposes the establishment of a physical office and a virtual channel, the provision of supplies and free internet access, as well as life insurance. The bill has not been assigned to any committee, so its public debate has not yet begun.</p>

As an effort to participate in the ongoing International Labour Organisation (ILO) debates towards a platform regulation, in April 2025, the Latin American countries involved in the Fairwork project launched the “Declaración de Asunción”, a collective statement issued by Fairwork Latin American researchers, as well civil society organisations in the region and globally, to defend the fundamental rights of workers on digital platforms in Latin America. It was developed collaboratively and focuses on ensuring occupational health and safety, algorithmic transparency, data protection, fair remuneration and dispute resolution mechanisms; all from a Latin American perspective³⁴.



THE LEGAL CONTEXT

Different Regulations of Platform Work

In recent years, Paraguay has witnessed a growing legislative debate around the regulation of work on transport and delivery digital labour platforms. Among these initiatives is the 2023 draft law “Regulating work in digital mobility and home delivery platform companies”³⁵. Its initial version recognised an employment relationship; however, following political and business pressure, the text was amended to a service provision regime, thereby eliminating the debate on employment dependency. Even so, the draft law included advances such as the requirement for foreign platforms to have legal representation in the country³⁶.

The draft law generated widespread controversy. The FEPACOP expressed concern over potential restrictions on the practice of multiplatform work³⁷. Companies including Bolt³⁸ and Viaggio EAS³⁹ opposed any recognition of an employment relationship, arguing that platforms act only as intermediaries for services and that drivers retain full autonomy.

In 2024, a new proposal emerged, the draft law “Requiring the linking of electronic identity in transport application companies (EAT)”⁴⁰. This initiative sought to associate Paraguayan electronic identity with the profiles of platform drivers and users. However, TEDIC and the Paraguayan Chamber of Electronic Commerce criticised the measure as disproportionate and risky for privacy, as it would involve sharing sensitive data with private companies. Nevertheless, workers’ associations such as FEPACOP and APCAP supported the project⁴¹, valuing its potential to improve safety and promoting the creation of a national registry of drivers and passengers. At the same time, Ordinance No. 17/24 of the municipality of Ciudad del Este imposed new administrative requirements, causing rejection from platform drivers who denounced undue benefits for taxi unions⁴².

In 2025, two additional legislative proposals were presented: the draft law “Requiring digital transport and delivery platforms to incorporate a panic button system connected to 911”⁴³ prompted by acts of violence against drivers, and the draft law “Regulating the safety of service providers and users of digital mobility and home delivery platforms”⁴⁴. These proposals seek to create a registry of platforms, implement a panic button system, regulate digital rankings, and require companies to have an office in the country. Both proposals are still under review and have received multiple committee rejections. It appears that these bills are not a priority in Congress; nor have they received much attention in the media.



In general terms, the legal landscape is characterised by the challenges inherent to any attempt to regulate an area that is still novel for the country, where there is no previous experience or solid comparative frameworks to serve as guidance. Consequently, the legislative debate on the four proposals noted above is taking place in a climate of regulatory and conceptual uncertainty, where questions outnumber answers and where every step forward involves exploring new ways of balancing innovation, labour rights and the protection of individuals.

Finally, as a related issue, it is noteworthy that the only publicly documented instance of legal action initiated by platform-based delivery workers was brought against Monchis at the end of 2022. Final Judgment No. 270 represents the first ruling to have received media attention. This claim was initiated by four workers against Monchis, alleging unfair dismissal via a WhatsApp message. The ultimate judgement was rendered in favour of the workers, on the basis that the platform did not provide adequate evidence to refute accusations of unfair dismissal. Importantly, the judgement does not consider technological factors or aspects of the platform economy but is confined entirely to issues relating to labour rights⁴⁵.



FAIRWORK PARAGUAY SCORES 2025 BY PRINCIPLE

	1.1	1.2	2.1	2.2	3.1	3.2	4.1	4.2	5.1	5.2	Total
Monchis	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	2
MUV	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	2
Helpers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	1
PedidosYa	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	1
Bolt	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	0
Uber	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	0

The scores in this report rely on data collected using the Fairwork Framework as described in an earlier section. Following desk research, the Fairwork Paraguay team interviewed 39 workers from six platforms in Asunción and collected evidence from the management of platforms who engaged with us. Appendix I provides further details of the evidence used to score each point in 2025 and how it was collected.





Explaining the Scores

FAIR PAY

- Platforms that ensure workers are paid at least the local minimum wage after work-related expenses are subtracted from workers' earnings can meet the first point of this principle. Platforms that ensure workers are paid a living wage after work-related expenses are subtracted can meet the second point of the principle.
- Based on the available information, it was not possible to award the first point of this principle to any of the platforms evaluated. Regarding transportation and delivery platforms, most of the worker interviews do not indicate that a minimum wage threshold is consistently met after costs such as gas, insurance and car maintenance are deducted. The women drivers we interviewed also listed care work in the form of paying a care worker to take care of their children due to their long driving hours as a cost that has a gender dimension worth highlighting⁴⁶. Both transportation and delivery workers mentioned the cost of accessing bathrooms in gas stations. Regarding the domestic care platform, Helpers, it is important to positively highlight that both the desk research and worker interviews indicate that there is an hourly minimum wage baseline. However, when factoring in costs such as transportation between shifts⁴⁷ and internet access, it is not possible to confirm that the minimum wage threshold is met.
- Notably, most of the worker interviews from the Monchis platform pointed to high earnings of workers even after subtracting costs. However, not all interviews provided enough evidence that this threshold was met. Moreover, there was no indication of policies guaranteeing that workers receive at least the local minimum wage after deducting costs.
- On a positive note, the majority of testimonies across all platforms indicate that payments are generally made punctually and in full. Nonetheless, accounts from Bolt workers reveal that deductions resulted in earnings falling short of expectations, due to an unannounced increase in platform fees. Moreover, Uber drivers indicated that when a worker requests payment in advance of the regular payout date set by the platform, the platform charges an additional fee for this service.
- Regarding the living wage, Paraguay does not have an official living wage calculation. As a benchmark, and similarly to the methodology followed for the Paraguay 2022 Fairwork report, we use the threshold suggested by trade unions during the 2025 minimum wage negotiations, which called for an increase of more than ten percentage points above the government-approved rate. This union-proposed threshold serves as a proxy for living wage standards in the absence of an official calculation⁴⁸. None of the collected information allows us to determine that workers are ensured this threshold after subtracting costs. Therefore, it was not possible to award the point.



FAIR CONDITIONS

- Platforms that show that they are aware of workers' risks and provide steps to mitigate them can meet the first point. An additional point is granted if platforms ensure safe working conditions and a social safety net.
- Based on the collected information, it was not possible to award this point to any of the six evaluated platforms. However, mixed practices across platforms are worth highlighting. On the one hand, platforms like Bolt, Uber and MUV provide insurance for accidents that provide a baseline income due to incapacity to work as well as medical expenses associated with accidents. However, based on the available information, it is not possible to determine the extent of said protections. Indeed, worker interviews point, in some cases, to difficulties in accessing the guarantees provided by said insurance, for example, coverage of medical bills. Moreover, across the three platforms, worker confusion regarding the provision of insurance ends up with workers paying for their own insurance. It was also not possible to confirm that safety training is available to all workers. While it was possible to document that platforms such as Bolt provide for security training for female drivers, it was not possible to confirm that the training is available to all drivers.
- In the case of delivery platforms, it cannot be confirmed that health and safety equipment is provided for free to workers, as evidence suggests that they all charge for protective equipment such as helmets and vests, and, more importantly, they charge daily fees to delivery workers to provide them with accident insurance as well as other protections such as towing services. More importantly, while news coverage points to hydration zones offered by the platform for delivery workers to rest and gain protection from the heat⁴⁹, none of the worker interviews confirmed the existence of these spaces.
- Across all five ride-hailing and delivery platforms, and based on desk research and worker interviews, it is not possible to affirm that social safety net protections equivalent or similar to social security are provided. Workers stated in interviews that they do not receive any compensation for sick leave or vacations. Most interviews also highlight adverse consequences for workers who choose not to connect for a period, including a reduction in their rankings and, in the case of PedidosYa, account deactivation. Therefore, it was not possible to award the point.
- It is important to highlight that the platform Helpers is the only platform that provides social security to all its workforce, providing them with basic protections such as sick leave, vacations, as well as general protections in case of accidents during work time. However, while some workers stated in interviews that the platform provides safety training to its workers, not all workers said they could access it, and no additional confirmation was provided by Helpers. Notably, access to social security within platform work constitutes a positive feature and will be specifically addressed in the platform in focus section.



FAIR CONTRACTS

- For platforms to meet the first point, they must demonstrate that the contract or terms and conditions are clear and accessible to all workers. An additional point is granted if the platform ensures that no unfair contract terms are imposed.
- Three of the six evaluated platforms—MUV, PedidosYa and Monchis—were awarded with the first point of this principle. For MUV, the Terms and Conditions (T&C) govern the relationship between drivers and the platform, clearly establishing the contracting party's territory within Paraguay and aligning with national legislation. The T&C are accessible at all times, are understandable in Spanish, and do not revert prevailing legal frameworks. Data protection is also explicitly addressed, and testimonies confirm the clarity of the terms.
- PedidosYa was awarded the first point based on its strong contractual framework. Evidence shows that workers sign a formal contract with a legal entity that is explicitly established and registered in Paraguay. The contract can be evidenced to use accessible language, requires informed consent, and incorporates a comprehensive data protection policy. Workers confirmed in interviews that they receive, sign, and retain the contractual documentation, ensuring continued access.
- Monchis meets the requirements of the first threshold by providing digital T&C written in Spanish and governed by Paraguayan law. Evidence shows that workers must accept the T&C and privacy policy digitally to access the platform, and these documents are always accessible via a public link. The privacy policy details data collection and management, with workers having the right to request corrections or copies of their personal data.
- Conversely, we could not award the second point of this principle to any of the six platforms, as evidence suggests that none of them provide advance notice prior to amendments in T&C or contracts, nor do they appear to establish safeguards to protect acquired rights. Although some platforms specify notification periods within their T&C, this diverges from worker accounts, which report either an absence of notification or receipt thereof with only minimal lead time, varying from several hours to a few days. Additionally, we could find no evidence that contracts do not contain clauses that absolve the platform of liability and further impede workers' access to effective redress mechanisms.



FAIR MANAGEMENT

- To meet the first point, platforms must demonstrate that workers are not arbitrarily deactivated, and that there is an avenue for workers to meaningfully appeal disciplinary actions. An additional point is granted if platforms provide equity in the management process.
- Three platforms—Helpers, Monchis and MUV—were awarded with the first point of this principle. Monchis could be shown to provide multiple support channels, documented both digitally and in the T&C, enabling workers to communicate with human representatives and solve problems efficiently. These channels remain accessible even if an account is blocked, and the worker interviews indicated no barriers or negative consequences for workers appealing decisions or expressing concerns. MUV offers support via both a physical office and the online “Charlie” system, accessible through WhatsApp and the platform interface. Direct human interaction is ensured after an initial automated step. Lastly, Helpers enables direct engagement with the platform’s team through several channels, including WhatsApp, the app interface, and office premises via the human resource department. Evidence suggests that expressing concerns does not affect continued work, and no workers reported in their interviews a lack of access to appeals following account blocks. Given these features, the first point was granted to each of these three platforms.
- As a positive step to note across all platforms, worker interviews did not note any disadvantage resulting from workers voicing concerns or appealing platform decisions. However, none of the six platforms was awarded with the second point as it was not possible to confirm the existence of established anti-discrimination policies or policies to foster equity and diversity for underrepresented groups.
- There is also no indication of transparency policies around algorithms or guarantees that the use of algorithms will not result in inequitable outcomes for workers from historically or currently disadvantaged groups. However, it is important to highlight recent public declarations from the Bolt management promising to increase the number of women in its Paraguayan workforce⁵⁰, but this does not point yet to an established diversity policy in the platform.








FAIR REPRESENTATION

- For platforms to get the first point, platforms should assure freedom of association and the expression of collective worker voice. To award the second point, there should be evidence of effective engagement with workers' bodies, such as collective bargaining.
- Based on the collected information, it was not possible to award the first point to any of the six platforms evaluated, given it isn't possible to affirm that mechanisms are set in place for expression of collective worker voice. In their interviews, Monchis workers mentioned the existence of group chats between the platform and workers to announce platform news, but this would need to be institutionalised to constitute an official mechanism whereby workers can express collective voice. It was not possible to confirm the existence of public documentation establishing platform commitments to engage with collective bodies of workers, for any of the six platforms evaluated.
- None of the collected evidence confirms that the six platforms offer any form of co-governance, and the workers we interviewed generally expressed that they lack meaningful voice or influence over the design of platform policies. We could find no evidence that any of the platforms publicly or formally recognises an independent collective body of workers, an elected works council, or a trade union. This is notable given that various groups of organised workers associated with ride-hailing, delivery and domestic work exist in Paraguay. Although various forms of protest have taken place in recent years, we did not identify any direct interaction between the platform and organised worker representatives.



PLATFORM IN FOCUS

Helpers

Principle	First Point	Second Point	Total
 Principle 1 Fair Pay	<input type="radio"/> Ensures workers earn at least the local minimum wage after costs	<input type="radio"/> Ensures workers earn at least a local living wage after costs	<input type="radio"/>
 Principle 2 Fair Conditions	<input type="radio"/> Mitigates task-specific risks	<input type="radio"/> Ensures safe working conditions and a safety net	<input type="radio"/>
 Principle 3 Fair Contracts	<input type="radio"/> Provides clear and transparent terms and conditions	<input type="radio"/> Ensures that no unfair contract terms are imposed	<input type="radio"/>
 Principle 4 Fair Management	<input checked="" type="radio"/> Provides due process for decisions affecting workers	<input type="radio"/> Provides equity in the management process	<input checked="" type="radio"/>
 Principle 5 Fair Representation	<input type="radio"/> Assures freedom of association and the expression of worker voice	<input type="radio"/> Supports democratic governance	<input type="radio"/>

Fairwork Score:





Three years after the first Fairwork Paraguay report was published in 2022, this year's report has expanded to include a domestic work platform. The first platform to digitise domestic work in Paraguay, several practices make Helpers unique within the country's platform sector. Notably, Helpers recognises its collaborators as workers and establishes an employment relationship with them⁵¹. This affords their workers numerous protections that are not available to their peers working in delivery and transport. Indeed, of the six evaluated platforms, Helpers is the only one that could evidence the provision of social security to all its workforce, providing them with basic protections such as sick leave, vacations, as well as general protections in case of accidents during work time. The platform also has established policies that limit the type of tasks Helpers can perform in a house, such as taking care of children or working with ladders to clean difficult-to-reach areas. Workers can engage with the platform through multiple channels, including the platform interface, WhatsApp, and the office premises, which ensures that workers can voice concerns directly to human resources and platform managers, as was indicated by many of the workers we interviewed. While there are not many public sources pointing to the size of the Helpers workforce, one puts the number at 150⁵².

The need to continue improving working conditions in Helpers

It is important to positively highlight these practices to foster a debate that aims to preserve these policies at the core of Helpers's business model, and avoid the replication of other platforms that identify themselves as intermediaries and, with that, avoid providing basic protections and guarantees to their workforces. This is an important debate to bear in mind since recent research on domestic work in the Latin American region notes an interest from the Helpers platform to shift its business model over time and become as an intermediary platform with self-employed workers⁵³.

According to Setrini et al. (2023), Paraguay is one of the three countries in Latin America and the Caribbean with the highest proportion of women employed in domestic work in the region, which is also one of the most precarious sectors of the country's economy. In Paraguay, 94% of domestic workers are women, and of that percentage, 90% are informal⁵⁴. Thus, preserving work practices that guarantee domestic workers protection is of the utmost importance.

More importantly, we should recognise the challenges of any new platform entering the market. Helpers, as a young Paraguayan platform, is not exempt from these challenges. One positive finding is that support was provided in 2019 by the National Council for Science and Technology (CONACYT, in Spanish) through PROINNOVA⁵⁵, which receives support from the Inter-American Development Bank (IDB)⁵⁶, in order for the platform to implement proximity algorithms for the allocation of income to its workers. It is important to continue fostering state engagement to strengthen the viability of local platforms in the long term. However, financial support should also be coupled with ensuring the improvement of working conditions and safeguards to all workers.



WORKERS' STORIES

Lourdes*, Bolt

Lourdes, a 35-year-old driver, commenced work with Bolt after losing her employment during the pandemic. She recounts that she spent nearly three years searching for work, but the available positions invariably demanded full-time and continuous commitment, which was incompatible with her childcare responsibilities. Following a recommendation from a friend who was already engaged in platform work, she decided to pursue this option. Subsequently, she and her husband chose to invest in a car to enable her participation in Bolt.

After more than three years working for the platform, she feels unheard by the platform, and she mentions numerous situations concerning lack of platform support for security issues. Lourdes mentions that she has filed several complaints and that the platform only responds by saying that it regrets that the incident occurred and that it will take a series of measures to prevent her from encountering the person with whom she had the problem again (but claims that they don't do anything). She particularly mentions a case that gained public notoriety. In February 2024, a group of organised female drivers from the Kuña Pope⁵⁷ collective decided to take justice into their own hands, responding to a particular male passenger who would request trips to as a means to rape female drivers. Lourdes mentions that in the rapist case, the platform did not provide them with any information that would allow them to identify the attacker.

“Honestly, after it happens three times that you ask for a passenger’s details for something important, such as filing a complaint, and the platform refuses... The fourth time, you don’t waste your time anymore.”

She also mentions that the platform did not provide for any legal support for any of the affected female drivers, even after they caught the attacker. Lourdes mentions this is a recurring issue with the platform, since she experienced a problematic situation where a passenger directly threatened her life due to a discussion she had with him. While she was able to handle the situation on her own since she found a police patrol that was able to force the passenger to leave her car, she decided she wanted to file a police report and ask for the details of the passenger, but the platform refused. She says she did not speak with a real person, but instead received an automated message offering condolences, without any significant protective measures or effective follow-up:

“I told the platform that I was going to file a report because, for me, it was mistreatment based on my gender; he believed that, because I am a woman and working on the platform, I should be afraid of him. So I took the threat more personally, explained the whole incident to them, and asked for his details, but they replied that they cannot provide that type of information about their passengers.”



Ultimately, Lourdes reflects on the future of platform work and underscores the importance of ensuring that it doesn't develop too far without appropriate regulation; otherwise, it becomes very difficult to reverse changes to which people have already adapted:

“I believe people should not allow things to happen first and only regulate later, because by then we all end up negatively affected; with anything, we just get used to it, it's already working, and it's more or less 'leave things as they are.' [...]. As it is a business, it doesn't care about the wellbeing of the people who are working for machines, [...] and much of our humanity is lost. I hope it does not happen again in the future, that we are first exploited and only then try to fix things”.

Enrique*, PedidosYa

Enrique is a 29-year-old delivery driver for PedidosYa. He combines this work with part-time shifts in a catering business, where he helps in the canteen. In a job that is largely mediated by a digital interface, he particularly emphasises the value of camaraderie among workers. He highlights the importance of a WhatsApp group created by delivery workers to discuss issues such as working conditions (hours and income), safety concerns (including warnings and mutual monitoring, especially at night), and coordination to come together if there is a problem, such as an assault, or to contact the police. These practices illustrate the gaps that workers themselves must bridge to sustain their work on the platform and to maintain a sense of belonging and safety:

“The couriers who work late shifts send their real-time location when they start at night, and they keep monitoring one another to make sure everyone is alright. And if they suddenly suffer a robbery, the other drivers go and help them, they come together to see if everything is okay; sometimes they even turn back to check whether those wrongdoers are still nearby, and if they are around, they notify the police.”

*Names changed to protect worker identities.



THEME IN FOCUS

Informality and Precariousness in the Broader Paraguayan Economy and Infrastructure

As already mentioned in the introductory section of this report, platforms operate in a complicated socio-economic environment that directly impacts how workers interact with platforms. Not only do most platforms operate on a self-employment basis that exposes workers to multiple risks, but workers are also shaped by broader national conditions that go beyond platforms, but which still directly impact their work experiences.

The employment situation for young people reflects significant challenges. Of the approximately 1,500,000 young people in Paraguay, 47.8% only work, 22% only study, 17% combine study and work, while 12.5% do neither. In addition, a large proportion of young people who work earn less than the minimum wage, which highlights the difficulties in accessing quality jobs⁵⁸. While the sample of workers interviewed for this report is not statistically significant, more than 60% of the interviewees were between their early 20s and late 30s, which constitutes a proxy indicator that platform work in the country is young. Thus, it is essential to continue striving for platform work that guarantees adequate income and safeguards for all workers, particularly in light of the complex circumstances faced by young people, which are already dire outside of platform work.

Moreover, worker testimonies collected in the interviews indicate an important entanglement and dependency between platforms to effectively make this type of work viable, which is symptomatic of broader informality and precariousness in both the Paraguayan economy and its transport infrastructure.

As an example, the workers we interviewed indicated that to make work on platforms such as ride-hailing and delivery viable, it is necessary to work long hours to survive financially.

“I have colleagues who work 16, 18 hours, and I don’t really know how they cope. But their income allows them to live well. Mine is just extra, it’s not a means of living”.

“We can’t say it’s a job you can live off, that is, you can live off working twice as much as I do now. If you work more than 12 hours a day, you can live off it.”



That said, irrespective of income levels, the wear and tear sustained by vehicles often outweighs the earnings that can be generated through platform work. The workers we interviewed attribute this to the fact that the business model underpinning platforms was developed by companies based in the Global North, where infrastructure tends to feature first-class roads and streets. Academic studies in Paraguay have noted that infrastructure development has heavily favoured private vehicle use, while numerous obstacles to the improvement of public transport persist⁵⁹. Testimonies from workers indicate that, due to the precarious state of public transport, there is increased pressure to use platforms such as Uber, which in turn leads to an oversupply of passengers and workers entering the sector.

“Another thing is that there are many cars on the road, so the streets are congested because public transport doesn’t work. So Uber is used a lot”.

Furthermore, sustaining work on certain platforms frequently requires workers to participate in multiple platforms. Out of the 39 interviews, 18 claimed that they work on more than one platform, while 15 claim they only work for one platform. This is particularly notable in the ride-hailing sector, where workers mentioned that to cover costs of gas, they will work on more than one platform to compensate for costs. Some delivery workers said they worked interchangeably between delivery platforms and ride-hailing platforms. This type of dynamic is not visible in the domestic care platform, where all the interviewees said they only work for Helpers. However a notable intersection exists between ride-hailing apps and domestic duties, compounded by deficiencies in public transport infrastructure. For example, Helpers workers report that an unreliable supply of public transport, or the necessity of walking considerable distances, often results in additional personal costs to reach their work shifts. As a consequence, many opt for platforms such as Bolt, primarily due to its comparatively lower ride-hailing fees. Therefore, a cycle of precarity arises in which low earnings on certain platforms serve to offset the absence of effective public transportation, highlighting the need for substantive dialogue and a shared responsibility among public and private entities—both of which ultimately facilitate the diverse uptake of platform work.

As a cross-cutting issue across platforms, worker discussions frequently reveal a perceived lock-in effect that limits their ability to contest the dominance of major platforms such as Bolt, given widespread dependency on these services from general users and regardless of bad behaviour from the platform. More importantly, the shared view of platform work as a principal means of livelihood underscores its growing significance within Paraguay’s labour landscape:

“They (Bolt) say that working on the platform is a way to earn extra income, that it is only meant to generate partial income, but in Paraguay people take it as a way of life and consider it a full-time job”.



Lastly, it is important to emphasise that the viability of employment on ride-hailing platforms is closely linked to workers' responsibility for covering a range of expenses, including vehicle maintenance and the purchasing of goods required to access basic facilities such as bathrooms. However, unforeseen expenditures—such as repairs arising from daily vehicle use—can have far-reaching implications for workers' finances. Depending on the severity of the issue, workers may be compelled to take out loans to fund repairs. During such periods, as they are unable to work, they are consequently deprived of income. As one worker eloquently observed:

“I am currently at a crossroads because I do not have the funds to have my vehicle repaired, but I cannot earn money because I cannot repair my vehicle”.

In summary, it is clear that informal conditions, rooted in labour market dynamics, and precarious circumstances resulting from infrastructure deficiencies, profoundly shape platform experiences. While labour market informality heightens the risk of unprotected and unstable employment, longstanding transport weaknesses exacerbate workers' vulnerability and limit their autonomy. Together, these factors foster dependence on transportation and delivery platforms, and generate unintended consequences for sectors such as domestic work, ultimately constraining individuals' agency in their routine interactions with platforms.



LOOKING TO THE FUTURE

Pathways of Change

Fairwork's theory of change relies on a humanist belief in the power of empathy and knowledge. If they have the economic means to choose, many consumers will be discerning about the platform services they use. Our yearly ratings give consumers the ability to choose the highest scoring platform operating in a sector, thus contributing to pressure on platforms to improve their working conditions and their scores. In this way, we leverage consumer solidarity with workers' allies in the fight for fairer working conditions. Beyond individual consumer choices, our scores can help inform the procurement, investment and partnership policies of large organisations. They can serve as a reference for institutions and companies who want to ensure they are supporting fair labour practices.

This is the second round of Fairwork ratings for Paraguay. In this regard, we see four pathways to change (Figure 1).

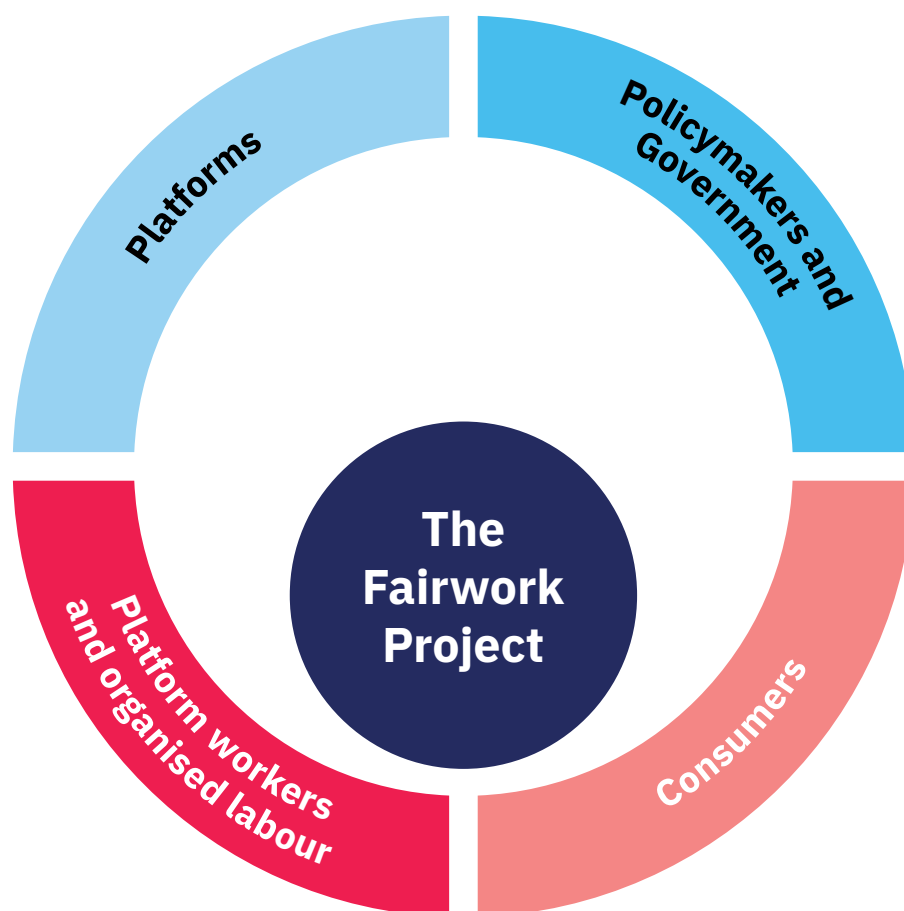


FIGURE 1. Fairwork's Pathways to Change



The Fairwork Paraguay team is deeply committed to engaging with different stakeholders related to the platform economy. Since the publication of the 2022 Fairwork Paraguay report, the team has participated in numerous hearings and meetings with policymakers at both the legislative and executive powers, to bring its perspectives and approaches to safeguarding fair working conditions in the platform economy in the country⁶⁰. While different perspectives to regulate the platform economy are still ongoing, the team is committed to continuing to generate evidence for informed decision making.

More importantly, the Paraguay team is deeply committed to engaging with workers and workers associations. In preparation to the ongoing consultation of the International Labour Organisation (ILO) for a global regulation on platform work, the team engaged in discussions with different organised groups of workers to submit a response from Paraguay and foster participation of local groups in a global debate⁶¹. As a subsequent escalation of this and to frame the debate at the Latin American level, the Fairwork Paraguay team also actively participated in the drafting of a Declaration from Latin America with other members of the Fairwork Latin America team, as well as different types of academic and civil society organisations from the region, to particularly highlight the needs from the region and related to platform work, and to continue informing the ongoing discussions at the ILO⁶².

Lastly, the Fairwork Paraguay team underscores the ongoing significance of maintaining dialogue with private platforms. The team proactively sought engagement with platform representatives to explain the methodology and the overall process. The Fairwork Paraguay team remains available for constructive conversations aimed at improving transparency and platform labour standards.

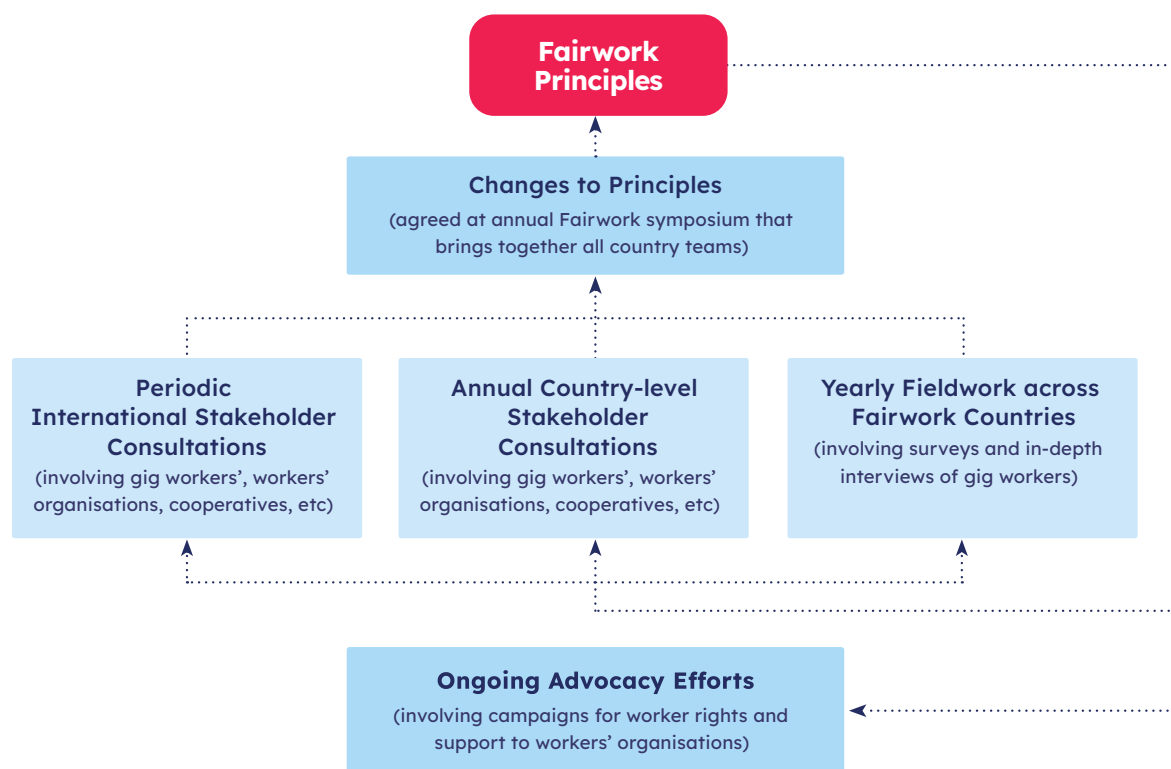


FIGURE 2. Fairwork Principles: Continuous Worker-guided Evolution



There is nothing inevitable about poor working conditions in the platform economy. Despite their claims to the contrary, platforms have substantial control over the nature of the jobs that they mediate. Workers who find their jobs through platforms are ultimately workers, and there is no basis for denying them the key rights and protections that their counterparts in the formal sector have long enjoyed. Our scores show that the platform economy, as we know it today, already takes many forms, with some platforms displaying greater concern for workers' needs than others. This means that we do not accept low pay, poor conditions, inequity, and a lack of agency and voice as the norm. We hope that our work – by highlighting the contours of today's platform economy – paints a picture of what it could become.



The Fairwork Pledge

As part of this process of change, we have introduced the Fairwork pledge. This pledge leverages the power of organisations' procurement, investment, and partnership policies to support fairer platform work. Organisations like universities, schools, businesses, and charities who make use of platform labour can make a difference by supporting the best labour practices, guided by our five principles of fair work. Organisations who sign the pledge get to display our badge on company organisational materials.

The pledge constitutes two levels. This first is as an official Fairwork Supporter, which entails publicly demonstrating support for fairer platform work, and making resources available to staff and members to help them in deciding which platforms to engage with. A second level of the pledge entails organisations committing to concrete and meaningful changes in their own practices as official Fairwork Partners, for example by committing to using better-rated platforms where there is a choice

**MORE INFORMATION ON THE
PLEDGE, AND HOW TO SIGN UP,
IS AVAILABLE AT**

fair.work/pledge





APPENDIX I

Fairwork Scoring System

Which companies are covered by the Fairwork principles?

The ILO defines a “digital labour platform” as an enterprise that mediates and facilitates “labour exchange between different users, such as businesses, workers and consumers”⁶³. That includes digital labour “marketplaces” where “businesses set up the tasks and requirements and the platforms match these to a global pool of workers who can complete the tasks within the specified time”⁶⁴. Marketplaces that do not facilitate labour exchanges - for example, Airbnb (which matches owners of accommodation with those seeking to rent short term accommodation) and eBay (which matches buyers and sellers of goods) are obviously excluded from the definition. The ILO’s definition of “digital labour platform” is widely accepted and includes many different business models⁶⁵.

Fairwork’s research covers digital labour platforms that fall within this definition that aim to connect individual service providers with consumers of the service through the platform interface. Fairwork’s research does not cover platforms that mediate offers of employment between individuals and employers (whether on a long-term or on a temporary basis).

Fairwork distinguishes between two types of these platforms. The first, is ‘geographically tethered’ platforms where the work is required to be done in a particular location such as delivering food from a restaurant to an apartment, driving a person from one part of town to another or cleaning. These are often referred to as ‘gig work platforms’. The second is ‘cloudwork’ platforms where the work can, in theory, be performed from any location via the internet.






The thresholds for meeting each principle are different for location-based and cloudwork platforms because location-based work platforms can be benchmarked against local market factors, risks/harms, and regulations that apply in that country, whereas cloudwork platforms cannot because (by their nature) the work can be performed from anywhere and so different market factors, risks/harms, and regulations apply depending on where the work is performed.

The platforms covered by Fairwork’s research have different business, revenue and governance models including employment-based, subcontractor, commission-based, franchise, piece-rate, shift-based, subscription models. Some of those models involve the platforms making direct payments to workers (including through sub-contractors).

How does the scoring system work?

The five Principles of Fairwork were developed through an extensive literature review of published research on job quality, stakeholder meetings at UNCTAD and the ILO in Geneva (involving platform operators, policymakers, trade unions, and academics), and in-country meetings with local stakeholders.

Each Fairwork Principle is divided into two points. Accordingly, for each Principle, the scoring system allows the first to be awarded corresponding to the first threshold, and an additional second point to be awarded corresponding to the second threshold (see Table 1). The second point under each Principle can only be awarded if the first 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. A platform can therefore receive a maximum Fairwork score of 10 points. Fairwork scores are updated on a yearly basis; the scores presented in this report were derived from data pertaining to the nine months between January 2025 and September 2025.

Principle	First Point	Second Point	Total
 Principle 1 Fair Pay	1 Ensures workers earn at least the local minimum wage after costs	1 Ensures workers earn at least a local living wage after costs	2
 Principle 2 Fair Conditions	1 Mitigates task-specific risks	1 Ensures safe working conditions and a safety net	2
 Principle 3 Fair Contracts	1 Provides clear and transparent terms and conditions	1 Ensures that no unfair contract terms are imposed	2
 Principle 4 Fair Management	1 Provides due process for decisions affecting workers	1 Provides equity in the management process	2
 Principle 5 Fair Representation	1 Assures freedom of association and the expression of worker voice	1 Supports democratic governance	2

Maximum possible Fairwork Score:





Principle 1:

Fair Pay

1.1 - Ensures workers earn 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 vehicle⁶⁶. Workers' costs sometimes mean their take-home earnings may fall below the local minimum wage⁶⁷. 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, such as mandatory training, which are also considered active hours⁶⁸. To achieve this point platforms must ensure that work-related costs do not push workers below local minimum wage.

The platform takes appropriate steps to ensure both of the following:

- Payment must be on time and in-full.
- 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 costs⁶⁹.

1.2 - Ensures workers earn 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 work-related costs do not push workers below local living wage. The platform takes appropriate steps to ensure 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^{70,71}.

Principle 2:

Fair Conditions

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 basic steps to mitigate them.

The platform must satisfy the following:

- Adequate equipment and training are provided to protect workers' health and safety from task-specific risks⁷². These should be implemented at no additional cost to the worker.
- The platform mitigates the risks of lone working by providing adequate support and designing processes with occupational safety and health in mind.
- Platforms take meaningful steps to ensure that workers do not suffer significant costs as a result of accident, injury or disease resulting from work.



2.2 - Ensures safe working conditions and 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, for example, sickness, or parenthood. Most countries provide a social safety net to ensure workers don't experience sudden poverty due to circumstances outside their control⁷³. 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 they earn from platform work, platforms should ensure that workers are compensated for loss of income due to inability to work. In addition, platforms must minimise the risk of sickness and injury even when all the basic steps have been taken.

The platform must satisfy ALL of the following:

- Platform takes meaningful steps towards the social protection of its workers.
- Where workers are unable to work for an extended period due to unexpected circumstances, their standing on the platform is not negatively impacted.
- The platform implements policies or practices that protect workers' safety from task-specific risks. In particular, the platform should ensure that pay is not structured in a way that incentivizes workers to take excessive levels of risk.

Principle 3:

Fair Contracts

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 workers⁷⁴. 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 other party 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 country/state/region in which the worker works.
- The contract/terms & conditions are presented in full in clear and comprehensible language that all workers could be expected to understand.
- Workers have to sign a contract and/or give informed consent to terms of conditions upon signing up for the platform.
- The contracts/terms and conditions are easily accessible to workers in paper form, or via the app/platform interface at all times.
- Contracts/terms & conditions do not include clauses that revert prevailing legal frameworks in the respective countries.
- Platforms take adequate, responsible and ethical data protection and management measures, laid out in a documented policy⁷⁵.



3.2 - Ensures that no unfair contract terms are imposed (one additional point)

In some cases, especially under ‘independent contractor’ classifications, workers carry a disproportionate amount of risk for engaging in a contract with the service user. 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 contractual status of the worker is classified, the platform must satisfy ALL of the following:

- Every worker is notified of proposed changes in clear and understandable language within 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.
- The contract/terms and conditions neither include clauses which exclude liability for negligence nor unreasonably exempt the platform from liability for working conditions. The platform takes appropriate steps to ensure that the contract does not include clauses which prevent workers from effectively seeking redress for grievances which arise from the working relationship.
- In case platform labour is mediated by subcontractors: The platform implements a reliable mechanism to monitor and ensure that the subcontractor is living up to the standards expected from the platform itself regarding working conditions.
- In cases where algorithms are used to determine pricing, bonuses, ratings and/or allocate jobs, the data collected, and calculations used must be transparent and documented in a form available to workers in clear and comprehensible language that all workers could be expected to understand.

Principle 4:

Fair Management

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 potentially losing their income. Workers may be subject to other penalties or disciplinary decisions without the ability to contact the service user or 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 an easily accessible channel for workers to communicate with a human representative of the platform and to effectively solve problems. 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 and effectively appeal low ratings, non-payment, payment issues, deactivations, and other penalties and disciplinary actions. This process is documented in a 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.

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.

Platforms must satisfy ALL of the following:

- The platform has an effective anti-discrimination policy laying out a clear process for reporting, correcting and penalising discrimination of workers on the platform 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 status⁷⁶.
- The platform has measures in place to promote diversity, equality and inclusion on the platform. It takes practical measures to promote equality of opportunity for workers from disadvantaged groups, including reasonable accommodation for pregnancy, disability, and religion or belief.
- Where persons from a disadvantaged group (such as women) are significantly under-represented among a pool of workers, it seeks to identify and remove barriers to access by persons from that group.
- If algorithms are used to determine access to work or remuneration or the type of work and pay scales available to workers seeking to use the platform, 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

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 mechanism⁷⁷ for the expression of collective worker voice that allows ALL workers, regardless of employment status, to participate without risks.
- There is a formal, written statement of willingness to recognise, and bargain with, a collective, independent body of workers or trade union, that is clearly communicated to all workers, and available on the platform interface.
- Freedom of association is not inhibited, and workers are not disadvantaged in any way for communicating their concerns, wishes and demands to the platform, or expressing willingness to form independent collective bodies of representation.

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.
- In a written document available at all times on the platform interface, the platform publicly and formally recognises an independent collective body of workers, an elected works council, or trade union. This recognition is not exclusive and, when the legal framework allows, the platform should recognise any significant collective body seeking representation.



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Endnotes

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- 67 The ILO defines minimum wage as the "minimum amount of remuneration that an employer is required to pay wage earners for the work performed during a given period, which cannot be reduced by collective agreement or an individual contract." Minimum wage laws protect workers from unduly low pay and help them attain a minimum standard of living. The ILO's Minimum Wage Fixing Convention, 1970 C135 sets the conditions and requirements of establishing minimum wages and calls upon all ratifying countries to act in accordance. Minimum wage laws exist in more than 90 per cent of the ILO member states.
- 68 In addition to direct working hours where workers are completing tasks, workers also spend time performing unpaid activities necessary for their work, such as waiting for delivery orders at restaurants and travelling between jobs and undertaking mandatory training (i.e., training activities that must be completed for workers to continue accessing work on the platform). These indirect working hours are also considered part of active hours as workers are giving this time to the platform. Thus, 'active hours' are defined as including both direct and indirect working hours.
- 69 In order to evidence this, where the platform is responsible for paying workers the platform must either: (a) have a documented policy that ensures the workers receive at least the local minimum wage after costs in their active hours; or (b) provide summary statistics of transaction and cost.
- 70 Where a living wage does not exist, Fairwork will use the Global Living Wage Coalition's Anker Methodology to estimate one.
- 71 In order to evidence this, where the platform is responsible for paying workers the platform must either: (a) have a documented policy that ensures the workers receive at least the local living wage after costs in their active hours; or (b) provide summary statistics of transaction and cost data evidencing all workers earn a minimum wage after costs.
- 72 The ILO recognises health and safety at work as a fundamental right. Where the platform directly engages the worker, the starting point is the ILO's Occupational Safety and Health Convention, 1981 (C155). This stipulates that employers shall be required "so far as is reasonably practicable, the workplaces, machinery, equipment and processes under their control are safe and without risk to health", and that "where necessary, adequate protective clothing and protective equipment [should be provided] to prevent, so far as is reasonably practicable, risk of accidents or of adverse effects on health."
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- 74 The ILO's Maritime Labour Convention, 2006 (MLC 2006), Reg. 2.1, and the Domestic Workers Convention, 2011 (C189), Articles 7 and 15, serve as helpful guiding examples of adequate provisions in workers' terms and conditions, as well as worker access to those terms and conditions.
- 75 As stated in international standards, ethical data protection includes aspects such as legitimacy and lawfulness, proportionality, purpose limitation, transparency, quality, data subject's rights (access, rectification, evaluation, erasure, and portability), accountability, and collective rights. Also, when using AI, the rights to be informed about it and to have a human interface.
- 76 In accordance with the ILO Convention No. 111 concerning Discrimination in Respect of Employment and Occupation and applicable national law.
- 77 A mechanism for the expression of collective worker voice will allow workers to participate in the setting of agendas so as to be able to table issues that most concern them. This mechanism can be in physical or virtual form (e.g. online meetings) and should involve meaningful interaction (e.g. not surveys). It should also allow for ALL workers to participate in regular meetings with the management.

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