

Charter of principles for good platform work

We, the undersigned, share the view and aspiration that:

- Digital work/services platforms are making available affordable, on-demand services to consumers and offering businesses greater opportunities to access talent with the skills they need. They are also providing flexible opportunities for earning and supplementing income, helping many platform workers to achieve economic security, greater control over their working hours and develop new skills.
- The rapid adoption of technology, innovation in business models and the diverse ways in which people work through platforms poses challenges for the current policies governing work, benefits and social protections, spanning diverse geographies and jurisdictional norms.
- A comprehensive approach is required that provides clarity and legal certainty, and empowers platform workers, promoting their dignity and wellbeing, while supporting flexibility, innovation and the value offered by the platform economy to users/clients.
- It is important that platform workers are classified appropriately under the law and suitable regulation provided for these forms of work and services.
- Platform operators should set strong standards to support those providing services through their platforms.
- This Charter aims to identify the key principles for good platform work. All stakeholders, including platform operators, governments and workers themselves, have a role in ensuring the wellbeing of people engaged in platform work, and multistakeholder cooperation will be required to successfully embed these principles across the platform economy.
- While not all points are relevant for each type of platform given the heterogeneity of business models, workers and services involved, we can all usefully acknowledge these principles as a basis for action.

We therefore affirm the following principles, and commit to use our best efforts to apply them, within the remit of our responsibilities, duties, influence and resources, and within applicable local laws.

Founding partners

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Definitions

Digital work/services platforms (platforms): Companies operating digital platforms for individuals to hire out their services and skills to businesses or consumers, with tasks completed either remotely or in-person, directly or via substitutes. Such companies operate across diverse sectors and encompass both highly specialized and relatively standardised services.

Platform workers/contractors (workers): People who earn income from work facilitated or to which they were connected by digital work/services platforms, whether as a main source of income or in addition to other work, and including independent professionals and those who run their own businesses.¹

Users/clients: Businesses or end-consumers who obtain services via platforms.

Principles for Good Platform Work

1. Diversity and inclusion

1.1 Platforms should strive to be inclusive and usable by a diverse population of workers, and should encourage qualified participants from all national, religious, gender, sexual orientation and ethnic backgrounds, including persons with disabilities.

2. Safety and wellbeing

2.1 Governments, platforms and users/clients share a responsibility, taking into account local conditions, to ensure that working conditions are dignified.

2.2 Platforms should have policies or guidelines in place, appropriate to the locations and modes of work, to help protect workers from health and safety risks, and should endeavour to protect and promote the physical and mental wellbeing of workers. Users/clients should acknowledge and adhere to the policies and guidelines.

2.3 Platforms should not tolerate conduct that is incompatible with their terms of use and service, including verbal and physical abuse, gender-based violence and sexual harassment.

2.4 Tasks, if any, that may be psychologically damaging (e.g. those involving review of social media content for hate speech, violence or pornography) should be clearly identified as such.

3. Flexibility and fair conditions

3.1 Terms and conditions should be transparent, clearly stated, easily understandable, and provided to workers in an accessible form.

3.2 Grounds and procedures for account deactivation should be clear, and platforms should work to establish processes to challenge decisions where relevant, with multi-stakeholder support if applicable. Processes should respect confidentiality where appropriate.

3.3 Workers should be able to decline to accept offered tasks or decline to work at certain times—although platforms should where relevant be entitled to log off or deactivate workers who have been inactive for a prolonged period and to apply disincentives where workers decline to complete work they have accepted.

3.4 Platforms should promote a culture of transparency and human accountability across use of algorithms, and ensure that fairness and non-discrimination are a priority in the design of algorithms.

¹ The use of 'worker' is generic and is not intended to have any employment connotation; it does not imply the employment law definition of a worker in certain countries.

4. Reasonable pay and fees

4.1 Workers should have full transparency on the basis for what they will earn before deciding whether to accept tasks. Where minimum wage thresholds exist, workers classified as employees should earn at least the minimum wage of their jurisdiction, proportional to the time spent actively working and accounting for reasonable expenses for their mode of work. Workers who set their own rates should be able to do so in a way that reflects market dynamics.

4.2 Tips should always be in addition to reasonable earnings and should go entirely to workers.

4.3 Where non-payment for tasks by users/clients is permitted, it should be subject to clear rules.

5. Social protection

5.1 Governments and platforms should collaborate to ensure that workers have access to a comprehensive set of reliable and affordable social protections and benefits that meet their individual needs, taking into account local conditions, and are well informed about their options. This process should take into account workers' views and feedback on their needs. Regulation should be adapted as appropriate to enable platforms to support the provision of such benefits to workers who are not classified as employees.

5.2 Contributions to public or private social protections and benefits could be made by stakeholders as appropriate, subject to employment status, jurisdictional context and local conditions.

5.3 Social protections and benefits should be portable and pro-rated, where applicable and subject to local conditions and jurisdictional context.

6. Learning and development

6.1 Platform work should encourage and enable individual professional development.

6.2 All stakeholders—notably governments and platforms—should collaborate to ensure that workers have access to affordable educational and upskilling programmes to support their professional development. Regulation should be adapted as appropriate to enable platforms to support the provision of such programmes to workers who are not classified as employees.

7. Voice and participation

7.1 Workers should be able to express their views on platform guidelines and practices to the platform, and platforms should provide processes, channels and/or forums as appropriate for those discussions to occur.

7.2 Platforms should ensure that workers have access to transparent and accountable mechanisms, where applicable, for resolving disputes with users/clients and with other workers within a reasonable timeframe.

8. Data management

8.1 Workers should be able to view a complete history of their platform use and, where applicable, an aggregate review rating at any time, in an easy-to-read, understandable and transferable format, in accordance with jurisdictional requirements and based on the development of appropriate formats for transferability.

8.2 Platforms should collaborate with policy-makers, researchers, worker organisations and other actors as appropriate to increase transparency and understanding of the platform economy. This could include sharing data, where available, and aggregated and anonymized as necessary, including but not limited to the number, demographics and practices of workers using their platform.

The Charter of Principles for Good Platform Work is a ground-breaking initiative by leading companies in the sector to collectively identify and commit to key principles that in their view should underpin good platform work.

This initiative is part of the World Economic Forum's Platform for Shaping the Future of the New Economy and Society. The Platform provides the opportunity to advancing prosperous, inclusive and equitable economies and societies. It focuses on co-creating a new vision in three interconnected areas: growth and competitiveness; education, skills and work; and equality and inclusion. Working together, stakeholders deepen their understanding of complex issues, shape new models and standards and drive scalable, collaborative action for systemic change.

Over 100 of the world's leading companies and 100 international, civil society and academic organizations currently work through the Platform to promote new approaches to competitiveness in the Fourth Industrial Revolution economy; deploy education and skills for tomorrow's workforce; build a new pro-worker and pro-business agenda for jobs; and integrate equality and inclusion into the new economy, aiming to reach 1 billion people with improved economic opportunities by 2030.