▶ Appendix 1

Digital labour platforms: Estimates of workers, investments and revenues

Table A1.1 List of country codes

Country	ISO Alpha 3	Country	ISO Alpha 3	Country	ISO Alpha 3
Albania	ALB	France	FRA	Peru	PER
Algeria	DZA	Georgia	GEO	Philippines	PHL
Argentina	ARG	Germany	DEU	Poland	POL
Armenia	ARM	Ghana	GHA	Portugal	PRT
Australia	AUS	Greece	GRC	Republic of Moldova	MDA
Bangladesh	BGD	India	IND	Romania	ROU
Belarus	BLR	Indonesia	IDN	Russian Federation	RUS
Benin	BEN	Ireland	IRL	Saint Lucia	LCA
Bolivia, Plurinational State of	BOL	Israel	ISR	Senegal	SEN
Bosnia and Herzegovina	BIH	Italy	ITA	Serbia	SRB
Brazil	BRA	Jamaica	JAM	Singapore	SGP
Bulgaria	BGR	Japan	JPN	Slovakia	SVK
Cameroon	CMR	Kazakhstan	KAZ	South Africa	ZAF
Canada	CAN	Kenya	KEN	Spain	ESP
Chile	CHL	Madagascar	MDG	Sri Lanka	LKA
China	CHN	Malaysia	MYS	Sweden	SWE
Colombia	COL	Mauritius	MUS	Thailand	THA
Costa Rica	CRI	Mexico	MEX	Tunisia	TUN
Croatia	HRV	Morocco	MAR	Turkey	TUR
Cyprus	CYP	Nepal	NPL	Uganda	UGA
Denmark	DNK	Netherlands	NLD	Ukraine	UKR
Dominican Republic	DOM	New Zealand	NZL	United Arab Emirates	ARE
Ecuador	ECU	Nicaragua	NIC	United Kingdom	GBR
Egypt	EGY	Nigeria	NGA	United States	USA
El Salvador	SLV	North Macedonia	MKD	Uruguay	URY
Ethiopia	ETH	Norway	NOR	Venezuela, Bolivarian Republic of	VEN
Finland	FIN	Pakistan	PAK	Viet Nam	VNM

Table A1.2 Estimates of workers performing tasks on digital platforms

Reference	Estimate	Countries and years	Time period/proportion of income	Definition
Urzì Brancati, Pesole and Fernández Macías (2020)	9.5–11% of adult population (aged between 16 and 74 years)		Ever gained income from providing services via online platforms.	Providing labour services via online platforms; payment is conducted digitally via the platform, and tasks are performed either online web-based or on-location.
	1.9–2.4% of adult population		Provided labour services via platforms but less than once a month over the last year.	
	3.1% of adult population	16 EU Member States,* 2018	At least monthly, but for less than 10 hours a week and earned less than 25% of their income via platforms.	
	4.1% of adult population		At least monthly, for between 10 and 19 hours or earned between 25% and 50% of their income via platforms.	
	1.4% of adult population		At least monthly, and worked on platforms at least 20 hours a week or earned at least 50% of their income via platforms.	
Pesole et al. (2018)	9.7% on average 6–12% of adult population	14 EU Member States, 2017	Provided labour services at any time in the past.	Providing services via online platforms (location-based and web-based).
	8% on average 4–10% of adult population		Provided services regularly at least once a month in the past year.	
Alsos et al. (2017)	1% of working-age population	Norway, 2016–17	Earned money through labour platforms in the past year.	
CIPD (2017)	4% of working adults (18–70 years)	United Kingdom, 2016	Engaged in paid platform work at least once in the previous 12 months.	Platform work includes performing tasks online, providing transport or physically delivering food or other goods.
Huws et al. (2017)	9–12% in Germany, Netherlands, Sweden, United Kingdom 18–22% in Austria, Italy, Switzerland	Austria, Germany, Italy, Netherlands, Sweden, Switzerland, United Kingdom, 2016–17	Performed crowdwork at any time in the past.	Crowdwork is paid work via an online platform, such as freelance platforms or outside one's home on location-based platforms.
	6–8% in Germany, Netherlands, Sweden, United Kingdom 13–15% in Austria, Italy, Switzerland		Performed crowdwork at least monthly.	
	5–6% in Germany, Netherlands, Sweden, United Kingdom 9–12% in Austria, Italy, Switzerland		Performed crowdwork at least weekly.	
Farrell, Greig and Hamoudi (2018)	1.6% on all platforms 1.1% on labour platforms, 0.2% on capital platforms, 0.4% selling (28 million US bank accounts)	United States, 2016	Earned income from platform work over the past month.	Labour platforms are those on which participants perform discrete tasks, and capital platforms are those whose participants sell goods or rent assets.
	4.5% on all platforms		Earned income from all platform work over the past year.	

Table A1.2 (cont'd)

Reference	Estimate	Countries and years	Time period/proportion of income	Definition
Burson-Marsteller, Aspen Institute and *Time* (2016)	42% of adult population	United States, 2015	Have purchased or used one of the services.	Services in the on-demand economy include: ride-sharing, accommodation sharing, task services, short-term car rental, or food or goods delivery.
	22% of adult population		Have offered at least one of the services in the past.	
	7% of adult population		Earn in a typical month at least 40% through on-demand economy.	
Katz and Krueger (2016)	0.5% of labour force	United States, 2015	Reference period – one week.	Working through an online intermediary.
Surveys conducted by national statistical offices				
Switzerland, FSO (2020)	0.4% of the population 1.6% of the population	Switzerland, 2019	In the past 12 months.	Carried out work via internet-mediated platforms. Provided internet-mediated platform services.
United States, BLS (2018)	1% of total employment	United States, 2017	In the last week.	Electronically mediated workers, doing short jobs or tasks through websites or mobile apps that both connect them with customers and arrange payment for the tasks.
	2.4% of working-age population		In the past year.	Earned money via digital platforms, both labour and capital platforms.
Ilsøe and Madsen (2017)	1% of working-age population	Denmark, 2017	In the past year.	Earned money via a labour platform such as Upwork, Happy Helper.
	1.5% of working-age population		In the past year.	Earned money via a capital platform such as Airbnb, GoMore.
Sweden, SOU (2017)	4.5% of working-age population	Sweden, 2016	In the past year.	Tried to get an assignment via a digital platform.
	2.5% of working-age population		In the past year.	Performed work via a digital platform.
Canada, Statcan (2017)	9.5% of adult population (≥18 years) (7% ride services; 4.2% accommodation)	Canada, 2015–16	In the past 12 months.	Used either peer-to-peer ride services or private accommodation services.
	0.3% of adult population (≥18 years)		In the past 12 months.	Offered peer-to-peer ride services.
	0.2% of adult population (≥18 years)		In the past 12 months.	Offered private accommodation services.
Statistics Finland (2018)	7% of adult population	Finland, 2017	In the past 12 months.	Worked or earned income from the following platforms: Airbnb, Uber, Tori.fi/Huuto.net, Solved, and others.

* These 16 EU Member States are Czechia, Croatia, Finland, France, Germany, Hungary, Ireland, Italy, Lithuania, the Netherlands, Portugal, Romania, Slovakia, Spain, Sweden and the United Kingdom.

Source: ILO compilation.

Table A1.3 Total funding from venture capital and other investors, selected categories of digital labour platforms, by region and type of platform, 1999–2020

	Funding (US$ million)	Number of platforms	Number of countries
Delivery	**37 495**	**164**	**47**
Africa	13	5	4
Arab States	48	6	5
Central and Western Asia	51	6	4
East Asia	8 915	16	3
Eastern Europe	110	10	3
Latin America and the Caribbean	3 019	15	9
North America	11 116	44	2
South Asia	4 199	21	2
South-East Asia and the Pacific	222	8	3
Western Europe	9 803	33	12
Taxi	**62 784**	**61**	**30**
Africa	45	8	6
Arab States	772	1	1
Central and Western Asia	929	2	2
East Asia	21 581	4	2
Eastern Europe	1 001	2	2
Latin America and the Caribbean	337	6	3
North America	33 032	19	1
South Asia	3 850	5	4
South-East Asia and the Pacific	26	4	2
Western Europe	1 211	10	7
Online web-based	**2 690**	**142**	**31**
Arab States	0.3	1	1
Central and Western Asia	113	4	2
East Asia	579	11	3
Eastern Europe	12	5	3
Latin America and the Caribbean	2	4	3
North America	1 601	66	2
South Asia	7	6	2
South-East Asia and the Pacific	77	9	5
Western Europe	299	36	10
Hybrid	**16 999**	**5**	**4**
Africa	908	1	1
South-East Asia and the Pacific	15 100	2	2
East Asia	991	2	1

Source: Crunchbase database.

Table A1.4 Estimated annual revenue of digital labour platforms, by region and type of platform, 2019–20

	Revenue (US$ million)	Number of platforms	Number of countries
Delivery	**25063**	**191**	**36**
Africa	10	3	4
Arab States	113	7	3
Central and Western Asia	231	1	1
East Asia	9107	101	4
Eastern Europe	63	7	5
Latin America and the Caribbean	934	6	4
North America	9104	34	1
South Asia	690	10	1
South-East Asia and the Pacific	90	6	5
Western Europe	4772	16	8
Transportation	**17343**	**31**	**18**
Africa	7	2	2
Arab States	119	1	1
Central and Western Asia	1000	1	1
East Asia	401	1	1
Eastern Europe	501	1	1
Latin America and the Caribbean	17	2	1
North America	14521	9	1
South Asia	460	4	3
South-East Asia and the Pacific	17	3	2
Western Europe	300	7	5
Online web-based	**2509**	**107**	**22**
Africa	2	1	1
Central and Western Asia	107	1	1
East Asia	127	6	3
Eastern Europe	24	3	2
Latin America and the Caribbean	1	1	1
North America	1572	61	2
South Asia	26	7	1
South-East Asia and the Pacific	494	7	4
Western Europe	155	20	7
Hybrid	**6273**	**5**	**4**
Africa	180	1	1
South-East Asia and the Pacific	3600	2	2
East Asia	2493	2	1

Source: Owler database, annual reports and filings by platform companies to the Securities and Exchange Commission of the United States.

Table A1.5 Mergers and acquisitions in delivery platforms

Name of platform	Merger/ acquisition	Name of platform/company (merged with/acquired by)	Date of merger/ acquisition
Appetito24	Acquisition	PedidosYa (acquired by Delivery Hero)	14.08.2017
Baedaltong	Acquisition	Delivery Hero	09.12.2014
BGMENU.com	Acquisition	Takeaway.com (now Just Eat Takeaway.com)	23.02.2018
Canary Flash	Acquisition	Just Eat (now Just Eat Takeaway.com)	01.09.2019
Carriage	Acquisition	Delivery Hero	29.05.2017
Caviar	Acquisition	DoorDash	01.08.2019
Chef Shuttle	Acquisition	Bitesquad	23.06.2017
CitySprint	Acquisition	LDC	19.02.2016
Dáme Jídlo	Acquisition	Delivery Hero	09.01.2015
Daojia	Acquisition	Yum! China	17.05.2017
Delicious Deliveries	Acquisition	Bitesquad	10.10.2017
Deliveras	Acquisition	Delivery Hero	12.02.2018
Delivery.com	Acquisition	Uber	11.10.2019
Delyver	Acquisition	Big Basket	12.06.2015
Domicilios.com	Acquisition	iFood	08.04.2020
Doorstep Delivery	Acquisition	Bitesquad	28.08.2017
Eat24	Acquisition	Grubhub	03.08.2017
Eats Media	Acquisition	delivery.com	26.08.2009
Eda.ua	Acquisition	Menu Group (UK) Limited	05.08.2019
Favor	Acquisition	HE Butt Grocery	15.02.2018
Feedr	Acquisition	Compass Group PLC	26.05.2020
Foodarena.ch	Acquisition	Takeaway.com (now Just Eat Takeaway.com)	22.06.2018
Foodfly	Acquisition	Delivery Hero	20.09.2017
Foodfox	Acquisition	Yandex	28.11.2017
Foodie Call	Acquisition	Bitesquad	10.10.2017
FoodNinjas	Acquisition	Velonto	04.2020
Foodonclick.com	Acquisition	Delivery Hero	05.2015
Foodora	Acquisition	Delivery Hero	09.2015
Foodpanda	Acquisition	Delivery Hero	10.12.2016
Foodpanda India	Acquisition	Ola	19.12.2017
FoodTime	Acquisition	Fave	24.05.2019

Table A1.5 (cont'd)

Name of platform	Merger/ acquisition	Name of platform/company (merged with/acquired by)	Date of merger/ acquisition
Freshgora	Minority stake investment	Meal Temple Group	2019
Gainesville2Go	Acquisition	Bitesquad	01.10.2017
HipMenu	Acquisition	Delivery Hero	08.2018
Honest Food	Acquisition	Delivery Hero	20.12.2019
Hungerstation.com	Acquisition	Foodpanda	09.08.2016
Lieferando	Acquisition	Takeaway.com (now Just Eat Takeaway.com)	10.04.2014
Menulog	Acquisition	Just Eat (now Just Eat Takeaway.com)	08.05.2015
Mjam	Acquisition	Delivery Hero	2012
MyDelivery	Acquisition	Meal Temple Group	26.02.2019
NetPincér hu	Acquisition	Foodpanda, then by Delivery Hero	12.2014 and 12.2016 respectively
PedidosYa	Acquisition	Delivery Hero	26.06.2014
Pyszne.pl	Acquisition	Lieferando, then by Just Eat Takeaway.com	23.03.2012 and 10.04.2014 respectively
Rickshaw	Acquisition	DoorDash	14.09.2017
SberMarket	Acquisition	Sberbank	30.11.2020
Seamless	Acquisition	Grubhub	01.05.2013
SkipTheDishes	Acquisition	Just Eat (now Just Eat Takeaway.com)	15.12.2016
Stuart	Acquisition	Geopost	07.05.2017
Takeaway.com and Just Eat	Merger	Just Eat Takeaway.com	23.04.2020
Talabat	Acquisition	Internet Rocked, then by Delivery Hero	02.2015 and 12.2016 respectively
Tapingo	Acquisition	Grubhub	25.09.2018
Uber Eats (India)	Acquisition	Zomato	21.01.2020
Waitr	Acquisition	Landcadia Holdings	16.05.2018
Woowa Bros	Acquisition	Delivery Hero	12.2020
Yemeksepeti	Acquisition	Delivery Hero	05.05.2015
YoGiYo	Acquisition	Delivery Hero	2014
Zakazaka	Acquisition	Mail.Ru Group	02.05.2017

Source: Crunchbase database, annual reports and platform websites.

Table A1.6 Mergers and acquisitions in taxi platforms

Name of platform	Merger/ acquisition	Name of platform/company (merged with/acquired by)	Date of merger/ acquisition
99	Acquisition	DiDi	03.01.2018
Beat	Acquisition	Intelligent Apps	16.02.2017
Careem	Acquisition	Uber	26.03.2019
Citybird	Acquisition	Felix	12.06.2018
Curb	Acquisition	Verifone	13.10.2015
Easy Taxi	Acquisition	Cabify	01.01.2017
Fasten	Acquisition	Vezet Group, then by MLU BV	02.03.2018 and 15.07.2019 respectively
Flinc	Acquisition	Diamler	28.09.2017
FREE NOW	Acquisition	Intelligent Apps	26.07.2016
Savaree	Acquisition	Careem, then by Uber	30.03.2016 and 26.03.2019 respectively
Vezet Group	Acquisition	MLU BV	15.07.2019
Yandex.Taxi and Uber (Russia, CIS)	Merger	MLU BV	02.2018

Source: Crunchbase database, annual reports and platform websites.

Table A1.7 Mergers and acquisitions in online web-based platforms

Name of platform	Merger/ acquisition	Name of platform/company (merged with/acquired by)	Date of merger/ acquisition
99designs	Acquisition	VistaPrint	05.10.2020
Applause	Acquisition	Vista Equity Partners	23.08.2017
AudioKite	Acquisition	ReverbNation	04.11.2016
Brandstack	Acquisition	DesignCrowd	20.12.2011
ClearVoice	Acquisition	Fiverr	13.02.2019
Codechef	Acquisition	Unacademy	18.06.2020
DesignCrowd	Acquisition and merger	DesignBay (since renamed DesignCrowd)	23.11.2009
Freelancer Technology	Acquisition	Music Freelancer.net	02.01.2019
Gengo	Acquisition	Lionbridge	16.01.2019
Guru	Acquisition	Emoonlighter	01.07.2003
Indiez	Acquisition	GoScale	26.02.2020
Iwriter	Acquisition	Templafy	07.05.2019
Kaggle	Acquisition	Alphabet (includes Google)	07-03.2017
Liveops	Acquisition	Marlin Equity Partners	01.12.2015
Mila	Acquisition	Swisscom	02.01.2013
MOFILM	Acquisition	You & Mr Jones	11.06.2015
Streetbee	Acquisition	BeeMyEye	16.01.2019
Test IO	Acquisition	EPAN Systems	21.05.2019
Topcoder	Acquisition	Appirio, then by Wipro Technologies	17.09.2013 and 20.10.2016 respectively
Twago	Acquisition	Randstad	14.06.2016
VerbalizeIt	Acquisition	Smartling	19.05.2016
WeGoLook	Acquisition	Crawford & Company	06.12.2016
Xtra Global	Acquisition	Rozetta Corp	09.08.2016
Zooppa	Acquisition	TLNT Holdings SA	07.2019

Source: Crunchbase database, annual reports and platform websites.

▶ Appendix 2
ILO interviews with digital platform companies and analysis of terms of service agreements

▶ 2A. ILO interviews with digital platform companies

To understand the functioning of digital platform companies, interviews with representatives of both location-based platforms and online web-based platforms were conducted. With regard to location-based platforms, interviews with representatives of taxi and delivery platforms were conducted, in collaboration with consultants, using a semi-structured questionnaire prepared by the ILO. The consultants approached taxi and delivery platforms in their cities of operations, requesting them to participate on the basis of a letter provided by the ILO. The interviews collected information on the platforms' business profiles, operations and marketing strategies, business model, recruitment practices and future strategies. However, only a few taxi platforms (in Chile, Ghana, India and Kenya) and one delivery platform (in Ghana) agreed to the interviews, which were conducted in person by the consultants or using video call by the ILO.

With regard to online web-based platforms, the ILO contacted about 30 platform companies with significant or growing presence at the country or regional levels, requesting them to participate in the study. The ILO conducted interviews with eight such platform companies and with one open-source platform (Apache Software Foundation). The interviews used semi-structured questionnaire, which were quite similar to those for the taxi and delivery platforms but platform specific. In addition, the interviews sought information related to tasks, matching process, algorithmic management, work evaluation and the platforms' global operations. All these interviews were conducted using video call, and follow-up meetings were held with some platforms.

Table A2.1 lists the platform companies whose representatives were interviewed. The interviews were conducted between March 2019 and March 2020, and took between approximately 30 minutes and two hours.

▶ **Table A2.1 Interviews conducted with digital platform companies**

	Platform company	Person interviewed	Coverage
A.	**Online web-based platforms**		
1.	Clickworker	CEO	Berlin, Germany
2.	Upwork	Human Resources Manager	Santa Clara, California, United States
3.	Hsoub	CEO	London, United Kingdom
4.	Worknasi	CEO	United Republic of Tanzania
5.	Nabeesh	CEO	United Arab Emirates
6.	Playment	CEO	Bengaluru, India
7.	Crowd Analytix	CEO	Bengaluru, India
8.	GoWorkABit	CEO (and member of the Sharing Economy Association)	Estonia
9.	Apache Foundation	Board member (and Treasurer)	Berlin, Germany
B.	**Location-based platforms**		
	Taxi platforms		
1.	Uber	Employee, operations department	Accra, Ghana
2.	Maramoja	Employee, operations department	Nairobi, Kenya
3.	Uber	Employee, responsible for public policy in East Africa	Nairobi, Kenya
4.	Bolt	Employee	Nairobi, Kenya
5.	Ola	Employee, operations department	New Delhi, India
6.	Beat	CEO	Santiago, Chile
7.	DiDi	Director, corporate affairs	Santiago, Chile
	Delivery platforms		
1.	Okada	Employee, operations department	Accra, Ghana

▶ 2B. Analysis of terms of service agreements

The terms of service agreements and other related documents of 31 platforms have been analysed for this report. Chapters 2 and 5 draw on this analysis to understand the functioning of the platform business model. Of these, 16 are online web-based platforms (4 freelance, 3 contest-based, 5 competitive programming and 4 microtask) and 15 are location-based platforms, of which 7 are in the taxi sector and 8 are in the delivery sector, operating in a number of countries.

The online web-based platforms were chosen because of their coverage in the global microtask, freelance and competitive programming surveys for this report, and some additional platforms were analysed because of their prominence. All the location-based platforms analysed for the business model were identified in the country-specific worker surveys that were conducted in Africa (Ghana, Kenya and Morocco), Asia (China, India and Indonesia), Central and Eastern Europe (Ukraine), Latin America (Argentina, Chile and Mexico), and the Middle East (Lebanon). The exception is Deliveroo, which was considered for analysis because of its distinct characteristics compared to other delivery platforms, in order to enable a comparison to be made with these other platforms. In addition, with respect to Grab and Gojek, the terms of service agreements for Singapore were also analysed, as both these platforms are based there; some key aspects of the agreements in Singapore may differ from those in other countries where these platforms operate. The platform websites provide information related to the agreements and other related documents (see table A2.2). Where it was not possible to obtain the information required, the information from the country surveys and interviews conducted for the purposes of this report were used.[1] The analysis focuses on the following aspects:

▶ **Contractual relationship:** The terms of service agreements of both online web-based and location-based platforms provide information on the contractual relationship. They all use terminology which seeks to deny any relationship of employment between themselves and the platform users (see tables A2.2 and A2.3 for more details).

▶ **Types of services:** The websites of both online web-based and location-based platforms provide information on the types of services available. Though the terms of service agreements also provide such information, this is usually very brief compared to the details posted on the main websites. For online web-based platforms in particular, information included in the main text of this report is also based on the interviews conducted with representatives of the platforms.

▶ **Revenue model:** The websites of online web-based platforms provide information on the different types of fees charged to the various users (clients, workers and so on). These include fees for on-boarding, commission fees or service charges for performing the tasks, transaction/withdrawal fees, maintenance fees and cancellation charges. Some of the platforms also have optional fees, which include fees for clients to mark projects as urgent or to highlight them so as to attract higher-quality submissions, and fees for workers to obtain access to more job proposals and better listings. Some also have a subscription model, and the amounts payable for the various subscriptions along with the different services and benefits they provide are available on the respective platform websites.

In the case of location-based platforms, the terms of service agreements of both transportation and delivery platforms provide information on the types of fees charged, which almost invariably include commission fees, cancellation fees and waiting-time fees, as well as various other surcharges, such as for airport trips and tolls or for cleaning and maintenance services. The terms and conditions of location-based platforms also provide information on surge pricing, specifying that the prices of services vary according to demand and supply. Nevertheless, the agreements do not include information on the exact amount of these fees. For some platforms, such as Bolt and Cornershop in Mexico, and Grab or GrabFood and Gojek in Singapore, more precise information on commission fees can be found on their websites (usually in the FAQ or support sections), but where such information was not available, it was collected from the surveys of taxi drivers and delivery workers in the various countries, and from the interviews conducted with restaurant and grocery shop owners.

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1 The text indicates when that is the case.

▶ **Recruitment and matching:** Information on onboarding requirements and procedures was collected from a number of sources. In some cases, privacy policies stipulate that users can access platforms via third parties, such as social networking services, while for other platforms this information can be deduced from the registration sections on their websites, which clearly give users the option to sign up via third parties such as Google, Facebook or LinkedIn.

For instance, the privacy policies of both online web-based and location-based platforms provide information on the documents needed to create an account. In the case of location-based platforms, in particular, information on both the personal and technical requirements needed for joining as either a driver or a courier (depending on whether the platform provides transportation or delivery services) was collected from the registration sections on the platforms' websites. Moreover, the support or frequently asked question (FAQ) sections of online web-based platforms' websites contain information on verification and vetting procedures, which can include anything from ID verification via camera to registration of user profiles based on standards set by the platform. Information was also collected from the country-specific surveys and the interviews conducted with companies for this report. Finally, much of the information on the indicators used in assignment of work is based on an analysis of the websites of 117 online labour platforms listed on Crunchbase.

▶ **Work processes and performance management**: The websites of online web-based platforms contain various sections relevant to work processes and performance management. There are sections analysing platforms' rating systems and the various levels assigned to workers based on such ratings, and others referring to tools that the platforms make available to facilitate communication between the parties and that enable them to track projects in real time (for example, in-app messaging systems, live chat features and remote desktop apps). There are specific sections outlining the testing methods that determine workers' continued access to tasks and to the platforms. Information on the ratings systems used by location-based platforms was more difficult to obtain. Their terms of service agreements are usually silent on the matter and only a few platforms outline their rating systems on their websites.

Though most of the information concerning both online web-based and location-based platforms was collected from their websites, the terms of service agreements were also relevant; they often include clauses prohibiting activities such as communication between parties and payment being made outside the platform, the use of automated methods (such as Google Translate in the case of Appen) or the use of subcontractors. In the case of location-based platforms in particular, terms and conditions include provisions on codes of conduct, customer service etiquette, and cancellation and communication time frames.

Rules of platform governance

▶ **Account access/deactivation:** Information on who can access the platforms and under what conditions was mostly collected from terms of service agreements. In general, both online web-based and location-based platforms deactivate user accounts when the users are considered to have breached the terms of service agreements. That said, the power of platforms to deactivate accounts is often broadly formulated. Many agreements contain clauses on platforms' discretionary power to refuse registration and deactivate accounts, often without the need to provide a reason or prior notice. In the case of online web-based platforms, in particular, their websites often include sections with additional information on deactivation and the reasons that might lead to it, which can include low ratings, plagiarism or simply unoriginality of work, breach of codes of conduct (for instance, abuse of other users), non-performance or submission of work which does not meet the platform's or the client's specifications or quality standards.

▶ **Dispute resolution:** Most information on the dispute resolution processes of both online web-based and location-based platforms was collected from the terms of service agreements, which usually contain entire sections dedicated to dispute resolution in which the governing law and jurisdiction are clearly specified. In the case of online web-based platforms, such sections tend to be lengthier, given that dispute resolution procedures usually take the form of arbitration proceedings, the conditions of which are defined in detail by the platforms. In addition, online web-based platforms often include different dispute resolution policies depending on the issue in question, and information on these different policies is usually located on their websites. For instance, Upwork has different dispute resolution procedures for hourly and fixed-price contracts. Online web-based platforms also tend to have separate dispute resolution processes for disputes concerning intellectual property. For location-based platforms, the governing law and jurisdiction is usually that of the country where the services are being provided, though in some cases it is that of another country, as is the case with certain countries where Uber, Bolt and Glovo operate.

▶ **Data collection and usage:** Obtaining information on the data that platforms collect and how they process it was fairly straightforward, since such information is provided through privacy policies which are uniformly structured. These policies, for both online web-based and location-based platforms, clearly specify the kind of data collected, how it is collected, when and from where, as well as how they use it and when and with whom they share it. Data can be collected directly (i.e. when users provide it) or indirectly (i.e. by technological means such as cookies). Data collected directly from users varies across platforms and can include a user's contact and financial details, specific identity documents, criminal records, vehicle registration and insurance documents, or even more sensitive information such as race, religion and marital status (the latter observed only for Grab).

Data collected indirectly also varies, and can include anything from usage data (such as browsing and searching history, areas within the platform visited, duration of visits and number of clicks) and device information (such as IP address, device identifier and browser type), to data on communication between users and other data stored in the user's device (information from address books and calendars, or even the names of other applications installed in the device). Such automatically collected information also includes data relating to worker performance, such as their ratings and participation statistics, while location-based platforms may even collect driving-related data such as real-time geolocation and acceleration or braking data (as the privacy policies for Uber and Grab specify).

Apart from describing the kinds of data they collect, platforms' privacy policies also outline the various ways in which they use such data. For instance, they process user data to provide, enhance and personalize their services, to understand how users use their services, to comply with the law, and for automated decision-making (for instance the privacy policy of Uber specifies that it uses data to match workers with clients, determine prices based on demand and suspend or deactivate accounts). Although platforms may describe in detail the kinds of data they collect and the ways in which they process it, they do not, however, clearly link data collection to data processing; in other words, it is not always clear how a particular kind of data, such as location data, is used. Moreover, platforms share user data with their business partners, with other users of the platform, and with an array of third-party service providers including payment processors, insurance and financial partners, advertising companies, social networking services, cloud storage providers, research and marketing providers, and law enforcement agencies. Privacy policies provide information on data protection, usually by asserting that they abide by certain data protection laws, such as the European Union's General Data Protection Regulation, or that they ensure that any party with access to the platform's data abides by its privacy policy.

▶ **Intellectual property rights (IPR):** The terms of service agreements of both online web-based and location-based platforms clearly state that any IPR rest with the platform. In the case of online web-based platforms, however, it is not always clear in the terms and conditions which party has IPR over the creative work produced via the platform. In most cases, IPR are transferred from the worker to the client upon payment, though in some cases (such as Toptal) workers contractually assign any rights in their work to the platform, which then transfers such rights to the clients upon payment. Certain online web-based platforms also require that users sign non-disclosure agreements – as is the case with private contests in 99designs and Designhill – while other platforms give clients the option to sign such an agreement in return for a fee (such as Freelancer, PeoplePerHour). This information, wherever possible, was collected from the platform websites, though often such information was not available.

▶ **Taxation**: All the online web-based and location-based platforms under analysis specify that any prices quoted on the platform are inclusive of taxes, and emphasize that the responsibility to determine and pay taxes falls on the users (workers and clients). Nevertheless, there are some platforms that mention in their terms of service that they deduct taxes from workers' earnings. For instance, both Ola and Zomato in India make deductions from proceeds as per the Income Tax Act, 1961. Freelancer recently updated its "Fees and Charges" policy by adding a section on taxation, specifying that taxes will be applied based on a user's country of residence/registration. Similarly, Uber's updated terms for Chile state that Uber will transfer and collect the applicable taxes.

▶ **Table A2.2 Online sources of platforms' terms of service agreements**

A) Online web-based platforms
Freelance platforms

Freelancer	*User agreement*: https://www.freelancer.com/about/terms *For data collection and usage see the privacy policy*: https://www.freelancer.com/about/privacy **Revenue model** *Fees and charges*: https://www.freelancer.com/feesandcharges/ *Membership*: https://www.freelancer.com/membership/ *Enterprise*: https://www.freelancer.com/enterprise *Project management*: https://www.freelancer.com/project-management/ Also see link under user agreement. **Ranking/ratings** *Freelancer ratings*: https://www.freelancer.com/support/General/freelancer-ratings *Freelancer rewards*: https://www.freelancer.com/faq/topic.php?id=42 *The preferred freelancer program*: https://www.freelancer.com/support/freelancer/general/the-preferred-freelancer-program?keyword=preferred *What is the preferred freelancer program?*: https://www.freelancer.com/community/articles/what-is-the-preferred-freelancer-program **Recruitment and matching** *Sign up*: https://www.freelancer.com/signup *Restrictions in some countries*: https://www.freelancer.com/support/freelancer/General/restrictions-in-some-countries *Know your customer and identity verification policy*: https://www.freelancer.com/page.php?p=info%2Fkyc_policy Also see links under user agreement and revenue model. **Work processes and performance management** *Code of conduct*: https://www.freelancer.com/info/codeofconduct *Communicating or paying outside Freelancer.com*: https://www.freelancer.com/support/freelancer/General/communicating-or-paying-outside-freelancer-com *Messaging my employers*: https://www.freelancer.com/support/project/messaging-on-projects *Using the desktop app*: https://www.freelancer.com/support/freelancer/project/using-the-desktop-app?keyword=desktop%20a Also see link under user agreement. **Rules of platform governance** *Violations that lead to account closure*: https://www.freelancer.com/support/freelancer/General/violations-that-lead-to-account-closure *Reopening closed account*: https://www.freelancer.com/support/Profile/can-i-reopen-my-closed-account *Milestone dispute resolution policy*: https://www.freelancer.com/page.php?p=info%2Fdispute_policy Also see links under user agreement and code of conduct.

▶ **Table A2.2 (cont'd)**

A) Online web-based platforms (cont'd)
Freelance platforms (cont'd)

PeoplePerHour	*Terms and conditions*: https://www.peopleperhour.com/static/terms *For data collection and usage see the privacy and cookies statement*: https://www.peopleperhour.com/static/privacy-policy **Revenue model** *Loyalty programs for premium buyers*: https://www.peopleperhour.com/premium-programme *What's the difference between PeoplePerHour and TalentDesk.io?*: https://www.peopleperhour.com/blog/product-platform/difference-between-peopleperhour-and-talentdesk-io/ Also see link under terms and conditions. **Ranking/ratings** *Understanding CERT*: https://support.peopleperhour.com/hc/en-us/articles/205218587-Understanding-CERT **Recruitment and matching** *Sign up*: https://www.peopleperhour.com/site/register *Your freelancer application*: https://support.peopleperhour.com/hc/en-us/articles/205217827-Your-Freelancer-Application *Freelancer application got declined*: https://support.peopleperhour.com/hc/en-us/articles/360039120094-Freelancer-Application-got-declined?mobile_site=false *Verify your account*: https://support.peopleperhour.com/hc/en-us/articles/360001764608-Verify-your-Account?mobile_site=false *Profile policies*: https://support.peopleperhour.com/hc/en-us/articles/205218177-Profile-policies *PeoplePerHour academy*: https://www.peopleperhour.com/academy Also see links under terms and conditions, and revenue model. **Work processes and performance management** *WorkStream policies*: https://support.peopleperhour.com/hc/en-us/articles/205218197-WorkStream-Policies Also see links under terms and conditions, and profile policies. **Rules of platform governance** See links under terms and conditions, profile policies, and WorkStream policies.
Toptal	*Terms and conditions*: https://www.toptal.com/tos *For data collection and usage see the privacy policy*: https://www.toptal.com/privacy **Revenue model** *Enterprise*: https://www.toptal.com/enterprise *The Toptal referral partners program*: https://www.toptal.com/referral_partners *Frequently asked questions*: https://www.toptal.com/faq **Recruitment and matching** See links under terms and conditions, privacy policy, and frequently asked questions. **Rules of platform governance** See links under terms and conditions, and frequently asked questions.

▶ **Table A2.2 (cont'd)**

A) Online web-based platforms (cont'd)

Freelance platforms (cont'd)

| **Upwork** | *User agreement*: https://www.upwork.com/legal#useragreement
For data collection and usage see the privacy policy: https://www.upwork.com/legal#privacy

Revenue model
Pricing: https://www.upwork.com/i/pricing/
Freelancer plus: https://support.upwork.com/hc/en-us/articles/211062888-Freelancer-Plus
Enterprise: https://www.upwork.com/enterprise/
Featured jobs: https://support.upwork.com/hc/en-us/articles/115010712348-Featured-Jobs
Use connects: https://support.upwork.com/hc/en-us/articles/211062898-Use-Connects; https://support.upwork.com/hc/en-us/articles/360057604814-11-24-FREE-Connects-to-Do-More-on-Upwork-
How to bring your own talent to Upwork: https://support.upwork.com/hc/en-us/articles/360051696934-How-to-Bring-Your-Own-Talent-to-Upwork
Fee and ACH authorization agreement: https://www.upwork.com/legal#fees
Hourly, bonus, and expense payment agreement with escrow instructions: https://www.upwork.com/legal#escrow-hourly
Fixed-price escrow instructions: https://www.upwork.com/legal#fp
Milestones for fixed-price jobs: https://support.upwork.com/hc/en-us/articles/211068218-Milestones-for-Fixed-Price-Jobs
PayPal fees and timing: https://support.upwork.com/hc/en-us/articles/211063978-PayPal-Fees-and-Timing
Payoneer fees and timing: https://support.upwork.com/hc/en-us/articles/211064008-Payoneer-Fees-and-Timing
M-Pesa fees and timing: https://support.upwork.com/hc/en-us/articles/115001615787-M-Pesa-Fees-and-Timing-
Wire transfer fees and timing: https://support.upwork.com/hc/en-us/articles/211063898-Wire-Transfer-Fees-and-Timing
Direct to local bank fees and timing: https://support.upwork.com/hc/en-us/articles/211060578-Direct-to-Local-Bank-Fees-and-Timing-
Direct to US bank (ACH) fees and timing: https://support.upwork.com/hc/en-us/articles/227022468-Direct-to-US-Bank-ACH-Fees-and-Timing
Also see link under user agreement.

Ranking/ratings
Job success score: https://support.upwork.com/hc/en-us/articles/211068358-Job-Success-Score
Upwork's talent badges: https://support.upwork.com/hc/en-us/articles/360049702614
Expert-vetted talent: https://support.upwork.com/hc/en-us/articles/360049625454-Expert-Vetted-Talent

Recruitment and matching
Sign up: https://www.upwork.com/signup/?dest=home
Eligibility to join and use Upwork: https://support.upwork.com/hc/en-us/articles/211067778-Eligibility-to-Join-Upwork
Create a 100% complete freelancer profile: https://support.upwork.com/hc/en-us/articles/211063188-Create-a-100-Complete-Freelancer-Profile
Application to join Upwork declined: https://support.upwork.com/hc/en-us/articles/214180797-Application-to-Join-Upwork-Declined
Multiple account types: https://support.upwork.com/hc/en-us/articles/360001171768-Multiple-Account-Types
ID verification badge: https://support.upwork.com/hc/en-us/articles/360010609234-ID-Verification-Badge
Types of ID verification: https://support.upwork.com/hc/en-us/articles/360001176427-Types-of-ID-Verification
Selfie ID review process: https://support.upwork.com/hc/en-us/articles/360001706047-Selfie-ID-Review-Process
Also see links under user agreement, privacy policy, pricing, Freelancer plus, enterprise, featured jobs, and use connects.

Work processes and performance management
Upwork's work diary: what it is and why use it: https://www.upwork.com/hiring/community/upworks-work-diary/
About the desktop app: https://support.upwork.com/hc/en-us/articles/211064038-About-the-Desktop-App
Upwork for clients app: https://support.upwork.com/hc/en-us/articles/211064028-Upwork-for-Clients-App
Upwork for freelancers app: https://support.upwork.com/hc/en-us/articles/360015504093-Upwork-for-Freelancers-App
Use messages: https://support.upwork.com/hc/en-us/articles/211067768-Use-Messages
Video and voice calls: https://support.upwork.com/hc/en-us/articles/217698348-Video-and-Voice-Messaging
Freelancer education hub: https://www.upwork.com/hiring/education/getting-started-for-freelancers/
Readiness test: https://support.upwork.com/hc/en-us/articles/360047551134-Upwork-Readiness-Test
Also see link under user agreement.

Rules of platform governance
Freelancer violations and account holds: https://support.upwork.com/hc/en-us/articles/211067618-Freelancer-Violations-and-Account-Holds
Non-disclosure agreements: https://support.upwork.com/hc/en-us/articles/211063608-Non-Disclosure-Agreements
Also see links under user agreement; hourly, bonus, and expense payment agreement with escrow instructions; fixed-price escrow instructions; and multiple account types. |

► **Table A2.2 (cont'd)**

A) Online web-based platforms (cont'd)
Contest-based platforms

99designs	*Terms of use*: https://99designs.com/legal/terms-of-use *For data collection and usage see the privacy policy*: https://99designs.com/legal/privacy **Revenue model** *Pricing*: https://99designs.com/pricing *What is a platform fee*?: https://support.99designs.com/hc/en-us/articles/360022206031 *What is a client introduction fee*?: https://support.99designs.com/hc/en-us/articles/360022018152 *Can I choose how much I pay for a contest*?: https://support.99designs.com/hc/en-us/articles/204760735-Can-I-choose-how-much-I-pay-for-a-contest- *What is a payout and how do I request one*?: https://support.99designs.com/hc/en-us/articles/204108819-What-is-a-payout-and-how-do-I-request-one- *100% money-back guarantee? for real*?!: https://support.99designs.com/hc/en-us/articles/204108729-100-Money-back-guarantee-For-real- Also see link under terms of use. **Ranking/ratings** *What are designer levels*?: https://support.99designs.com/hc/en-us/articles/115002951643-What-are-designer-levels- *What are the benefits for each designer level*?: https://support.99designs.com/hc/en-us/articles/360022097311 *What is top level status*?: https://support.99designs.com/hc/en-us/articles/360001153443 *Availability status and responsiveness score*: https://support.99designs.com/hc/en-us/articles/360000537386-Availability-Status-and-Responsiveness-Score **Recruitment and matching** *How does 99designs' application process work*?: https://support.99designs.com/hc/en-us/articles/360036552311-How-does-99designs-application-process-work- *What are 99designs' quality standards*?: https://support.99designs.com/hc/en-us/articles/204862935-What-are-99designs-quality-standards- *What is identity verification*?: https://support.99designs.com/hc/en-us/articles/205460145-What-is-identity-verification- *Can I have more than one account*?: https://support.99designs.com/hc/en-us/articles/204761325-Can-I-have-more-than-one-account-?mobile_site=false *Best design awards*: https://99designs.com/best-design-awards/ Also see links under terms of use, privacy policy, pricing, and ranking/ratings. **Work processes and performance management** *Designer code of conduct*: https://support.99designs.com/hc/en-us/articles/204109559-Designer-Code-of-Conduct *Designer resource center*: https://99designs.com/designer-resource-center Also see links under terms of use, pricing, and what are 99designs' quality standards? **Rules of platform governance** *Non-circumvention policy*: https://support.99designs.com/hc/en-us/articles/360022405192-Non-Circumvention-Policy *What's a non-disclosure agreement (NDA)*?: https://support.99designs.com/hc/en-us/articles/204760785-What-s-a-non-disclosure-agreement-NDA- *Who owns what and when*?: https://support.99designs.com/hc/en-us/articles/204761115-Who-owns-what-and-when- Also see links under terms of use; what are 99designs' quality standards?; can I have more than one account?; and designer code of conduct.

► **Table A2.2 (cont'd)**

A) Online web-based platforms (cont'd)

Contest-based platforms (cont'd)

Designhill	*Terms and conditions*: https://www.designhill.com/terms-conditions *For data collection and usage see the privacy policy*: https://www.designhill.com/privacy **Revenue model** *Pricing guide*: https://www.designhill.com/pricing/logo-design?services=contest *What is included in the enterprise package?*: https://support.designhill.com/hc/en-us/articles/360013633753-What-is-included-in-the-Enterprise-package- *Here is what you get when you go for subscription upgradation*: https://www.designhill.com/design-blog/here-is-what-you-get-when-you-go-for-subscription-upgradation/ *Why should you upgrade your designer membership subscription?*: https://www.designhill.com/design-blog/why-should-you-upgrade-your-designer-membership-subscription/ *What is a payout and how do I request one?*: https://support.designhill.com/hc/en-us/articles/115001380229-What-is-a-payout-and-how-do-I-request-one- *Can I choose how much I pay for a contest?*: https://support.designhill.com/hc/en-us/articles/115001213765-Can-I-choose-how-much-I-pay-for-a-contest- *How much do 1-to-1 projects cost to customers?*: https://support.designhill.com/hc/en-us/articles/115001517009-How-much-do-1-to-1-Projects-cost-to-customers- Also see link under terms and conditions. **Recruitment and matching** *Sign up*: https://www.designhill.com/signup *How can I create an account?*: https://support.designhill.com/hc/en-us/articles/115001187805-How-can-I-create-an-account- *Can I have multiple accounts?*: https://support.designhill.com/hc/en-us/articles/115001186685-Can-I-have-multiple-accounts- Also see links under terms and conditions; pricing guide; what is included in the enterprise package?; here is what you get when you go for subscription upgradation; and why should you upgrade your designer membership subscription? **Work processes and performance management** *Designer code of conduct*: https://support.designhill.com/hc/en-us/articles/115004513989 *Free small business tools online*: https://www.designhill.com/tools/ Also see links under pricing guide. **Rules of platform governance** *Suspension policy*: https://support.designhill.com/hc/en-us/articles/115004544629-Suspension-Policy *Concept originality policy*: https://support.designhill.com/hc/en-us/articles/115004544729- *What if someone breaches my NDA?*: https://support.designhill.com/hc/en-us/articles/360013262574-What-if-someone-breaches-my-NDA- Also see links under terms and conditions; can I have multiple accounts?; and designer code of conduct.
Hatchwise	*Terms and conditions*: https://www.hatchwise.com/terms-and-conditions *For data collection and usage see the privacy policy*: https://www.hatchwise.com/privacy-policy **Revenue model** *Contest pricing*: https://www.hatchwise.com/contest-pricing *Our money back guarantee*: https://www.hatchwise.com/guarantee Also see link under terms and conditions. **Recruitment and matching** See link under contest pricing. **Work processes and performance management** *The Hatchwise learning center*: https://www.hatchwise.com/resources *Frequently asked questions*: https://www.hatchwise.com/frequently-asked-questions **Rules of platform governance** See links under terms and conditions, and frequently asked questions.

▶ Table A2.2 (cont'd)

A) Online web-based platforms (cont'd)
Competitive programming platforms

CodeChef	*Terms of service*: https://www.codechef.com/terms *For data collection and usage see the privacy policy*: https://www.codechef.com/privacy-policy **Revenue model** *Refund policy*: https://www.codechef.com/refund-policy *Guidelines*: https://www.codechef.com/problemsetting *Setting*: https://www.codechef.com/problemsetting/setting *Testing*: https://www.codechef.com/problemsetting/testing *CodeChef business*: https://business.codechef.com **Ranking/ratings** *Rating mechanism*: https://www.codechef.com/ratings **Recruitment and matching** *Create your CodeChef account*: https://www.codechef.com/signup *Code of conduct*: https://www.codechef.com/codeofconduct Also see links under guidelines, setting, testing, and ranking/ratings. **Work processes and performance management** *How does CodeChef test whether my solution is correct or not?*: https://discuss.codechef.com/t/how-does-codechef-test-whether-my-solution-is-correct-or-not/332 Also see links under guidelines, setting, testing, and code of conduct. **Rules of platform governance** See links under terms of service, setting, testing, and code of conduct.
HackerEarth	*Terms of service*: https://www.hackerearth.com/terms-of-service/ *For data collection and usage see the privacy policy*: https://www.hackerearth.com/privacy/ **Revenue model** *Pricing*: https://www.hackerearth.com/recruit/pricing/ **Recruitment and matching** *Sign up*: https://www.hackerearth.com Also see link under pricing. **Rules of platform governance** *What is HackerEarth's plagiarism policy?*: https://help.hackerearth.com/hc/en-us/articles/360002921714-What-is-HackerEarth-s-plagiarism-policy- Also see link under terms of service.
HackerRank	*Terms of service*: https://www.hackerrank.com/terms-of-service *For data collection and usage see the privacy policy*: https://www.hackerrank.com/privacy **Revenue model** *Pricing*: https://www.hackerrank.com/products/pricing/?h_r=pricing&h_l=header **Ranking/ratings** *Scoring documentation*: https://www.hackerrank.com/scoring **Recruitment and matching** *Sign up*: https://www.hackerrank.com/auth/signup?h_l=body_middle_left_button&h_r=sign_up Also see links under terms of service and revenue model.

▶ **Table A2.2 (cont'd)**

A) Online web-based platforms (cont'd)

Competitive programming platforms (cont'd)

Kaggle	*Terms of use*: https://www.kaggle.com/terms *For data collection and usage see the privacy policy*: https://www.kaggle.com/privacy **Revenue model** *Meet Kaggle*: https://www.kaggle.com/static/slides/meetkaggle.pdf?Host_Business Also see link under terms of use. **Ranking/ratings** *Kaggle progression system*: https://www.kaggle.com/progression **Recruitment and matching** *Sign in*: https://www.kaggle.com/account/login?phase=startRegisterTab&returnUrl=%2Fterms Also see link under terms of use. **Work processes and performance management** *Community guidelines*: https://www.kaggle.com/community-guidelines *Courses*: https://www.kaggle.com/learn/overview **Rules of platform governance** *Why has my account been blocked*: https://www.kaggle.com/contact Also see links under terms of use, meet Kaggle, and community guidelines.
Topcoder	*Terms and conditions*: https://www.topcoder.com/community/how-it-works/terms/ *For data collection and usage see the privacy policy*: https://www.topcoder.com/policy/privacy-policy **Revenue model** *Enterprise*: https://www.topcoder.com/enterprise-offerings/ *Talent as a service*: https://www.topcoder.com/enterprise-offerings/talent-as-a-service/ **Ranking/ratings** *Algorithm competition rating system*: https://www.topcoder.com/community/competitive-programming/how-to-compete/ratings *Development reliability ratings and bonuses*: https://help.topcoder.com/hc/en-us/articles/219240797-Development-Reliability-Ratings-and-Bonuses **Recruitment and matching** *Log in to Topcoder*: https://accounts.topcoder.com/member Also see links under terms and conditions, revenue model, and algorithm competition rating system. **Work processes and performance management** *Community code of conduct*: https://www.topcoder.com/community/topcoder-forums-code-of-conduct/ *Account policies*: https://www.topcoder.com/thrive/articles/Topcoder%20Account%20Policies **Rules of platform governance** *Cheating infractions and process*: https://www.topcoder.com/thrive/articles/Cheating%20Infractions%20&%20Process *Non-Disclosure Agreement (NDA)*: https://www.topcoder.com/thrive/articles/Non%20Disclosure%20Agreement%20(NDA) Also see links under terms and conditions, account policies, and community code of conduct.

▶ **Table A2.2 (cont'd)**

A) Online web-based platforms (cont'd)

Microtask platforms

Amazon Mechanical Turk	*Participation agreement*: https://www.mturk.com/participation-agreement *For data collection and usage see the privacy notice*: https://www.amazon.com/gp/help/customer/display.html/ref=footer_privacy?ie=UTF8&nodeId=468496 **Revenue model** *Pricing*: https://www.mturk.com/pricing *Amazon Mechanical Turk pricing*: https://requester.mturk.com/pricing *Amazon pay fees*: https://pay.amazon.com/help/201212280 *FAQs*: https://www.mturk.com/worker/help Also see link under participation agreement. **Ranking/ratings** *Qualifications and worker task quality*: https://blog.mturk.com/qualifications-and-worker-task-quality-best-practices-886f1f4e03fc *New feature for the MTurk marketplace*: https://blog.mturk.com/new-feature-for-the-mturk-marketplace-aaa0bd520e5b Also see link under FAQs. **Recruitment and matching** See links under participation agreement, privacy notice, revenue model, FAQs, pricing, and qualifications and worker task quality. **Work processes and performance management, and rules of platform governance** See links under participation agreement and FAQs.
Clickworker	*For the terms and conditions and privacy policy see*: https://www.clickworker.com/terms-privacy-policy/ **Revenue model** *Pricing*: https://www.clickworker.com/pricing/ *Clickworker FAQ*: https://www.clickworker.com/faq/ *Customer FAQ*: https://www.clickworker.com/customer-faq/ *Survey participants for online surveys*: https://www.clickworker.com/survey-participants-for-online-surveys/#fee-recommendations **Recruitment and matching** *Qualifications at Clickworker*: https://www.clickworker.com/crowdsourcing-glossary/qualifications-at-clickworker/ *What does a Clickworker do*?: https://www.clickworker.com/clickworker-job/#distribution *Clickworker starts new SMS account verification system*: https://www.clickworker.com/2014/05/08/sms_verification/ Also see links under terms and conditions and privacy policy, Clickworker FAQ, and customer FAQ. **Work processes and performance management, and rules of platform governance** See links under terms and conditions and privacy policy, Clickworker FAQ, and customer FAQ.
Appen	*Legal terms*: http://f8-federal.com/legal/ **Revenue model** *Frequently asked questions*: https://success.appen.com/hc/en-us/articles/115000832063-Frequently-Asked-Questions Also see link under legal terms. **Recruitment and matching** *Glossary of terms*: https://success.appen.com/hc/en-us/articles/202703305-Getting-Started-Glossary-of-Terms#tainted_judgment *Guide to: test question settings (quality control)*: https://success.appen.com/hc/en-us/articles/202702975-Test-Questions-Settings Also see link under frequently asked questions. **Work processes and performance management** *Guide to quality control page*: https://success.appen.com/hc/en-us/articles/201855709 Also see links under legal terms and recruitment and matching. **Rules of platform governance** See links under legal terms, frequently asked questions, glossary of terms, guide to: test question settings (quality control), and guide to: quality control page.

▶ **Table A2.2 (cont'd)**

A) Online web-based platforms (cont'd)

Microtask platforms (cont'd)

Microworkers		*Terms of use*: https://www.microworkers.com/terms.php *For data collection and usage see the privacy policy*: https://www.microworkers.com/privacy.php **Revenue model** *FAQ*: https://www.microworkers.com/faq.php *Guidelines FAQ*: https://www.microworkers.com/faq-guidelines.php Also see link under terms of use. **Recruitment and matching, and work processes and performance management** See links under FAQ and guidelines FAQ. **Rules of platform governance** See links under terms of use, FAQ, and guidelines FAQ.

B) Location-based platforms

Taxi platforms

Bolt (Taxify)	**Ghana** **Kenya**	*General terms for drivers*: https://bolt.eu/en/legal/terms-for-drivers/ *Terms and conditions for passengers*: https://bolt.eu/en/legal/terms-for-riders/ For data collection and usage see: *Privacy policy for drivers*: https://bolt.eu/en/legal/privacy-for-drivers/ *Privacy policy for passengers*: https://bolt.eu/en/legal/privacy-for-riders/ **Revenue model** *Commission fee*: https://support.taxify.eu/hc/en-us/articles/115002946374-Commission-Fee *Driver paid wait time fees*: https://support.taxify.eu/hc/en-us/articles/360009458774-Driver-Paid-Wait-Time-Fees *Issue with a cancellation fee*: https://support.taxify.eu/hc/en-us/articles/360009457274?flash_digest=7dcc15def68f2cf475d9152c23ca169b44e11f2f *Damage or cleaning fee*: https://support.taxify.eu/hc/en-us/articles/360003640779-Damage-or-Cleaning-Fee Also links under general terms for drivers and terms and conditions for passengers. *For Ghana: Driver payouts and commission*: https://support.taxify.eu/hc/en-us/articles/360001892993-Driver-Payouts-and-Commission *For Kenya: Driver balance and commission*: https://support.taxify.eu/hc/en-us/articles/360010650180-Driver-Balance-and-Commission **Ranking/ratings** *Activity score calculation*: https://support.taxify.eu/hc/en-us/articles/115002946174-Activity-Score-Calculation *Acceptance rate calculation*: https://support.taxify.eu/hc/en-us/articles/360007690199-Acceptance-Rate-Calculation *Rating a passenger*: https://support.taxify.eu/hc/en-us/articles/115002907553-Rating-a-Passenger *How to leave a rating*: https://support.taxify.eu/hc/en-us/articles/115002918034-Rating-a-Ride Also see link under general terms for drivers. **Recruitment and matching** *Becoming a Bolt driver*: https://support.taxify.eu/hc/en-us/articles/115003390894-Becoming-a-Bolt-Driver Also see link under general terms for drivers. **Work processes and performance management, and rules of platform governance** See links under general terms for drivers, terms and conditions for passengers, activity score calculation, and acceptance rate calculation.

▶ **Table A2.2 (cont'd)**

B) Location-based platforms (cont'd)		
Taxi platforms (cont'd)		
Careem	**Morocco**	*Terms of service*: https://www.careem.com/en-ma/terms/ *For data collection and usage see the privacy policy*: https://www.careem.com/en-ma/privacy/ **Revenue model** *How do I refer a friend*?: https://help.careem.com/hc/en-us/articles/360001609527-How-do-I-refer-a-friend- *What do starting, time, distance, minimum and promised fare mean*?: https://help.careem.com/hc/en-us/articles/360001400007-What-do-Starting-Time-Distance-Minimum-and-Promised-fare-mean- *Cancelling a ride*: https://help.careem.com/hc/en-us/articles/360001600367-Cancelling-a-ride Also see link under terms of service. **Recruitment and matching** *Drive with Careem*: https://drive.careem.com *How do I create a Careem account*?: https://help.careem.com/hc/en-us/articles/360001609507-How-do-I-create-a-Careem-account- *What is in ride insurance?* https://help.careem.com/hc/en-us/articles/115010884527-What-is-in-ride-insurance- Also see link under terms of service. **Work processes and performance management** *In-ride standards*: https://help.careem.com/hc/en-us/articles/360001609427-In-ride-Standards Also see link under terms of service. **Rules of platform governance** *How does an account get blocked or suspended*?: https://help.careem.com/hc/en-us/articles/360001609447-How-does-an-account-get-blocked-or-suspended- Also see link under terms of service.
Gojek	**Indonesia**	*Terms of use*: https://www.gojek.com/terms-and-condition/ *For data collection and usage see the privacy policy*: https://www.gojek.com/privacy-policies/ **Recruitment and matching** *Join as our GoRide driver*: https://www.gojek.com/help/mitra/bergabung-menjadi-mitra-go-ride/ Also see links under terms of use and privacy policy.
	Singapore	*User terms of use*: https://www.gojek.com/sg/terms-and-conditions/ *Driver services agreement*: https://www.gojek.com/sg/driver/agreement/ *For data collection and usage see the privacy policy*: https://www.gojek.com/sg/privacy-policy/ **Revenue model** *What is the Gojek Service Fee*?: https://www.gojek.com/sg/help/?q=service+fee Also see links under user terms of use and driver services agreement. **Ranking/ratings** *How do ratings work*?: https://www.gojek.com/sg/help/driver/service/#how-do-ratings-work **Recruitment and matching** *What documents will I need to upload*?: https://www.gojek.com/sg/help/driver/account/#what-documents-will-i-need-to-upload *What can I drive with on Gojek*: https://www.gojek.com/sg/help/driver/account/#what-can-i-drive-with-on-gojek *GoFleet*: https://www.gojek.com/sg/driver/gofleet/ Also see links under user terms of use, driver services agreement, and privacy policy. **Work processes and performance management** *Driver code of conduct*: https://www.gojek.com/sg/help/driver/driver-code-of-conduct Also see links under user terms of use and driver services agreement. **Rules of platform governance** *Can I share my Gojek account with Others*?: https://www.gojek.com/sg/help/driver/account/#can-i-share-my-gojek-account-with-others *I was suspended due to inactivity*: https://www.gojek.com/sg/help/driver/account/#i-was-suspended-due-to-inactivity Also see links under user terms of use and driver services agreement.

▶ **Table A2.2 (cont'd)**

B) Location-based platforms (cont'd)		
Taxi platforms (cont'd)		
Grab	**Indonesia**	*Terms of service: transport, delivery, and logistics*: https://www.grab.com/id/en/terms-policies/transport-delivery-logistics/ *For data collection and usage see the privacy policy*: https://www.grab.com/id/en/terms-policies/privacy-policy/ **Revenue model** *Grab referral programme terms and conditions*: https://www.grab.com/id/en/pax-refer-friend/privacy/ *GrabFood – partner with us*: https://www.grab.com/id/en/merchant/food/ Also see link under terms of service. **Recruitment and matching** *Register now*: https://www.grab.com/id/en/driver/transport/car/ Also see links under terms of service, privacy policy and GrabFood partner with us.
	Singapore	*Terms of service - transport, delivery and logistics*: https://www.grab.com/sg/terms-policies/transport-delivery-logistics/ For data collection and usage see the privacy policy: https://www.grab.com/sg/terms-policies/privacy-policy/ **Revenue model** *FAQs*: https://www.grab.com/sg/driver/transport/car/faq/ *Updated cancellation policy from 25 Mar 2019*: https://help.grab.com/passenger/en-sg/115008318688; https://www.grab.com/sg/passenger-cancellation-fees/ *I was charged a cancellation fee*: https://help.grab.com/passenger/en-sg/115005276987-I-was-charged-a-cancellation-fee *What are grace waiting periods and waiting fees*: https://help.grab.com/passenger/en-sg/360035841031-What-are-grace-waiting-periods-and-waiting-fees *#AskGrab: where does the Merchant commission go*?: https://www.grab.com/sg/blog/askgrab-where-does-the-merchant-commission-go/ *How do I refer*?: https://www.grab.com/sg/gfm-referral/ Also see link under terms of service. **Ranking/ratings** *Acceptance and cancellation rating*: https://help.grab.com/driver/en-sg/115013368427-Acceptance-and-Cancellation-rating **Recruitment and matching** *Drive*: https://www.grab.com/sg/driver/drive/ *Deliver*: https://www.grab.com/sg/driver/deliver/ *Drive with Grab using your own car in 4 Steps*: https://www.grab.com/sg/drive-with-grab-using-your-own-car/ Also see links under terms of service and privacy policy. **Work processes and performance management** *How to improve my star rating*: https://help.grab.com/driver/en-sg/115015441428-Driver-Rating-How-is-this-calculated Also see link under terms of service.
Little	**Kenya**	*Terms and conditions*: https://www.little.bz/ke/tnc.php

► **Table A2.2 (cont'd)**

B) Location-based platforms (cont'd)		
Taxi platforms (cont'd)		
Ola	**India**	*Subscription agreement*: https://partners.olacabs.com/public/terms_conditions *Terms and conditions*: https://www.olacabs.com/tnc?doc=india-tnc-website *For data collection and usage see the privacy policy*: https://www.olacabs.com/tnc?doc=india-privacy-policy **Revenue model** *Why is cancellation fee charged*: https://help.olacabs.com/support/dreport/208298769 Also see links under subscription agreement and terms and conditions. **Ranking/ratings** *How can I rate a ride*?: https://help.olacabs.com/support/dreport/205098571 **Recruitment and matching** *Drive with Ola*: https://partners.olacabs.com/drive *Lease a car*: https://partners.olacabs.com/lease *Ola rolls out 'Chalo Befikar' comprehensive insurance program for its driver partners*: https://www.olacabs.com/media/in/press/ola-rolls-out-chalo-befikar-comprehensive-insurance-program-for-its-driver-partners *Ola offers coverage of up to Rs. 30,000 for driver-partners and their spouses affected by COVID-19; also brings free medical help for their families*: https://www.olacabs.com/media/in/press/ola-offers-coverage-of-up-to-rs-30000-for-driver-partners-and-their-spouses-affected-by-covid-19-also-brings-free-medical-help-for-their-families Also see link under subscription agreement.
Uber	**Argentina** **Chile** **Ghana** **India** **Kenya** **Lebanon** **Mexico** **Morocco** **United States**	For the general terms of use, privacy notice, and general community guidelines see: https://www.uber.com/legal/en/ ("Uber legal") – select the relevant policy in the link and then the relevant country. **Revenue model** *For Ghana: tracking your earnings*: https://www.uber.com/gh/en/drive/basics/tracking-your-earnings/ *Wait time fees*: https://help.uber.com/riders/article/wait-time-fees?nodeId=5960f72c-802a-4b61-a51c-2c9498c3b041 *Am I charged for cancelling an Uber ride*?: https://help.uber.com/riders/article/am-i-charged-for-cancelling-an-uber-ride-?nodeId=5f6415dc-dfdb-4d64-927a-66bb06bc4f82 Also see links under Uber legal. **Recruitment and matching** *Vehicle requirements*: https://help.uber.com/driving-and-delivering/article/vehicle-requirements?nodeId=2ddf30ca-64bd-4143-9ef2-e3bc6b929948 *What does the background check look for:* https://help.uber.com/driving-and-delivering/article/what-does-the-background-check-look-for?nodeId=ee210269-89bf-4bd9-87f6-43471300ebf2 *Why am I being asked to take a photo of myself*?: https://help.uber.com/driving-and-delivering/article/why-am-i-being-asked-to-take-a-photo-of-myself--?nodeId=7fa8a60d-cf6f-49ac-9a50-b4bf6a3978ef *Getting a trip request*: https://help.uber.com/driving-and-delivering/article/getting-a-trip-request?nodeId=e7228ac8-7c7f-4ad6-b120-086d39f2c94c *When and where are the most riders*?: https://help.uber.com/driving-and-delivering/article/when-and-where-are-the-most-riders?nodeId=456fcc51-39ad-4b7d-999d-6c78c3a388bf *Insurance*: https://help.uber.com/driving-and-delivering/article/insurance-?nodeId=a4afb2ed-75af-4db6-8fdb-dccecfcc3fd7 Also see link under Uber legal. **Work processes and performance management** *Can I use other apps or receive personal calls while online*?: https://help.uber.com/driving-and-delivering/article/can-i-use-other-apps-or-receive-personal-calls-while-online---?nodeId=a5a7c0c7-da4b-46af-a180-7ad1d2590234 Also see link under Uber legal.

▶ **Table A2.2 (cont'd)**

B) Location-based platforms (cont'd)		
Delivery platforms		
Cornershop	**Mexico**	*Terms of use*: https://cornershopapp.com/en/terms *For data collection and usage see the privacy policy*: https://cornershopapp.com/es-mx/privacy **Revenue model** *Cornershop for stores*: https://cornershopapp.com/en/stores?adref=customer-landing *Cornershop Pop, la membresía de envíos gratis ilimitados*: https://blog.cornershop.mx/cornershop-pop-la-membresia-de-envios-gratis-ilimitados-mx/ Also see link under terms of use.
Deliveroo	**France**	*Conditions generales de prestation de service de Deliveroo*: https://deliveroo.fr/en/legal *For data collection and usage see politique de confidentialité de Deliveroo France*: https://deliveroo.fr/en/privacy **Revenue model** *Comment suis-je payé* ?: https://riders.deliveroo.fr/fr/support/nouveaux-livreurs-partenaires/vous-etes-payes-pour-chaque-livraison-effectuee.-les Also see links under conditions generales de prestation de service de Deliveroo, and politique de confidentialité de Deliveroo France. **Recruitment and matching** *Ride with us*: https://deliveroo.fr/en/apply *Nouveaux livreurs partenaires*: https://riders.deliveroo.fr/fr/support/nouveaux-livreurs-partenaires *Gérer votre entreprise*: https://riders.deliveroo.fr/fr/support/gerer-votre-entreprise *Assurances Deliveroo*: https://riders.deliveroo.fr/fr/support/toutes-vos-assurances-deliveroo Also see links under conditions generales de prestation de service de Deliveroo, and politique de confidentialité de Deliveroo France.
	United Kingdom	*Terms of service*: https://deliveroo.co.uk/legal *Scooter supplier agreement*: https://old.parliament.uk/documents/commons-committees/work-and-pensions/Written_Evidence/Deliveroo-scooter-contract.pdf For data collection and usage see: *Privacy policy*: https://deliveroo.co.uk/privacy *UK rider privacy policy*: https://rider.deliveroo.co.uk/rider-privacy#information-collected **Revenue model** *Refer a friend*: https://riders.deliveroo.co.uk/en/refer *Fees*: https://riders.deliveroo.co.uk/en/support/fees *Invoices, refunds and payments (Deliveroo restaurants)*: https://help.deliveroo.com/en/collections/2612291-5-invoices-refunds-and-payments *FAQ:* https://deliveroo.co.uk/faq Also see links under terms of service, privacy policy, and UK rider privacy policy. **Recruitment and matching** *Ride with us*: https://deliveroo.co.uk/apply?utm-campaign=ridewithus&utm-medium=organic&utm-source=landingpage *New riders*: https://riders.deliveroo.co.uk/en/support/new-riders *Become a Deliveroo partner*: https://restaurants.deliveroo.com/en-gb/ *Orders*: https://riders.deliveroo.co.uk/en/support/orders *Kit*: https://riders.deliveroo.co.uk/en/support/kits *Insurance*: https://riders.deliveroo.co.uk/en/support/insurance Also see links under terms of service, privacy policy, and UK rider privacy policy. **Work processes and performance management** *Can someone else work on my behalf (substitute)*?: https://riders.deliveroo.co.uk/en/support/account/substitute Also see links under terms of service, privacy policy, and UK rider privacy policy. **Rules of platform governance** *My supplier agreement was terminated. Can I dispute Deliveroo's decision?*: https://riders.deliveroo.co.uk/en/support/account/request-sa-review Also see links under terms of service, privacy policy, and UK rider privacy policy.

▶ **Table A2.2 (cont'd)**

B) Location-based platforms (cont'd)		
Delivery platforms (cont'd)		
Glovo	**Argentina** **Chile** **Kenya**	*General terms of use and contracting*: https://glovoapp.com/es-ar/legal/terms/ – Select the relevant country in the link. *For data collection and usage see the privacy and data protection policy*: https://glovoapp.com/es-ar/legal/privacy/ – Select the relevant country in the link. **Revenue model** *Glovo business*: https://business.glovoapp.com *Help and support*: https://glovoapp.com/en/faq/ Also see link under general terms of use and contracting. **Ranking/ratings** For Kenya: *Peak slots*: https://glovers.glovoapp.com/ke/tips/peak-slots *Excellence score*: https://glovers.glovoapp.com/ke/faq/excellence-score **Recruitment and matching** For Kenya: *How to book slots*: https://glovers.glovoapp.com/ke/basics/how-to-book-slots *About insur*ance: https://glovers.glovoapp.com/ke/safety/about-insurance
Jumia Food	**Ghana** **Kenya** **Morocco**	Terms and conditions: *Ghana*: https://food.jumia.com.gh/contents/terms-and-conditions.htm *Kenya*: https://food.jumia.co.ke/contents/terms-and-conditions.htm *Morocco*: https://food.jumia.ma/contents/terms-and-conditions.htm For data collection and usage see the privacy policy: *Ghana*: https://food.jumia.com.gh/contents/privacy.htm *Kenya*: https://food.jumia.co.ke/contents/privacy.htm *Morocco*: https://food.jumia.ma/contents/privacy.htm **Revenue model** Prime: *Kenya*: https://food.jumia.co.ke/prime *Morocco*: https://food.jumia.ma/prime Also see links under terms and conditions.
Rappi	**Argentina** **Chile** **Mexico**	*For the terms and conditions, and the privacy policy see*: https://legal.rappi.com/colombia/terminos-y-condiciones-de-uso-de-plataforma-rappi-2/ – Select the relevant country in the link and then the relevant policy. **Revenue model** Prime: *Argentina*: https://www.rappi.com.ar/prime *Chile*: https://www.rappi.cl/prime *Mexico*: https://www.rappi.com.mx/prime Also see link under terms and conditions.
Swiggy	**India**	*Terms and conditions*: https://www.swiggy.com/terms-and-conditions *For data collection and usage see the privacy policy*: https://www.swiggy.com/privacy-policy **Revenue model** *Cancellation and refund policy*: https://www.swiggy.com/refund-policy Also see link under terms and conditions. **Recruitment and matching** *Benefits of being a Swiggy pick-up and delivery partner*: https://ride.swiggy.com/en/tiny-start-up-to-number-one-swiggys-growth-story-1

▶ **Table A2.2 (cont'd)**

B) Location-based platforms (cont'd)

Delivery platforms (cont'd)

Uber Eats	Argentina Chile Mexico Kenya	*Uber Eats community guidelines*: https://www.uber.com/legal/en/ – Select the relevant policy in the link and then the relevant country.
Zomato	India	*Terms of service*: https://www.zomato.com/conditions *Delivery partner terms and conditions*: https://zomato.runnr.in/delivery-partner-tandc.html *For data collection and usage see the privacy policy*: https://www.zomato.com/privacy **Recruitment and matching** *Summary of all of Zomato's COVID-19 related initiatives*: https://www.zomato.com/blog/covid-19-initiatives Also see link under delivery partner terms and conditions. **Work processes and performance management** *Guidelines and policies*: https://www.zomato.com/policies Also see link under delivery partner terms and conditions. **Rules of platform governance** See links under terms of service, delivery partner terms and conditions, and guidelines and policies.

▶ Table A2.3 Terminology used to identify platform users in terms of service agreements

Platform	Country of registration	Worker	Client/customer	General
A) Online web-based platforms				
Freelance platforms				
Freelancer	United States	Seller Entrant	Buyer	User
PeoplePerHour	United Kingdom	Freelancer	Buyer	User
Toptal	United States	Freelancer	–	User
Upwork	United States	Freelancer	Client	User
Contest-based platforms				
99designs	United States	Designers	Customer	Users
Designhill	India	Designer	Customer	User
Hatchwise	United States	Creative Designer Writer	Contest holder Project holder Session holder Client	User
Competitive programming platforms				
CodeChef	India	–	–	User
HackerEarth	United States	Candidate	User Recruiter	–
HackerRank	United States	Hacker	–	–
Kaggle	United States	Participant user	Host user	User
Topcoder	United States	Contestant	Competition sponsor	User
Microtask platforms				
Amazon Mechanical Turk	United States	Workers	Requesters	–
Clickworker	Germany	Clickworker	Service requester	User
Appen	Australia	Contributor	Task author Customer	User
Microworkers	United States	Workers	Employers	User

▶ **Table A2.3** (cont'd)

Platform	Survey country	Worker	Client/Customer	Businesses listing their products on the delivery platform	General
B) Location-based platforms					
Taxi platforms					
Bolt (Taxify)	Ghana	Driver	Passenger	n/a	–
	Kenya				
Careem	Morocco	Captains	Users	n/a	–
Gojek	Indonesia	Service provider	–	n/a	Users
	Singapore	Transportation provider	Passenger	n/a	User
Grab	Indonesia	Third party provider (driver/delivery partner)	Passenger	n/a	User
	Singapore	Third party provider (driver/delivery partner)	Passenger	n/a	User
Little	Kenya	Service provider	Customer	n/a	User
Ola	India	Driver Transport service provider	Customer	n/a	User
Uber	Argentina	*Tercero proveedor*	–	n/a	*Usuario*
	Chile	*Tercero proveedor*	–	n/a	*Usuario*
	Ghana	Third party provider	–	n/a	User
	India	Third party provider Driver partner	Rider	n/a	User
	Kenya	Third party provider	–	n/a	User
	Lebanon	Third party provider	–	n/a	User
	Mexico	*Tercero proveedor*	–	n/a	*Usuario*
	Morocco	*Prestataires tiers*	–	n/a	*Utilisateur*
	United States	Third party provider	–	n/a	User

▶ **Table A2.3 (cont'd)**

Platform	Survey country	Worker	Client/Customer	Businesses listing their products on the delivery platform	General
B) Location-based platforms (cont'd)					
Delivery platforms					
Cornershop	Mexico	Contractors: shoppers, deliverers	–	Retailers	User
Deliveroo	France	*Livreur partenaire*	*Client*	*Restaurants partenaires*	–
Deliveroo	United Kingdom	Rider Suppliers	Customer	Partners	–
Glovo	Argentina / Chile	*Glovers*	*Clientes*	*Comercios*	*Usuarios*
Glovo	Kenya	Mandataries	Users	Merchants	Users
Jumia Food	Ghana	–	Eligible user (for Jumia Prime)	Partner restaurant	–
Jumia Food	Kenya	–	Eligible User (for Jumia Prime)	Partner restaurant	–
Jumia Food	Morocco	–	*Utilisateurs éligibles (pour Jumia Prime)*	*Restaurant partenaire*	–
Rappi	Argentina	*Rappitenderos*	*Usuarios*	*Comercios aliados*	–
Rappi	Chile	*RappiRepartidor(es)*	*Consumidor(es)*	*Comercios aliados*	*Usuario*
Rappi	Mexico	*Comisionista*	*Consumidor(es)*	–	*Usuario*
Swiggy	India	Third party service providers i.e. pick-up and delivery partners	Buyer/s	Merchant/s	User
Uber Eats	Argentina	*Socio repartidor*	*Comensal*	*Socio restaurantero*	*Usuario*
Uber Eats	Chile	*Socio repartidor*	*Comensal*	*Socio restaurantero*	*Usuario*
Uber Eats	Mexico	*Socio repartidor*	*Comensal*	*Socio restaurantero*	*Usuario*
Zomato	Kenya	Delivery partner	Consumer	Restaurant partner	User
Zomato	India	Delivery partner	-	Restaurant partner	User

n/a = not applicable.

▶ **Table A3.1 ILO interviews conducted on the subject of digital labour platform experience**

	Interviewee category	Person(s) interviewed	Location
A.	**IT companies**		
1.	Wipro	– Head of Technovation Centre – Head of Public Policy and Corporate Affairs	Bengaluru, India
2.	Infosys	Senior Manager, Corporate Strategy Planning	Bengaluru, India
B.	**Start-up companies providing tools and/or complementary products**		
1.	Cloudinary	Head of Marketing	San Francisco, United States
2.	Crazyegg	Public Relations Manager	San Francisco, United States
3.	Rytangle	CEO	Bengaluru, India
4.	Krittur Technology	CEO	Bengaluru, India
5.	Notice Board	– CEO – Chief Technical Officer	Bengaluru, India
6.	Bionic Yantra	CEO	Bengaluru, India
7.	Vision Empower	CEO	Bengaluru, India
8.	Jordan[1]	CEO	San Francisco, United States
9.	Ever Labs	CEO	Cherkasy, Ukraine
10.	300 Brains	CTO	Warsaw, Poland
C.	**Clients or small businesses using delivery platforms (number of interviews conducted per country)**		
1.	Restaurants	Owner	Ghana (4); Kenya (3); Indonesia (3); Lebanon (6); Morocco (6); Ukraine (5)
2.	Retail businesses (small shops, grocery stores)	Owner	Ghana (6); Indonesia (9); Kenya (1)
3.	Corporate companies	Owner	Kenya (4)
D.	**BPO companies[1]**		
1.	HN, AT, CF, CCI, SS, IN (6)	– CEO – CTO – Head of Operations – Chief Strategic Officer	Nairobi and Mombasa, Kenya
2.	TR, CO, FS, ASAP, GIIP (5)	– CEO – Co-founder	Bengaluru and New Delhi, India
E.	**Customers using taxi and delivery platforms (number of interviews conducted per country)**		
1.	Individual customers using delivery platforms		Chile (4)
2.	Individual customers using taxi and delivery platforms		Ghana (10) India (14)
3.	Interviews with individual customers using taxi platforms		Kenya (5)

[1] The names of the start-up and BPO companies cited have been changed to preserve their anonymity.

3C. Clients or small businesses using delivery platforms

Interviews with clients and small businesses were conducted in collaboration with consultants based on a semi-structured questionnaire prepared by the ILO. Based on the survey of app-based delivery workers conducted in each country, restaurants or small businesses were identified that were using delivery platforms for their activities. The potential interviewees were approached by the consultants in all the countries. However, only in some countries (Ghana, Indonesia, Kenya, Lebanon, Morocco and Ukraine), were the clients and small businesses willing to be interviewed. In the other countries considered – Argentina, Chile, China, India and Mexico – contacting and engaging with these businesses proved more difficult, and the interviews could not be carried out. The interviews largely focused on the interviewees' motivations for using digital platforms to conduct their business, and the opportunities and challenges encountered. All the interviews were conducted in person by the consultants in the respective countries.

3D. Business process outsourcing (BPO) companies

The approach adopted for BPO companies in India and Kenya was different. In India, BPO companies were identified with the support of the ILO Country Office for India and through contacts provided by researchers at the Indian Institute of Information Technology in Bengaluru, one of the collaborating partners for the study. The companies concerned were either in the process of transforming their businesses to cater to new digital needs or setting up new BPO companies to service big technology companies.

In Kenya, the ILO collaborated with a consultant who helped in establishing contact with the selected BPO companies. The consultant had earlier undertaken a study on BPO companies for researchers at the Oxford Internet Institute and was therefore familiar with the sector. This was important and instrumental in establishing contacts with these companies and conducting the interviews. All the interviews were carried out in person by the consultant in collaboration with the ILO team (either in person during the mission or through Skype).

The semi-structured interviews in both countries focused on the business strategies of the companies as they transition towards providing digital services; the nature of the services provided and their differences in comparison to those provided previously; the implications of the transition on the company's human resources and skill sets; how the company improves its productivity; and their strategies for future business development.

3E. Customers using taxi and delivery platforms

The interviews with customers using taxi and delivery platforms were conducted in collaboration with consultants in the respective countries and were based on a semi-structured questionnaire prepared by the ILO. The consultants in Chile, Ghana, India and Kenya identified individuals who were willing to share their experiences and motivations for using these platforms. The interviews focused on the motivations for using digital platforms and their benefits. All interviews were conducted in person by the consultants in the respective countries.