

Results of the first social partners dialogue for delivery services

December 6, 2023 from 2 pm to 4:15 pm

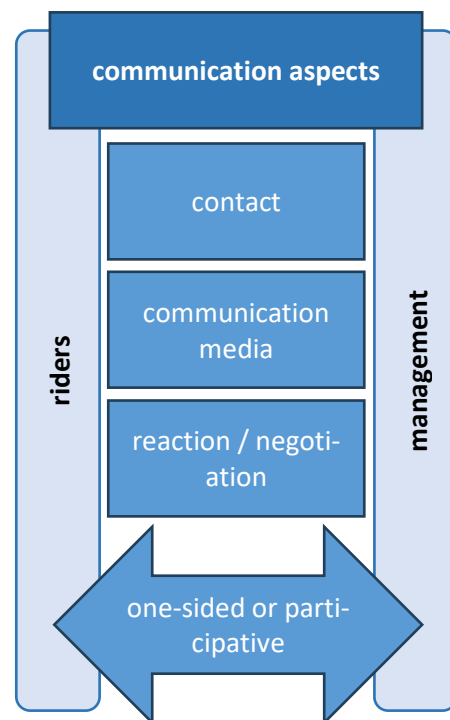
»Communication between the riders and management – what works and what doesn't?«

At the first social partners dialogue for delivery services, riders and members of a works council as well as other experts from the field came together to talk about pressing issues of good communication and a good exchange of information. Despite several preliminary talks, representatives of the large delivery service companies refrained from participating. This was noted with great regret by the participants and the employees of the *Senate Department for Labor, Social Affairs, Equality, Integration, Diversity and Anti-Discrimination (SenASGIVA)* and the *State Office for Occupational Safety, Health and Technical Safety (LAGetSi)*, and highlighted as a problem for urban society. The following main topics were discussed in the workshop and further results were developed.

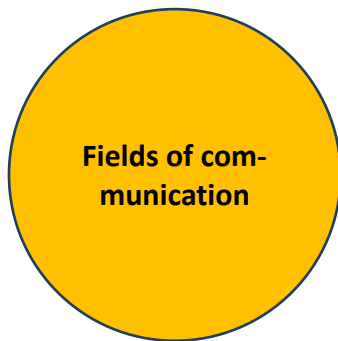
Input »Communication between riders & management«

Annekathrin Müller, research assistant at ArbeitGestalten, started out with a brief introduction to the topic of communication between riders and management of delivery service companies. Central communication aspects and fields of communication were presented. These were developed on the basis of studies on delivery services and platform work. Furthermore they drew on results of the first expert dialogue on the topic of delivery services in the *Joboption Berlin* project in July 2023, and several qualitative interviews with riders from various delivery service companies.

Relevant communication aspects were identified, such as the possibilities of establishing contact – do I get automated responses or do I have personal contact – and the potential contact media – what channels, apps, emails or messengers are used for contact. In addition, the response and negotiation options of the contact were considered, i.e. whether it is a one-way or interactive contact between employees and management.



The »Joboption Berlin« project is funded by the Senate Department for Labor, Social Affairs, Equality, Integration, Diversity and Anti-Discrimination.



- Shift & trip planning**
- Occupational safety & work equipment**
- Works council activity**
- Employment & labor rights**

Four areas were identified in which good communication is of central importance. Firstly, it is essential in shift and trip planning, i.e. not only in route planning but also in duty scheduling. Secondly, communication is important for ensuring occupational safety and the productive exchange of information about work equipment – e.g. how Road safety training is carried out, how accidents are dealt with

and whether discussions take place regarding the purchase and use of work equipment. Good communication is also central to the activities of the works council whether it is a culture of communication between the works council and management or the need for unsupervised digital communication spaces for employees. Finally, the exchange is relevant with regard to the employment relationship and employment law, especially for questions regarding the extent to which employed riders are sufficiently informed about their employment rights, vacation entitlements, sick days, etc.

Following the presentation, the discussion focused on three main topics: Communication spaces for works council activities, an app as an information platform on labor rights and the anchoring of delivery times and delivery stops in hazardous weather conditions in the risk assessment.

Digital communication spaces for works council work

The need for digital communication spaces was discussed in the context of contact opportunities between riders, as there are hardly any physical meeting places. The work orders are assigned via app and the riders are on the road remotely and fluctuating. Only very few riders start their shift at a *hub*, i.e. a central, physical location. The others start their tour from different locations. That's why they rely on digital communication options with each other. Management employees have interfered in conversations in chat groups on the company app in the past, which is why there are now mainly external chat groups via messenger. However, not all riders are in a chat group – which is not only due to the fact that not all contacts are available, but also because many riders leave the chat group or do not read the messages because there are too many messages per day on all kinds of issues. The question was raised as to whether messenger groups are the right medium for exchange. It was also critically considered whether there could be uncontrolled communication spaces via the company app.

The riders app as an information and communication platform

Following the discussion about a suitable communication tool, it was mentioned that one of the riders is currently working on a company-independent app that addresses the key concerns of employed riders. The app provides answers to labor law questions such as probationary periods, illness, vacation or termination, provides information on what to do in the case of an accident, and informs about trade unions and current debates. The development of the app was received with great enthusiasm by the participants. It was discussed how the app could be further developed together and how it could be

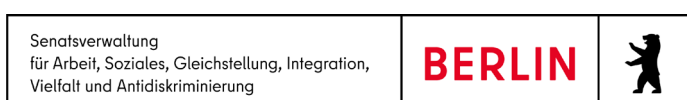
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made available not only for one company, but also for riders from other companies. Further discussions and meetings were suggested to take place in this regard.

Anchoring delivery times and delivery stops in hazardous weather conditions in the risk assessment

The participants spoke at length about the risks posed by the current weather conditions (snow, icy roads, extreme cold) in light of the persistently cold weather at the beginning of December. The need for clearer regulations was mentioned regarding the weather conditions. Longer delivery times should be planned and also communicated to customers. It was emphasized that deliveries should be stopped completely as soon as certain weather conditions occur. Participants noted that these matters must be recorded in the risk assessment. Every company is obliged to draw up a risk assessment. In turn, every employee has the right to view the risk assessment. The present riders do not know what their company's risk assessment says but want to find out.

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