

Workshop Documentation

Online information on labour rights: Developing a concept for a website for riders

May 14th, 2025, 10 am – 1 pm

Knowing one's rights is a prerequisite for improving one's working conditions. However, this knowledge is not always easily accessible. In the delivery services sector, there are particular challenges that make it difficult to raise awareness of fundamental rights and work towards their observance. Low-threshold programmes are required that take the specific needs of this sector into account. **A website appears to be an effective tool for raising awareness of basic labour and social rights in Germany and informs about ways to enforce them.**

During this workshop, we presented, specified and expanded upon the considerations that arose during the project and during discussions with riders, in order to adequately capture the full range of relevant topics and practical experiences. Those in attendance included riders, union representatives, labour law experts, consultants, researchers specialising in delivery services and platform work, and individuals dealing with occupational and traffic safety issues and accidents. **We would like to thank all participants for their valuable contributions to the productive discussion!**

Aju John, a researcher specialising in delivery services who has gained deep insights into the everyday working lives of riders, introduced us to the issue of labour rights in this sector. He emphasised that **platform work** is not, as is often assumed, something completely new. **Similar problems arise in other industries**, e. g. regarding working hours, wages, collective bargaining rights, protection against dismissal, health and safety, and equal treatment. In the case of delivery services, however, particular attention must be paid to the fact that many couriers in Berlin come from Southeast Asia. Therefore, their residence is tied to their employment, meaning that **working conditions are overshadowed by the form of employment and visa status**. Additionally, working conditions differ between delivery service providers, with labour law violations being more prevalent among subcontractors, known as fleet partners.

In the ensuing discussion the **challenges in enforcing one's right** as a result of the widespread use of subcontractors were pointed out. Another participant suggested that the **Occupational Safety and Health Control Act** (Arbeitsschutzkontrollgesetz, see also the [documentation of the workshop discussion on October 24th, 2024](#) (German)) offered a promising approach that could be expanded. The idea of accrediting subcontractors, which was established for parcel delivery services by the Parcel Deliverer Protection Act (**Paketboten-Schutz-Gesetz**), is also a possible starting point for preventing undeclared work, social security benefit fraud and social insurance fraud at the expense of employees. Another participant pointed out that the absence of works councils in subcontracting companies means that essential channels of co-determination are lost. The establishment of works councils in subcontracting

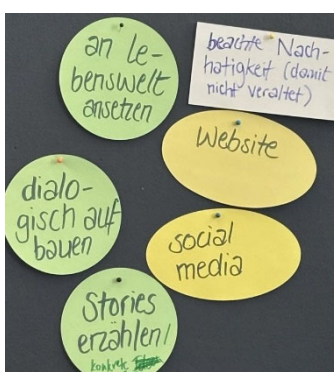
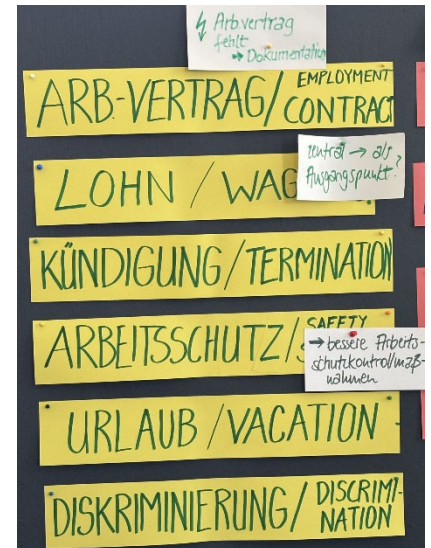
Das Projekt „Joboption Berlin“ wird gefördert aus Mitteln der Senatsverwaltung für Arbeit, Soziales, Gleichstellung, Integration, Vielfalt und Antidiskriminierung.

companies is considered to be virtually impossible. This also has consequences for trade union work in this field, which must respond creatively to these new challenges and constellations.

In the following section, Dr. Sonja Engel outlines the **concepts that have been developed thus far concerning the design and content of the website on labour rights for riders**. This website is intended to expand upon the [nogo.berlin website](https://nogo.berlin), which was created as part of the project Joboption Berlin. Nogo.berlin explains **legal minimum standards** based on frequently asked questions from employees and provides **information on advice centres**. The website also provides templates that employees can use for various purposes (e. g. late payment of wages, recording working hours and registering with social security). GIF images have also been created that can be shared on social media to raise awareness of and educate people about employee rights.

This input also references the [#SueYourBoss website](https://sueyourboss.com), which was set up by riders during protests against the now-defunct fast delivery service Gorillas. The initial idea here, too, was to provide riders with the means to help themselves.

During the subsequent discussion, the participants raised **several key points that they felt were relevant to the website's design and contents**. These included presenting the **fundamentals of the German legal system**, the importance of trade unions and collective bargaining, and possibilities for individual processes. There was some controversy surrounding the **density and depth of the information**. While some participants warned against using the exact wording of labour law and citing specific sections of legislation, as this could mislead website users, others emphasised that citing legislation empowers and motivates those affected to assert their rights. Given the **scepticism of people in precarious situations** towards publicly funded advice centres and, in some cases, trade unions, it is important to empower readers to make their own judgements. There was agreement that the impression that the service provides legal advice must be avoided, and that referral advice is appropriate.



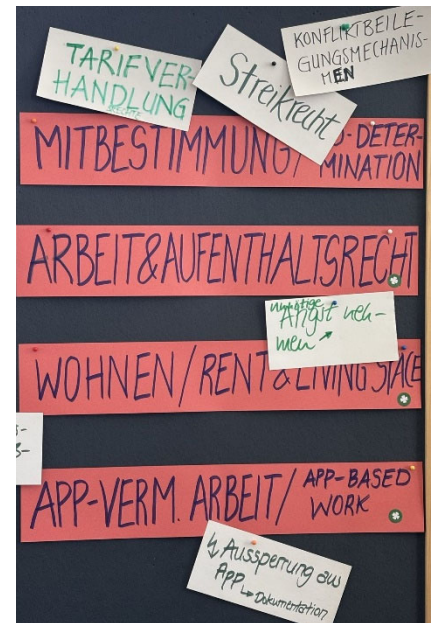
Several points also referred to the way information is presented. It was emphasised that **language and terminology** should correspond with employees' everyday lives. A **dialogical approach** lowers barriers to access, and **storytelling** and **testimonials** (e. g. about riders' successes in enforcing their rights) have also proven helpful in encouraging further engagement with the topic. These could also be shared on **social media** to promote the offer.

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The second part of the workshop addressed the questions: **What is missing on the current website?**
And which topics need to be emphasised in particular?

The topics of occupational safety and accidents, dismissals and termination agreements, and wage and legal protection issues relating to work, study and residence rights are particularly relevant.

Any **known risks** in this sector, such as the consequences of bogus self-employment and potential issues with establishing works councils, should be clearly addressed. It is also important to consider the specific conditions that arise when **work is arranged via an app**, such as the potential inaccuracy of performance assessments and monitoring of work via the app. Another issue is the so-called 'lockout' from the app, which can lead to the loss of important documents such as employment contracts and timesheets. In this context, it would be advisable to **compile a list of protective measures**, such as taking screenshots. It would also be useful to **compile a list of indicators, that indicate a high risk of precariousness** in the form of questions, which could be combined with a flow chart.



It is important to provide a range of **carefully selected advisory services**, including the employment agencies (Agenturen für Arbeit), in order to make it easier for riders to switch to less precarious employment. After all, some of the riders are already trained specialists who, with the right support, could find their place in another field of work.

The results from the workshop will be used and implemented in the website nogo.berlin by the Joboption Berlin team in the following months.

[translation by DeepL, manually corrected and extended]

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