



# The Challenges of Location-based platforms

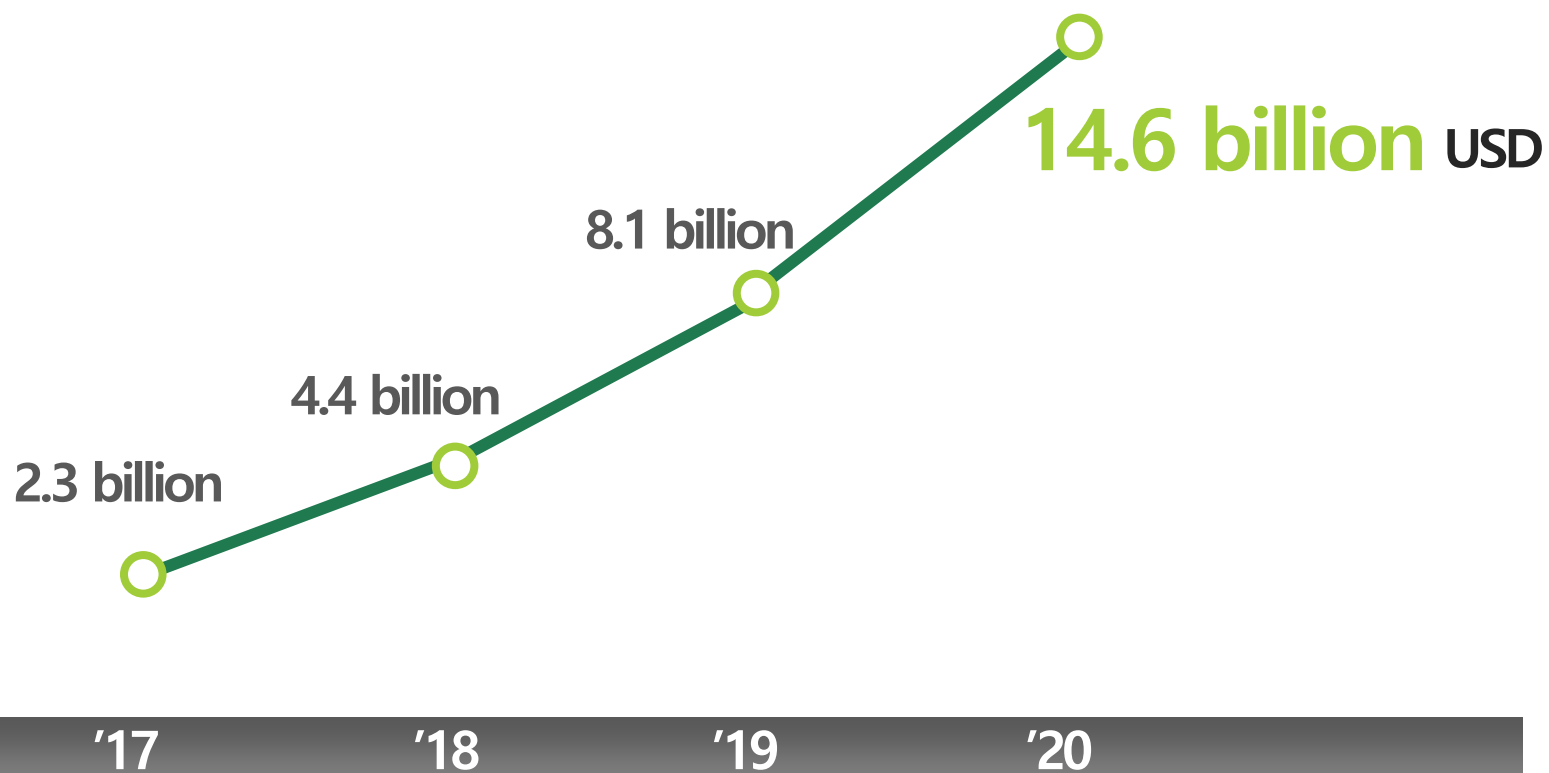
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# The Fast Rise of Location-based platforms

## Taxi and Delivery

- Currently in South Korea, 0.92% (approx. 220,000 persons) of the employed are platform workers nationwide, and in Seoul the ratio rised to 1.16%(approx. 59,000 persons)
- Half of the population(approx. 2.5 million) is registered on one or more delivery platform as a user.
- 92.8% of restaurants in Metroplitan Seoul is registered on 1.4 delivery platform as a provider.

## The Market Size of Food Delivery Platforms



[Source: KOSTAT]

# The Challenges

# 01

## Occupational Health and Safety

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- The annual number of motorcycle accidents doubled in 2020, with the fast rise of the platform businesses.
- In 2016, the annual number of motorcycle accidents acknowledged as industrial accident was 264, but in the first half of 2019, the number was 568.
- Access to sick leave and other occupational health and safety measures is limited.
- In the case of accidents(including COVID19), the responsibility is unclear.

# 02

## Worker Autonomy and Control

# Work Autonomy and Control

- The information asymmetry between the workers and the platform results in loss of autonomy.
- Algorithmic management and control tends to be more frequent.
- Many platform workers are unable to refuse or cancel work, as such actions would result in reduced access to work, negative rating, etc.
- The heavy dependant on users rating burdens workers and harassment cases are continuously reported.



# 03

## The Lack of Regulation

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- The couriers are deemed “employ-like persons” by the Supreme Court.
- No legislation exclusively covers the platform workers and the platforms are not fully constrained by labour protection legislation.
- Dispute resolution mechanism
- *The Protection for the Platform Workers Act* is being discussed, but both the workers and the employers are hesitant.
- Unions are formed, but the platforms are reluctant to engage in social dialogue, and there’s no legislation to make it mandatory.



# Q&A