

Standard-Setting Committee on Decent Work in the Platform Economy

Date: 12 June 2025

▶ Draft resolution and proposed Conclusions

Draft resolution

The General Conference of the International Labour Organization,

Having adopted the report of the Committee appointed to consider the fifth item on the agenda,

Having in particular approved as conclusions the proposals for a Convention supplemented by a Recommendation concerning decent work in the platform economy,

Noted that, owing to lack of time, the Committee limited itself to examining the text of the conclusions with a view to a Convention and has reached agreement on the form of the standards, the definitions and the scope of the standards,

Noting that tripartite constituents indicated the key points which would be taken into account in preparing the draft for a Convention and a Recommendation for a second discussion,

Recalling that the purpose of the double-discussion procedure is to leave enough time for reflection and tripartite consultations before the second discussion,

Decides that an item entitled “Decent work in the platform economy” shall be included on the agenda of its 114th Session (2026) for a second discussion with a view to the adoption of a Convention supplemented by a Recommendation,

Requests that, in preparing the draft Convention and Recommendation in accordance with article 46, paragraphs 6 and 7 of the Standing Orders of the Conference, the Office fully takes into account the views expressed by tripartite constituents during the first discussion both in the Committee and before the plenary of the Conference.

Proposed Conclusions

A. Form of instruments and definitions

1. The International Labour Conference should adopt standards on decent work in the platform economy.
2. The standards should take the form of a Convention supplemented by a Recommendation.
3. For the purposes of the standards:
 - (a) the term “digital labour platform” means a legal person or, where applicable under national law, natural person that, through digital technologies, using automated decision-making systems,
 - (i) organizes and/or facilitates work performed by persons for remuneration or payment, for the provision of service, upon request of the recipient or requestor,
 - (ii) regardless of whether that work is performed online or in a specific geographic location.
 - (b) The term “digital platform worker” means a person employed or engaged to work:
 - (i) for the provision of service organized and/or facilitated by a digital labour platform;
 - (ii) for remuneration or payment;
 - (iii) regardless of their classification of status in employment.
 - (c) The term “intermediary” means a legal person or, where applicable under national law, natural person that makes available the work of a digital platform worker:
 - (i) through contractual relationships with the digital labour platform and with the digital platform worker; or
 - (ii) as part of a subcontracting chain between the digital labour platform and the digital platform worker.
 - (d) The term “remuneration” or “payment” means the amount due under national laws, regulations, collective agreements or contractual obligations, to a digital platform worker, according to their classification of status in employment, in exchange for the work performed. Remuneration does not include any compensation for expenses or other costs incurred by digital platform workers in carrying out their work.
4. Any use of the generic masculine form in the standards should be construed as non-exclusive and including also women, unless the context clearly indicates otherwise.

B. Proposed Conclusions with a view to a Convention

- [5. The Convention should include a preamble with the following wording:
 - (a) recognizing that the nature and the growth of the platform economy, including the expansion of digital labour platforms, are significantly transforming the way work is organized and performed,
 - (b) observing that the platform economy has contributed to economic efficiency and has created opportunities for enterprises and business development,

- (c) acknowledging that the platform economy has generated employment and income opportunities, including for people facing barriers in accessing the labour market, while providing workers with greater flexibility,
- (d) recognizing the existing decent work deficits and challenges for workers' rights and protection in the platform economy, relating notably to work arrangements and the central role of technology in the operations of digital labour platforms,
- (e) acknowledging in particular the significant implications of the use of automated systems based on algorithms or on similar methods for the working conditions of digital platform workers or their access to work,
- (f) observing that when digital labour platforms operate across borders, clients, workers and platforms may be located in different countries,
- (g) recalling that international labour Conventions and Recommendations apply to all workers, including digital platform workers, unless otherwise provided,
- (h) underlining that the specificities of work via digital labour platforms make it desirable to supplement the general standards by standards specific to digital platform workers to enable them to fully enjoy their rights and to contribute to fair business competition.]

Scope

6. The Convention should apply to:
 - (a) all digital labour platforms;
 - (b) all digital platform workers, unless otherwise specified in this Convention, whether they are in the formal or informal economy.
7. Where special problems of a substantial nature arise, each Member may, after consulting with representative organizations of employers and workers and, where they exist, with organizations representing digital labour platforms and digital platform workers, exclude from the application of all or part of the Convention:
 - (a) limited categories of digital labour platforms; or
 - (b) limited categories of digital platform workers.
8. In case of exclusions under point 7, and where practicable, the Member should take measures to extend progressively the application of the Convention to the categories of digital labour platforms and digital platform workers concerned.
9. Each Member which avails itself of the possibility of exclusion under point 7 should, in its first report on the application of the Convention under article 22 of the Constitution of the International Labour Organization:
 - (a) indicate the limited categories of digital labour platforms or of digital platform workers excluded under point 7;
 - (b) give the reasons for such exclusions and the position of its law and practice in respect of the categories excluded, stating the respective positions of the organizations referred to in point 7.
10. In its subsequent reports on the application of the Convention under article 22 of the Constitution, the Member should specify any measures that may have been taken with a view

to extending the application of the Convention to the categories of digital labour platforms or digital platform workers concerned.

[Fundamental principles and rights at work]

- [11. Each Member should take measures to ensure that digital platform workers enjoy the fundamental principles and rights at work, namely:
- (a) freedom of association and the effective recognition of the right to collective bargaining;
 - (b) the elimination of all forms of forced or compulsory labour;
 - (c) the effective abolition of child labour;
 - (d) the elimination of discrimination in respect of employment and occupation;
 - (e) a safe and healthy working environment.]
- [12. In taking measures to ensure that digital labour platforms and digital platform workers effectively enjoy freedom of association and the right to collective bargaining, each Member should protect the right of digital labour platforms and digital platform workers to establish and, subject only to the rules of the organization concerned, to join organizations of their own choosing without previous authorization.]

[Occupational safety and health]

- [13. Each Member should require digital labour platforms to take the appropriate steps, so far as is reasonably practicable, to prevent occupational accidents, occupational diseases and any other injuries to health arising out of, linked with, or occurring in the course of work, by assessing all occupational risks and taking adequate preventive and control measures.]
- [14. Steps taken by a Member to implement point 13 should seek to prevent occupational accidents, occupational diseases and any other injuries to health associated with long hours of work and insufficient rest periods.]
- [15. Each Member should require digital labour platforms to ensure that:
- (a) digital platform workers receive information and, where appropriate, training in occupational safety and health;
 - (b) any equipment used to perform work via digital labour platforms, so far as is reasonably practicable, does not entail dangers for the safety and health of digital platform workers;
 - (c) digital platform workers have adequate personal protective clothing and equipment, where necessary and so far as is reasonably practicable, to prevent occupational accidents, occupational diseases and any other injuries to health.]
- [16. Each Member should take measures to ensure that, in the course of performing their work, digital platform workers:
- (a) have the right to remove themselves from a work situation which they have reasonable justification to believe presents an imminent and serious danger to their life or health, without suffering undue consequences;
 - (b) have the duty to inform the digital labour platform without delay.]
- [17. Each Member should take measures to ensure that digital platform workers have the duty to comply with prescribed occupational safety and health measures, take reasonable care for

their own safety and the safety of others, and cooperate as closely as possible with digital labour platforms in fulfilling their occupational safety and health obligations.]

[Violence and harassment]

- [18. Each Member should take appropriate measures to effectively protect digital platform workers against violence and harassment in the world of work, including gender-based violence and harassment, consistent with the right of everyone to a world of work free from violence and harassment, which is recognized in the Violence and Harassment Convention, 2019 (No. 190). Where applicable, such measures should address violence and harassment perpetrated online or involving third parties such as clients and customers.]

[Employment promotion]

- [19. Each Member should, according to national circumstances, pursue in their national policies, measures to promote the creation of decent jobs and to encourage career and skills development in the platform economy, taking into account the goal of full, productive and freely chosen employment referred to in the Employment Policy Convention, 1964 (No. 122).]

[Employment relationship]

- [20. Each Member should take measures to ensure the correct classification of digital platform workers in respect of the existence of an employment relationship, guided primarily by the facts relating to the performance of work and the remuneration of the digital platform worker, taking into account the Employment Relationship Recommendation, 2006 (No. 198), and considering the specificities of work via digital labour platforms.]
- [21. The measures referred to in point 20 should not interfere with true civil and commercial relationships, while at the same time ensuring that digital platform workers in an employment relationship have the protection they are due.]

[Remuneration]

- [22. Each Member should take measures to ensure that the remuneration, including when calculated on a piece-rate basis, which is due to digital platform workers under national laws, regulations, collective agreements or contractual obligations, is:
- (a) adequate;
 - (b) paid in legal tender or, to the extent authorized by national laws, regulations or collective agreements, in kind;
 - (c) paid in full and on time.]
- [23. Each Member should provide that digital labour platforms are only permitted to make deductions from digital platform workers' remuneration under conditions and to the extent prescribed by national laws, regulations or collective agreements.]
- [24. Each Member should require digital labour platforms to regularly provide digital platform workers with accurate and easily understandable information on their remuneration and any deductions made.]

[Social security]

- [25. Each Member should take measures to ensure that digital platform workers enjoy social security protection on terms no less favourable than those applicable to other workers in a comparable situation.]

Impact of the use of automated systems

26. Each Member should require digital labour platforms to inform digital platform workers, before their employment or engagement, and their representatives or representative workers' organizations and, where they exist, organizations representing digital platform workers, about:
- (a) the use of automated systems, based on algorithms or on similar methods, to monitor or evaluate work, or to generate decisions relating to work;
 - (b) the extent to which the use of such automated systems has an impact on the working conditions of digital platform workers or their access to work.
- [27. Each Member should require digital labour platforms to ensure that their use of the automated systems referred to in point 26 does not infringe on fundamental principles and rights at work. In particular, such use should not:
- (a) result in any direct or indirect discrimination against digital platform workers, including in respect of remuneration or access to work;
 - (b) have harmful effects on the safety and health of digital platform workers, including by increasing the risks of work-related accidents and psychosocial hazards.]
- [28. Each Member should ensure that where decisions are generated by an automated system, digital platform workers have access, without undue delay, to:
- (a) a written explanation for any decision that impacts their working conditions or access to work;
 - (b) a human review of any decision that results in the refusal of payment, or suspension or deactivation of their account, or termination of their employment or engagement with a digital labour platform.]

[Protection of digital platform workers' personal data and privacy]

- [29. Each Member should establish effective and appropriate safeguards concerning the collection, storage, processing, use and communication of digital platform workers' personal data, in accordance with relevant international instruments.]
- [30. Each Member should ensure that digital platform workers' personal data are collected, stored, processed and used only to the extent strictly necessary for the purpose of their employment or engagement. In particular, each Member should prohibit the collection, storage, processing and use of personal data:
- (a) relating to private conversations, including exchanges with workers' representatives;
 - (b) concerning membership of workers' organizations or participation in their activities;
 - (c) obtained when the digital platform worker is not offering or performing work;
 - (d) concerning physical and mental health and other sensitive data except where necessary to prevent a serious or imminent threat to life or health, or as required under national

laws and regulations, international labour standards or other relevant international instruments.]

[Suspension or the deactivation of account and termination of employment or engagement]

- [31. Each Member should take measures to prohibit the suspension or deactivation of a digital platform worker's account, or the termination of their employment or engagement with a digital labour platform, when it is based on discriminatory or otherwise unjustified grounds.]

[Terms and conditions of employment or engagement]

- [32. Each Member should take measures to ensure that digital platform workers are informed of the terms and conditions of their employment or engagement in an appropriate, verifiable and easily understandable manner, where possible through written contracts.]
- [33. The terms and conditions of employment or engagement of digital platform workers should be governed by the laws and regulations of the country where the work is performed, unless otherwise provided for in relevant international instruments or multilateral or bilateral agreements.]

[Protection of migrants and refugees]

- [34. Each Member should take all necessary and appropriate measures to prevent abuses of, and provide adequate protection to, migrants and refugees in the course of their recruitment or their work as digital platform workers.]

[Dispute resolution and remedies]

- [35. Each Member should take measures to ensure that digital platform workers have easy access to safe, fair and effective dispute resolution mechanisms and to appropriate and effective remedies.]

[Compliance and enforcement]

- [36. Each Member should take measures so that mechanisms are in place to ensure compliance with and enforcement of relevant national laws, regulations and collective agreements.]

[No less favourable treatment]

- [37. Each Member should take measures to ensure that, in implementing the Convention, digital platform workers enjoy protection no less favourable than that enjoyed by other workers in a comparable situation.]

[Implementation]

- [38. Each Member should implement the provisions of the Convention in relation to digital labour platforms and intermediaries operating, and digital platform workers working, in their territory.]
- [39. Where the use of intermediaries is permitted, Members should determine and allocate the respective responsibilities of digital labour platforms and intermediaries to ensure compliance with the provisions of the Convention.]
- [40. In implementing the provisions of the Convention, each Member should consult with, and promote active participation of, representative employers' and workers' organizations and,

where they exist, organizations representing digital labour platforms and digital platform workers.]

- [41. The Convention should be applied by means of laws or regulations, collective agreements, court decisions, a combination of these means, or in any other manner consistent with national practice. Where necessary, this should include extending or adapting existing measures or developing new ones to cover digital labour platforms and digital platform workers.]

[C. Proposed Conclusions with a view to a Recommendation]

- [42. The Recommendation should include a preamble indicating that the provisions of the Recommendation should be considered in conjunction with those of the Convention.]

[Freedom of association, social dialogue and the role of employers' and workers' organizations]

- [43. Members should create an enabling environment for digital labour platforms and digital platform workers to exercise their right to organize and bargain collectively and to participate in social dialogue, including, where appropriate, at the cross-border level.]
- [44. Members should take or support measures to strengthen the capacity of representative employers' and workers' organizations and, where they exist, organizations representing digital labour platforms and digital platform workers to effectively further and defend the interests of their members in relation to work via digital labour platforms. This should be without prejudice to the autonomy of these organizations.]
- [45. Employers' and workers' organizations should be encouraged to extend membership and services to digital labour platforms and digital platform workers, respectively.]
- [46. Members should require digital labour platforms to make available to representative workers' organizations and, where they exist, organizations representing digital platform workers, all information relevant and necessary for meaningful negotiations. Where the disclosure of some of this information could be prejudicial to a digital labour platform, its communication may be made conditional upon a commitment that it would be used only for the purposes of negotiations and would be regarded as confidential to the extent required.]

[Occupational safety and health]

- [47. Members should encourage digital labour platforms to provide digital platform workers, as appropriate to the nature of work performed, with access to sanitary facilities and drinking water.]

[Employment promotion]

- [48. Members should promote opportunities for education, training and lifelong learning for skills development and enhanced employability of digital platform workers, to respond to changing technology and labour market conditions, and to improve the prospects of digital platform workers to access decent work.]
- [49. Members should promote measures to reduce barriers for disadvantaged groups and groups in vulnerable situations to work via digital labour platforms.]

[Employment relationship]

- [50. Members should review at appropriate intervals, taking into account changes in the world of work, including digitalization, and, if necessary, clarify and adapt the scope of relevant laws

and regulations, in order to ensure the correct classification of digital platform workers in respect of the existence of an employment relationship.]

[Remuneration and working time]

- [51. Members should, as appropriate, take measures to ensure that digital platform workers receive remuneration which is at least equivalent to the statutory or negotiated minimum wage that is applicable to other workers in a comparable situation.]
- [52. Members should, as appropriate, take measures to ensure that, where a minimum remuneration is set out in applicable laws, regulations or collective agreements, the following amounts paid to digital platform workers are not taken into consideration when assessing compliance with that minimum remuneration:
 - (a) compensation for expenses or other costs necessary to carry out their work;
 - (b) tips and other gratuities.]
- [53. Members should, as appropriate, establish guidance to ensure that digital platform workers receive any tips and other gratuities paid to them.]
- [54. Members should prohibit digital labour platforms from charging fees or costs to digital platform workers, as appropriate considering the nature of their work arrangements and the types of services provided by digital labour platforms.]
- [55. Members should establish methods to determine the compensation due to digital platform workers for periods of time during which they are waiting for work, as appropriate considering the nature of their work arrangements.]
- [56. Members should take measures to ensure that digital platform workers are adequately protected, as appropriate considering the nature of their work arrangements, in relation to:
 - (a) limits to daily and weekly hours of work;
 - (b) rest breaks;
 - (c) minimum daily and weekly rest.]
- [57. Members should take measures so that digital platform workers can, as appropriate considering the nature of their work arrangements, decline a task or disconnect from a digital labour platform without retaliation.]

[Social security]

- [58. Members should take measures to ensure that digital labour platforms and digital platform workers both participate, considering the nature of work arrangements, in the financing of social security systems based on the principle of financial, fiscal and economic sustainability, with due regard to social justice and equity.]
- [59. Where coverage of the national social security system is limited, Members should endeavour to progressively extend its scope, as appropriate, so that it covers all digital platform workers in respect of access to healthcare and income security, taking into account the Social Security (Minimum Standards) Convention, 1952 (No. 102).]
- [60. When existing social security schemes do not protect all digital platform workers against contingencies arising from occupational accidents and diseases, Members should implement effective measures to progressively extend the access of excluded digital platform workers to such protection.]

- [61. Members should, where appropriate, take steps for the maintenance or portability of digital platform workers' acquired social security rights, and rights in the course of acquisition, when those workers are subject to different social security schemes in different Member States or within the same Member State.]

[Impact of the use of automated systems]

- [62. Members should take measures to ensure that digital labour platforms notify the competent authority of the use of the automated systems mentioned in the Convention, unless the impact of such use on the working conditions of digital platform workers or their access to work is covered by a collective agreement.]
- [63. Members should encourage digital labour platforms to ensure regular monitoring and evaluation of the impact of the use of such automated systems, and the application of any necessary corrective measures, in collaboration with digital platform workers' representatives or representative workers' organizations and, where they exist, organizations representing digital platform workers.]
- [64. Members should encourage digital labour platforms to address the following matters when providing information under the Convention on the use of automated systems or notifying the competent authority of such use:
- (a) the main parameters that have an impact on the working conditions of digital platform workers or their access to work, and their relative importance;
 - (b) the extent of human intervention, if any, in the decision-making process;
 - (c) any changes made to (a) or (b).]
- [65. Consideration of these matters should also be encouraged in the negotiation of collective agreements.]

[Protection of digital platform workers' personal data and privacy]

- [66. In establishing the safeguards concerning the protection of digital platform workers' personal data and privacy, Members should take into account relevant instruments of the International Labour Organization, such as the code of practice on the protection of workers' personal data, and other relevant international instruments.]
- [67. Members should establish policies on the portability of personal data that relate to the work of digital platform workers, including their ratings.]

[Terms and conditions of employment or engagement]

- [68. Members should require that contracts between digital platform workers and digital labour platforms include, at least, information on:
- (a) the identity and contact details of the contracting parties;
 - (b) the nature of the work to be performed;
 - (c) the use of the automated systems mentioned in the Convention;
 - (d) the grounds on which a digital platform worker's account may be suspended or deactivated, or their employment or engagement terminated;
 - (e) the method to determine the remuneration due to the digital platform worker, and possible deductions, if any;

- (f) the laws and regulations that govern the terms and conditions of employment or engagement, as provided under the Convention.]

[Protection of migrants and refugees]

- [69. Members should ensure that free public information services are accessible to migrants and refugees in the course of their recruitment or their work as digital platform workers, to ensure that they are aware of relevant laws and regulations, dispute resolution mechanisms and remedies.]

[Dispute resolution and remedies]

- [70. Members should take measures to ensure that digital platform workers have access to dispute resolution mechanisms and remedies in the territory in which the digital platform worker resides or carries out work via a digital labour platform, regardless of where the platform is established, unless otherwise provided for in relevant international instruments or multilateral or bilateral agreements.]
- [71. Members, when taking measures regarding dispute resolution mechanisms and remedies, should consider the particular situation of migrants and refugees, including recognition of the right to stay lawfully in the territory to pursue their claim after their employment or engagement has ended.]

[Compliance and enforcement]

- [72. In order to ensure compliance with relevant laws and regulations, Members should determine the conditions governing the oversight and operation of digital labour platforms.]
- [73. When putting in place compliance mechanisms, Members should ensure respect for the right to privacy of digital platform workers.]
- [74. Members should ensure that measures are in place to facilitate the formalization of digital platform workers, tackle undeclared activities and promote fair business competition, including by imposing reporting obligations on digital labour platforms.]

[Implementation]

- [75. Members should cooperate at bilateral, regional and international levels to ensure the effective implementation of the provisions of the Convention and the Recommendation.]
- [76. Members should raise awareness and provide information and guidance to digital labour platforms, digital platform workers and their representatives, representative employers' and workers' organizations and, where they exist, organizations representing digital labour platforms and digital platform workers, to support the effective implementation of the provisions of the Convention and the Recommendation.]
- [77. Members should establish appropriate mechanisms, including the collection of statistics and other data needed, to monitor developments concerning work via digital labour platforms.]