



# Platformisation 2027

Consequences on occupational  
**safety** and **health**

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EU-OSHA Seminar on Regulating the OSH impact on online platform economy

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# FORESIGHT STUDY

➔ To have a vision of the main changes occurring in work and employment that can be imagined for 2027 and their impacts in the field of OSH

- Methodology:

- ❖ Set up of a pluridisciplinary team
- ❖ Choice of the different drivers
- ❖ Building of various scenarios by combining the different hypotheses of evolution of the different drivers.  
**Focus on 2 sectors: retail trade and interior fit-out**
- ❖ The last step will consist in translating these scenarios into consequences for occupational safety and health.

➔ In foresight studies, we do not claim to describe the future and the way things will happen. We highlight the indicators to be followed.



# ABOUT PLATFORMISATION 2027

## HEALTH AND SAFETY CONSEQUENCES

Freelance workers that work for these platforms are particularly exposed to:

❖ Some **physical risks** factors

- Handling and lifting tasks under time constraints, in changing contexts, deliveries to our doors, changes in weight and dimensions of loads, etc
- Last mile in logistics generates road risk

❖ Some **psychosocial risks** factors:

- Unusual working hours (night work, fragmentation of working time),
- Work intensification
- Little autonomy
- Decline in social relations (competition between workers, weakening of the collective of workers)
- Insecurity of work situations, etc.
- Exposure of delivery persons to dissatisfaction of clients

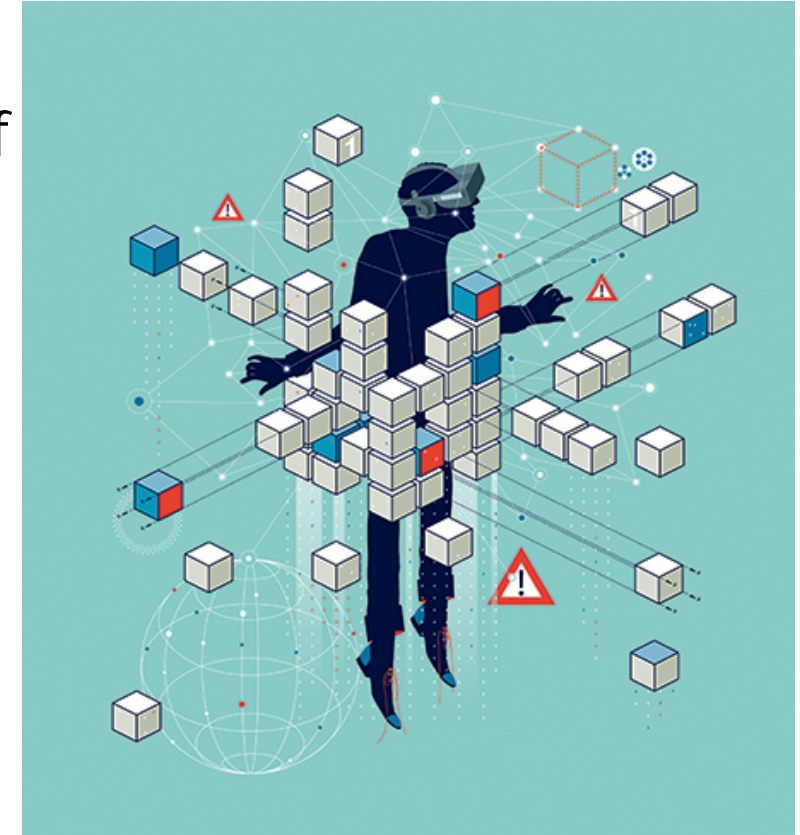
# Psychosocial risks factors / Example of the delivery men

PSR factor categories	Characteristics of platform work	Example of deliverymen
<b>Work intensity and work time</b> , related to qualitative and quantitative work requirements, work rate constraints, the existence of unrealistic or vague objectives, requirements for multiple skills which workers might not have, contradictory instructions, long work weeks, unusual working hours, unpredictability of working hours.	<b>Work rate imposed</b> by artificial intelligence, <b>task-based remuneration</b> , performance assessment criteria, distinction not clear between private life and working life	The platform algorithm allocates delivery runs. The faster the deliveryman, the more runs he can make and the higher the income he can obtain. The most well-paid working hours are often atypical (evenings, weekend). Deliverymen can however choose their off-periods.
<b>Autonomy</b> , possibility of having one's own say in one's work This includes not only room for manoeuvre but also participation in decision-making and development of skills.	<b>Work defined and controlled by artificial intelligence</b> Operators' room for manoeuvre can be very narrow. Moreover, they can be given tasks that don't allow them to use or develop their skills.	The platform traces all of the deliverymen's activities (times of their runs, itinerary, speed, etc.). They have to conform to requirements with no real room for manoeuvre. Deliverymen can be overqualified for this work.
<b>Social relations at work</b> This includes relations with colleagues, management, remuneration, career prospects, how well the task is adapted to the person, work assessment procedures, attention paid to workers' wellbeing.	Workers isolated, <b>lack of close supervision and a work collective</b> Relationship managed remotely	Deliverymen are on their own. If there are any difficulties, they cannot seek assistance from a colleague or supervisor. Social support will depend on the relationships that they may create with other deliverymen, but all deliverymen individually manage their own relationship with the platform.



# PLATFORMISATION: A CHALLENGE OR A REVOLUTION FOR PREVENTION ?

- Most of the **general principles of prevention** appear to be **out of tune** with the functioning of the platforms
- Economic model and organisation of these companies are **outside the regulatory and insurance framework encouraging prevention**
- When social protection for workers platforms is discussed, OSH is most of the time **out of the frame**



BUT nothing prevents platforms from referring to them to implement actions means to protect the health of workers

Principles	Observations	Prospects
Avoiding risks.	Given the jobs made available to a large extent on platforms (drivers, delivery persons, personal assistance, interior construction, etc.) <b>the primary objective of eliminating risks</b> (for example those associated with manual handling or travelling) <b>appear to be difficult to attain.</b>	Some tasks identified as being particularly hazardous could be excluded from the scope of services handled by certain platforms, which would therefore redirect them towards specialised, skilled partners.
Evaluating the risks which cannot be avoided.	Platformisation seems to tend towards a <b>deferral of risk evaluation and prevention to freelancers.</b>	<b>Algorithms could incorporate a risk evaluation dimension</b> associated with tasks and therefore launch prevention recommendations. An evaluation approach adapted to platforms' operating mode could be

Principles	Observations	Prospects
<p><b>Adapting the work to the individual,</b> especially as regards the design of work places, the choice of work equipment and the choice of working and production methods, with a view, in particular, to alleviating monotonous work and work at a predetermined work-rate and to reducing their effect on health.</p>	<p>Work proposed by platforms is predefined by nature; workers must adapt and conform to the requirements. It will often be monotonous, repetitive, and at an imposed rate.</p>	<p><b>Adapting work to the individual is above all a matter of approach.</b> Platforms can make this choice by involving their service providers.</p>
<p><b>Adapting to technical progress.</b></p>	<p>Technical progress is used primarily for the purposes of optimisation (matching algorithms, use of customer data, etc.). Staying alert to innovations, and the acquisition of recent equipment, are the worker's responsibility.</p>	<p><b>Platforms' innovation capacity could also be used to improve prevention.</b> For example, by developing suitable work equipment or information systems supplying service providers with all of the data useful for limiting the risks associated with their operations depending on the feedback from previous service delivery.</p>

# CONCLUSION

- INRS invites these platforms to **invest more in improving the “worker experience”** and **include occupational health as early as possible** in new organisations.
- Tomorrow, platforms' innovation capacity could be used to ensure a high level of worker health protection. They could become **prevention relays**, by deploying safety standards or safer work equipment. This will depend on the **choices made by these platforms**.





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