

Food delivery in Finland - OSH risks and their causes

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Agenda

- Food delivery workers – situation in Finland
- What risks told by Sigurd are present in Finnish food delivery?
- How these risks are present in Finnish food delivery?
- Discussion

This presentation is based on...

- Many research projects on platform work
- Research literature and Finnish media
- Author's collaboration with food delivery platforms operating in Finland

Food delivery couriers – situation in Finland

- In Finland (2024) there are about 15 000 food delivery couriers, not all active
- Couriers are all self-employed and mostly immigrants
- Thousands of people are queuing to be accepted as couriers
- Couriers have started to organise

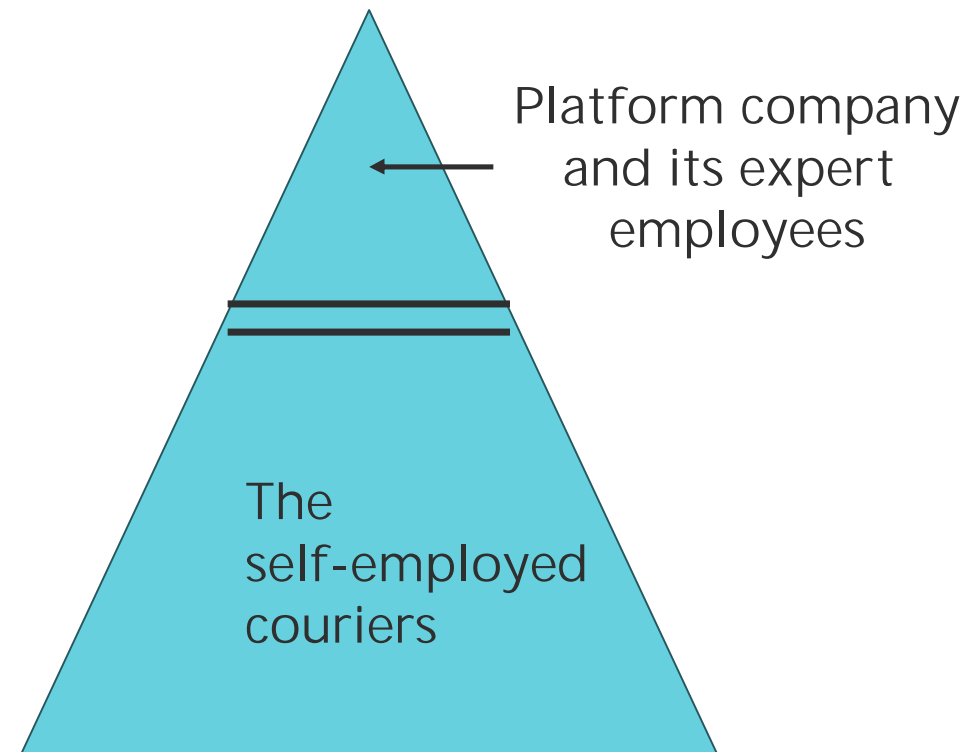


How risks are present in Finnish food delivery?

Risk factor	Severity of the risk from worker and society perspectives
Isolation	X
Deskilling	XXX
Worker turnover	XXX
Piece-rate precarity	XXX
Reduced worker autonomy	X
Control and surveillance	X
Increased OSH fragmentation	XXX

Deskilling

- Courier work offers low-threshold work and income for all
- But immigrants with good education often cannot find other work
- Courier work can be "a trap" practically without career possibilities



Worker turnover

- As couriers are self-employed, they can decide if they work or not
- The platform does not have to fire them – they may just be without working
- In this routine work, couriers are easily replacable -> little incentive to improve the working conditions



Piece-rate precarity

- Compensation per gigs on both food delivery platforms
 - Couriers control themselves!
- Rating and ranking: Quicker couriers working long hours get better work shifts and more income! -> haste and stress, weakening health and safety
- No rating and ranking: The culture of haste and income maximisation still prevails



Increased OSH fragmentation

- OSH structures on food delivery platforms are weak or non-existent
- Individual couriers have a lot of OSH responsibility (Nilsen et al., 2022).
- Even food delivery companies would like to improve OSH practices for self-employed couriers, they do not, because then they would be considered as employers.
- Individual couriers have a lot of OSH responsibility (Nilsen et al., 2022).



Discussion 1

a) Heterogeneity of couriers

- About 70% of couriers are part-time, with other sources of income -> they experience less the risks
- Risks are severe on those who are dependent on platform income (Schor et al, 2023).

b) OSH risks

- Online training materials are not necessarily efficient
- Traffic and vehicle risks are significant
- Algorithmic management and AI may help OSH

-> OSH authorities and inspectors could collaborate with platform companies and others

Thank you!

Occupational safety learning and management in platform work
– TOPPA | Finnish Institute of Occupational Health

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