Online Platforms and Platform Work Austria







Specific register of online platforms



Specific regulation applicable to online platforms



Austrian law provides a "Freier Dienstvertrag" status, which is a sort of hybrid between genuinely employed and freelance work. The biggest problem with this type of status is that it is covered neither by labour law, nor by collective bargaining agreements (including collective agreements on minimum wage).





According to unofficial estimates, there are a maximum of 4,000 workers who work directly for one of the main delivery platforms in Austria. There is no reliable data for cleaning or taxi services, however.

Vienna

€ 10/h

Salzburg

€ 11/h

Graz **€ 9.50/h**



Riders with
employment status
who work
for Lieferando.at
earn on average
€ 10 per hour in Vienna,
€ 11 in Salzburg
and € 9.50 in Graz.
Mjam riders, who
are classified
as independent
contractors, earn € 4
per delivery.





Lieferando/Just Eat, Mjam/Delivery Hero, JokR, Uber, Bolt and Flink.





Some national platforms operate only in urban areas, e.g. Vienna, Graz or Salzburg.

VeloFood was founded in 2016 and operates only in Graz. The platform offers food delivery by bike with 100% biological packaging.

FoodNinja was founded in Salzburg in 2018. The platform offers an on-demand food-delivery service. In 2020, the platform was acquired by **Velonto** – another local food –delivery platform based in Linz.





There have been several important initiatives seeking to provide information and legal advice to platform workers.

In **2017**, the ÖGB (Austrian Trade Union Federation), IG Metall (Germany), the Vienna Chamber of Labour (AK Wien), Unionen





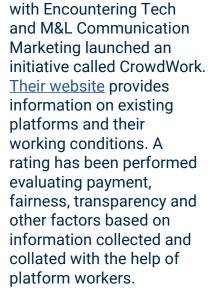


There have been no court cases concerning the employment status of platform workers in Austria.

Lieferando.at (Just Eat) has one ongoing court case pending since 2019 challenging the founding of a works council in Vienna.

According to Lieferando, the company has no legal entity of its own in Austria. All major decisions are made either in Germany or the Netherlands, while the app's servers are based in Ireland.

Due to Covid-19 restrictions, the court proceedings have been postponed several times already. The works council itself is active, but still faces the challenge before the court.



(Sweden) in cooperation

The Austrian trade union GPA (trade union for private sector employees) offers membership to platform workers along with advice. consulting, information and legal support.





Since 2020, bike workers (who have employment contracts) have been covered by a collective bargaining agreement. The agreement stipulates the minimum wage, maximum working hours. compensation for the use of workers' own bikes and phones, holiday and Christmas bonuses, period of notice for termination and surcharges for night work and on Sundays.



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