

# Online Platforms and Platform Work Greece

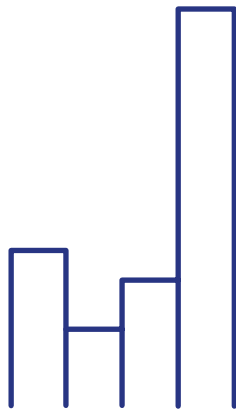
- ✓ ✗ Legally binding definition of online platforms
- ✓ ✗ Specific register of online platforms
- ✓ ✗ Specific regulation applicable to online platforms
- ? Online platforms are considered to be employers

In 2021, a new labour law, 4808/2021, came into force in Greece. The law introduces a **protective framework** for those engaging in platform work and provides a definition for digital platforms as “businesses that operate either directly or as intermediaries by connecting through an online platform service providers or businesses or third parties with users or customers or consumers to either facilitate transactions between them or to directly trade with them”.



## Data on platform workers is non-existent in Greece.

Considering that many platforms, especially in the transport and food delivery sectors, have been expanding their businesses in Greece, it is possible to assume that the number of platform workers have also grown in recent years.



Furthermore, **Greece has an unusually high share of self-employed** or autonomous workers in comparison to other EU Member States.



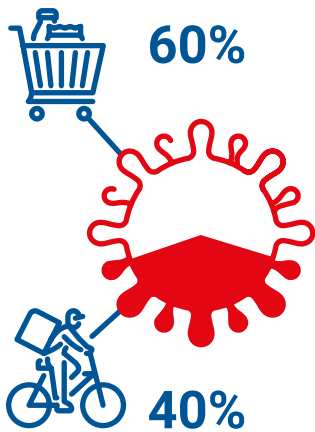
## Efood, Wolt and Rocket dominate the food delivery market in Greece.

**Efood** was founded in 2011 in Greece. The platform works with more than 20,000 stores in 100 cities. In 2015, E-food was acquired by **DeliveryHero**.



**Wolt** is an international platform from Finland. In 2021, Wolt was merged with an American platform, **DoorDash**.

Before 2022, a Ukrainian food delivery company, Racketa, that rebranded itself adopting an English name – **Rocket**, was also one of the most popular platforms in Greece. In 2020, the platform moved its headquarters to Amsterdam and operated in the Netherlands, Cyprus, Greece, France, Portugal, Spain and Hungary. The company stopped its services in the early 2022.



The negative effects particularly of the 2008 economic crisis have contributed considerably to the growth of services provided by platforms in the hospitality/tourism food delivery sectors, opening opportunities for new forms of employment and sources of income. **The COVID 19 pandemic** has also had an effect on the rollout and use of services provided via platforms, for example some food platforms have expanded their services to the delivery of groceries from supermarkets. Some estimates suggest that 4 out of 10 Internet users placed food orders online during the pandemic.



Media and policy debates have been predominantly focused on two broad issues: **potential tax evasion** and avoidance practices of the platform companies and whether the platform economy may lead to **the erosion of full-time and stable employment**.

**In 2021, Greece introduced a digital nomad tax** that aims to attract remote workers from abroad as well as from the Greek diaspora. The law promises 50% income tax reduction for the first seven years of residency in the country. The bill reflects Greece's ambitions to diversify its economy into the digital sphere.



**There is no collective agreement relating to platform work in Greece.**

In 2021, a strike was organised by Efood delivery workers.

Efood platform refused to renew workers' contracts unless they accepted freelance contracts. The strike was met with a huge outpouring of public support, with thousands of customers uninstalling the company's app during the strike.

Following public pressure and strikes organised by delivery workers, Efood eventually proceeded with the upgrading all delivery employees' employment contracts to indefinite term contracts.