

# Online Platforms and Platform Work Armenia

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

Platform workers are classified as independent/freelance workers with Service Contracts under the Civil Code of the Republic of Armenia. **These contracts are not registered in the Armenian Tax Service system.**



The majority of Armenian platform workers – providing both on-location services and engaged in remote platform work – are **based in the country's capital, Yerevan.**



According to data compiled by [analyticshelp.io](https://analyticshelp.io), **Armenia has one of the highest percentages of online freelancers per capita in the world** (2.18% per 1,000 inhabitants in 2018).



Regarding **incomes from platform work**, the average rates for workers engaged in remote work and on-location services tend to be higher than average labour market incomes in the country.

**AMD  
300,000–400,000**

For example, **typical monthly gross earnings of GG Taxi drivers engaged full-time is between AMD 300,000–400,000 (USD 625–830), while the minimum salary is around AMD 75,000 (USD 195).**



In the area of remote work, **the Armenian market is dominated by international platforms like Weblancer.net, Freelancer.com and Guru.com**

With regard to on-location work, along with international platforms, such as **Bolt, Yandex** and **Glovo**, the Armenian market is shared by national platforms - **Menu.am** in the food delivery sector and **GG Taxi** in the area of ride-hailing services.

**Menu.am** was founded in Yerevan in 2012. The platform provides delivery services from 500 restaurants and specialised stores in Yerevan, Gyumri, Tsakhkadzor, Vanadzor, Abovyan, and Dilijan. The company was backed by venture capital funds from the **Menu Group** (UK).

**GG Taxi** was founded in Yerevan in 2013. The platform operates in Armenia and Georgia and connects more than 1200 drivers.



**Over 95 percent of Armenian households have at least basic access to the Internet.** As a result, the e-commerce market has been booming in big cities, especially Yerevan, in the last few years. Armenians increasingly shop online for a variety of goods, including household appliances, consumer electronics, apparel, cosmetics, toys, meals, and groceries.



Despite the increasing use of different online platforms, platform work has received **no attention at the policy level.**



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

Under the provisions of the Law on Trade Unions and the Labour Code, platform workers cannot establish workers' organisations and sign collective agreements in Armenia.

However, the confederation of Trade Unions of Armenia provides free legal consulting to all workers, including those engaged in platform work. Workers can contact the legal department of the Confederation by phone or email.



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