

Coles – TWU MOU
Principles to Ensure Safety and Fairness for On Demand Workers
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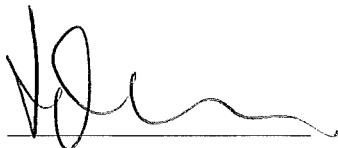
Background:

We recognise that the on demand workforce is part of a new and rapidly evolving workplace environment, based on new technology leading to distinctly different methods of work coordination through digital platforms. As a result, we have developed a set of five core principles to promote safety and fairness for on demand workers which are outlined below. The intent of these core principles is to ensure that on demand workers are not compromised in terms of safety, fairness and engagement as the gig economy evolves.

Principles:

- (1) **On demand workers should not be prohibited from accessing the same rights as other workers:** On demand operations often label workers something other than employees. Ensuring appropriate rights for on demand workers are in place should not depend on artificial labels. In these new models of work, workers should not have artificial labels applied to them that would limit their access to appropriate payments, leave entitlements, superannuation, safe working conditions and representation.
- (2) **All parties involved in the provision of goods and services have a role in ensuring a healthy workforce and industry:** Each link in supply chains and contract networks – including those whose goods are being delivered, those in the middle who are allocating the work and the end provider must, to the extent of their influence, be accountable for safe and fair outcomes for workers in the industry.
- (3) **Transport is a career – not just a task:** In addition to safe and fair conditions, transport related work should provide the opportunity for sustainable patterns of engagement and advancement, to ensure transport remains a feasible career option, not simply a one-off ‘gig’.
- (4) **On demand workers must have the opportunity to contribute to a collective voice:** Innovative forms of work should not preclude on demand workers the opportunity to access a fundamental and universally acknowledged means of raising and maintaining standards of safety and fairness - collectively organising with other workers and stakeholders through their union. On demand workers are already actively shaping this emerging industry and will ensure that transport continues to be sustainable, positive and profitable. It is important that they have an opportunity to voice their views and needs and have these heard.
- (5) **Appropriate resources should be allocated to ensure worker and industry standards are maintained:** Training, education, auditing and enforcement, health initiatives, skills development and recognition, and appropriate company standards ranking systems must all be adequately resourced to give on demand workers access to a safe, fair and engaging work environment.

John Durkan, CEO Coles



Tony Sheldon, National Secretary, TWU

