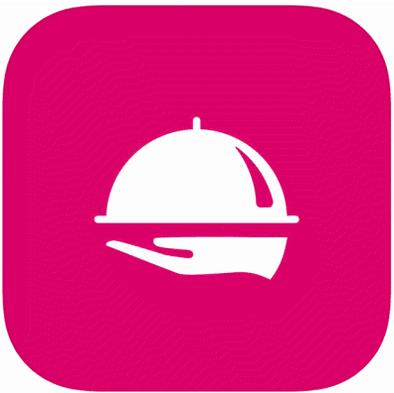
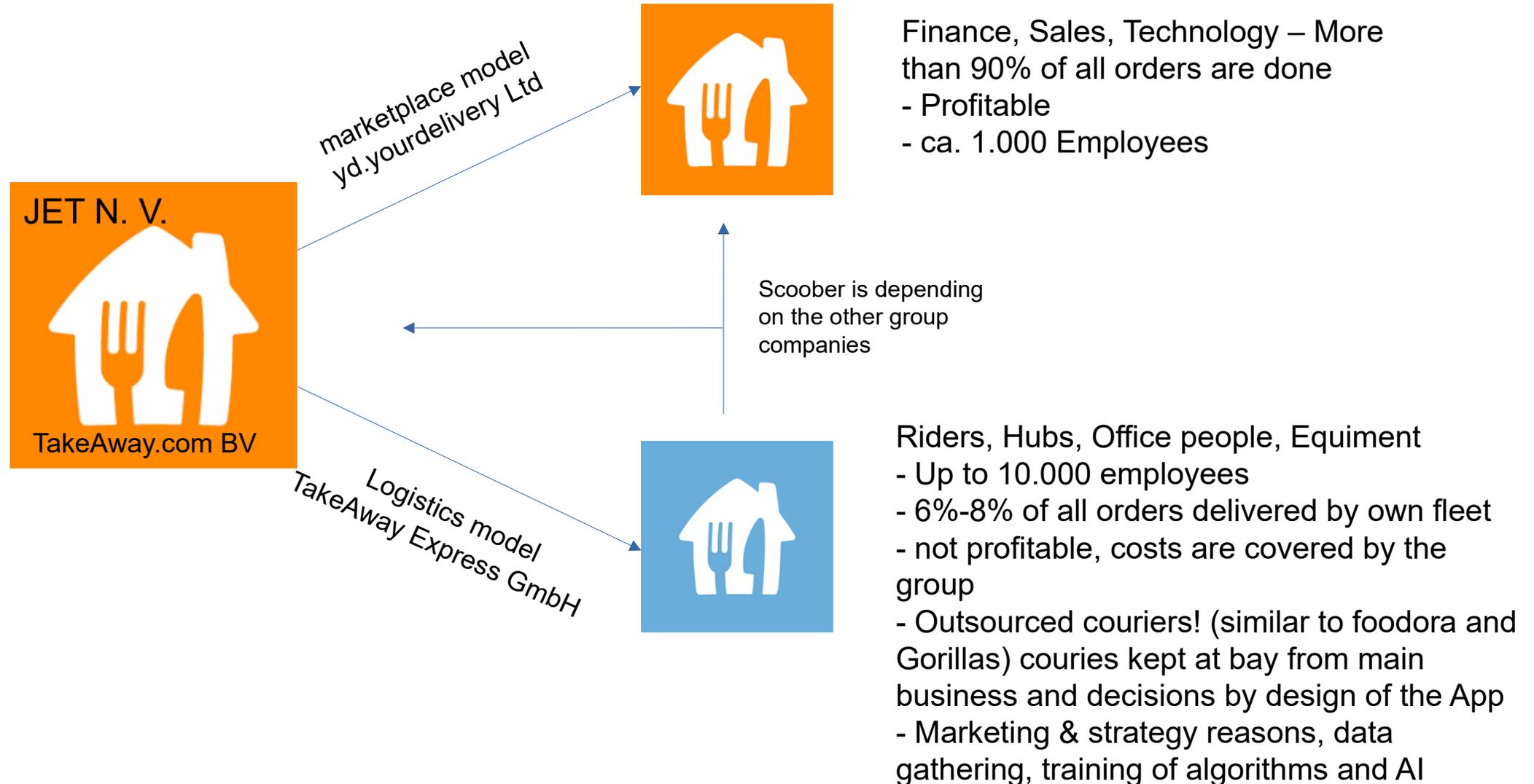




Scoober – working for the  
platform industry



# Main challenge – Lieferando Setup



# Rider Grievances

- **Lack of transparency**

- Which personal data is processed by the delivery Apps and what is the purpose?
  - Rider data is one of the three main sources for business development decisions (next to consumers and restaurants)
    - Riders don't know about it! Depend on the job, high fluctuation, young persons, with not much work experience, high percentage of migrants (70%) = These facts make organizing very difficult
  - A lot of contact has to be established by email – Some requests are answered after weeks/months or not at all!
    - Responsibilities are hidden – The „Lieferando Team“ answer
    - Fatal if deadlines are exceeded e. g. employment office, immigration office, social insurance etc.

- **Health & Safety at work (negotiations ongoing)**

- Accident happened – What has to be done? A lot of couriers feel not informed and need help!
- Equipment became better but still things have to be continuously improved
- A lot of entities don't have hubs: No e-bikes and personal contact keine E-Bikes und auch keine Hubs vor Ort! (13 of 58 cities/entities have hubs!)

- **Missing payments**

- Sometimes wrongly calculated (sickness, vacation)
- Missing hours/minutes

# Successes

- **Health & Safety at work**
  - Vehicle Bike-Checks
  - Bad weather conditions (still negotiation ongoing – but cities are closed during bad weather)
  - Work equipment – became better (negotiations still ongoing)
- **Using private work equipment**
  - Bike compensation 14Cent/km, Smartphone 10Cent/h
  - Equipment has to be provided by employer - BAG 10.11.2021
- **Unlimited contracts – since August 2021**
- **Fake-Freelancing**
  - Reported to German Pension Fund – They decided that Bike couriers are employees (Uber Eats relies on fake freelancing still)
- **Working times**
  - No shifts are removed in cities with work councils (some problems occur still)

local WCs of  
Cologne, Frankfurt,  
Nuremberg,  
Münster, Stuttgart

WC

WC

consults&supports

NGG

trade union gets own  
channel in our food  
delivery app

WC = works council  
NGG = trade union  
PoT = persons of trust  
TA = TakeAway  
SP = supervisory body

WC

Information  
via mail

PoT

WC

workers assemblies

PoT

**mass of employees**  
in WC cities plus nearby cities  
Cologne: Bonn, Düsseldorf ...  
Frankfurt: Mainz, Wiesbaden  
Nuremberg: Regensburg ...  
Münster: Osnabrück ...  
Stuttgar: Freiburg, Karlsruhe ...  
more or less

internal documents  
can be used!  
- Emails and Chats

WCs inform SPs about legal  
disrespects caused by TA

SP

WC

hire new members

PoT

WCs submitt cases to  
court

fines

**Liefern am Limit**  
Communication and  
social media platform  
of NGG

WCs inform Media about breaches

Media

Media makes public  
pressure on TA

TA  
JET

Master-Plan  
inform and  
consult with  
politicians

Masterplan  
contains an  
open letter  
from riders to  
MPs and  
other  
politicians  
who support  
us

Notes:

- 1. We rely on work councils
- 2. We rely on NGG
- 3. We rely on Media, politicians etc.
- 4. We use JET's weaknesses

Follow up  
Jan 2023