



*Wolt*

# Wolt is the leading instant delivery platform in several markets across Europe and Asia

**60 000+**

merchant partners

**130 000+**

courier partners

**18M+**

customers

**5 400+**

employees

## Wolt North

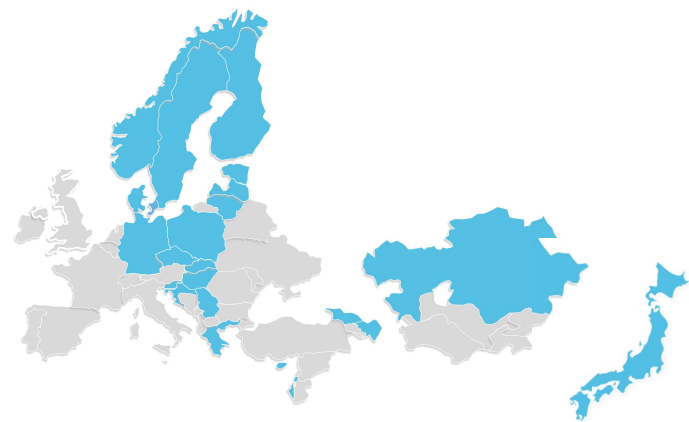
Denmark  
Estonia  
Finland  
Germany  
Latvia  
Lithuania  
Norway  
Sweden

## Wolt East

Azerbaijan  
Kazakhstan  
Georgia  
Japan

## Wolt Central & South

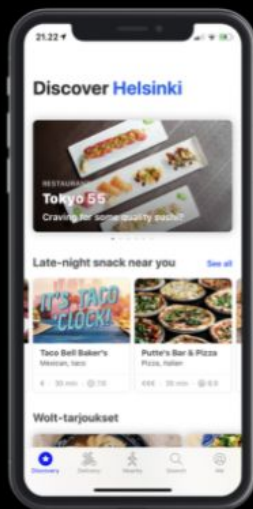
Croatia  
Cyprus  
Czech Republic  
Greece  
Hungary  
Israel  
Malta  
Poland  
Serbia  
Slovakia  
Slovenia



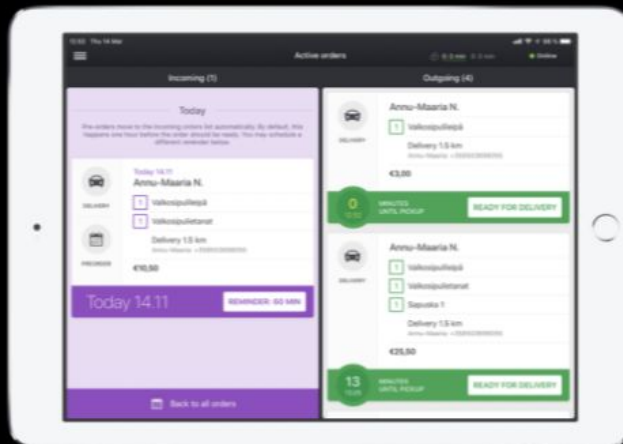
Operating in  
**23 countries**  
and **180+ cities**

Wolt is a technology company connecting three people who use the Wolt platform when they so wish.

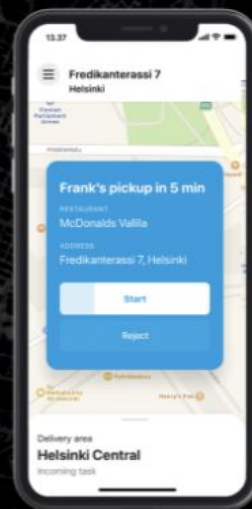
Customer



Merchant



Courier



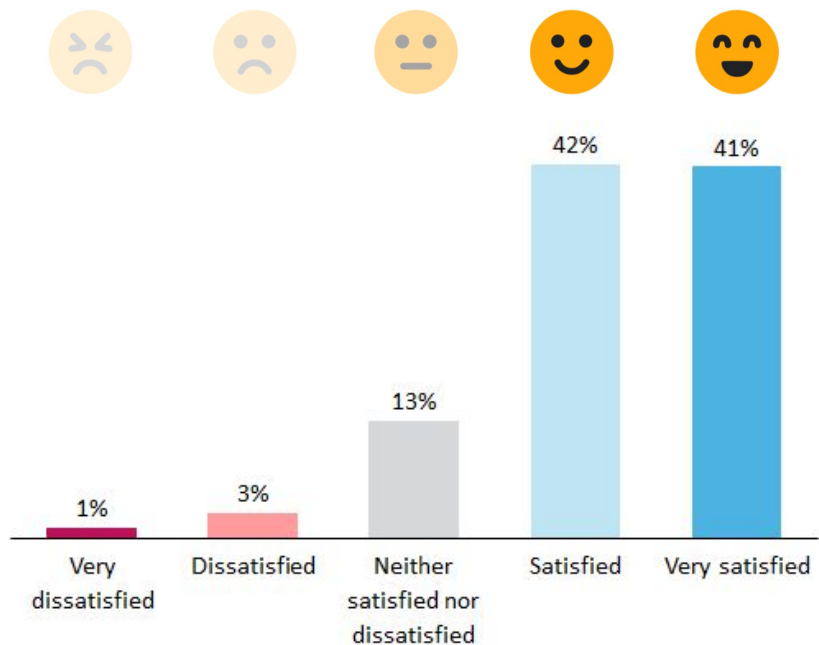
# How we work with couriers



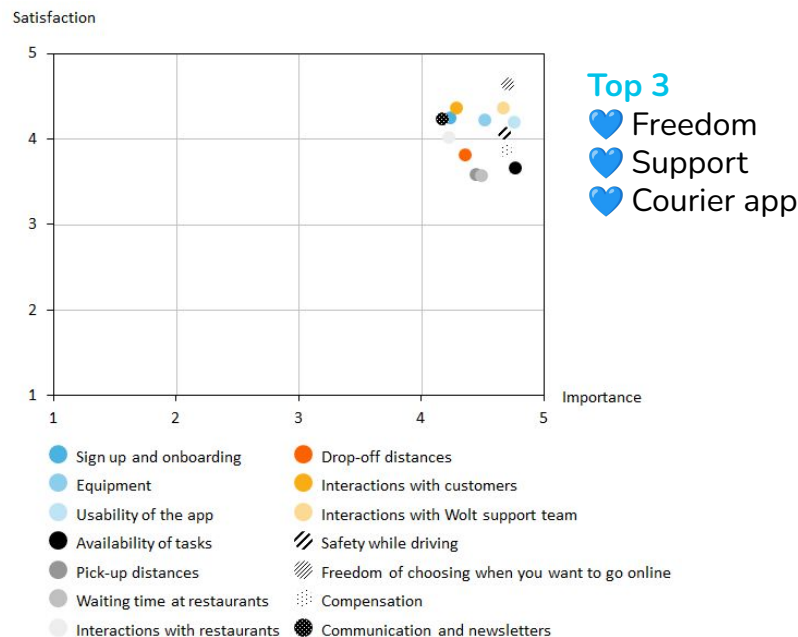
- +130 000 courier partners worldwide
- Couriers choose if, when and for how long they want to be online and they can freely choose which delivery tasks to accept and which to reject
- Couriers get paid for the tasks they choose to accept
- On average, they work **21 hours/week**
- Couriers are happy with the compensation **(3,9/5)**

# How 17k couriers rated working with us in a recent survey

How satisfied are you with your cooperation with Wolt?



How important are different aspects of the work and how satisfied are you with them?



# THE WOLT FLEXIBILITY

To illustrate why our Courier Partner have more flexible work conditions than regular hour-based employees, let's compare a **courier's** work options with a **barista** at a coffee house:



## A BARISTA CAN'T:

- ✗ **WALK INTO** the coffee house unannounced and expect to start work (or get paid).
- ✗ **DECIDE** only to make lattes and refuse to make cappuccinos.
- ✗ **JUST PUT DOWN** their apron and leave during rush (unless approved by boss).
- ✗ **JUST DECIDE** not to work that day if shift is planned.



## A WOLT COURIER PARTNER CAN:

- ✚ **LOG ON** the app and start working and pick up tasks whenever they want.
- ✚ **REFUSE AND DECLINE** deliveries, if they do not want to deliver e.g. sushi.
- ✚ **LOG OFF** and stop working whenever they want (without notice or permission).
- ✚ **DECIDE NOT TO WORK** without any repercussions

# HOW TO COMBINE FLEXIBILITY WITH BETTER PROTECTIONS

## FREELANCER

Low entry barrier



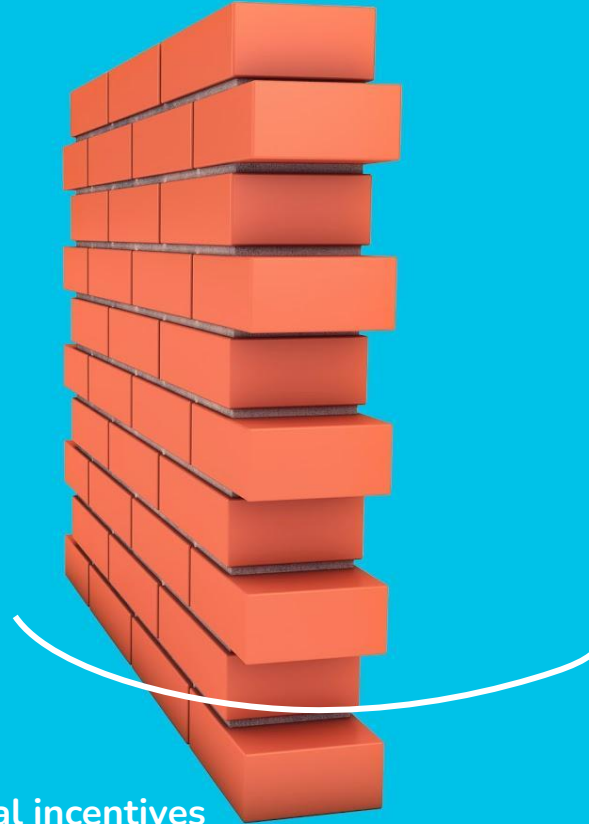
Full flexibility  
No strict educational /  
language skill requirements  
No performance management  
No efficiency monitoring  
No dictated shifts  
No obligation to work

## EMPLOYEE

High entry barrier



Collective bargaining  
Health & Safety  
Benefits & safety nets



Legal incentives

# Social safety nets

- Our independent courier partners are covered by national social safety nets for self-employed. Additionally, all delivery partners are covered by our free third-party liability and accident insurance.
- In many EU countries, self-employed have a weaker access to social safety nets compared to employees. The EU Council recommendation of 2019 has called on Member States to close those gaps.
- Best practice example:
  - In Estonia, our freelancer courier partners have a contract known as “work contract” (töövõituleping) with Wolt.
  - This contract type allows us to pay income tax and social security tax (as well as employer's social tax, unemployment insurance taxes) for our independent courier partners and which ensures that our courier partners receive sick pay, unemployment benefits, retirement and health care services for insured persons in Estonia.



# OUR VISION: PROVIDING BETTER SAFETY NETS WHILE PROTECTING THE INDEPENDENCE OF COURIERS

## Protecting the independence of couriers

**Clear legal conditions for self-employment:** the courier decides if, when and how much they work, they can reject or accept task, they can use substitutes, they can work through competing platforms, they can have other jobs or businesses.

## Allow collective bargaining for freelancers

**Self-employed** should have the **right to negotiate collectively** with platforms (e.g. compensation levels).

## Social security & tax, transparency

**Platforms should be allowed to** handle tax and social security contributions on behalf of couriers. Platforms should **increase transparency** by reporting the number of couriers, their contractual relationship and earnings

## Protections & rights

Platforms should be **allowed to offer protections / rights** such as sick pay, insurance and holiday pay to independent contractors.

## Algorithmic management

Platforms should develop and maintain the **explainability of their algorithms and the transparency of their decision-making governance** impacting platform workers.

# EUROPEAN COMMISSION'S PROPOSALS: RIGHT OBJECTIVES AND A GOOD STARTING POINT

## Protecting the independence of couriers

**Clear legal conditions for self-employment:**  
Replace the broad criteria in Article 4.2 with less ambiguous criteria (e.g. "Yodel-criteria").

## Allow collective bargaining for freelancers

Provided for in the update on Competition Guidelines.

## Social security & tax, transparency

Articles 11 and 12 could go further in mandating information sharing with authorities, namely with regards to social security & tax. Transparency a good step forward

## Protections / rights

**Giving Recital 23 the same legal status as the presumption would improve the legal certainty** for platforms to provide more protections and benefits to the self-employed.

## Algorithmic management

**Article 10 limits the scope of Chapter 3 protections from algorithmic management for the self-employed**, which we think should be fixed.



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