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**Cc:** [REDACTED]  
**Subject:** Flash report - Meeting with Wolt and couriers, 17 May 2022  
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Dear all,

Please find a flash report from yesterday's meeting with Wolt's VP and couriers.

Best regards,

[REDACTED]

### Meeting with Wolt and couriers, 17 May 2022

#### Participants:

Wolt:

- Marianne Vikkula, Vice President of New Markets
- Samuel Laurinkari, Head of Global Public Policy
- Robert Torveleinen, Senior Manager, EU Public Policy

Couriers

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

European Commission:

- Ana Carla Pereira, Social and Employment Adviser to Commissioner Schmit
- [REDACTED]
- [REDACTED]

Wolt is a Finnish technology company that operates a restaurant food, grocery, and retail intermediation and delivery marketplace. It operates in 23 countries (16 of which are Member States), serving goods from 60,000 merchants with 130,000 courier partners to 18 million customers.

#### Main points:

- Wolt's couriers gave brief testimonials about working for the platform and explained the main advantages of the self-employment model.
- The profile of the couriers and their motivation for taking up this activity is very diverse. Many of the couriers said they opt for platform work at Wolt to gain additional income, others are combining platform work with their studies or research activities.
- All the couriers present at the meeting work for Wolt as independent contractors, however the company applies different business models in different countries e.g. in Poland the couriers work via intermediary companies through civil law contracts.
- The couriers value the flexibility and freedom that the courier job at Wolt offers. They explained that they are free to choose their working hours, can log in and log out from the platform at will and can accept or reject tasks without any repercussions.
- The couriers explained that their remuneration varies, depending on the distance of the delivery and on the demand and supply for work in any given moment.

- Wolt explained its delivery model, which is based on purchasing services from business partners. In certain countries partners charge users a delivery fee and a service fee for the delivery services.
- COM asked about the average number of hours couriers spend working for the platform, to which the couriers replied that it can range between 10 to 20h/week depending on their other obligations.
- COM also inquired about the social security coverage of Wolt couriers. Wolt explained that there are very different self-employment models even within one country. In most countries Wolt's partners cover their social security contributions themselves. However, e.g. in Estonia, Wolt pays taxes and social security contributions directly, by deducting them from the couriers' income. In Poland, it is the intermediary that takes care of their taxes and social security coverage.
- COM presented the proposal for a directive on improving working conditions in platform work that is currently being discussed in the Council and the European Parliament. The proposed directive is based on the presumption of employment relationship which is triggered in case the platform meets two out of five control criteria. The directive also provides protections with respect to decisions taken by automated systems.
- The proposed directive does not aim at reclassifying all people working through platforms as workers. Currently, there are cca 28 mil people working through platforms, out of which 5.5 mil are estimated to be misclassified. The final number of people to be reclassified will depend on how platforms will adjust their business models and how Member States will transpose the directive.
- Wolt concluded that they appreciate that the Commission's proposal strives for a level playing field between platforms. In self-employment model, the entrepreneurial freedoms should be respected which is currently not the case for all the platforms.