

Task 3.4

Overview interviews city industry reports and interview guidelines

		Industry	Methodology	Participants/Interviewees
BE-FG-1	Berlin	Passenger Transport	Focus group discussion	Chairman of Taxi Innung Berlin
BE-FG-2	Berlin	Passenger Transport	Focus group discussion	Former taxi-driver
BE-INT-1	Berlin	Hotel and Accommodation	Individual interviews	Union representative (NGG)
BE-INT-2	Berlin	Hotel and Accommodation	Individual interviews	Accommodation company association representative (DEHOGA)
BE-INT-3	Berlin	Hotel and Accommodation	Individual interviews	Representative for the Berlin Senate
BE-FG-3	Berlin	Cleaning	Focus group discussion	Union IG BAU (union)
BE-FG-4	Berlin	Cleaning	Focus group discussion	Oficina Precaria (NGO)
BE-FG-5	Berlin	Cleaning	Focus group discussion	Berlin senate administration
BE-FG-6	Berlin	Cleaning	Focus group discussion	ArbeitGestalten (research agency)
BE-FG-7	Berlin	Cleaning	Focus group discussion	Berlin Senate administration (platform work)
TA-FG-1	Tallinn	Passenger Transport	Focus Group Discussion	Taxi company, representative
TA-FG-2	Tallinn	Passenger Transport	Focus Group Discussion	Municipal Police Department I
TA-FG-3	Tallinn	Passenger Transport	Focus Group Discussion	Municipal Police Department II
TA-FG-4	Tallinn	Passenger Transport	Focus Group Discussion	Municipal Police Department III
BO-FG-1	Bologna	Hotel and Accommodation	Focus Group Discussion	Supervisor of cleaning services for a Bologna social cooperative
BO-FG-2	Bologna	Hotel and Accommodation	Focus Group Discussion	CGIL Union Member
BO-FG-3	Bologna	Cleaning	Focus Group Discussion	Accommodation company association representative
BO-FG-4	Bologna	Cleaning	Focus Group Discussion	CGIL Union Member
BO-FG-5	Bologna	Hotel and Accommodation	Focus Group Discussion	Manager of FederAlberghi (Hotel professional association).
PA-INT-1	Paris	Passenger Transport	Individual interviews	Researcher
PA-INT-2	Paris	Passenger Transport	Individual interviews	Food delivery riders union activist
PA-INT-3	Paris	Hotel and accommodation	Individual interviews	Representative of a hotel business association
PA-INT-4	Paris	Hotel and accommodation	Individual interviews	Paris city hall employee

LI-INT-1	Lisbon	Passenger Transport	Individual interviews	Official of the Municipal Department of Mobility, Safety, Economy and Innovation
LI-INT-2	Lisbon	Passenger Transport	Individual interviews	Platform driver, trade union member
LI-INT-3	Lisbon	Hotel and Accommodation	Individual interviews	Manager of the main Lisbon concierge and short-stay rental intermediary company
LI-INT-4	Lisbon	Hotel and Accommodation	Individual interviews	Small Airbnb service provider manager
BA-FG-1	Barcelona	Food delivery	Focus group discussion	Consultant Future of Work and Platform Economy
BA-FG-2	Barcelona	Food delivery	Focus Group discussion	CCOO of Catalonia
BA-FG-3	Barcelona	Food delivery	Focus Group discussion	Rider and UGT member
BA-FG-4	Barcelona	Hotel and Accommodation	Focus group discussion	Gremio de Hoteles de Barcelona, Director of Innovation
BA-FG-5	Barcelona	Hotel and Accommodation	Focus group discussion	Las Kellys, spokesperson
BA-FG-6	Barcelona	Hotel and Accommodation	Focus group discussion	Veins i Amfitrions, president
BA-FG-7	Barcelona	Hotel and Accommodation	Focus group discussion	ESADE, researcher
BA-FG-8	Barcelona	Hotel and Accommodation	Focus group discussion	University of Torino, researcher
BA-FG-9	Barcelona	Hotel and Accommodation	Focus group discussion	UOC, post-doctoral researcher
LO-INT-1	London	Cleaning	Individual interviews	University /Expert, Trustee of Kalayaan organisation
LO-INT-2	London	Cleaning	Individual interviews	Focus on Labour Exploitation-FLEX, NGO/ Research Officer
LO-INT-3	London	Cleaning	Individual interviews	FLEX/ Research Manager
LO-INT-4	London	Cleaning	Individual interviews	Policy officer, Latin American Women's Rights Service, NGO
LO-INT-5	London	Food delivery	Individual interviews	Labour Union/Couriers and Drivers Workers Union, London
LO-INT-6	London	Food delivery	Individual interviews	Labour Union/GMB, the Union
LO-INT-7	London	Food delivery	Individual interviews	Labour Union/IWGB
LO-INT-8	London	Food delivery	Individual interviews	Courier/Delivery driver
LO-INT-9	London	Passenger Transport	Individual interviews	Association of Community Organisations for Reform Now – ACORN/ Union Organiser
LO-INT-10	London	Passenger Transport	Individual interviews	Black Cab Taxi Driver
LO-INT-11	London	Passenger Transport	Individual interviews	Green Jobs Alliance/Labour Union Representative

LO-INT-12	London	Passenger Transport	Individual interviews	Green Jobs Alliance /Union Representative (RMT)
LO-INT-13	London	Hotel and Accommodation	Focus group discussion	University of Hertfordshire /Principal Lecturer in Tourism
LO-INT-14	London	Hotel and Accommodation	Focus group discussion	Hotel/Worker in Hotel Industry
LO-INT-15	London	Hotel and Accommodation	Focus group discussion	Local Authority Camden Council/City Councilor
LO-INT-16	London	Hotel and Accommodation	Focus group discussion	UNITE the Union/Union Representative

Table 1. List of interviewees for city industry reports (task 3.1.4)

Interview guidelines and specific instructions for each industry

1. Courier Services (Deliveroo)

Section Employment

Introductory question: The employment situation of (food) delivery riders for platforms is contested and mostly resembles atypical employment relations. How would you assess the employment situation and working conditions of traditional couriers and delivery riders, i.e. in postal/courier services or food delivery riders directly employed / working for at restaurants?

Additional questions could be:

- **State as an active market participant:** Are there any cases of state/municipality demand for delivery services? For instance, in relation to specific demands relating to the COVID-19 crisis? Did, as a consequence, any formalisation of work occur?

Section company strategies

Introductory question: How has the market entrance of online platforms (such as Deliveroo or glovo) affected the business of established providers (esp. in courier services)? If you do not see any disruption of incumbent courier companies so far, do you expect more direct competition between online platform providers and established providers for the future?

Additional questions could be:

- **Horizontal/vertical expansion:** As a result of increased competition (or new COVID-19 related demand), is there a horizontal and/or vertical expansion of services? For instance, food delivery companies extend their services and also offer the delivery of other goods (horizontally), or delivery companies also engage in production processes, such as pop-up-kitchens (vertically).**COVID-19 impact:** Can you see an impact of COVID-19 on the workforce, on the demand for services, or can you identify a shift in demand (e.g. covid-19 toolkits to be delivered)?

Section industry regulation

Introductory question: How did cities and/or state legislators react to the entrance of the new platform-based business models and new forms of employment?

Specific questions could be:

- **Regulations:** Are incumbents/platforms advocating for more strict/lax regulation?
- How are incumbents affected by newly introduced regulations? Are there any strategies to optimise such regulations?

2. Cleaning (helping)

Section Employment

Introductory question: Cleaning in private homes is still primarily provided by domestic workers working undeclared. Has the possibility to work declared via platforms improved the employment situation of domestic workers in general? What is the impact of platform work on working conditions for DW not mediated via platforms?

Specific questions could be:

- **Role of agencies:** Agencies play a significant role in recruiting domestic workers. One core question is if DW mediated/recruited via agencies are to be regarded as employees of these agencies or self-employed? What other issues (e.g. payment of commission) come up when agencies interfere with domestic workers?
- **Statutory/collectively negotiated minimum fee:** Minimum fees for DW are highly contested. A new ruling of a Danish court stated that minimum fee is not compatible with anti-trust regulation/competition law as concerted action of self-employed would constitute a cartel → Who is an independent contractor? Should DW be allowed to collectively demand minimum fees? What is your opinion?
- **Protection gaps:** How could social and OSH protection of DW be improved (e.g. direct employment)?
- **Covid-19:** What was the impact of covid-19 on DW supply and working conditions?

Section company strategies

Introductory question: Did platform-mediated cleaning gain ground in the provision of cleaning services for private homes or other customers? Why/not?

Specific questions could be:

- **Airbnb:** Do Airbnb hosts gain importance as customers of platform-based cleaning services?
- **Digital strategies:** What digital strategies do/should traditional actors pursue to stay competitive? (i.e. better online presence, more transparent pricing, own market places)
- **Quality and professionalisation:** To improve quality standards and professionalisation in cleaning, what would be needed? Do you see a tendency of platforms changing its employment policies from hiring only self-employed to direct employment?

Section Industry regulation

Introductory question: the regulation of the provision of household services (besides the regulation of the employment itself) is (at least) threefold: first, in some countries, it is subsidised for persons in need of care or through tax incentives. Second, specific vouchers (e.g. chèque emploi service universel)) are issued to formalise domestic work and make it easier for households to buy such services. Third, specific immigration schemes canalise migrant (often women) workers into this sector. Where do platforms fit into this regulatory framework?

Specific questions could be:

- **Role of public policies:** tax incentives, state as an employer: This was done mostly through public subsidies to professional service providers (Belgium) or tax subsidies to households (France) or through tax and social security exemptions for employees (Mini-jobs in Germany). Can working conditions of DW become more decent *without* subsidization and incentives by the state?
- **Counterpart of DW demands:** Where should demands of domestic workers be directed to? Government? Employers? Agencies? Private households? Who should be the negotiation partners of collective agreements/collective regulations?
- **Collective Agreement:** Danish Hilfr collective bargaining agreement covering domestic workers mediated via platforms was a path-breaking CBA. It allows freelancers to bargain collectively, sets minimum standards and provides tailored data protection. If you are familiar with it, would this be a way forward for better working conditions for DW?

3. Accommodation/Hotels/Short-term rental (Airbnb)

Section Employment

Introductory question: In the hotel and accommodation sector the market entrance of especially Airbnb sparked public debates on housing prices, rents and also about competition against the traditional hotel and accommodation providers. How were employment relations and working conditions impacted in the incumbent industry as a result of the increased competition?

Specific topics

- **Working conditions:** In what way are the working conditions in the hotel industry affected by the market entrance of platform companies?
- **Temporary agency work:** Is temporary agency work relevant for incumbent companies and has its prevalence changed due to the platform companies' competition?
- **Part-time work:** Do you see more/less part time work?
- **Impact of Covid-19 pandemic:** Tourism was severely affected by the covid-19 pandemic. Have employees in the hotel industry been specifically supported by state programmes?

Section Scope of the industry and company strategies

Introductory question: Private short-term rentals are not only mediated via platforms but also increasingly rely on paid concierge and cleaning services. Are incumbents forced to also use

platform-based matching services (such as booking.com)? Do you observe a tendency that the traditional hotel business outsources ancillary services?

Specific questions could be:

- **Outsourcing:** Does outsourcing become more attractive /necessary due to price pressure (e.g. cleaning services)? Or is it an already well-established practice? Is this a general tendency (to specialise or save costs) or would you see it in relation to the rise of platform-mediated competitors?
- **Outsourcing using online platforms:** Do incumbents outsource ancillary services over platform companies (such as helping)?
- **Impact of COVID:** How has the recent Covid pandemic impacted on the sector? How are incumbents and short-term-renters handling the crisis differently? Were/are incumbents directly supported through public funds during the crisis?

Section Industry regulation

Introductory question: With new market entrants there could be brought forward changes in regulations or industry standards. In accommodation this could relate to tightening or loosening health and safety or certain hygiene standards to either allow new competitors easier market entry or to protect existing providers. How have regulation and standards changed due to the market entrance of online platform providers?

Specific questions could be:

- **Lobbying for more efficient inspections:** In some cities, new regulations for platform-mediated short term rental has already been established. Is there lobbying of incumbents but also of compliant hosts on platforms for tighter inspections of the industry?

4. Passenger transport/Taxis (uber)

Section Employment

Introductory question: What is the impact of platform work on labour standards and working conditions for drivers not mediated via platforms?

Specific topics could be:

- **Working conditions:** How would you assess the difference in working conditions for platform-based and traditional taxi drivers? (overwork, danger and problems with clients, uncertainty (Tallinn: Uber income is **no “easy money”**) What has been done to protect drivers during the **covid-19 pandemic**?
- **Employment relations:** How have business and employment relations between drivers, customers and passenger transport companies changed since the entrance of competitors such as Uber?
- **Income:** Have taxi drivers diversified towards platform-based sources, to generate additional income? (Tallinn, Lisbon) If yes, what does this development imply for taxi drivers active in the traditional trade?

- **Recruitment:** Has the recruitment of new workers become more difficult as Uber is entering the market or do traditional taxi services cover a different labour force? (London)

Section changing company strategies

Introductory question: The taxi trade has been liberalised significantly. How did your industry and the incumbent companies active herein react to this? (i.e. specialisation, adoption of platform-based strategies, decline)? What strategies were adopted? Have new customers be gained? What impact did the liberalisation have on the quality of the taxi service?

Specific topics could be:

- **New business fields:** In Lisbon, for instance, Uber has started to become a logistics partner of the city “creating and improving integrated mobility services for Lisbon”. Another example is Uber’s expansion into delivery and distribution. What does such a strategic turn mean for the incumbent taxi industry? Has the pandemic Covid-19 brought new business fields to traditional taxi companies?
- **Diversification of services:** In London, Tallinn and Berlin, the individual passenger transport has become highly diversified with Uber and other online-platforms offering a range of tailored services. What does this development imply for traditional taxi companies and taxi drivers?
- **Dynamic pricing:** The price policy of Uber is based on data analysis. How are prices for taxi rides in your city calculated? Is dynamic pricing a sustainable method for matching supply and demand in your trade?
- **Quality and safety:** What are the differences in the quality of services, the access to taxi services, and safety standards and outcomes between platform-based and traditional companies? (Tallinn: more accidents caused by platform-based taxis; Berlin: Betriebs-, Tarif-, Beförderungspflicht)
- **Use of apps:** Are traditional taxi operators more intensely using platform-based technologies, and which ones, to stay competitive?

Section Industry regulation

Introductory question: Liberalisation also went hand in hand with new regulations for the taxi trade and for new operators active in passenger transport. Would you assess these new regulations sufficient/adequate for a sustainable development of the individual passenger transport trade?

Specific topics could be:

- **Deregulation/informalisation of passenger transport:** Traditional taxi companies are usually heavily regulated: Fiskaltaxameter (Berlin), contingents for taxis (Lisbon), safety regulations, minimum prices. When platform-based companies have entered the market, they demanded access, reforms and deregulation. How has this development contributed to an informalisation of a formerly highly regulated trade?
- **Compliance with new regulations:** A re-regulation of the passenger transport industry was introduced in all cities/countries. Circumvention of these new regulations still prevail (Lisbon). How could compliance be increased?

- **Collection of mobility data:** Uber and other platform-based transport services is a collector of traffic data. Traffic data and user data are monopolised in these companies' hands. This also means Uber is ahead in having an information advantage against competitors what concerns the mobility behaviour of transport users. In Lisbon, they sell this data to municipal governments, or euphemistically put "support governments to find optimal transport solutions". What efforts are made to prevent profit-oriented transport companies to collect, store and sell such data to public institutions?