THESE LAWS PROTECT WORKERS REGARDLESS OF WORKER'S IMMIGRATION STATUS OR LOCATION OF THE NETWORK COMPANY. NETWORK COMPANIES MUST COMPLY WITH THESE LAWS. RETALIATION IS ILLEGAL.

Seattle Office of Labor Standards

2024 Notice of Rights for App-Based Workers

This notice must be made available in the network company's online application or platform in English and the language(s) spoken by the worker.

WHO DO THESE LAWS APPLY TO?

App-Based Workers who work within Seattle for a covered **network company** that facilitates work for least 250 app-based workers worldwide. A covered network company:

- Uses online applications or platforms to connect customers with app-based workers;
- Presents offers to app-based workers; and/or
- Facilitates the provision of services for compensation by app-based workers.

"Marketplace Network Companies" which primarily present pre-scheduled offers, allow customers to exchange information about the work with app-based workers, allow app-based workers to set their own rates, and do not monitor offers by mileage and time **are not covered.**

MINIMUM PAYMENT FOR APP-BASED WORKERS

Gives App-Based Workers the right to receive a minimum payment for their "Engaged Time" and "Engaged Miles".

ENGAGED TIME

On-demand network companies or on-demand offers:

- Starts when the app-based worker accepts the offer.
- Ends when the worker has completed the offer, the offer is canceled, or the worker cancels the offer with cause.

All other network companies or offers:

- Starts when the app-based worker starts the work or reports to the location stated in the offer.
- Ends when the work is complete, the offer is canceled, or the worker cancels the offer with cause.

ENGAGED MILES

Miles traveled during engaged time

The minimum payment per offer is the greater of:

$0.44/minute + $0.74/mile

—OR—

$5.00

If an offer starts in Seattle, then the worker is paid at least the minimum for all of their engaged time and miles. If an offer doesn't start in Seattle but includes some work related stops or services in Seattle, the minimum payment only applies to the engaged time and miles within Seattle City limits.

WHAT IS AN "ON DEMAND" NETWORK COMPANY OR "ON DEMAND OFFER"?

A company who offers, or an individual offer for, delivery or other services which must be started within 2 hours of the worker accepting the offer.

THIS COMPANY IS:

- [X] An on-demand network company
- [ ] A marketplace network company
- [X] A network company, but neither of the above

RIGHT TO FLEXIBILITY

App-based workers have the right to decide when they are available and which offers they accept/reject. Network companies cannot take adverse action against workers who:

- Limit their hours of availability
- Accept or reject any offer
- Cancel an offer with cause

TIPPING RIGHTS

App-based Workers have the right to have clear information about the company's tip policy.

- Must say if the app allows customers to tip in advance
- Must say if customers can modify or remove tips after the work is finished
- All tips must be paid to app-based workers
- Tips do not count toward the minimum payment

RIGHT TO UP-FRONT INFORMATION

Network companies must provide or make sure a customer provides the worker with:

- Estimate of engaged time and engaged miles
- The guaranteed minimum payment
- Amount of any tip customers have said they'll pay
- The names of businesses where the offer requires a stop
- Information about the physical labor required (e.g. weight of the goods, flights of stairs)
- Information about certain unsealed contents of online orders

FRAUDULENT USE POLICY RIGHTS

App-based workers have the right to a clear statement of the network company's fraudulent use policy and where the worker can find it.

PAID SICK AND SAFE TIME

APP-BASED WORKERS HAVE THE RIGHT TO:

- Earn at least one day of PSST per 30 days worked in Seattle
- Count any day with a pick-up or drop-off in Seattle toward earning PSST
- Monthly notice of PSST accrual, amount available, used, and pay rate for PSST
- Be paid their average daily compensation rate for each day of PSST used
- Take available time off in increments of 24 hours
- Accessible system to be able to use, understand and request PSST

PAID TIME OFF CAN BE USED FOR THESE REASONS:

SICK TIME: To care for physical or mental health condition, including medical appointments, for themselves or family members

SAFE TIME: Reasons related to domestic violence, sexual assault, stalking, closure of work by order of public health official, when school or place of care has been closed, affecting themselves or family members

RIGHT TO CONTEST WITHHOLDING OF COMPENSATION

Network companies may withhold compensation if an app-based worker used PSST for unauthorized reasons. App-based workers have a right to contest and assert that their use of paid sick and paid safe time was for an authorized purpose.

KNOW YOUR RIGHTS

RETALIATION IS PROHIBITED

These laws protect app-based workers from retaliation for enjoying or exercising these rights.

RIGHT TO FILE A COMPLAINT

App-based workers have a right to make a complaint with OLS or file a lawsuit if a covered network company violates these laws.

CONTACT: OFFICE OF LABOR STANDARDS

Network Companies

Obtain technical assistance
and/or receive training

App-Based Workers

File a complaint with OLS
or file a lawsuit in court

206-256-5297

www.seattle.gov/laborstandards

Seattle Office of Labor Standards

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The mission of the Office of Labor Standards is to advance labor standards through thoughtful community and business engagement, strategic enforcement and innovative policy development, with a commitment to race and social justice.

The Office of Labor Standards provides translations, interpretations, and accommodations for people with disabilities.