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Independent Workers Union of Great Britain



For attention of Ola Cabs CEO, Simon Smith Head of Ola International & Ben Legg Ola UK Managing Director:

I am writing in my capacity as General Secretary of the Independent Workers' Union of Great Britain (IWGB), the United Private Hire Drivers' branch of which represents Ola drivers in the UK. I am writing to demand greater health and safety measures be put in place for the protection of Ola drivers as well as the wider public they service.

Safety equipment

Ola should be offering drivers appropriate equipment to ensure their safety during the COVID-19 pandemic. You should provide to all drivers:

- Hand sanitizer that can be refilled when empty
- Vehicle sanitizing/cleaning products

This is a small cost to pay for drivers continuing to work and keep the business going in the most adverse conditions. Cleaning and disinfecting the vehicle properly also takes time, time which could be used working. Therefore, measures to compensate drivers for thorough cleaning should also be met.

Full pay for self isolation and/or illness

Astoundingly and in stark contrast to some other operators, Ola has provided no guarantees of financial assistance to drivers who have been diagnosed with the COVID-19 virus or who are required to self-isolate. At the moment, it is not clear whether any financial assistance is on offer from Ola for drivers who have to self-isolate and whether that will be enough to compensate a driver so that they can get by. A lack of sufficient pay for drivers could accelerate the spread of the virus as drivers may feel forced to work when ill. Ola should guarantee payments for drivers who need to self-isolate equivalent to the drivers' average weekly earnings, calculated based on earnings for the previous 12 weeks worked by the driver.

Full pay for time off to look after dependants

As is well-known by now, certain groups of people are more susceptible to the devastating effects of Covid-19 than others, namely the elderly and those with pre-existing medical

conditions. Some drivers will have caring responsibilities towards these people. Others will have caring responsibilities for children when schools and nurseries inevitably shut down. Thus far Government financial provisions for workers who have to take time of work to undertake these caring responsibilities are woefully inadequate. Ola should implement a guarantee of payment for drivers who have to take time off from work in these circumstances.

Enhanced pay during reduced workforce/potential lockdown, and support negotiating vehicle rent and vehicle finance payment freezes

As the virus spreads and more people self isolate, the workload is likely to be erratic and for some drivers, for example those accustomed to working at airports, the workload may decrease dramatically. As Ola only pays for jobs completed this would mean a dramatic reduction in income for some drivers. This is not acceptable and Ola has a moral responsibility to do everything possible to prevent this. Ola should therefore introduce minimum income payments for those drivers who are ready, willing and able to work but for whom there are not enough customers to maintain earnings.

Many drivers will also have to continue to pay vehicle rents and car finance, as well as MOT, insurance costs, etc despite not working or working less. These maintenance fees are tied to the job, and so we also demand that Ola provide additional compensation to drivers to help support them through this period and that Ola reaches out to partners and vehicle finance and rental companies to help negotiate payment freezes.

Service to passengers with suspected cases of Coronavirus

There is a significant risk, as the rate of infections and pressure on NHS services and ambulances rise, that people with suspected cases of coronavirus turn to Ola for necessary transportation. If Ola drivers are going to be providing this most essential of services to society at this time, it is not right that they be exposed to people who have been instructed to self-isolate, without the necessary protection.

Ola should therefore immediately install a feature in the app which requires passengers, before booking a ride, to indicate whether or not they, or anyone they live with or have been exposed to, -has had a new or persistent cough or a fever within the past 14 days. If they cannot certify that they have not been exposed to any of these potential sources of COVID-19 then only especially-equipped cars should be booked to pick them up. -These specially-equipped cars should have barriers installed between the front and rear seats to prevent transmission by air, passengers should only be allowed to travel in the rear seats, drivers should receive an enhanced rate of pay, and the passenger area of the vehicle should be thoroughly cleaned after each ride, at Ola's expense. It should be completely optional whether or not drivers want to do this work, with refusal not being punished by Ola. These drivers should additionally be provided with masks and gloves.

The honest use of this feature by customers should be strictly enforced with serious consequences for anyone having been found to be in breach, e.g. banning the customer from further use of the app.

Guidance and meetings

Ola must undertake thorough risk assessments to assess the risks of using the service for drivers and passengers and provide best practice health and safety guidance for drivers. This guidance should be comprehensive, and include concerns drivers have in continuing to operate, or choosing to self isolate and/or maintain social distancing. Ola should also hold an emergency meeting with the IWGB union to discuss driver concerns, rights and interests during this time in order that drivers can have a voice in this process and we can work together to ensure that issues are avoided.

Implement worker status

The IWGB holds that Ola drivers are Limb B Workers. Worker status provides a basic level of protections and security to drivers, including on such things as setting a minimum earnings floor through a right to a minimum wage, pensions, and paid holidays. Now more than ever drivers need economic security. We therefore demand that Ola take immediate steps to implement worker status for drivers and provide them with the workers' rights to which they are legally entitled.

Drivers understand the important role they will play in the coming months and we expect the companies they work for to acknowledge that by complying to these basic demands.

I look forward to hearing from you,

Jason Moyer-Lee

General Secretary
Independent Workers Union of Great Britain