

Overview of Minimum Standards and Protections for App-based Ride-Hail and Delivery Services Workers

As of September 3, 2024, new regulations apply the following minimum standards and protections to app-based ride-hail and delivery services workers.

Minimum employment standards

For these regulations, “engaged time” begins when a worker accepts an assignment and ends when the assignment is completed. It does not include time spent waiting between assignments for another assignment.

Minimum wage

- The minimum wage is \$21.89/hour for engaged time, which is approximately 120% of B.C.’s general minimum wage (currently \$18.25)
- Platform companies must top up the difference when the earnings paid in a pay period do not meet the minimum wage for all engaged time worked
- Tips are not included in the minimum wage calculation
- Like other minimum wages in B.C., this minimum wage increases annually by the rate of inflation, with the next automatic increase coming in June 2027

Expenses

- The regulations require that workers are compensated for the costs they incur when using a personal vehicle for work during engaged time
 - At least 45 cents per km for ride-hail assignments
 - At least 35 cents per km for delivery assignments. This includes bicycles or scooters, in addition to vehicles
 - The rates are higher for ride-hail because the law requires these workers use vehicles no more than 10 years old, while delivery workers can use vehicles of any age
 - The vehicle expense reimbursement is separate from the minimum wage

Tip protections

- 100% of tips must be paid to the worker.
- Platform companies must not withhold tips or make deductions from tips

Pay and destination transparency

- When platform companies offer an assignment to a worker, the company must ensure that the worker can see the total estimated earnings (wages plus distance expense allowance, not including tips) for completing the assignment
- Platform companies must provide workers with wage statements every pay period
- Platform companies must provide all pickup and delivery locations (within 300 metres) when offering an assignment to a worker

Suspensions and terminations

- Platform companies are required to inform a worker in writing of the reason for a temporary suspension or permanent deactivation of their account
 - For temporary suspensions, in many cases, companies must either reinstate the worker or terminate their account within 14 days
- Platform companies must give written notice or compensation for length of service if they want to permanently terminate a worker, unless there is just cause for the termination

Standards under the Employment Standards Act that do not apply to app-based workers

- Hours of Work and Overtime (rules about how long employees can work, when they are entitled to breaks, being paid overtime for extra hours)
- Statutory Holidays (extra pay for working on statutory holidays)
- Paid Leaves (including entitlements to paid leave when sick or getting a COVID-19 vaccination)
- Annual Vacation (entitlements to vacation time and vacation pay)

More information for the minimum employment standards for these workers:

<https://www2.gov.bc.ca/gov/content/employment-business/employment-standards-advice/employment-standards/forms-resources/igm>

Workers' compensation protections

- Workers' compensation coverage from WorkSafeBC applies to app-based ride-hail and delivery workers
- Workers are eligible for workers' compensation benefits if injured while working in ride-hail or delivery services
- Platform companies are responsible for:
 - Registering for coverage with WorkSafeBC and paying premiums
 - Following health and safety rules to keep workers safe
 - Reporting workplace injuries and diseases
 - Investigating significant incidents

More information on workers' compensation coverage for app-based ride-hail and delivery services workers: <https://www.worksafebc.com/en/about-us/news-events/campaigns/online-platform>