



2023

YEMEKSEPETİ DELIVERY WORKER RIGHTS VIOLATIONS REPORT

We, the motorcycle delivery workers currently operating for Yemeksepeti (owned by Delivery Hero) in various cities across Turkey, including Istanbul, Ankara, and Izmir, hereby document the rights violations we have experienced throughout the year 2023 in this report.

YEMEKSEPETİ DELIVERY WORKERS

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INTRODUCTION

We are motorcycle delivery workers actively operating at Yemeksepeti (owned by Delivery Hero) in various cities across Turkey, including Istanbul, Ankara, and Izmir. The numerous rights violations we encountered during our work in 2023, along with the tragic loss of six of our colleagues while working, have prompted us to compile this report.

Our decision to document and share the significant challenges we have faced aims to illuminate the working conditions that we are compelled to endure and to ensure that the voices of delivery workers are acknowledged. Furthermore, to assess the extent of these challenges, we conducted an online survey involving 330 delivery workers engaged in Yemeksepeti.

In this report, we begin by honoring our colleagues who lost their lives while working, emphasizing that they were not merely statistics but individuals with loved ones, friends, relatives, hopes, and dreams. Subsequently, we outline the most prevalent problems and rights violations experienced by us in 2023, shedding light on our precarious working conditions. Finally, we urge both Yemeksepeti and relevant authorities to take the necessary steps and implement essential regulations in response to the issues outlined in this report.

YEMEKSEPETİ DELIVERY WORKERS

CONFRONTING DEATH ON THE JOB

Necati Yasin Batır (19), Aldülmecit Algan (24), Metin Sarıyer (28), and Ayhan Yıldırım (41) were our colleagues who lost their lives while working at Yemeksepeti in 2022, as reported in the 2022 Report on Motorcycle Delivery Worker Fatalities prepared by the Delivery Worker Rights Association¹. In 2023, according to the same association's documentation, at least 68 delivery workers lost their lives while working in Turkey, with 6 of these workers being Yemeksepeti delivery workers.²

Bülent Yahşi, aged 34, was awaiting a teaching assignment when he temporarily took up work as a delivery worker for Yemeksepeti. Tragically, on January 10, 2022, he lost his life in a collision with a parked construction truck on the Istanbul Göktürk-Kemberburgaz road.

Şafak Görkem Yeniay, who was just 21 years old, lost his life in a devastating incident on the night of September 8th in Izmir-Karşıyaka. He was seriously injured after being struck from behind by a reckless driver speeding excessively. Despite all efforts to save him, Şafak succumbed to his injuries. The following morning, our community gathered in front of Karşıyaka Market to mourn collectively, expressing our profound grief:

"We face accidents every day, struggling for our lives. Each day, one of us tragically loses their life. Who listens to our cries? They fall on deaf ears. We are overlooked in traffic, and our presence is disregarded in the malls we frequent.

1 <https://kuryehaklari.org/2022-report-on-motorcycle-delivery-worker-fatalities-in-turkey/>

2 <https://kuryehaklari.org/moto-kurye-olumleri-raporu-2023/>

Who truly sees us? No one! Does the state acknowledge our existence? It does not! The nature of our work leads to the loss of one of us every single day. Yet, it remains unrecognized as a hazardous occupation.”

In response to this tragic loss and the ongoing dangers faced by delivery workers, a convoy was organized to raise awareness about the alarming number of delivery workers deaths, on the coastal road where Şafak lost his life.

Bilal Şık was only 20 years old. On October 22nd, while he was riding on Kuvayi Milliye Boulevard, where stopping is prohibited, he collided with the door of a vehicle whose driver opened it without checking the mirror, causing him to overturn. Subsequently, Bilal was struck by two vehicles from the opposite lane in the flowing traffic; he passed away in agony. While headlines, law enforcement officials, and hospital authorities classified it as an “accident,” among Bilal’s colleagues, this tragic incident was deeply ingrained in their minds as “murder.”

Following Bilal’s death, his colleagues ceased working as a mark of respect and solidarity. They accompanied his funeral procession and staged a protest ride after his burial. Additionally, they closed off Kuvayi Milliye Boulevard, where the incident occurred, for 10 minutes to issue a statement during a press release.

Okan Çakmak, aged 24, lost his life on October 21st in Izmir-Buca when he was struck by a vehicle. Shockingly, it was hours before we were informed of Okan’s passing. We joined his funeral procession, riding our motorcycles in tribute. Later, our community gathered at Alsancak Train Station Square, where we displayed a banner with the message, “An Order or Our Lives? Motorcycle Delivery Workers Are Not Slaves!” We made a statement, emphasizing that what occurred was not merely a traffic accident but a workplace homicide.

In an effort to voice our collective plea to end such tragedies, we proceeded to drive through the city in a convoy, honking our horns as a symbol of our determination to no longer risk our lives in the line of duty.

Hilmi Amoca, aged 55, tragically lost his life on November 28th in Istanbul-Kadıköy when a car, maneuvering recklessly, collided with him. It was later discovered that Hilmi had been working part-time for another company in addition to Yemeksepeti.

Aydogdy Orunov, aged 25, tragically lost his life on December 10th in Istanbul-Kadıköy on the D-100 Highway when a car struck him. Orunov, a citizen of Turkmenistan, had recently become a father. Our friends collected money among themselves to help send his body back to his homeland.

These deaths are only the ones recorded. What about the countless unrecorded fatalities? What about accidents leading to severe injuries? What about the near-misses we encounter daily while on duty? What about the anxiety of bidding farewell to our loved ones with prayers each time we leave home, and the relief of their tight embrace upon our safe return, akin to coming back from a battlefield, each evening? And what about those names mentioned earlier, those who never made it home? Who will be held responsible for all of this?

THE MAJOR PROBLEMS FACED BY YEMEKSEPETİ DELIVERY WORKERS IN 2023

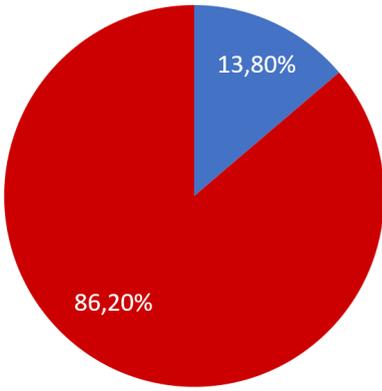
Misleading Advertisements on Earnings, and Payment Issues

Yemeksepeti provides misleading advertisements regarding delivery worker earnings through social media, deceiving numerous individuals and negatively impacting their lives and futures. The company has stated in its promotions that the package rate for 2023 is 45 Turkish Lira, while the rate for subsequent packages from the same establishment is 31 Turkish Lira. Additionally, partial fuel support is provided per kilometer traveled. However, it has not been mentioned that package rates are written including the VAT (20%) paid by the workers and that the rates could decrease depending on the distance traveled. In fact, 86% of the Yemeksepeti delivery workers who participated in our survey believe that the advertisements do not reflect the truth. This is because, after deducting VAT, the package fee received by the worker is 37.50 Turkish Lira. The earnings of workers on second and subsequent orders are also lower than claimed.

Furthermore, these advertisements fail to mention any expenses associated with the job. Delivery workers incur various expenses, including 20% VAT, other taxes, gasoline, motorcycle maintenance, equipment, meals, insurance premiums, and accounting. At this juncture, 90% of the surveyed workers asserted that the package rates and the kilometer support provided were inadequate. After deducting mandatory expenses, workers do not have enough income to sustain their livelihoods.

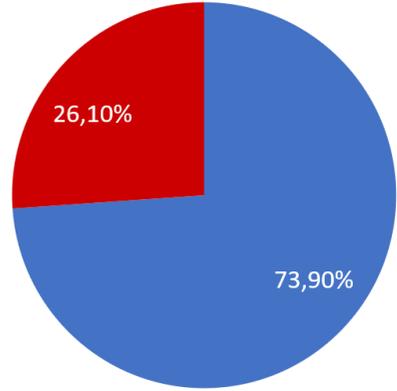
At Yemeksepeti, each delivery worker is assigned a designated working area upon starting their job. However, orders are

Do you believe that the advertisements about earnings on social media accurately represent the truth?



■ Yes ■ No

Have you ever been removed from your shift due to systemic errors without your knowledge?



■ Yes ■ No

also assigned to workers from distant areas outside their designated zone, and even if requested, they are not exempted from these assignments. Yemeksepeti can assign deliveries to workers for distances of 12 kilometers and more. Additionally, in the case of orders taken to distant locations, such as when coffee is spilled or there is leakage from the package due to business-related issues, the worker may face a deduction in their earnings. If a worker declines an order due to distance, the system may put them on a break, and if they decline again, their account may be suspended, rendering the worker unable to work. In this way, the company compels delivery workers to accept orders outside their designated working areas and deprives them of their right to work if they refuse.

Workers sent to distant locations not only incur expenses for gasoline but also lose valuable time in transit. An important issue arises from Yemeksepeti's claim to pay kilometer fees based on actual distances rather than straight-line distances (Manhattan distance). However, they persist in using straight-line distances for payment. leaving workers whose routes are significantly longer, due to reasons like opposite direction

routes, to cover the extra fuel costs from their own pockets. Yemeksepeti neglects to rectify systemic errors and instead shifts the burden onto delivery workers.

Moreover, when customers inaccurately mark their locations, they are permitted to update them at no cost, but the resulting discrepancy is not accounted for in the worker's payment. 88% of the workers who participated in our survey stated that they received insufficient km support for this reason.

Furthermore, the company's advertisements do not mention the number of orders a worker will be directed within a certain time frame. On certain days, such as during application updates, workers may experience a 2-3 hour period without receiving any packages, leaving them at a disadvantage. 74% of the workers who participated in the survey stated that they were not assigned orders for hours due to system updates, etc. When considering that workers only receive payment per package delivered, without receiving any hourly wage, this means waiting for hours without earning any income.

Yemeksepeti hired a large number of delivery workers in 2023. Consequently, workers are unable to find suitable slots for their weekly working hours. Although the company does not disclose the exact number of new workers hired, we deduce the high number of new hires from our inability to find available working hours.

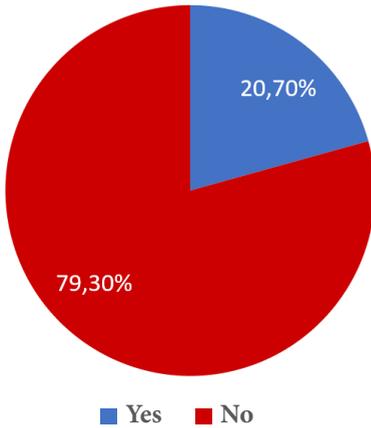
Furthermore, despite workers accepting incoming orders, they can still be involuntarily put on break and receive warnings such as "you did not accept the order." 61% of the delivery workers who participated in the survey stated that they were removed from their shift due to systemic errors or application issues, even though they did not perform any action themselves. This method obstructs individuals from working and hampers their earnings.

Similarly, the system also removes workers from their shifts when there is low order volume, and they have not been assigned any orders for a long time. 53% of the delivery workers who participated in the survey stated that they had been removed from their shift due to this reason before. The system automatically puts workers with a low acceptance rate on break. However, 60% of the workers who participated in the survey stated that the system put them on break using the excuse of a low acceptance rate, even though they had accepted orders.

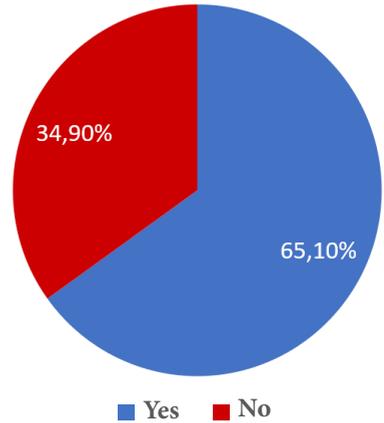
Additionally, Yemeksepeti advertisements fail to specify the waiting time at the establishment for package pickup. This becomes problematic as orders may appear in the worker's system before they are ready at the establishment, leading to extended waiting times for delivery workers. In fact, 47% of surveyed workers reported waiting 15-20 minutes for package preparation upon arrival at the delivery point, while 16% reported waiting for more than 20 minutes. These delays, unrelated to the workers, often result in customers giving low satisfaction scores, leading to a decrease in workers' performance ratings.

Yemeksepeti may also fail to fulfill its promise of performance-based bonus payments. Despite working long hours and striving to meet the criteria for these additional payments, workers may not receive them because their performance ratings are put lower in the system. Additionally, the company deducts VAT from online tips provided by customers to delivery workers, resulting in workers having to pay taxes on their tips. Furthermore, unjustified deductions can be made from workers' earnings. However, when there are errors in the depositing of their earnings or when they are not deposited at all, workers struggle to find a responsible contact person within the company. Even when they reach out to their supervisors for a solution, they often receive no response.

Do you believe that the advertisements about earnings on social media accurately represent the truth?



Have you ever been removed from your shift due to systemic errors without your knowledge?



The Difficulty of Reaching Supervisors

Yemeksepeti's Live Support unit holds workers responsible for operational errors and package cancellations, often resulting in workers being placed on a break for up to 2 hours, causing financial losses. Despite numerous complaints from workers, issues originating from the Live Support unit persist. The inability to reach supervisors or Yemeksepeti officials for any need is a significant problem for workers, not only concerning payment-related issues but also for other concerns. 79% of the respondents in the survey stated that they were unable to reach a supervisor or any authorized person when needed. When their accounts are mistakenly or unjustly suspended, they cannot find anyone to address the issue. Additionally, when no orders are assigned to them, workers cannot contact customer service for assistance and are unable to find solutions to their problems. They are even unable to report their situations in cases of illness or accidents.

We Carry More Than Just Packages

A delivery worker at Yemeksepeti is entitled to a 30-minute break if they work 8-12 hours, and a 90-minute break if they work 12 hours or more. However, exercising these break rights lowers their performance ratings. Workers select their weekly working hours based on these ratings, with higher-rated workers having priority. Those with lower ratings cannot choose their desired working hours or length, affecting their ability to work the following week. Therefore, using breaks leads to lower performance ratings, which in turn reduces their ability to work in the upcoming week. This situation coerces workers to work long hours without breaks.

Yemeksepeti ramps up its campaigns for both workers and customers during windy, stormy, and adverse weather conditions, prioritizing profit over the safety of its workers. In these hazardous conditions, where driving safety decreases, the company's actions disregard the well-being of its workers. Particularly during rainy weather, Yemeksepeti disables the option for workers to request a break from the system, citing high order volumes as an excuse. This practice prevents workers from exercising their right to breaks, even in urgent situations. Consequently, workers are deprived of their break rights. According to the survey, 65% of the participating workers reported being unable to take a break when they needed to during adverse weather conditions.

Additionally, the company has implemented restricted area policies for delivery workers during adverse weather conditions, stating that the distance for orders will not exceed 2 km. However, the company fails to adhere to this policy, forcing workers to travel on very long and dangerous routes. 92% of the workers reported that despite the "Restricted Area" feature should be active in inclement weather conditions, they were assigned orders with distances exceeding 2 km.

Furthermore, orders can be assigned to dangerous areas with risks such as robbery, theft, and injury. When workers refuse to accept the order, they can be forced into a mandatory break or threatened with account suspension. Workers are unable to cancel orders even when their safety is compromised. 71% of the workers reported that despite experiencing safety issues with an order, the customer representative insisted on them delivering it. Additionally, 35% of the workers reported experiencing violence and harassment from customers.

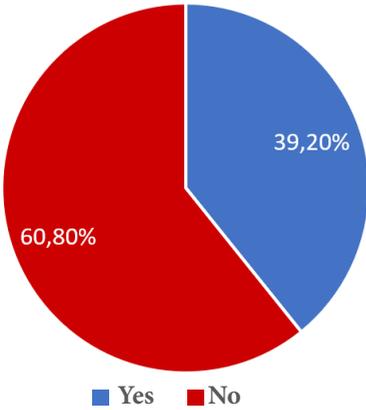
Yemeksepeti may also assign orders to areas where signs indicate that entry with motorcycles is prohibited, and where there is a significant presence of municipal or regular police. Delivery workers who raise objections are instructed to park their motorcycles and proceed on foot to the destination. Otherwise, they may face further threats of suspension or account termination. In such instances, workers may incur fines for traffic violations, and they are responsible for paying these fines themselves.

Yemeksepeti prioritizes order delivery and customer satisfaction at the expense of workers' safety. Even in the event of accidents, workers are not immediately relieved of duty. If an accident occurs while they have an order assigned to them, their acceptance rate is lowered, negatively impacting their performance ratings. Additionally, 39% of workers reported being instructed to return the order to the restaurant after an accident. Moreover, 55% of workers reported being assigned a new order despite reporting an accident.

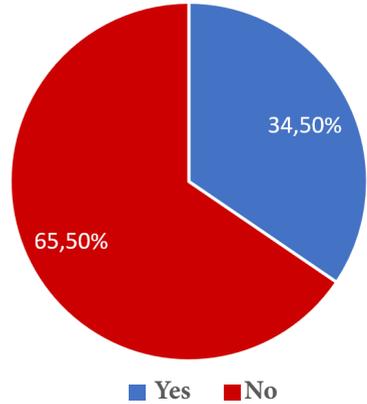
It is important to note that the company does not provide any protective equipment to delivery workers and instead sells necessary equipment to them at exorbitant prices. Furthermore, the equipment provided is of insufficient quality for safe riding. Yemeksepeti does not take any responsibility for accidents and fails to provide any nominal allowance to

workers who are unable to work due to accidents. On the contrary, the company promptly suspends the accounts of delivery workers who raise these issues in the media or on social media and terminates their contracts.

Have you been asked to return the package you were carrying when you had an accident?



Have you ever been subjected to violence or harassment by customers before?



CONCLUSION

Yemeksepeti boasts over 90,000 partner establishments across 81 provinces and caters to more than 30 million users in Turkey. While the company proudly announced surpassing 1 billion orders in 2022, it is suspected that this staggering number was surpassed in 2023 as well, though official confirmation is pending. The company rose from the 8th to the 5th position among Turkey's largest 100 websites in 2022. Yet amidst these impressive statistics, why do the problems we have summarized above fall on our shoulders? While millions tune in to watch the company's commercials, why are our issues, and even our fatalities, overlooked? While detailed statistics about orders from Yemeksepeti flood the media, why does the news fail to report on the accidents we endure while fulfilling these orders?

Why can't we, for instance, learn which province witnessed the most worker accidents when it was revealed that the "Chicken Doner Wrap" was the nation's favorite meal in 2023? While people are informed about the busiest order hours, why is there no mention of the grueling hours Yemeksepeti workers endure each day to earn a modest living wage after expenses? When the company's CEO, Mert Baki, proudly announced reaching 1 billion orders, why doesn't he mention about assigning orders to our colleagues even when they had accidents while delivering those 1 billion orders, or about being forced to work in unfavorable weather conditions unsuitable for delivering orders?

As Yemeksepeti delivery workers, we demand fair compensation for our labor and to work in humane conditions

where occupational health and safety measures are strictly implemented. We urge the resolution of the issues outlined in this report, and we are prepared to address additional concerns when a responsive party listens to us.



Our condolences to the families, relatives,
loved ones, and the delivery community.

**We don't want to die while working
anymore!**

