



NATIONAL UNION OF FOOD DELIVERY RIDERS (RIDERS)

Rejoinder to Grab Philippines

Grab Philippines states that it operates under a set of carefully constructed Driver Guidelines, that are in alignment with its Terms & Conditions. These guidelines however, along with the corresponding sanctions for any violations, are unilaterally imposed. While these guidelines are “clearly communicated” as part of the on-boarding process, there are neither formal discussions nor consultations regarding them. This communication is one-way and therefore does not constitute the constructive communication needed to ensure the safety and wellbeing of riders. Furthermore, the guidelines in itself have provisions that are unconstitutional such as the ban on “Attending political rallies, demonstration, or campaigning while identifying oneself as Grab, or wearing Grab attire (whether online or out of platform).” Had there been public discussions on this, together with riders, these erring provisions could have been pointed out. Aside from this, a number of violations are not commensurate with the penalty of termination. Violations such as “Incite, disturb, interfere, or disrupt Grab operations”, “Dissemination of false information or any action that adversely affects Grab’s reputation”, and “Any form of harassment and/or threats towards Grab staff or external parties at GDC/Grab Office” are made into means to scare riders who want to unionize. Additionally, while the Terms & Conditions are publicly available, the Code of Conduct for riders are not, making the policies under the Code of Conduct completely non-transparent. As of writing, it cannot be found online. As these policies have been arbitrarily changed before, they can be changed again. The guidelines concerning delivery-partners should be crafted with the union.

In response to the “instances where some individuals have resorted to threatening and harassing Grab staff and external parties”, RIDERS asserts that these are allegations with no factual basis, and challenges Grab Philippines to name these individuals and show the recordings of these instances. Furthermore, the sanction implementation process is neither fair nor just. Delivery-partners are first suspended before they are investigated. The platform application does not give the reason for suspension nor is the accused even informed of their violation in the interrogation-style “investigation”. An example of which is the case of our NCR Organizer John Jay Chan, where he was first suspended without explanation, then told to attend a meeting at the Grab Office, and then was asked what he had done. This type of process is not an isolated case, it seems rather, that it is the norm. Many riders suffer during these unjust processes because of the lack of due process.



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The allegations of fraudulent activities towards members of the union are totally baseless. Recently, RIDERS has had 11 members illegally dismissed by Grab Philippines. While a number of these members have been reinstated, this does not erase the fact that this is a tactic used against union members. This type of actions by the company produce a chilling effect among the riders. It is clear to us that these are retaliatory actions by the company towards our leaders and members who are trying to form a union. This is a clear manifestation of union busting.

While we agree that it is crucial to maintain transparency and accuracy, at this point it seems that Grab Philippines' words do not reflect its actions. The claim that "delivery-partners' earnings have remained stable or slightly increased" is, at the minimum, disputable. Our members report that riders have to work longer hours to maintain the same level of income they made prior to the implementation of the new earning model. Moreover, the new earning model is designed in such a way that one cannot assess whether or not one's earnings have indeed changed, muddling any attempt at providing accurate measures of riders' incomes.

The actions that Grab Philippines makes is akin to a giant imposing its will on its riders. It willingly chooses to violate and ignore their fundamental rights, and their rights to the freedoms of assembly, association, and speech. RIDERS calls on Grab Philippines to respect its riders' union rights, create space for genuine representation, and craft meaningful policies in collaboration and consultation with its riders.