

REPORT: What do state know about our work? Government offices in Poland and work for Delivery Platforms

REPORT PREMIERE: 27/11/2025, 6:00 p.m., Zachęta, Warsaw, Poland

The hereby report consists of two parts. The first is analytical in its character – it contains the results of the research and study we've conducted as to the actions taken by the state of Poland concerning the conduct and adherence to Polish law of Delivery Platform services. In the second part we present our conversations with Delivery Platform employees working as Delivery Workers.

THE AIM OF THE REPORT

We have decided to verify if the Public Administration of the Polish state is aware of the issues with Delivery Platforms concerning their adherence to Labour Laws and if it takes any kind of action within this field. To achieve this we have sent 35 requests for access to public information to Ministries, Inspectorates, Offices and Labour Unions as well as Employer Organisations.

THE RESULTS AND TYPES OF ANSWERS:

The answers we have received can be split into 8 distinct categories:

1. No answer – we have not received any response or reaction from: the Lewiatan Confederation (Konfederacja Lewiatan) and NSZZ "Solidarność".

2. Refusal to answer due to the request "Not fulfilling the character of public access to information requests" – as such were the answers from a few branches of the National Labour Inspectorate (Warsaw, Opole, Poznań, Kielce, Lublin and Wrocław).

3. "This issue does not concern us" – some institutions as, Social Insurance Institution (ZUS), General Directorate for National Roads and Motorways (GITD), or the Central Institute for Labour Protection (CIOP) responded that the subject lays beyond their scope of interest.

4. Without the tax numbers, we are not able to share such information – this is an answer we received from the National Labour Inspectorate (PIP) in Katowice, Szczecin and Gdańsk; we consider this to be a sign of bureaucratic arrogance.

5. "We have received no reports of irregularities" – this is the most common category, which includes responses from five ministries, Offices of Electronic Communication (UKE), National Labour Inspectorate (PIP) in Rzeszów, the Federation of Polish Entrepreneurs, Offices of Data Protection (UODO) and OPZZ. We were particularly surprised by the attitude of the Offices of Data Protection (UODO), whose representatives publicly declared that they were monitoring the situation, yet reported that they had not received any reports of irregularities.

6. We are aware of irregularities, but... – the National Labour Inspectorate (PIP) in Łódź and Krakow and the Com-

petition and Consumer Protection Office (UOKiK) admitted that they had isolated cases or reports, but did not take meaningful action.

7. Yes, we are aware of the problem – only the National Labour Inspectorate (PIP) in Białystok admitted that it had conducted inspections of the platform's activities, including Bolt Services. Several decisions were issued, but all of them concerned health and safety, not the employment of Delivery Workers.

8. Yes, we are investigating the issue of platforms (but...) – the National Labour Inspectorate (PIP) in Bydgoszcz provided us with documentation from the inspection of Bolt Services, but it turned out that it concerned their scooter warehouse, not the delivery workers.

CONCLUSION:

The responses gathered show that most public institutions avoid responsibility and does not take action of their own initiative. We see that the administration acts in reaction to receiving a report – and those are rarely delivered.

In addition, the National Labour Inspectorate has limited ability which makes it virtually powerless to take on the problems of people employed on Mandate Contracts or B2B. We do however assume that even if the Inspectorate had the ability they would still act in reaction to reports and in a conservative manner.

The only exception was the National Labour Inspectorate (PIP) branch in Białystok which actually took action on the issue, despite the limited legal means.

Unfortunately the full picture is negative – the state pretends to act and its institutions responsible for the protection of the workers do not take real and solid steps against the pathological nature of the Platform Work Industrial Complex. We are of the opinion, that such a state of things makes the state that allows such practices look laughably weak.

WE ARE ZENTRALE

We are a group of delivery workers employed in different companies and delivery co-ops, in different cities.

Zentrale started as a delivery co-op, operating during the 2020 pandemic in Warsaw. We now commit our work for workers' rights.

We demand the immediate end to the exploitation of workers by different online platforms that live off our work with no regard for any workers' rights.

We would also like to help platform-using customers understand that they take part in the exploitation; that they help continue it.

www.zentrale.pl