

2. Accompany all algorithmic decisions with an explanation of the most important reasons behind the decision and how they can be challenged

On receiving an automated decision, workers should be notified that the decision was made using an algorithm, which algorithm it was, including a link to its description in the public registry, and how to ask for a human review. A reason for the decision should always be made available to the worker, including by providing data about the inputs, including worker personal data, and parameters that were decisive to the outcome or that could have resulted in a different outcome.

The purpose of this is not just to address information asymmetry and allow decisions to be challenged, but also to allow workers to understand why they are being treated a certain way and what changes they can make to get a better outcome. This doesn't necessarily mean going into the details of the algorithm, but rather providing insight into what change(s) a worker could make to receive a more desirable outcome in the future.

A worker should be able to challenge any decision they think is wrong or unfair. Contact details of a human must be provided of who to contact for this. As such, workers must be provided with information as regards which teams have what oversight over the algorithm's outputs and how they can be contacted.

Examples

Case Scenario 1: A driver is refused access to their account after taking a photo of themselves following a prompt by the platform.

Be transparent

The driver should be provided with the key parameters that led to this decision if appropriate, for example: what existing data the photo was compared against, match percentage, metadata (such as device maker and model).

In this case scenario, they also should be informed that the elements captured and shared with the third party service in charge of authentication were not sufficient to confirm their identity.

Enable contestation and redress

The worker should be given the possibility to immediately contest this decision and have it reviewed by a human or be provided with an alternative way to verify their identity.

Should the decision be overturned, appropriate compensation should be offered to make up for the time lost by the worker.



Case Scenario 2: A courier is notified that their account has been de-activated.

Be transparent

The notification should provide all the relevant information that led to this decision, for example that their conduct has been flagged and reported by multiple customers following an identified pattern and that a human staff member acted on the report.

The courier should be provided with the relevant data, including number of reports, time, date and general reason for this report.

Enable contestation and redress

Within the notification, or easily accessible, should be a mean to contest this decision with adequate inputs allowing the worker to provide additional information.

