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Title: eWork: taking a holistic approach to assess the cost of digital last-mile delivery for workers, societies, and businesses.

Main purpose of the project: We analyse working conditions in the digital last mile delivery industry to determine their impact on riders' health and safety and the consequences on businesses and the society. Specifically, we will analyze working conditions in terms of adoption of precarious work arrangements, limited control and presence of vulnerable workforce.

Design/methodology/approach: We will administer a survey to the riders of digital last mile delivery companies through the support of their associations and subsequently interview operations and human resource managers of these companies. In addition, we will analyze related news in the Spanish press and social media.

Potential results: We will test the effects of precariousness of work, lack of controls in the employment and delivery process, and presence of vulnerable profiles on worker health and safety. Based on these results, we will propose new forms of work organization overcoming possible negative effects and providing an effective delivery process.

Social relevance of the research: We will set guidelines to develop the digital business sector in Spain avoiding this to happen at the burden of workers. We will propose work arrangements respectful and empowering for the workers, that will also give the opportunity to those in vulnerable conditions to better integrate in the society.

Originality/value of the project: We investigate a very specific, yet growing context in terms of economic importance. The digital last mile delivery context differs from traditional work contexts due to the fact that operational activities are run out of the company control and activated in presence of uncertain demand and uncontrollable contextual situations.