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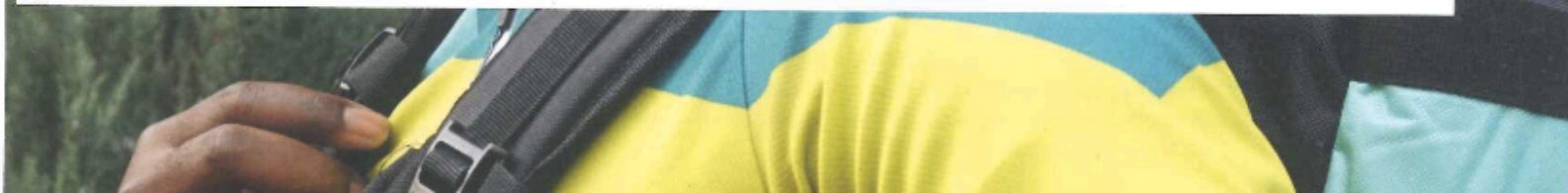
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# HesaMag

## #16

The future of work  
in the digital era



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# Crowdsourcing Code of Conduct - Ombuds Office

If you think you have been treated unfairly on one of the platforms that have signed the [Crowdsourcing Code of Conduct](#), you can submit a complaint to the Ombuds Office. The Ombuds Office is a mediator between crowdsourcing platforms and crowdworkers. The members of the Ombuds Office seek to find fair solutions to disagreements by consensus.

For the Ombuds Office to consider a case, the following conditions must be met:

1. The platform in question must have signed the [Crowdsourcing Code of Conduct](#).
2. You have a concrete complaint, for example about money or procedures on the platform.
3. You have already tried to discuss the matter directly with the platform; however, this has not led to a solution.

Please briefly describe your complaint using the form below. (Please observe any non-disclosure agreements to which you may have agreed, for example with respect to project data.) This information will be sent to the administration of the Ombuds Office, which is operated by the German trade union IG Metall. The information will be kept confidential and will only be used to mediate the case.

The complete rules of the Ombuds Office are available [here](#).

The 2018 Annual Report of the Ombuds Office is available [here](#).

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Nine lessons from ten years  
building software  
for platform worker rights

*Nueve lecciones de diez años  
construyendo software  
en apoyo de los derechos  
de los trabajadores de plataforma*

Michael “Six” Silberman, IG Metall  
michael.silberman@igmetall.de



or, some prejudices I have accumulated

*o, algunos prejuicios que he acumulado*

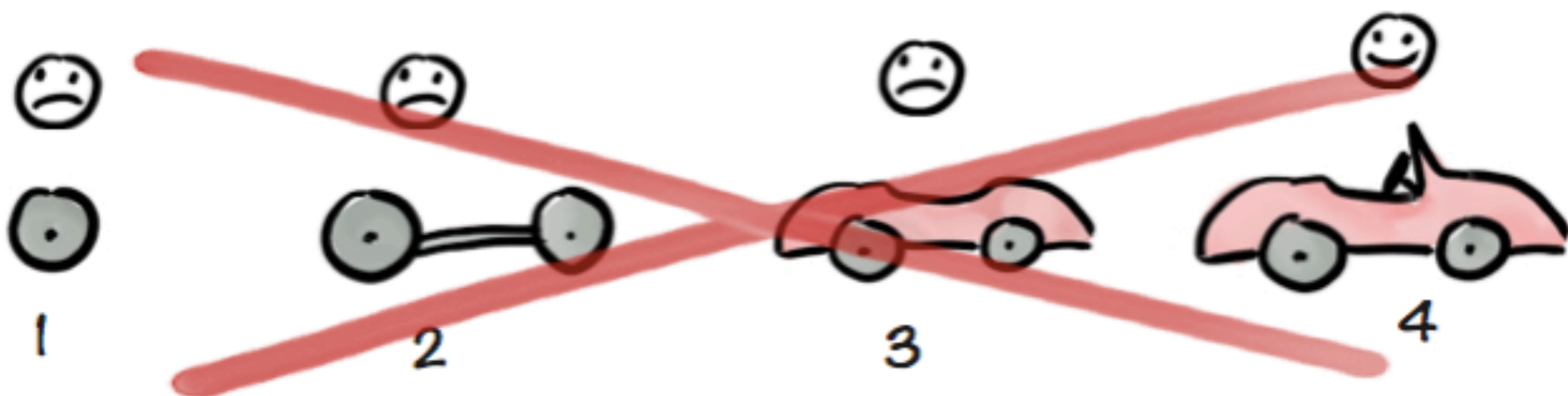
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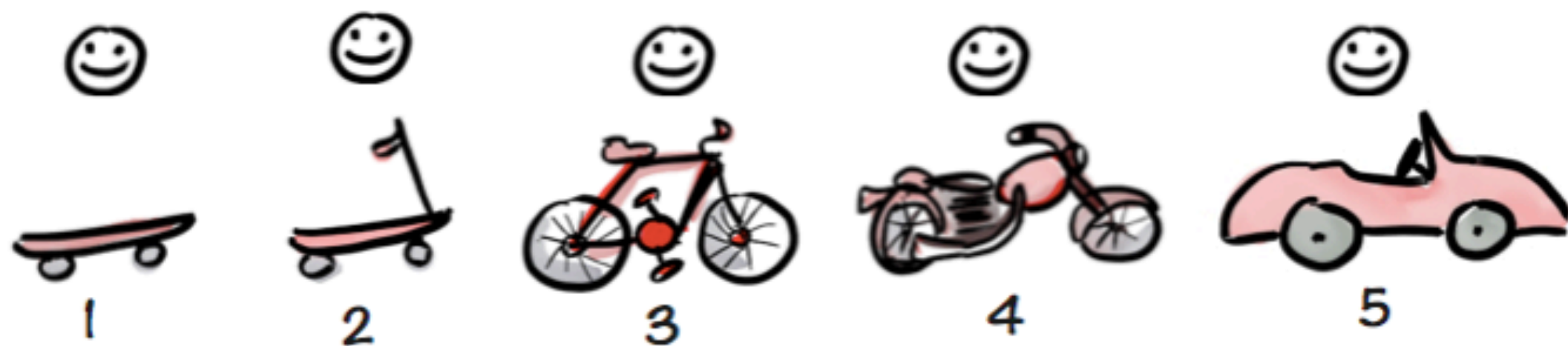
on the basis of an unrepresentative sample of  
variously successful projects

*sobre la base de una muestra no  
representativa de proyectos, algunos exitosos  
y otros no tan exitosos*

Not like this....



Like this!



1 Don't rush

*1 No se apure*

2 Don't rush

2 *No se apure*

3 Money isn't time

3 *El dinero no es tiempo*

4 You need some money

4 *Se necesita algo de dinero*

5 Tech is overrated

5 *La tecnología está sobrevalorada*



6 Learning is a form of success

6 *Aprender es una forma de éxito*

7 Learning doesn't pay the bills

7 *Aprender no paga las cuentas*

8 Collaborate

8 *Trabajar juntos*

9 Don't panic

9 *Que no cunda el pánico*