What does working on call mean, and is there a guaranteed number of paid hours?

For: Platform worker employed by a company

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Applicability: A special form of contract for platform work applies from 1 January 2024.

Call-out work is a special type of contract for the unpredictable pattern of platform work. It is not the same as a business collaboration with one's own enterprise or an oral agreement to work only when there are orders.

Check the guaranteed hours and the reference period.

MROSP's interpretation describes a call-out contract with additional details on a variable schedule and reference days and hours. The law prescribes a minimum of five guaranteed paid working hours per week for this type of arrangement. The contract and the method of calculation should therefore be read together, rather than inferred solely from the number of tasks in the application.

In the agreement, specify the period within which the employer may call you, how tasks are accepted and what happens in the event of revocation or a late call. The right to refuse and to receive compensation should not be oversimplified into the claim that every refused task carries no consequences; the agreed terms and the legal framework are what matter.

Compare the guaranteed work with the actual work performed.

For the settlement, prepare the contracted hours, calls, accepted tasks and hours actually worked. Note when more than the guaranteed minimum was worked and request an explanation of the total calculation. Five hours is neither a promise of earnings per application nor a general working limit for a self-employed contractor.

A week with few tasks

The on-call contract worker checks the guaranteed number of hours, even though there were few tasks that week. He doesn't realise that his pay is based solely on the orders he has processed.

Specific next steps

1. Check whether the work on call has been expressly contracted.
2. Find the guaranteed hours and the reference period.
3. Track calls, acceptances, retractions and the actual work performed.
4. Compare everything with the monthly settlement and request an explanation of the discrepancies.

Most common mistakes

• Call every flexible engagement "work on call."

• Apply the guaranteed hours of the employment contract to the self-employment account.

Limits of application

The answer is for a special employment contract. It does not take into account the final salary, overtime or tax amounts of an individual employee.

Sources

MROSP · Work at the employer's request

https://uznr.mrms.hr/rad-po-pozivu-poslodavca-cl-221-l-st-2/

Original page

https://adriatrends.hr/poslovni-vodic/en/pitanja/platforme-rad-po-pozivu