



Platform Deck

1. **Driver Performance Monitoring Introduced:** The Platform rolls out a new system to monitor driver performance and penalize underperforming workers.
 - a. **Effect: Platform gains 1 mood for improving service quality, loses 1 trust due to workers' suspicion of the new system.**
2. **Unexpected Market Growth:** The Platform sees a surge in new customers, leading to increased profits and platform expansion.
 - a. **Effect: Platform gains 1 mood and Customer gains 1 mood due to availability of more rides.**
3. **Tax Levy on Rides:** The Regulator introduces a new tax on each ride.
 - a. **Effect: Platform loses 1 mood, customers loses 1 mood.**
4. **Public Safety Mandate:** Platform must bear the costs of setting up new safety features.
 - a. **Effect: Platform loses 1 mood.**
5. **Insurance Requirement for Drivers:** Regulator mandates health and accident insurance for all workers.
 - a. **Effect: Platform loses 1 mood, Worker gains 1 mood.**
6. **Fierce Competition:** A new platform enters the market, luring drivers and customers away.
 - a. **Effect: Platform loses 1 mood, customer and worker gain 1 mood each.**
7. **Licensing Fee Increase:** Regulator raises the licensing fees for ride-hailing companies.
 - a. **Effect: Platform loses 1 mood.**
8. **Service Outage:** A technical glitch causes widespread outage disrupting trips.
 - a. **Effect: Platform loses 1 trust, Worker loses 1 mood, Customer loses 1 mood**
9. **Whistleblower Leak:** Unhappy with unethical management practices, an employee leaks emails and policies which describe a hostile attitude towards drivers
 - a. **Effect: Platform loses 1 trust point and 1 mood point**
10. **Referendum Win:** A driver led proposal to classify app-based driver-partners as employees fails to win votes
 - a. **Effect: Platform gains 2 mood points**
11. **Platform Assists Driver:** A customer who robbed a driver is blacklisted and platform assists driver with losses.
 - a. **Effect: Platform gains 1 trust point, worker gains 1 mood point**
12. **Rewards for Top Drivers:** In recognition of outstanding service, platform felicitates top drivers with financial rewards
 - a. **Effect: Platform gains 1 trust point, worker gains 1 mood point**