

Issue
MANAGER
ESTER

present form
natural state

the
dog





The platform has forever
changed work
We are all now flexible
smartphone entrepreneurs
Choosing when, where and
how long we work
We're not even working,
haha, we're gig-ing
For Uber, Slaveroo and
Happy Tummy
Addicted gamified users of
apps
We are our own bosses,
experts in self-exploitation
We are the techno
precarious delivering the
food
[If we don't fall asleep at the
wheel]
At your convenience
For your instant gratification

ORDER/DISORDER

We're out contacting Covid,
then contacting you to open
the door
Open the door because
we're cold and in a hurry
We've cycled for 10 hours
today
Every day
We need to get the next
order
So, hurry up, open!
And tip us!

Your algorithm tells me I'm
black
And shuts down my account
Your artificial intelligence
Insults mine!
Your beautiful brain scares
the shit out of me,
A woman that carries a
pepper spray
Because you don't care I'm
attacked at night
When you don't give me jobs
I outsmart you and multi-app
We then all shut down the
app
And your food gets cold and
rotten
You order, but we are the
disorder!

£3,76 for a 3 miles order?
Are you even real?

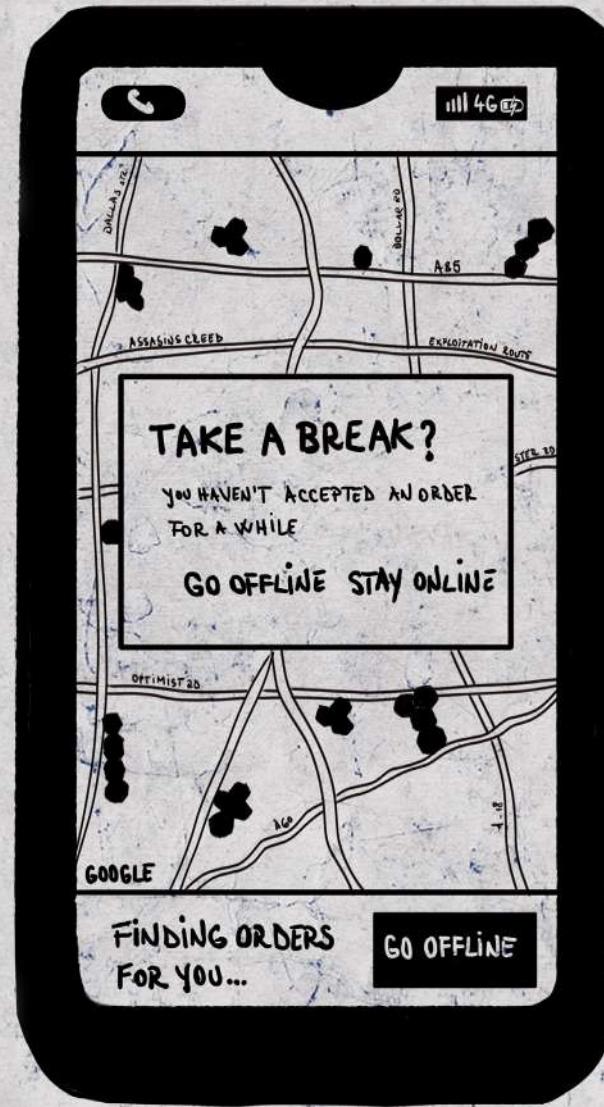


Your algorithm
thinks I'm a sheep

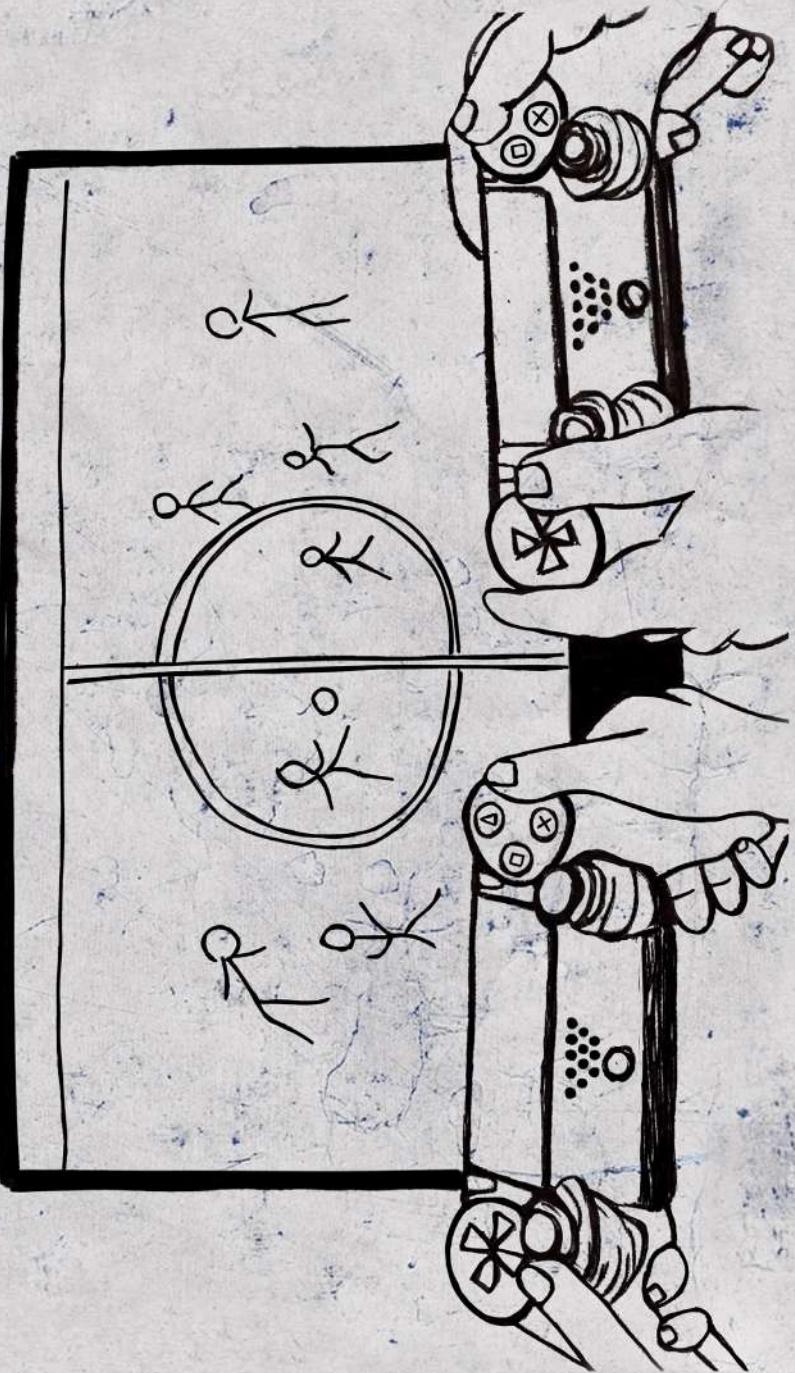
Following like an
idiot

Your precise com-
mands

Today I said 'No'
250 times!

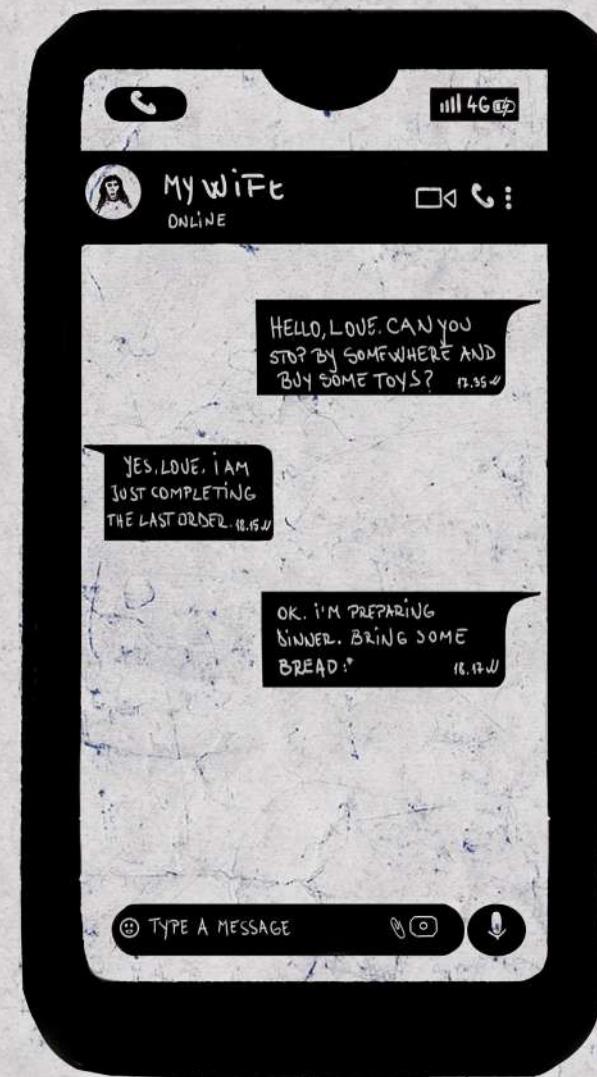
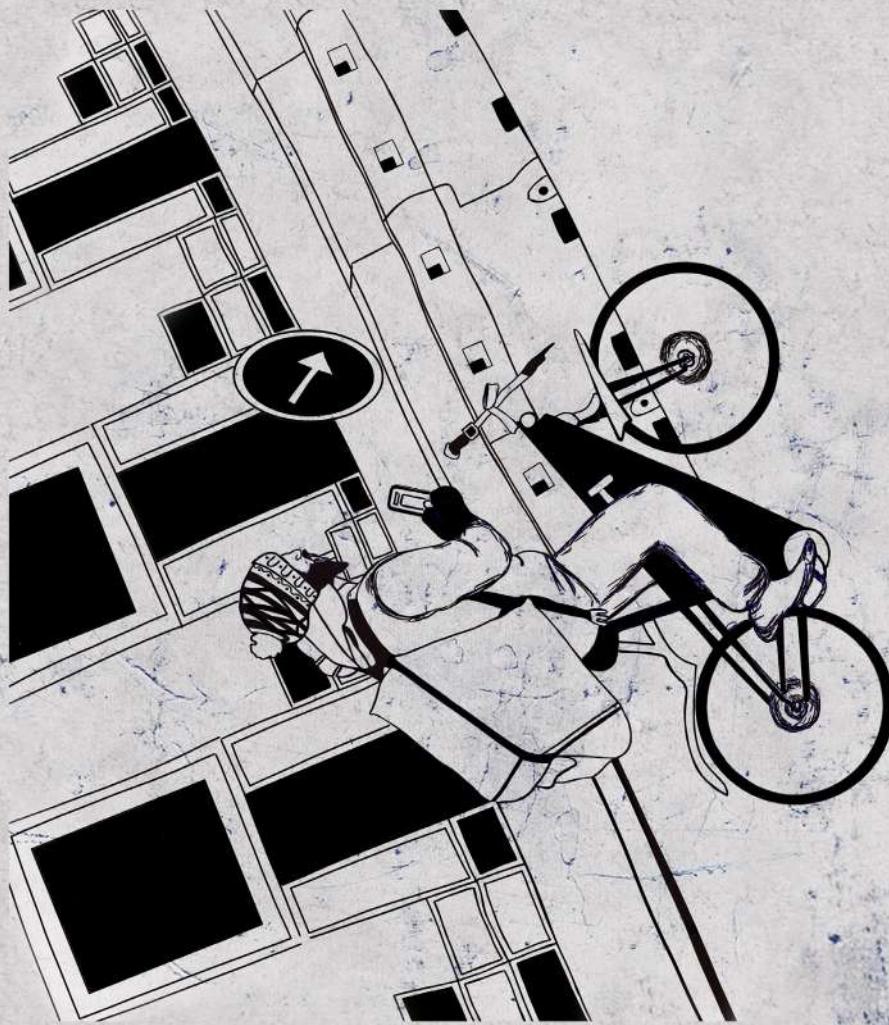


after 2 o'clock it got a little quiet. So, I thought there is no point working



I rejected them because they were going far or out of my zone. I just try to stay inside the city centre. The maximum I rejected in a single day was like 250.

The app is annoying it's not busy at all. But we have to find the orders, you know, to go to the restaurant, tell them 'Please, give us the order.' Hahaha.

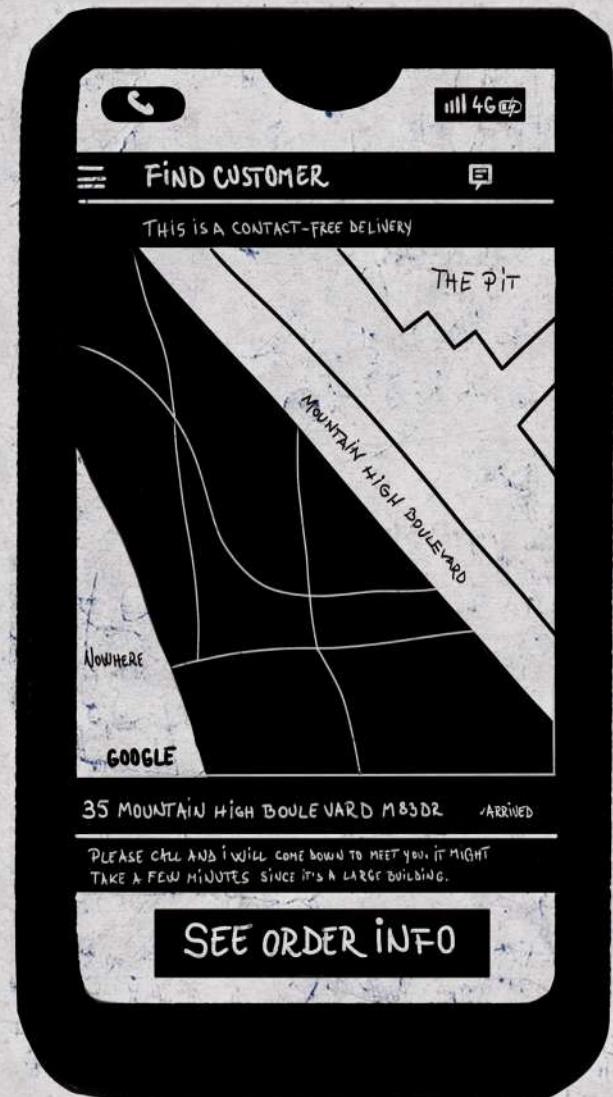
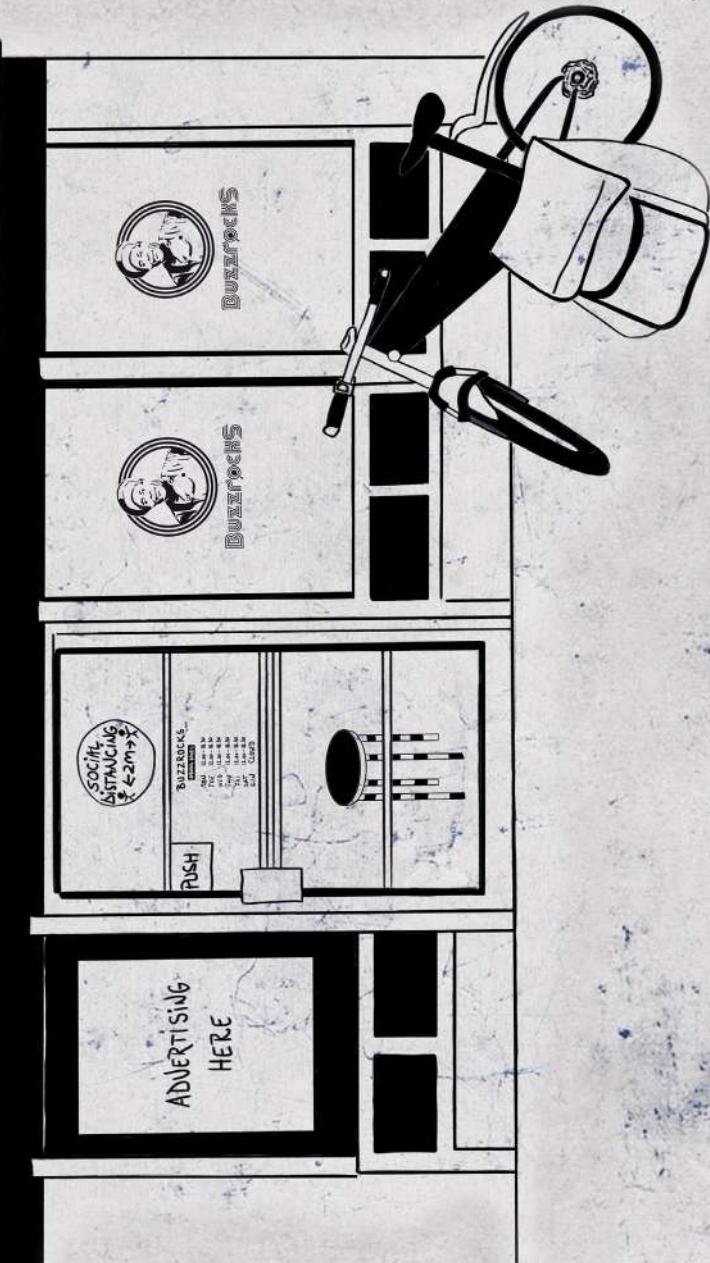


My wife complains I give more time to my friends than to her. She calls me a lot. She gets bored as well, she is getting depressed. Lockdown.

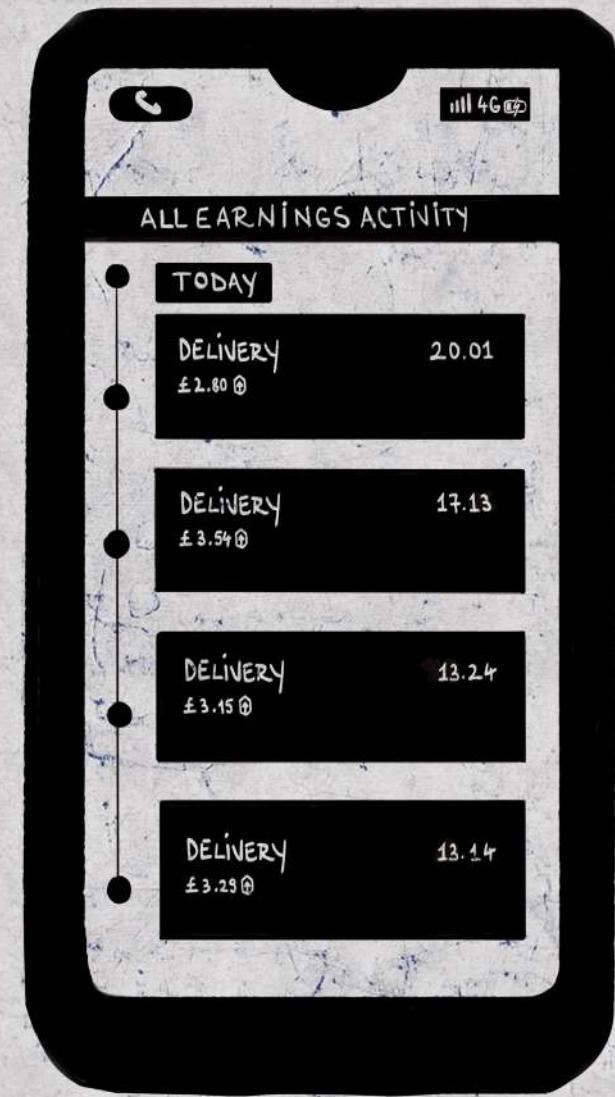
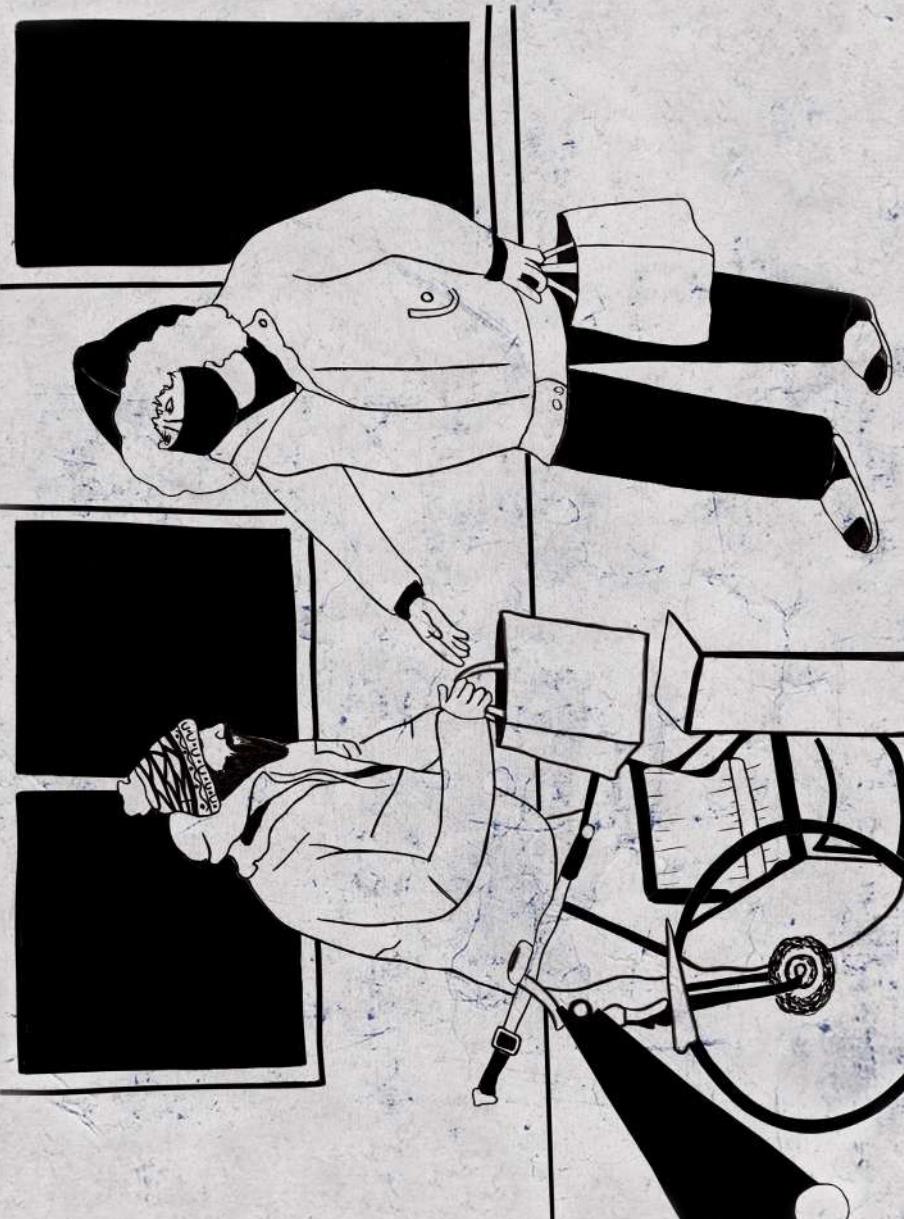
When it's quiet, I can wait. If it's a nice order, like £6, I can wait 15 minutes.
But when it's busy, you don't like to wait more than 5 minutes.

B U Z Z R O C K S

0161 227 7770



I call people in advance because there are big buildings here, it takes time to come down. But you only call in advance when you know the city.



It's the worst day since I started, I've never run a day like this. On a proper eight-hour shift, I make £100. Today it was extremely bad. Like £61?



FINDING ORDERS
FOR YOU...

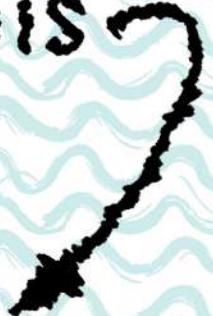
FINDING ORDERS
FOR YOU...

FINDING ORDERS
FOR YOU...

FINDING ORDERS
FOR YOU...

GO OFFLINE

This was too
grim
and
gray.
Stop mithering
and listen
to this~

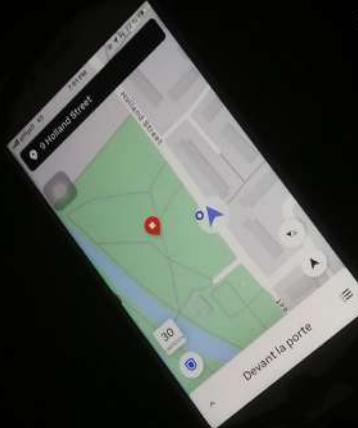


'cos this is
Manchester,

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JÉRÔME || MIGRATE || DISCRIMINATE

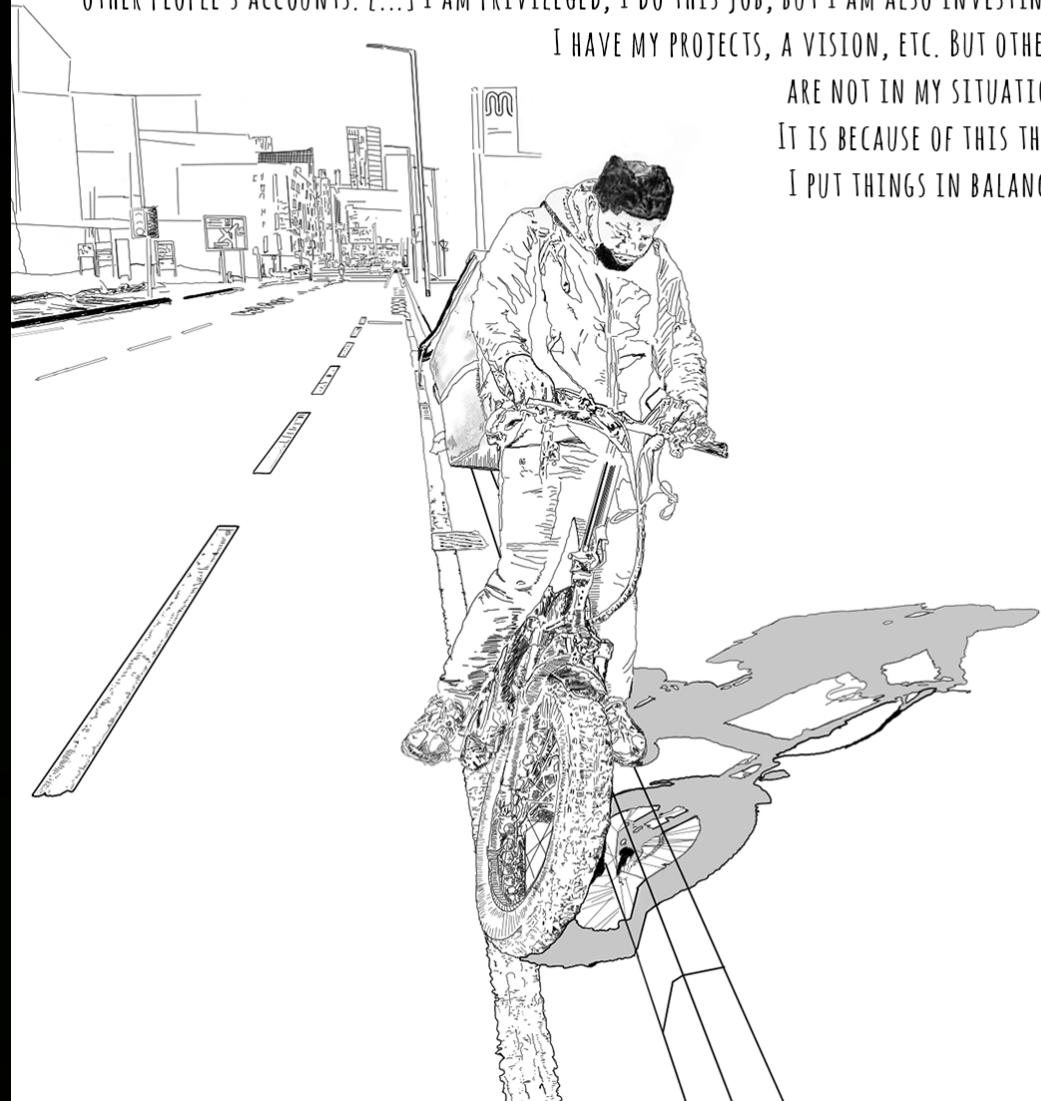
Because I'm cheap. Labour. I don't have one. I'm the one who's suspicious and cheap. I'm the one who's stealing your job and living like me. You is off because I am the real deal. I look at the benefits. I look at the right papers. But the burger I bring you is the real deal.



IT'S IMPORTANT TO SAY THAT I AM PRIVILEGED. I AM COMING FROM AFRICA, I AM AN IMMIGRANT. BUT I CAME TO FRANCE AT A YOUNG AGE, I DID MY STUDIES THERE.

I WAS MY OWN BOSS IN FRANCE, I CAN PRACTICALLY TRAVEL TO ANY COUNTRY I WANT. I HAVE A FAMILY IN FRANCE. I AM NOT LIKE SOME COLLEAGUES WHO ARE JUST COMING FROM AFRICAN COUNTRIES, SOMETIMES FROM WAR ZONES, AND WHO WORK WITHOUT PAPERS USING OTHER PEOPLE'S ACCOUNTS. [...] I AM PRIVILEGED, I DO THIS JOB, BUT I AM ALSO INVESTING,

I HAVE MY PROJECTS, A VISION, ETC. BUT OTHERS ARE NOT IN MY SITUATION. IT IS BECAUSE OF THIS THAT I PUT THINGS IN BALANCE.



IN FRANCE, I DON'T NEED TO DO THIS WORK



WORKING HERE ALLOWS ME TO:

- MEET PEOPLE
- PRACTISE ENGLISH
- SAVE MONEY & INVEST



THIS IS WHY I MADE THE 'GARDENER ON BIKE' APP!

MY SLOGAN IS "COMMANDÉZ L'ENTRETIEN DE VOTRE ESPACE VERT COMME VOUS COMMANDÉZ À MANGER"

LOOK AFTER
YOUR GREEN
SPACE THE
SAME WAY
YOU ORDER
YOUR FOOD!



SO IF YOU'RE
AT WORK...

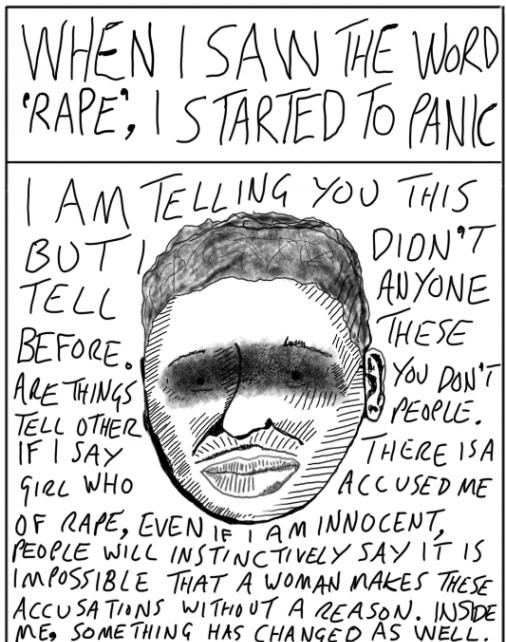


YOU CAN USE
MY APP

WOULD YOU
LIKE TO
BOOK A
GARDENER?

AND I WILL COME
ON A BIKE WITH
ALL MY TOOLS





I COULD SEE IN THEIR EYES THAT THEY WERE DENYING WHAT I WAS SAYING.



WHAT THEY WERE DOING TO ME WAS VIOLENCE

MATT || PEE || ATTACK

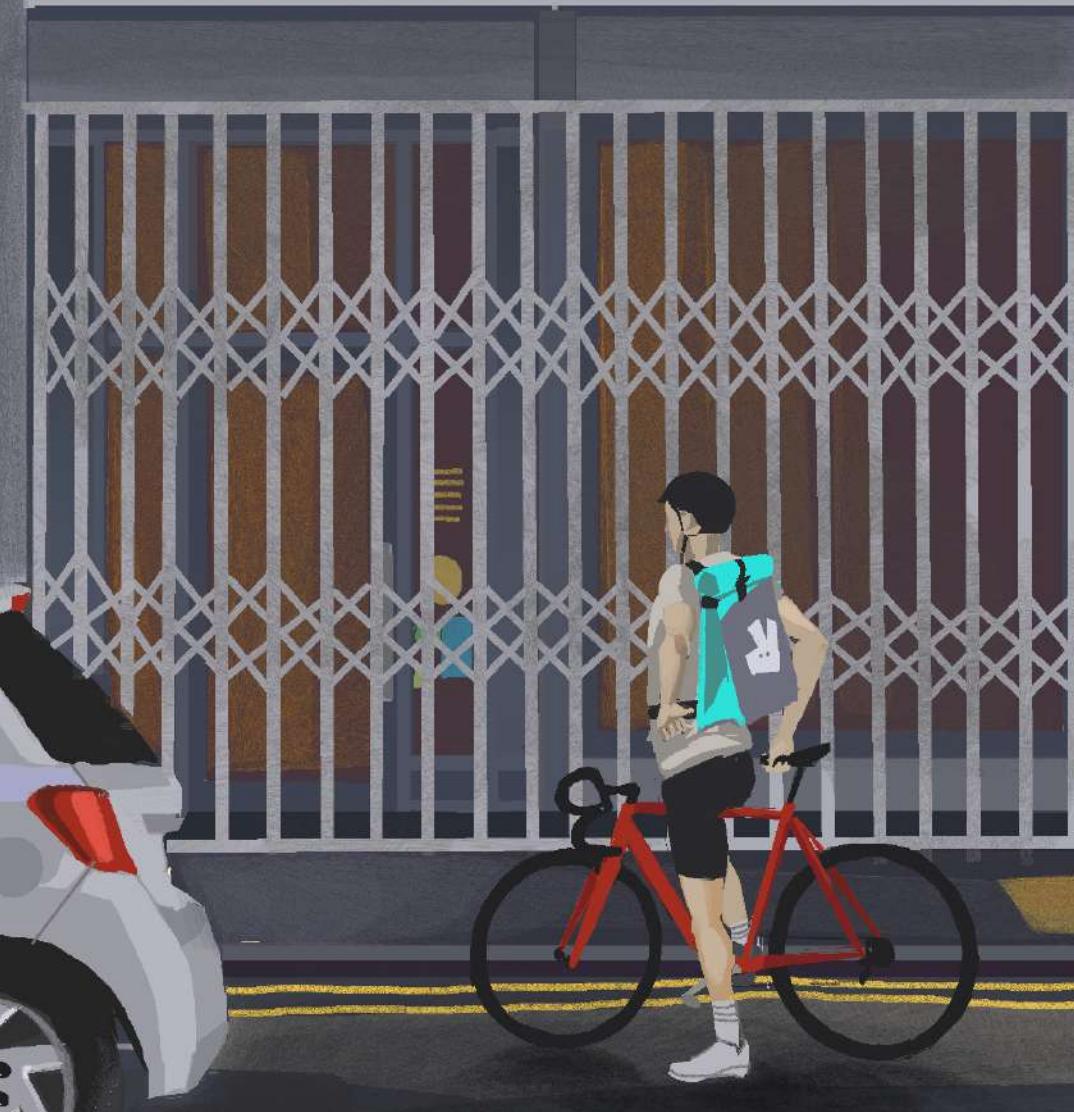


IT WAS
THE RIGHT ORDER
BUT THE WRONG PIZZA
SO RIDERS SUPPORT
IN PHILIPPINES



GEMINI TAKEAWAY

PIZZA - KEBAB - BURGER - FRIED CHICKEN



I WENT THERE
AND THE SHUTTERS
WERE DOWN



NO
FUCKING
WAY!

DIANKA || PREVENT || PROTECT

I saw you on the app. A little
flickering dot. Then you took
the wrong turn. I am afraid
I CANNOT TIP.

'I've even seen fucking
women doing deliveries too'
I am the stubborn one, yes
Get used to it!

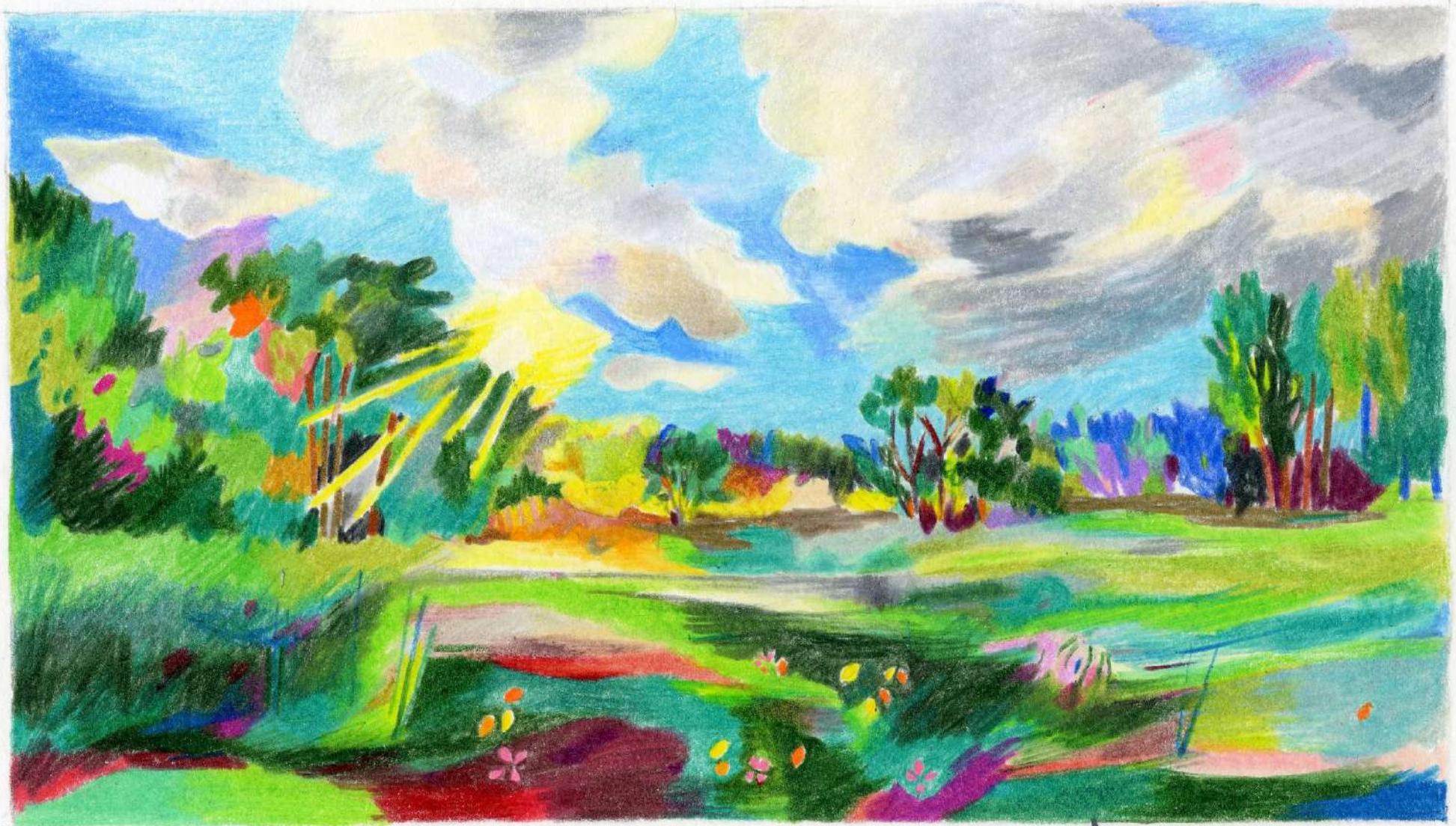




We will ride
until nine a.m.,
then I will go
home.



I need to charge my
battery because it only
lasts 2,5 hours.



I saw Pride and Prejudice,
nature of the UK. I it's really about the
fell in love with this!



I paid £75 for the jacket and the bag, but they weren't waterproof.



I have pepper spray in my pocket all the time. A friend got it for me.

HAZEM || MULTIAPP || SUSPEND



You hired so many of us
How generous of you!
But you hung us out to dry

Waiting for orders
So, we multi-app
We are magicians

Squeezing time and space

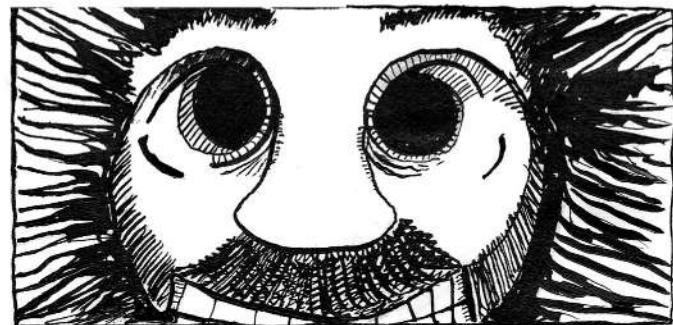
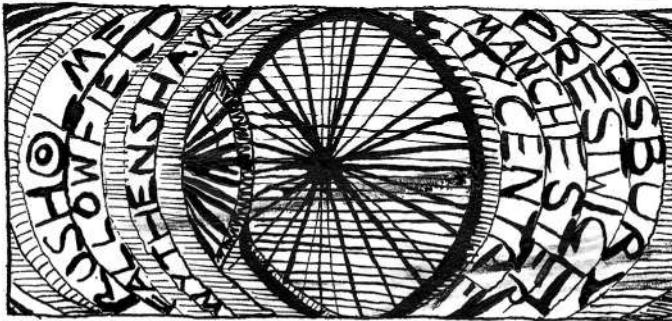


WE MOVED TO MANCHESTER IN FEBRUARY 2020. I ONLY HAD A SIX MONTH VISA & WE COULDN'T GET A NATIONAL INSURANCE NO.



IN MARCH, MY DAD & I START TO DO DELIVERIES TOGETHER. HE DRIVES & I GO TO THE RESTAURANTS TO PICK UP THE ORDER. IT'S FAST & SPEEDY.

THEN I BOUGHT AN E-BIKE - MY ACCOUNT WAS OPEN FINALLY - IT WAS LOCKDOWN, IT WAS VERY BUSY...



DURING LOCK DOWN & COVID TIMES, THIS JOB WAS VERY FLEXIBLE - I CAN BE MY OWN BOSS!

I THINK 2 COMPANIES IS ENOUGH... 2 APPS... DELIVEROO & JUST EATS OR DELIVEROO & UBER EATS... BUT IF YOU ACCEPT A THIRD, YOU HAVE TO BE REALLY CAREFUL. SOMETIMES MAYBE YOU ACCEPT A DELIVERY WHICH IS GOING ONE WAY & THE OTHER GIVES YOU AN ORDER IN THE OPPOSITE DIRECTION...





THEY ONLY LISTEN TO CUSTOMERS RESTAURANTS NEVER YOU.

BUT THIS IS A NICE JOB UNTIL I FINISH MY DEGREE & FIND ANOTHER SOURCE OF INCOME



This zine is part of a series which gathers food courier stories from three European Cities: Manchester (UK), Cluj (Romania) and Lyon (France). This is a collective effort involving platform workers, researchers, artists and designers, which could not have been possible without the generous support of Leverhulme Trust, Manchester Metropolitan University, Pagini Libere and Casa Tranzit.

The illustrations, comics, drawings and paintings featured in this zine represent the work of the following:

Ionuț Dulămiță (artwork for Adeeb*)

José Sherwood González (artwork for Jérôme and Hazeem)

Alin Tămășan (artwork for Matt)

Dana Lohan (artwork for Dianka)

Letizia Bonanno (various artworks throughout the zine)

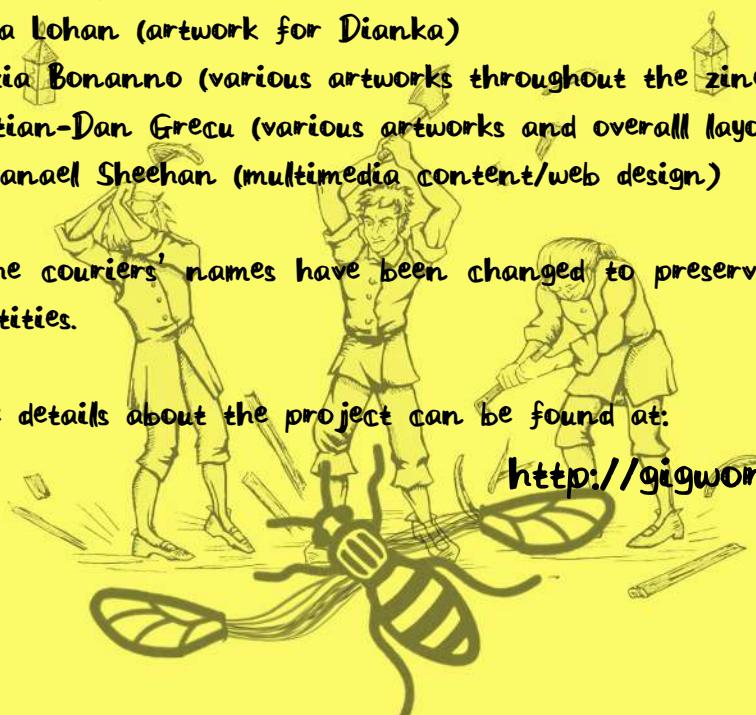
Cristian-Dan Grecu (various artworks and overall layout)

Nathanael Sheehan (multimedia content/web design)

* The couriers' names have been changed to preserve their identities.

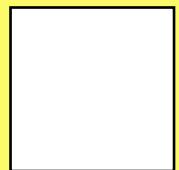
More details about the project can be found at:

<http://gigwork.city>

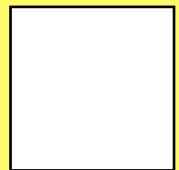


Multimedia stories for the five Manchester couriers can be accessed with the following QR codes:

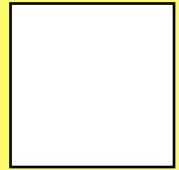
Adeeb



Jérôme



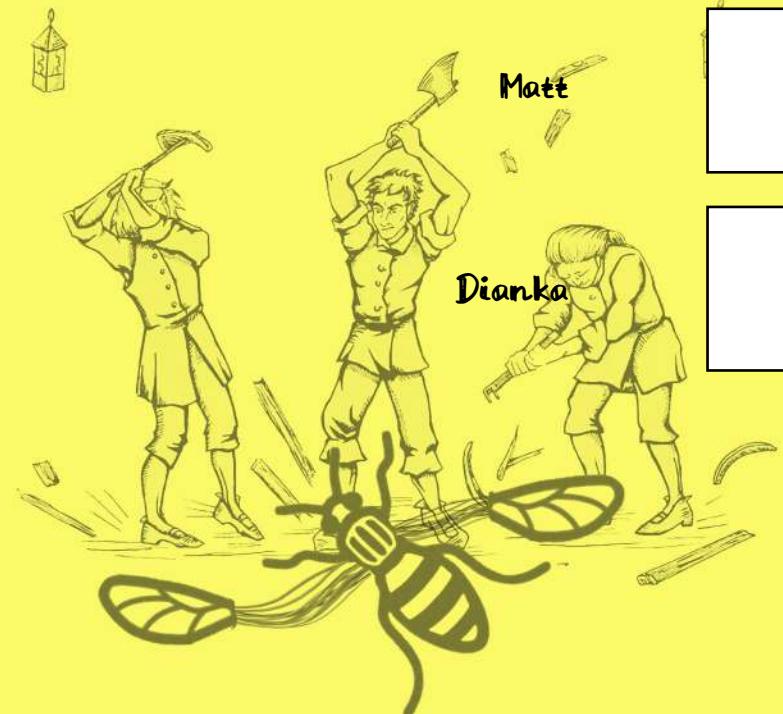
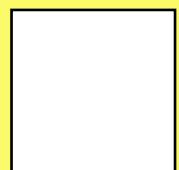
Hazeem



Matt



Dianka



OPEN

Dear drivers,
Please be patient,
I'm preparing the
orders down stairs.

Thanks.
PS: I can see you
through the curtains.
Be hot riding!

