

ISSUE 1
MARCH
ESTER

platform
struggles

STREET





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

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 wish is not my command
Your order is our dis-order
Your algorithm is sooooo dumb,
We reject its smartass calculations
£3,76 for a 3 miles order?
Are you even real?

ORDER/DISORDER

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!



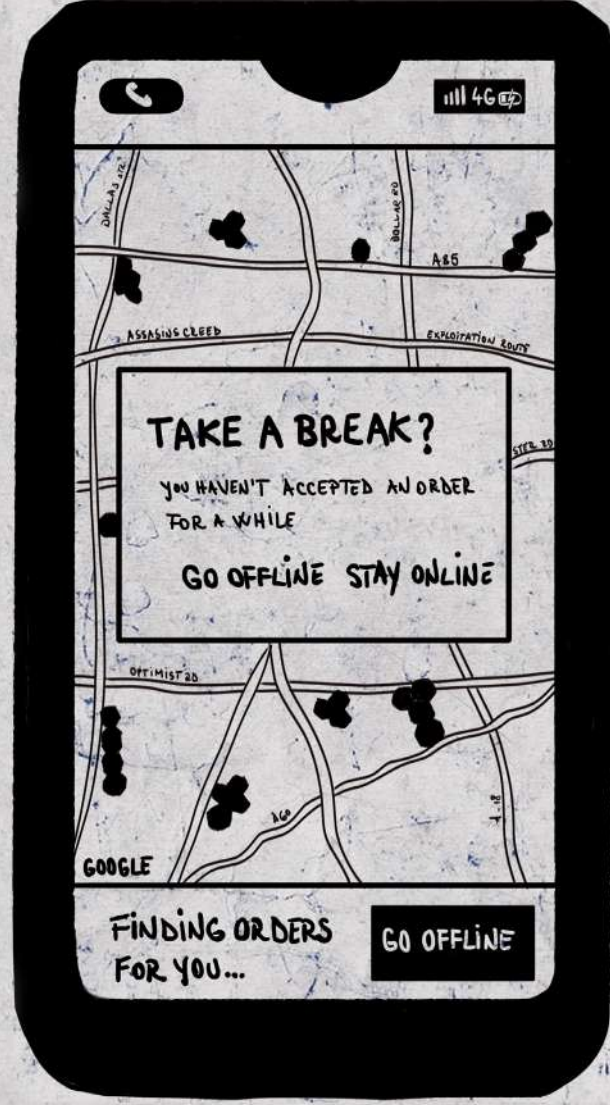
Your algorithm
thinks I'm a sheep

Following like an
idiot

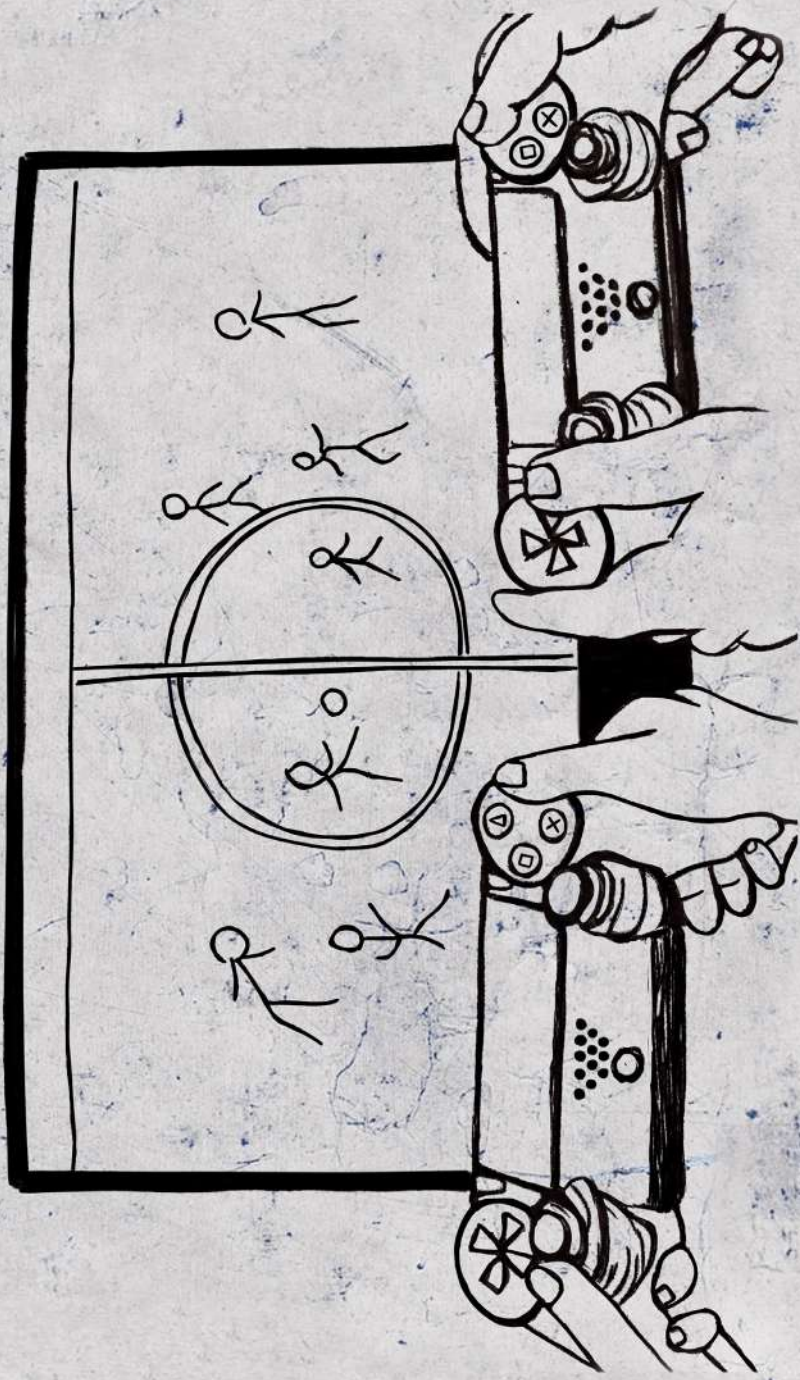
Your precise com-
mands

Yes / No
0 1 0 1

Today I said 'No'
250 times!

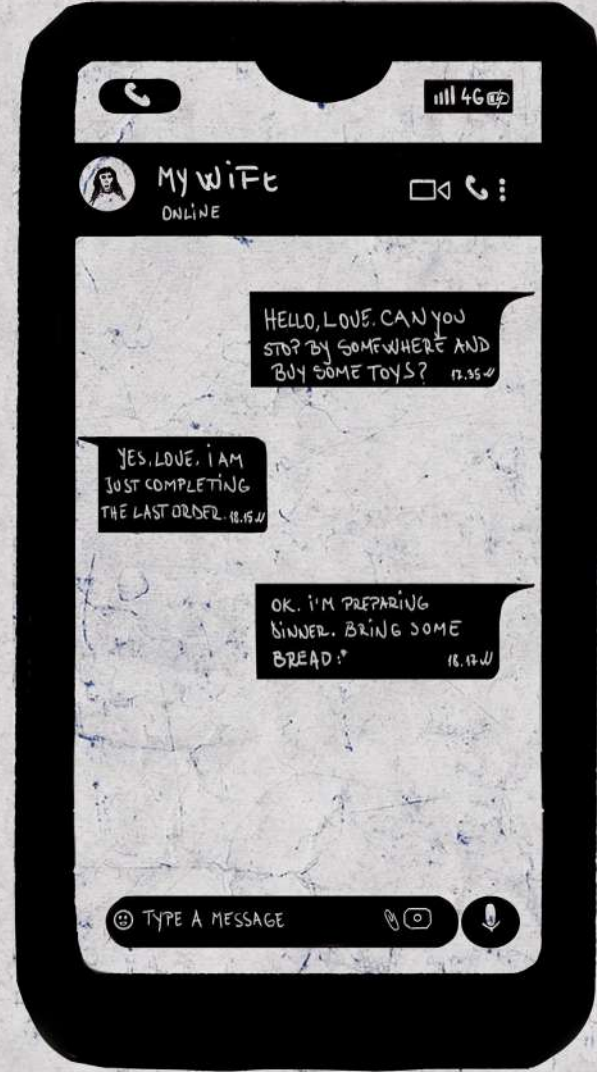
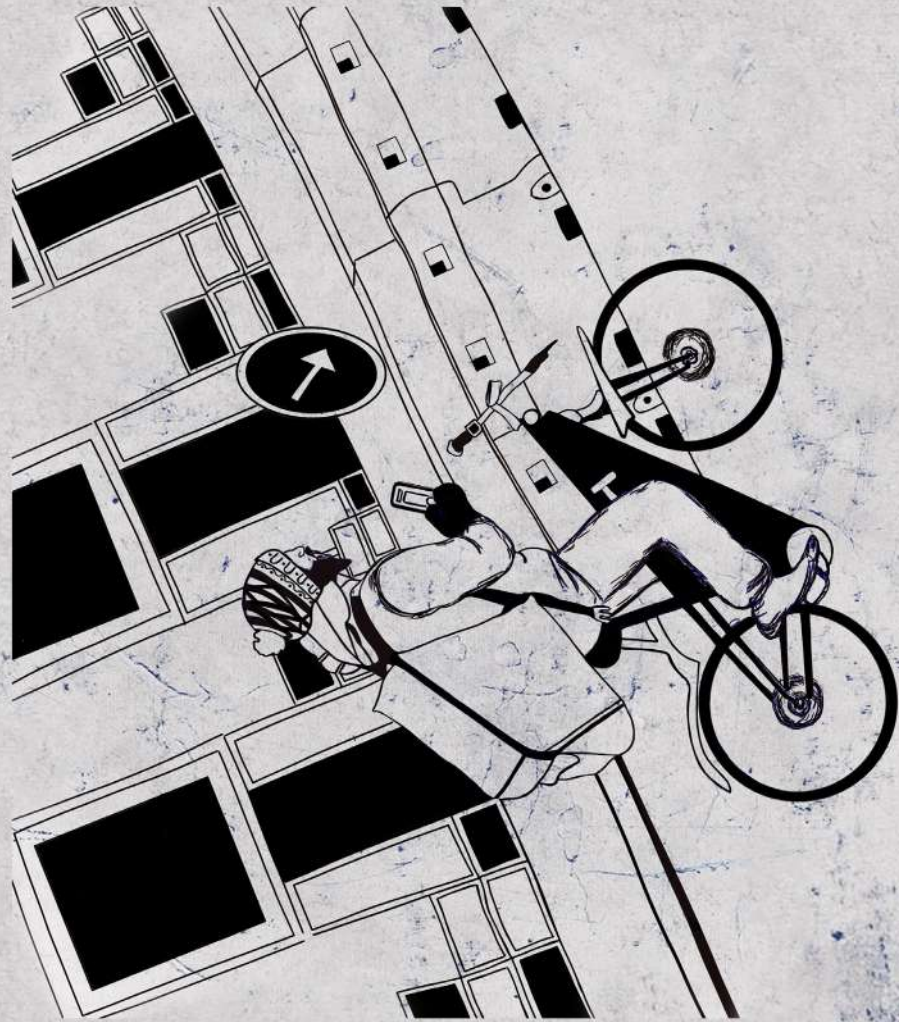


after 2 o'clock it got a little quiet. So, I thought there is no point working



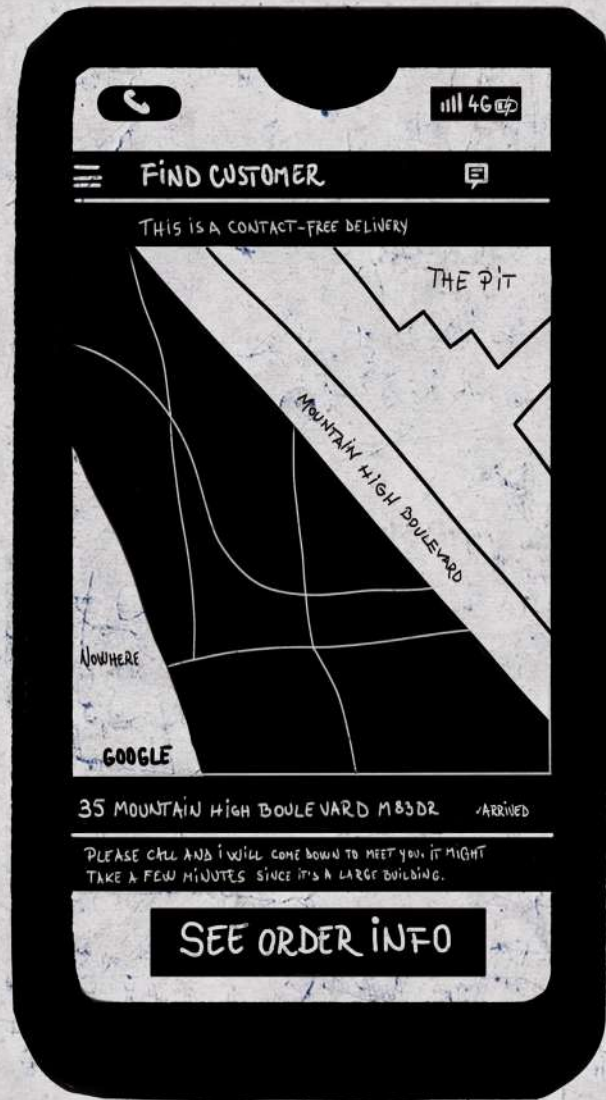
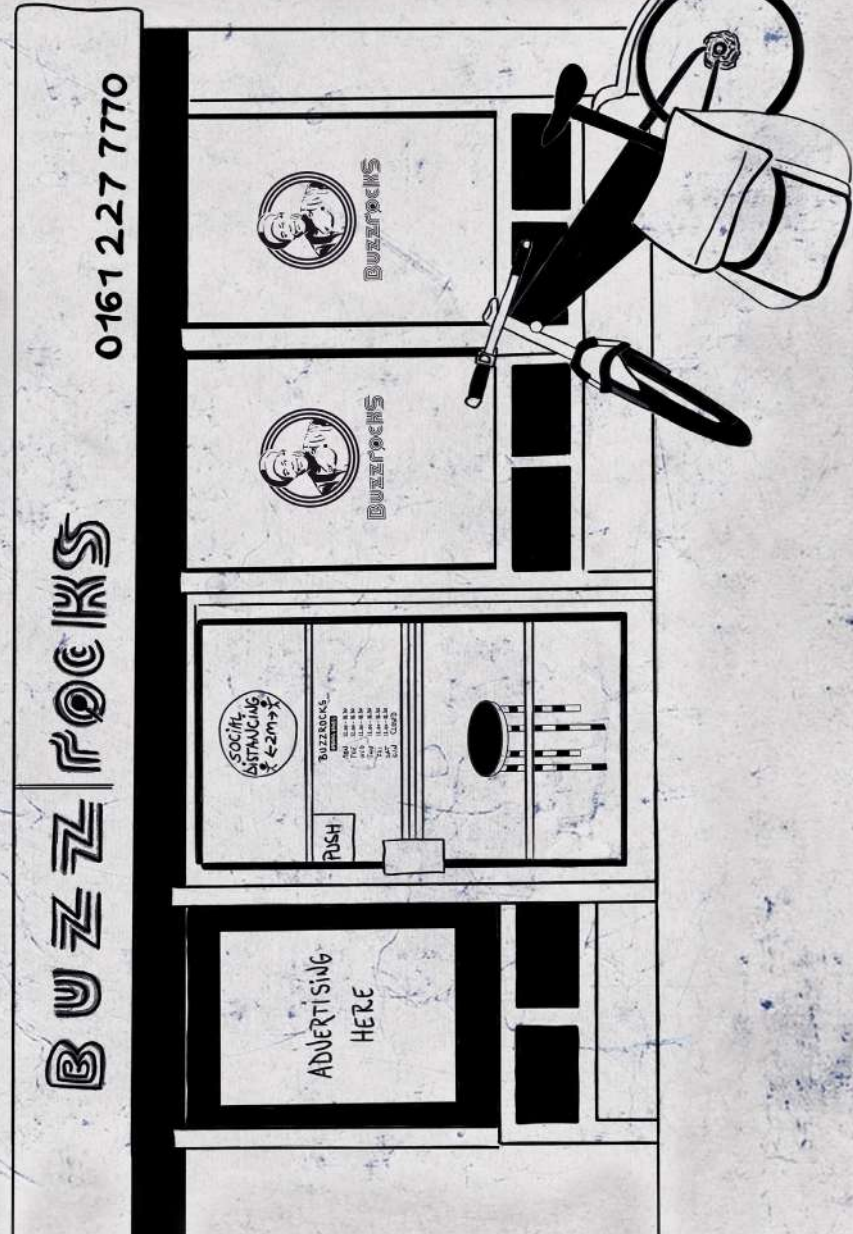
I rejected them because they were going far or out of my zone. I just try to stay inside the city centre. The maximum I rejected in a single day was like 250.

The app is saying 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.' Hababoo.

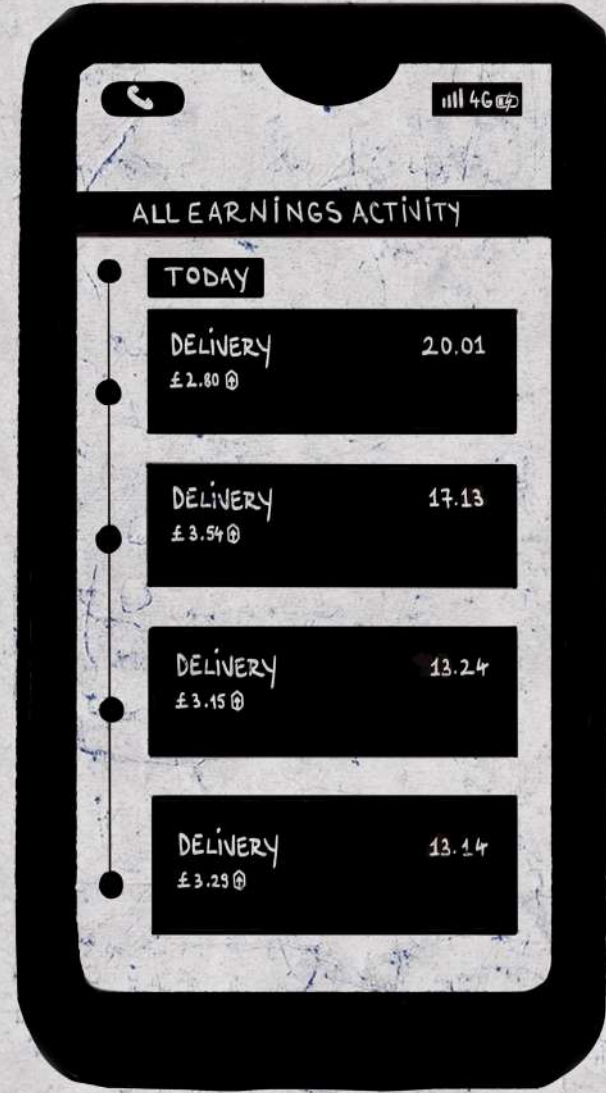
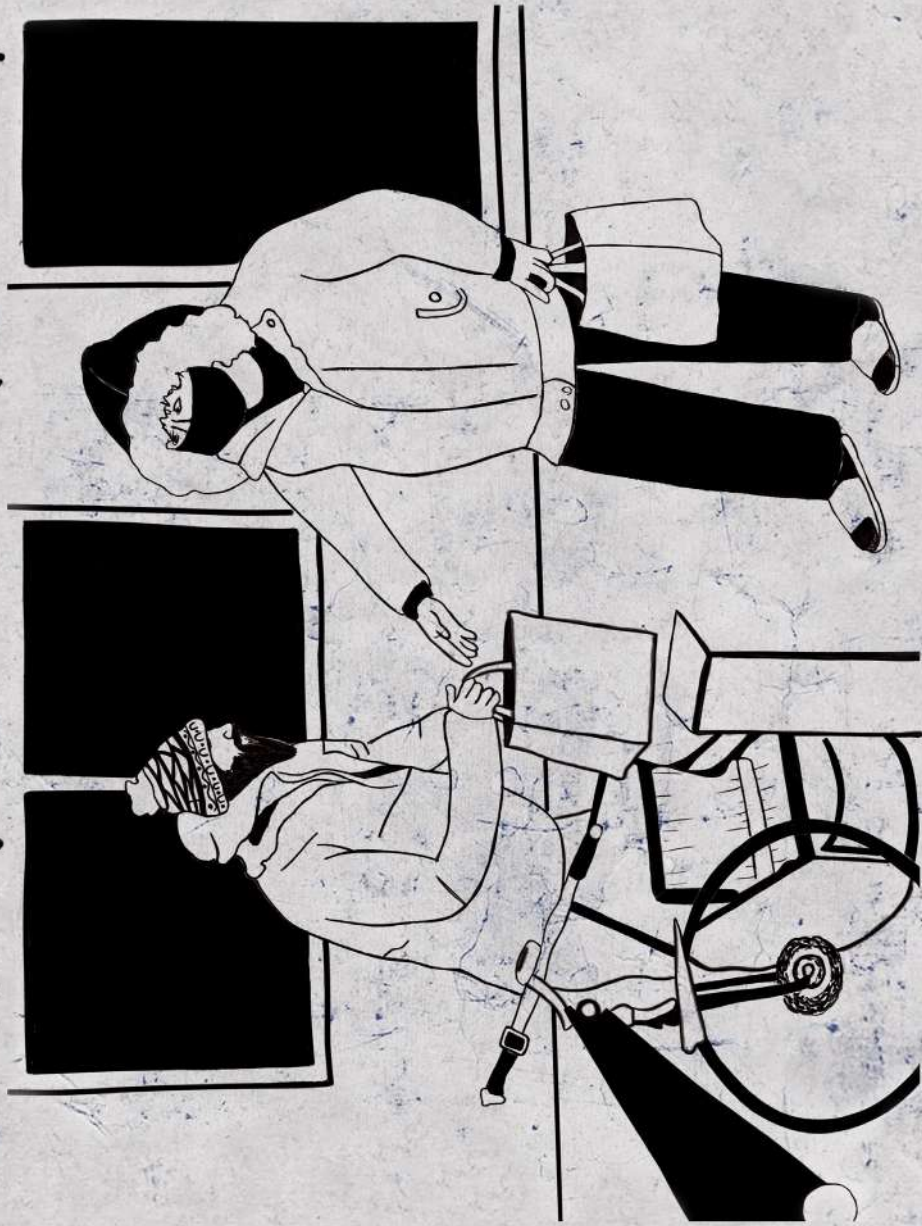


My wife complains I give more time to my friends than to her. She calls me a lot. She gets bored as well, she is getting depressed. Lockdown.

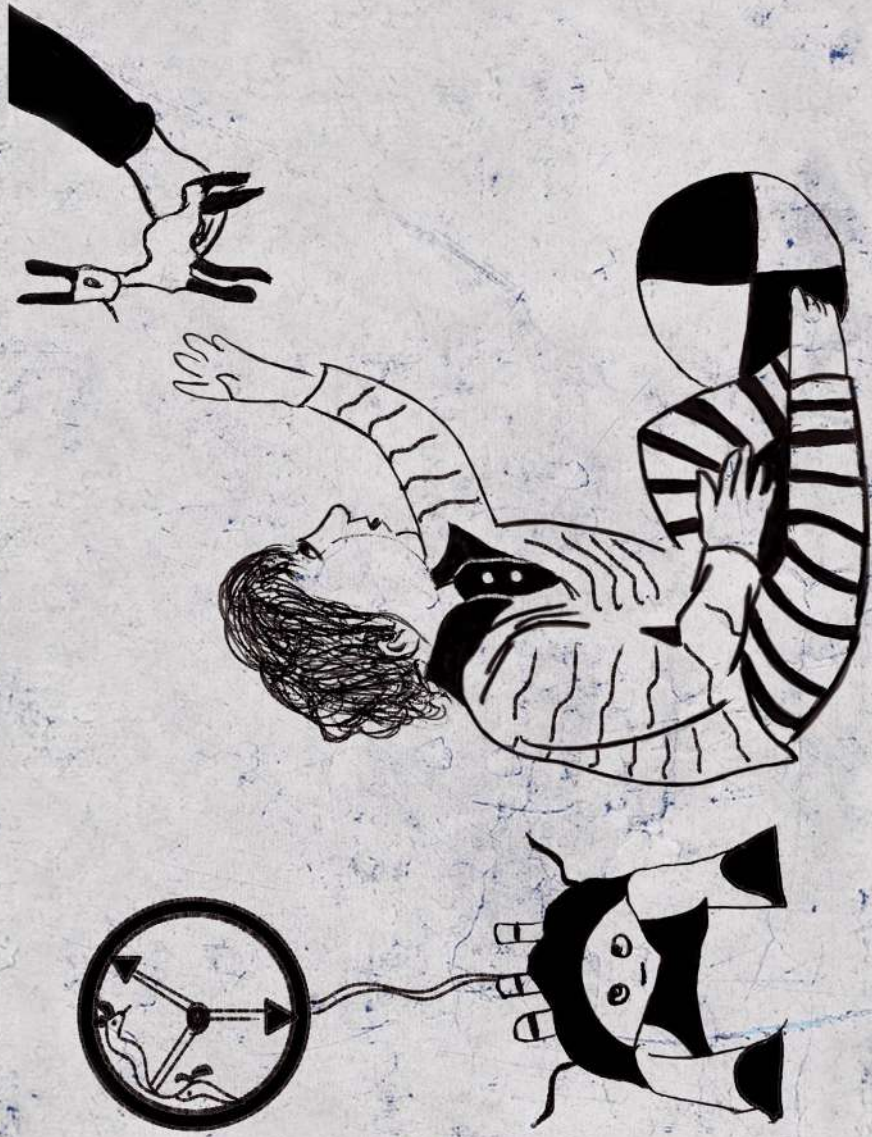
When it's quiet, I can wait. If it's a nice order, like £6, I can wait 15 minutes.
But when it's busy, you don't like to wait more than 5 minutes.



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 seen 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,



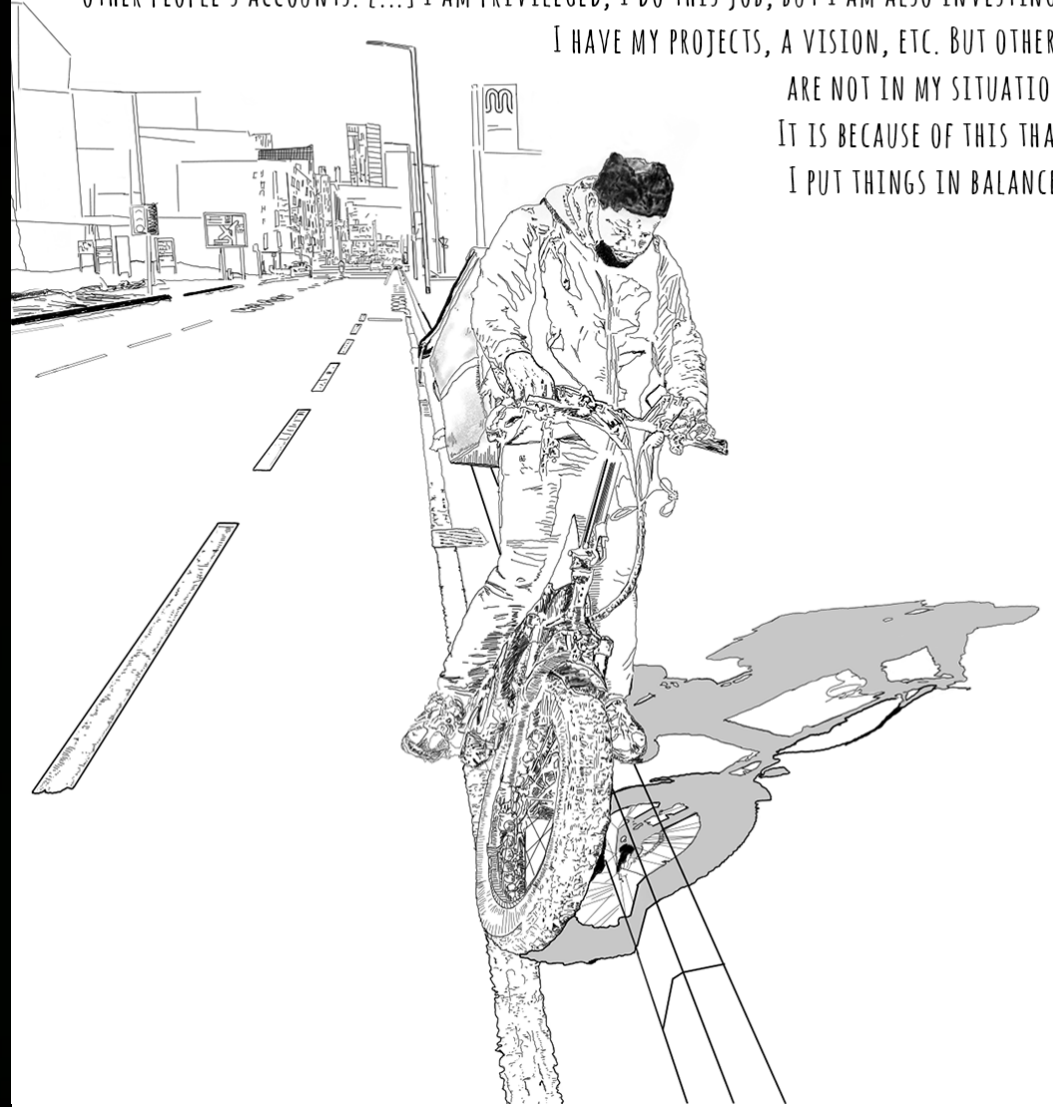
JÉRÔME || MIGRATE || DISCRIMINATE

papers. But the burger I bring
stealing your job and living
You like me because
off benefits. I look
because I am suspicious and I don't have the right
Labour. I'm cheap. I'm the one
Because I'm suspicious and I don't have the right
I look because I am suspicious and I don't have the right
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 "COMMANDEZ L'ENTRETIEN DE VOTRE ESPACE VERT COMME VOUS COMMANDEZ À MANGER"

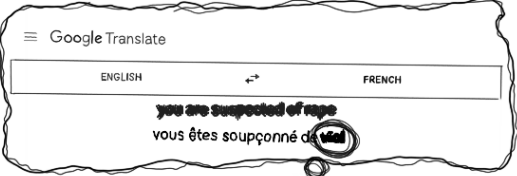
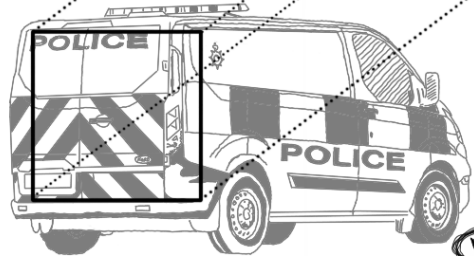
LOOK AFTER YOUR GREEN SPACE THE SAME WAY YOU ORDER YOUR FOOD!



THEY SAID IT TO ME IN ENGLISH BUT I DID NOT UNDERSTAND...



I CAN'T REMEMBER... WHAT DID IT SAY?!



WAS IT VOL OR VIOL?!

WAS THERE AN I OR NOT?!

I ASKED HER IF SHE COULD SHOW ME AGAIN WHAT SHE WROTE



WHEN I SAW THE WORD 'RAPE', I STARTED TO PANIC

I AM TELLING YOU THIS BUT I DIDN'T TELL ANYONE THESE BEFORE. YOU DON'T ARE THINGS YOU DON'T TELL OTHER PEOPLE. IF I SAY THERE IS A GIRL WHO ACCUSED ME OF RAPE, EVEN IF I AM INNOCENT, PEOPLE WILL INSTINCTIVELY SAY IT IS IMPOSSIBLE THAT A WOMAN MAKES THESE ACCUSATIONS WITHOUT A REASON. INSIDE ME, SOMETHING HAS CHANGED AS WELL.



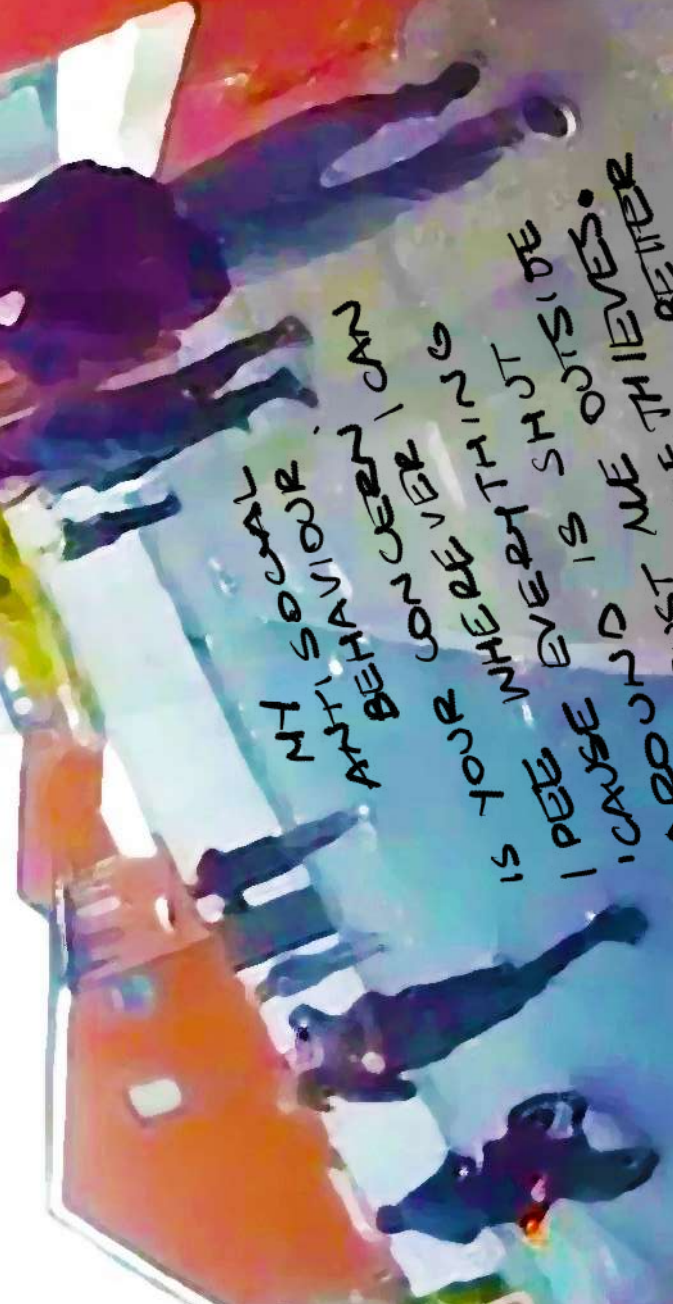
I COULD SEE IN THEIR EYES THAT THEY WERE DENYING WHAT I WAS SAYING.



WHAT THEY WERE DOING TO ME WAS VIOLENT

MATT || PEE || ATTACK

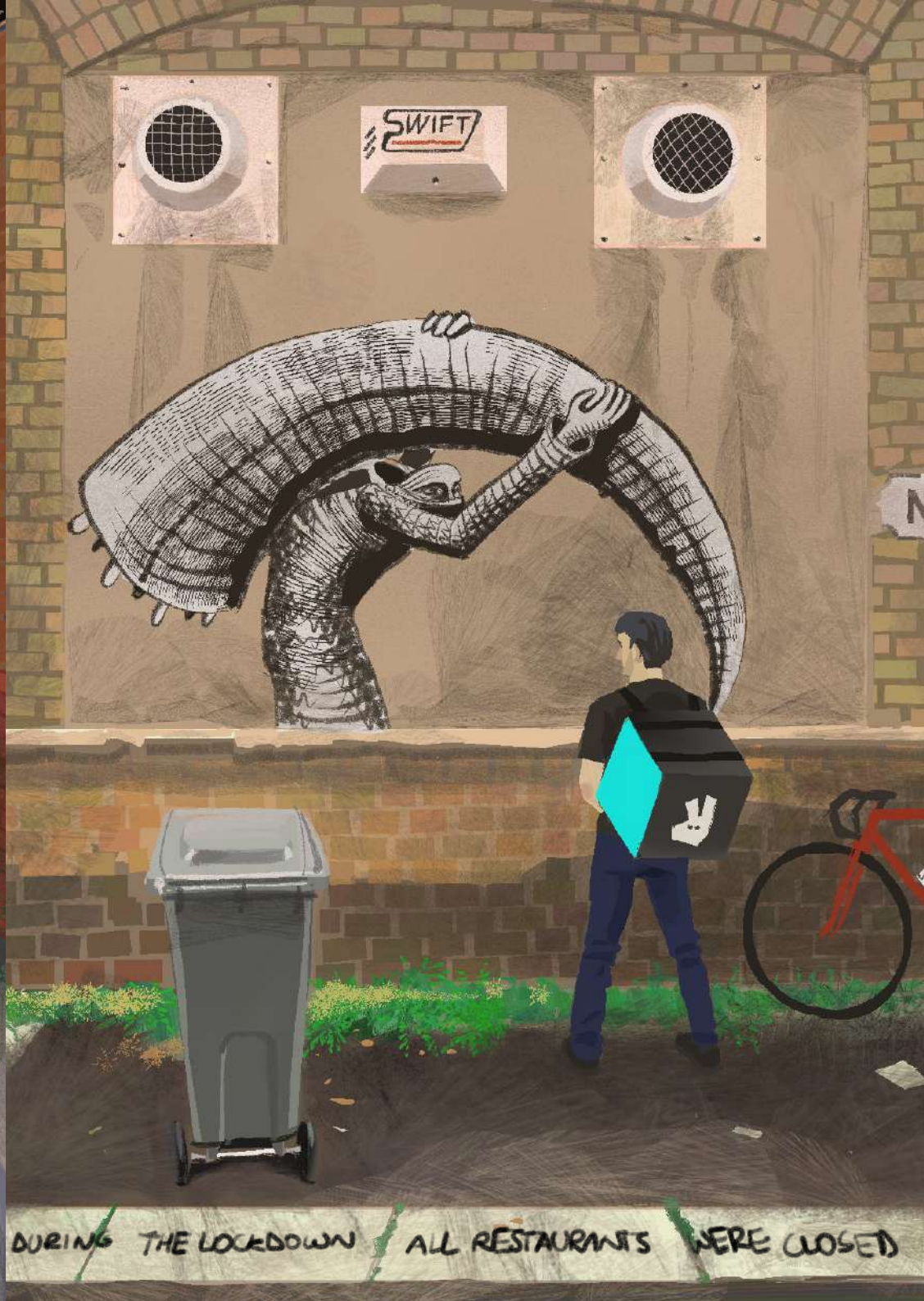
SMASH
TORY
SCUM



MY SOCIAL
ANTI SOCIAL
BEHAVIOUR I CAN
BE YOUR VENER I CAN
IS YOUR VENER THING
I PEE WHERE THINGS
I PEE EVER IS SHUT
I CAUSE IS OUTSIDE
I CAUSE AND WE THIEVER
ABOUT JUST BIKE BETTER
IT'S AND I GOT
ME BUT URGES.



I'm a cabin
manager
for a flight
company. I'm
happy when
I get
a job but I'm
stressed
for a manager
I get
a cabin
manager
for a flight
company. I'm
happy when
I get
a job but I'm
stressed
for a manager
I get



GEMINI TAKEAWAY

PIZZA - KEBAB - BURGER - FRIED CHICKEN



I WENT THERE
AND THE SHUTTERS
WERE DOWN



NICE
BIKE
GIVE
IT TO
ME

NO
FUCKING
WAY!

DIANKA || PREVENT || PROTECT

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

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



PRICE AND PREJUDICE



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.

HAZEEM || 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





THEY ONLY LISTEN TO CUSTOMERS
NEVER YOU.
RESTAURANTS

BUT THIS IS A NICE JOB UNTIL I FINISH MY DEGREE
& I 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, Pagine 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 Jrme and Hazeem)

Alin Tămășan (artwork for Matt)

Dana Lohan (artwork for Dianka)

Letizia Bonanno (various artworks throughout the zine)

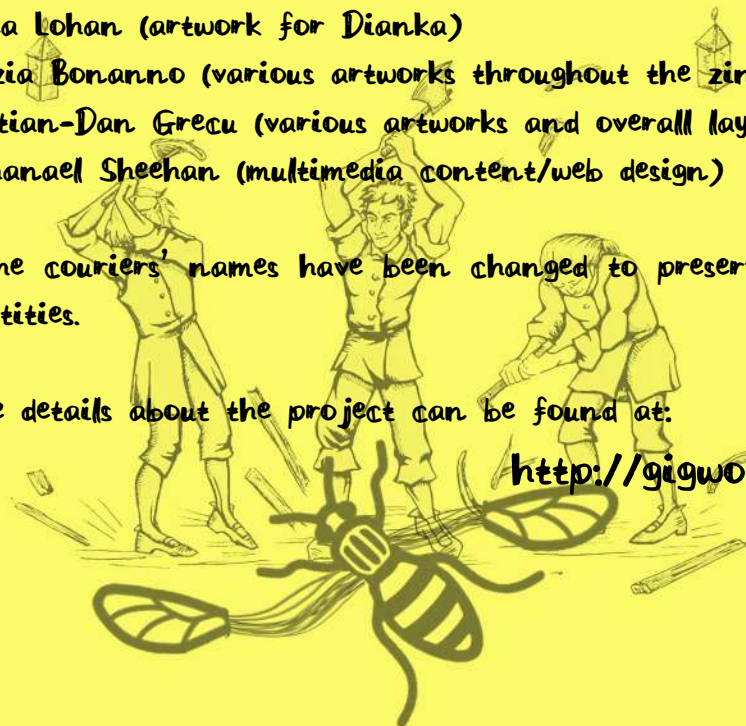
Cristian-Dan Grecu (various artworks and overall layout)

Nathanael Sheehan (multimedia content/web design)

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

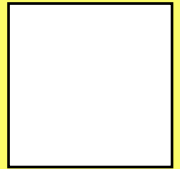
More details about the project can be found at:

<http://gigwork.city>

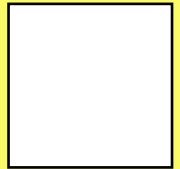


Multimedia stories for the five Manchester couriers can be accessed with the following QR codes:

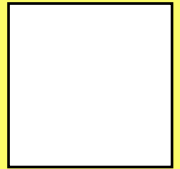
Adeeb



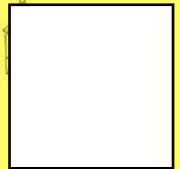
Jérôme



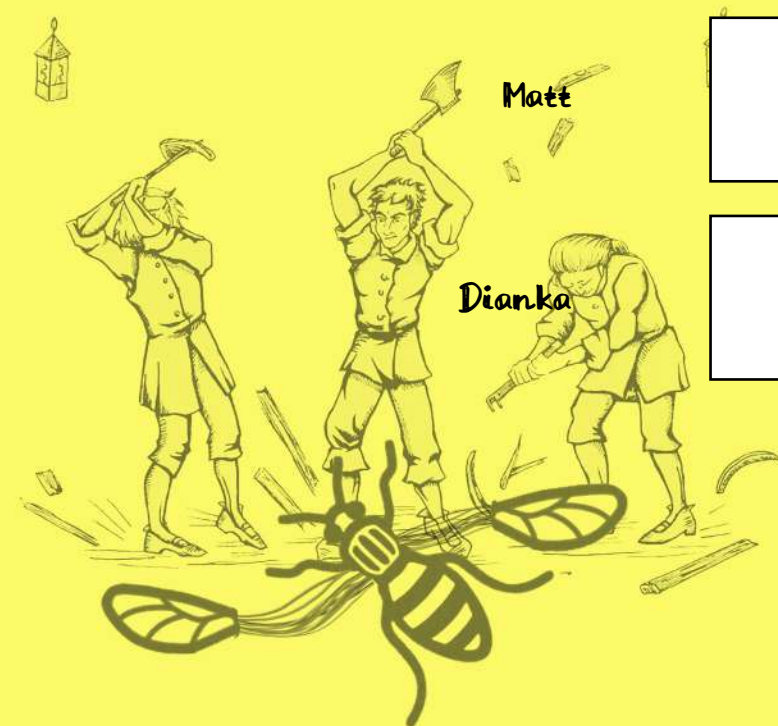
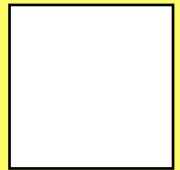
Hazeem



Matt



Dianka



OPEN

Dear drivers,
please be patient,
I'm preparing the
ordus downstairs.

Thanks.
PS: I can see you
through the camera.
Do not ring!

