

D: First question will be basically: where are you from, when did you come here in Bologna, how you basically join Deliveroo?

R: I am from Pakistan. I came in Bologna 2018: is two years i am working in Deliveroo, 23rd April 2018.

D: Where do you live in Bologna?

R: Close to the station

D: Were you in other italian cities before Bologna?

R: In Parma. In Italy I arrived 24th October 2015.

D: What kind of other job you did before Deliveroo

R: "Saldatore"

D: So you did "saldatura" in Parma, and when you arrived in Bologna you joined Deliveroo.

R: Yes, Exactly

D: Is this the only job you do?

R: Yes, I have Partita IVA

D: When did you open it?

R: There is a limit in the application of Deliveroo that when you earn up to 5000 euro then you cannot work. If you want to work you have to open PARTITA IVA. So when this limit was reached, so he opened PARTITA IVA and then he started worked in such manner, as an autonomous worker.

D: So you opened it just the first year?

R: Yes, after two or three months. When I Realized that I would gain more then 5000 I uploaded the document

D: How did you know about Deliveroo?

R: My cousin worked in Deliveroo in Milan

D: And why you join this job?

R: When I was working as Saldatore the company suddenly told me that there were no more work. Finish. I would need money for my expansive. So then I apply for Deliveroo and in two or three days my application was accepted and I started working with Deliveroo.

D: Do you have a permit to stay for work reason?

R: yes: permesso di soggiorno five years long.

D: You get it when you were in Parma?

R: Yes, 24th May 2018

D: Did you submit PARTITA IVA with any problem or what?

R: I went to Commercialista and she opens it for me. Some friend of mine gave me the contact of commercialista and then was easy

D: Can you tell me how many hours do you work per week?

R: It depends on the weather. Summer season they give us 33 hours every week. In winter even 40 hours, so it is a kind of a full time work, 6 or 7 hours per day for 7 days a week, with no stop

D: Have you ever worked more then 40 hours?

R: There is an option in the application like: when the company don't assigne you any hour you can try to request them that you need these hours. Because one aspect I would like to stress is that I have a wife and I have family back home. I need money, I spend for rent here as well. I need to support my family. So I work as much as possible, 7 days a week without any PAUSA. I work in afternoon then I go home for 2/2,5 hour and then back at 6 or 7 to work in Piazza del Nettuno and I start working again until 23 or midnight.

D: How much do you get more or less per month?

R: 1300 or 1400 euro sometimes. And then with PARTITA IVA I have to pay 22% of taxes

D: And what remains is it enough for you and for your family?

R: I send 3/400 every month for the family and the remaining I spend it for paying rent and food here, so I am open hands at the end of the months.

D: Do you save something?

R: Me, no. Most of the guys I know they go at 0 level, they don't have personal savings. They need to work regularly

D: Do you live with friends?

R: The contract offer by Deliveroo is that of autonomous worker. I try to search for apartment by myself but most of the people want a contract "indeterminato". So right now I am leaving with some friends all of which does not have Residenza. And Residenza is an important document in Italy and I even don't have it.

D: So being a self-employer does not allow you to have an apartment.

R: Yes, self-employer and the contract made by Deliveroo is a "Lavoro Autonomo" so the people from "immobiliare stuff" they don't accept this kind of contract. I would like to bring my family here but in 6 months that I am searching for an apartment but there is no option for me because of the contract.

D: How is your relationship with restaurant, clients etc...?

R: With some restaurants is not so good. There are some restaurants where you have to wait 30 or 35 minutes for get food: so in one hour what you earn? Nothing! And if you want to talk to the restaurant asking why am I waiting so much they answer you: "If you want cancel the order and go away from here. That's the way they react. I would say some name, but for privacy I don't.

[personally I worked for another platform but the behave is like the same: we wait for 30/35 minutes and if you request like "per favore fai un po' veloce" they tell you "cancel it and go away".

The clients are good but sometimes the restaurant miss some items. So when you go to the clients, the client thinks that I have stolen the things from the order. So this impact on our reputation.

[on thing which happen with me is that I took an order from one of the restaurant here, I went to the client and he forgot CocaCola. When I reached the client he asked me: "Where is the cocacola?" I said, "Order which expected by the restaurant is these things that's he gave me". Then I called from my personal mobile phone to the restaurant and I make the phone call in VIVAVOCE, and the restaurant was blaming me for his fault! He was not admitting his fault but blaming me, the rider! So it is a game. For the rider there is no respect.

Client don't know what happen. But the order is packed by the restaurant. And when you go to the client, they think you stolen it. And this impact on the reputation]

D: Do you think that this would have been different if you were Italian?

R: I think that this could happen with Italian too, so without any nationality basis. Because, you know, thinking of the people in this context is quite similar, without any nationality regard, without any colour regards. So, they can think about Italian as well.

D: Did you fill any kind of discrimination?

R: No. I mean. Sometimes restaurants do this, but clients no. If you go to some restaurants and it's cold or raining outside and we try to enter the place and set there, they ask us to leave the place. And in other context someone else from their own nation treat them softly. For us they handle

it hardly like: go outside. Less respect. Especially on weekends these situations could happen. There are many crowded places: they hardly respect us.

So it is difficult in weekend to work in the city centre, because, there is almost crowded everywhere and if you ring the bell they looked us like, with bad look. I need to work. If I don't work I don't survive, my family would not survive. So we get less respect from the people, especially on the week end and from the bus drivers, because sometimes, the bus... You know, if you ride the bicycle you keep the right side of the road. Maybe there is the bus track, but I cannot go to the road centre because according to the law I must keep the right side (I know the law!). But if a bus is coming and a bus stop is near, many times the bus drivers keep at ??? on us, and you have to stop like this to save yourself. One of my friend got an accident of the same fashion and what he received after that from the company he was working for? 200 euros. Life risk! Complete life risk! If he was dead what would be the results? His family would be like without anything, without a family member and 200 euros.

D: All this happens with Deliveroo?

R: No, with another company

D: What's up if you get an accident?

R: My cousin worked with Deliveroo and he broken his hand in Parma and he didn't received any compensation for that. There is health insurance which is covering you, but you know, the hand is broken, you don't work for 15/20 days and there is no compensation for that.

D: Do you think that is the main issue that of the risk?

R: All the time riders are risking. Does not matter the company. All the riders are at life risk. Because when it is raining, the bikes-brakes are low, and there are some companies that when you get slow the order they text you "Are you going to the customer?", "Are you going to pick the order?" but it's raining!. It happened with me. I was riding a bicycle and I typed the brakes and due to the rain my brakes not resisted. Once I stopped just in front of the car like this, 5 cm.

D: Do you think that the rhythm of the deliveries you have to keep influence the risk due to the fact that the more you deliveries the more you earn?

R: Well, it is not about the grid of the work. But you know, I told you one thing is like..I mean we need to run hard, to earn money, to pay our rent, to support our families. The second thing is: if we go slowly we receive a text message or a call from Deliveroo and if we get slow the client is calling us. So we need to run hard.

Furthermore you know, look: my mobile is broken. Because when you are riding you need to check the time, check the mail, if you receive some call from the company you must answer. These are also part of the risk. Another thing is that stealing bicycle in Bologna is at a high pick. One friend of mine in one week lost two new bikes paid 270 euros each. So you know, the earnings go somewhere, so there is no incentive by these companies [Deliveroo or Just Eat] regarding this point. What the guys should do at the end of the day. They are trying to by stolen bicycle and police would come and would catch them. What are the risks to stop these things? I think that the high authority would need to figure this out and if there is any ministry of labour, any law in Italy they need to take care of this. There should be some incentives even for this thing. Another friend of mine also in Bologna lost 2 bicycle in 6 days: one of 220 euros the other 270 euros.

D: You mean: company should provide you phone and bike?

R: Well, they should improve some incentives for these things. I cannot enforce???, for example, I earn 250 euros every week, then I need to pay my taxes, but if someone still my bike twice a week what should I do? I need to take loan from other friends and by a new bicycle. So there is no insurance of this kind of stuff.]

D: Which kind of relation do you have with the platform?

R: The relation with the platform is like: we just work for them, they are earning money paying us our part. Other than that there is nothing.

Another point with the platform is..you know, there are many festa all around the globe. In Italy there are many festivals, and we have our own festivals. So, we cannot even celebrate our festivals because if you go off the statistics would come down to 99% and if reduced by one point they will not assigne hours to you for the next week. So if it come down from 100 to 99 the hours assigne to you could pass from 40 to just 10! Just with one point.

D: Is this so direct this relation?

R: Yes, if you go down just 1 point you receive less hours then the week before. Just if you continue work for the next two weeks this point will go up. It goes drop in one days; it goes up in fourteen days.

[D: Which kind of relation do you have with the platform?

They inquire just about their ????. They don't ask us "Do you have masks?", "Do you need sanitizer?", because now it is mandatory: you must wear a mask, sanitize yourself, they have no concerns of these things. And even our health: you got an accident? You don't receive anything. It is just something like "a machine is working for you"and you even don't clean the machine. You know, if you take work from a machine, at the end of the day you clean at least the machine. They don't. We work for them. They are earning million of euros every week, million of euros! But what they give to the riders? Is just a part of the deliveroo. You peak a delivery from here (Piazza Verdi) to via Augusto Murri and you get 3,5 euros, that's you part.]

D: How is the relation with your colleagues?

R: With the colleagues the relation is very good. We talks about the problems, I have Italian friends as well and there is a good community.

D: So, you share problems, also with Italians...

R: Yes, sitting in Piazza Maggiore all togethers we discuss about problems. Also when we sit together 40 minutes waiting for an order we talk a lot: in MacDonald Indipendenza you spend a lot of time waiting. Or maybe at Masaniello "MAMMA MIA!!!": 1 hour 1 order!!!

D: Do you refuse or not?

R: Sometimes, maybe if I am in Piazza Maggiore and I receive the order from Casalecchio or San Lazzaro which is so far. 15 kms which is so far. Then they give you 9 euros and on these amount you have to pay taxes, 22%. So, in 2 hours you can deliver one order. So, I have to cancel it because it would mean to gain less then 3 euros per hour

D: Have you ever thought about quitting your job?

R: I left it for one month and I tried to do application for other job but I was not able to find another job and then I came back again and opened an application for work with Deliveroo again.

D: So you didn't find an alternative and you came back

R: Yes

D: Would you like to change?

R: Yes. I stopped so I wanted to change.

[D: Where do you meet your colleagues?

R: Most of the time, before the start of work, fifteen minutes earlier we get together, but if someone is missing we see him passing by or in a restaurant picking an order together. So we talk

to each other. Also while we are waiting order, and somewhere is very a lot of time like in Masaniello. Once at Americas I waited 125minutes!

D: Sometimes, if you see for example an order from Masaniello, can you refuse it?

R: You have an option to refuse it but it depends of the work like how is the work going. You have still the fear if you receive next order or not. Or because you rejected one, because everything is computerized: there are algorithms. So you don't know. We are not computer science engineering so we don't know when the computer assignee me another order, and still we have that fear in our heart.

D: So do you refuse or not?

R: Sometimes when the work is high we do refuse because you know, if we request a restaurant that if we can do it fast and he is disrespecting me we prefer to cancel it from here and don't go to see them. We have our dignity too!]

D: What are the essential skills to do this job? I mean, to get enough income, what do you need to do? To be a "perfect rider"?

R: If you want to be a good driver, to go fast and to earn more, you must have a driver licence or maybe an electric bicycle, so that at least you can go fast to the restaurant, fast to the client, so your rating would be high and you would receive more orders. Other than that you need to eat good food because you would have enough energy to ride the bicycle, and maybe you would do gym before doing this job so you can build your muscles so your muscles can do more work.

D: who provides you information about taxes etc? does the platform do it?

R: If we make an accident there is an option in the application that we can inform that we had an accident. But for the taxes we go to our commercialista and she manage it. And we also pay 400 for commercialista every year for her services

D: What is your opinion about this job?

R: The platform It is not improving but it is coming down. Yesterday we were protesting because from the 3rd of November the company is going to make a new contract. The first weak point of this contract is that you will not be deal as like a proper worker, you will not give all the facilities which a normal worker has, like every worker who works for someone else. You will not receive all these facilities. And you will not receive any MALATTIA or something like that for your sickness or your accident. We haven't received it in the past and we will not receive it in the future. So instead locking it to taking forward there are bringing it down. And every month, we have noticed that the rate of every delivery is drop: first you used to take one delivery for 5 euros from city centre to augusto murri. But now the rate is 4 euros and then you pay your taxis.

D: Did you signed the new contract?

R: No no no

[D: What about the new contract?

Now, in November they will make a contract but there is no guarantee about hours: you could work 30 hours, 10 hours: how many hours you will get?

D: Because there is free login in the new contract right?

R: There is no more shifts and free log-in and also your time will start when your receive your first order. I work with a platform which in three days I delivered just three delivery. I was sitting in Piazza but there were no work because people in august they were outside. And there were no incentive for me. I seated in piazza Maggiore for 3 and a half hours and I received nothing. And other then that, until now I was not able to rent an apartment for us. So what do you think, with the contract we are going to make in November 3, when we will be able to rent an apartment for ourselves? Never!

You know like, everyone wants to have a good life standard, at least a good relaxed life. When you lived in an apartment where in one room you are in four people is difficult. We would need a separate place for ourselves, so at least when we go home we go and relax. With this type of contract we cannot rent an apartment. And also, before people could earn 13/1400 euros. Now there is no guarantee that we will be able to earn the same with this time split. And other than that, before I had my PARTITA IVA I had to pay my taxes, but with the new contract what I have to do with my PARTITA IVA? So now, in this time I have to close my PARTITA IVA because I have to pay the taxes in future as well. So at the time right now I don't have the money to pay all the taxes altogether. So I also have to deal with a new problem, and if in November they make a new contract, instead of improving it this company/this platform are trying to put it down even more. There is no guarantee concerning the minimum hours. And if you work like 20 hours a week multiplied by 7 so how much is it? Is like 140 euros a week, with four weeks is nothing: less than 600 euros. And if your bicycle gets stolen, you have to pay the rent, you need to send money to our family...thinks about it. The guys who were protesting yesterday protest against this situation.

D: This is why you join RUB?

R: Yes, because RUB is a platform where we get together, we exchange information, we inform each other that these are the problems. We need to address them and public to put them in front of media, social media, tv, so that is why we are using that platform.

D: So what do you think about RUB?

R: The RUB is supporting us very well but you know, if we shout all the day and the problem is not solved...so it depends I think the law, the ministry of labour to make intervention in this thing and maybe the judiciary – if the ministry of labour is silent, the law is silent – the judiciary can speak up. Saying like: “These are humans, these are not machines”. I told you, you should clean your machine after working. And we guys are leaving in an apartment, we are paying rents to have at least a normal state of life. So with this kind of contract what you can do?

D: Do you think that the municipality is sensitive in this sense?

R: Until now there is no help because two weeks ago we protested in front of the office UGL against the new contract and there was nothing by the municipality. And then we received email from Deliveroo that until November 2nd if you don't sign the new contract you are dismissed. On 15th October they sent us email. So it is like I don't know...I have not signed the new contract because it is not getting you up but down. It was supposed to be a contract with a contract at least with some respect of your social life. I took a friend of mine to an agency to rent an apartment and I showed the agency the contract and she said: “What is this? This is not a contract. This is just a declaration saying that this is “Lavoro Autonomo”, that is it. I need “un contratto indeterminato”. Immobiliare works in this way. People have fear that we are not paying the rent or maybe tomorrow they get lost their work so you go to the court bring some statement that he cannot pay the rent. So until now there is no support from municipality, neither from the people. When it is raining, when it is snowing we bring you your food. This is the time when people should stay with us. Finally last thing. Most of the riders have this new contract to implement. They will go away. I am 99% sure because if you earn 600 you now...you can easily earn 800 working in a restaurant as LAVAPIATTI, maybe 1000 and then you would have one day off in a week. In Deliveroo there is no day off, I don't have time to talk to my family sometimes because when I get home is midnight, when I get up next morning you need to run to the city centre to work; when you go back home you need to rest for one and a half hour to come back again in the evening.