



Final Project

Moments Photography

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The Pandemic's Unsung Heroes



Photojournalism

In late December 2019, an outbreak of a mysterious pneumonia characterized by fever, dry cough, fatigue, and occasional gastrointestinal symptoms happened without warning, which is then rapidly spread around the world, posing enormous health, economic, environmental and social challenges to the entire human population. Now, it turns out to be the humans' No.1 enemy — the **COVID-19** that has dramatically altered our lifestyles. Nearly half of the world are implementing measures to slow down the spread of the pandemic, from national quarantines to school closures, all in all is to limiting close contact with others.



Photojournalism

The lockdown in Malaysia has entered the second year. The minimal contact and social distancing behaviours have forced people to adjust their preferences and opt for services that provide digital solutions and options. Hence, **food delivery has become the new trend** to satisfy people's cravings.



Photojournalism

Food delivery service already existed before lockdown. Within Malaysia, Foodpanda was the first delivery company that started aggressively, springing up like mushrooms after the rain. Besides, other services like GrabFood, Dahmakan, Hungry and DeliverEat also started growing due to the spike in demand.



Photojournalism

Once considered an odd job, **food delivery services flourished in 2020 and play a significant role in the new norm.** More and more people are turning into deliverymen or women to sustain their families. It is not rare to see at least one food delivery rider passing by every minute on the road, and a few of them waiting for traffic lights.



Photojournalism



Being a food delivery rider is never an easy task. Not only they are **risking their health**, going out for the “war” to bring us our favourite food, but also struggling to make ends meet. It is easy to spot them **rushing in and out** of the restaurants with their portable food bags, and sometimes **beating the red light** so that they can reach the customers’ home in the estimated time. Especially when it is the peak hour, they are all geared up and ready to take orders. No matter how tired they are, they will still take orders as much as possible because their **income depends on the number of orders** they take in a day.

Photojournalism



Sometimes there will be a group of them **gathering at a corner**, resting and having a conversation to share their feelings — maybe about a bad threat from their customers, or a heart-touching story about a generous customer.

Photojournalism



They have no time to enjoy a meal. They need to recharge themselves before lunch or dinner time so that they can take more orders during the peak hour.

Photojournalism



Food delivery riders have become the **frontliners** of sorts ensuring people at home have access to food even when facing **unfavourable weather**.

Photojournalism



They are the **bridge that connects customers and restaurants**, bracing through **harsh weathers** to deliver food right to our doorsteps. Everyone stays dry and happy, well except for the delivery riders.

Photojournalism

Because of the number of riders increase, which means there are **more competitors**, some had to **extend their working hours** in order to maintain the usual level of income. The increase in demand also means that they will face increased waiting times from restaurants and a slower rate of delivery. However, they are often the ones who **take the blame** when orders are delayed.



Photojournalism

They do not intend to delay any order as they want to meet the daily targets. They are fear of bad weather because they have to put their lives on the line to navigate through the rain to make a living. They also worry about catching the virus at work and infecting their family members when they return home. They are humans, they have **emotions**, just like us.



Photojournalism

Looking on the bright side, the lockdown has helped **increasing consumers' awareness** and **acceptance** of online food delivery services, which was a major obstacle in the past. The customers got to experience the convenience of food deliveries, and now they are able to **fully accept the service**.

Not all superheroes wear capes, and not all of them wear medical scrubs either. In this pandemic, the sacrifices of these unsung heroes were **immeasurable** as they were willing to work in any weather condition, risking exposure to the invisible enemy, and keeping what was left of any economic activity running. Shahrukh Khan, a famous Indian actor once cited, "**No job is small.**" Regardless of profession and positions, every job deserved to be respected and accept that food deliveries are now a part of our consumers' lifestyle.

