

# SAFETY WITH UBER

Uber's technology makes it possible to focus on safety for riders and drivers before, during, and after every trip in ways that have never been possible before.

## BEFORE GETTING IN THE CAR

**No more street hails or waiting outside to find a ride.** A rider can start the Uber app from anywhere and wait safely inside for the car to arrive.

**No discrimination.** No ride is too long or too short. All requests are blindly matched based on the closest available driver-partner, meaning that there is no discrimination based on race, gender, or pick-up or drop-off location. Day or night, people can safely get to their destination, even if it is hard to reach.

**Trips are no longer anonymous.** When a driver-partner accepts a request, a rider sees his or her first name, photo, vehicle model, and license plate number. Riders can also check whether others have had a good experience with him or her.

## DURING THE RIDE

**Never get lost.** The location is clearly marked so riders know where they are on their journey -- and if they are on the right route.

**Share your location.** Riders can easily share their trip details -- including the specific route and estimated time of arrival -- with selected friends or family at the touch of a button.

**No need for cash.** Because payments can be made automatically and securely via the credit card, debit card, or PayPal account on file, riding with Uber significantly reduces the potential risk and conflict that can stem from disputed fares, lack of cash, or fare evasion. This is particularly good for drivers because carrying large quantities of cash can make them a target for crime.

## AFTER ARRIVING AT THE DESTINATION

**Feedback and ratings after every trip.** Riders and driver-partners are required to rate each other and provide feedback for every trip before requesting or accepting another ride.

**Uber support 24/7.** If riders or driver-partners have any questions about their trip, or if they need to report an incident, our customer support team is ready to respond to any issues.

**Rapid response.** We have a dedicated Incident Response Team to answer any urgent issues. If we receive a report that there has been an accident or incident, we can suspend the relevant parties and prevent them from accessing the platform until the matter is resolved.

## BEHIND THE SCENES

**Contact drivers without providing personal information.** Uber uses technology that anonymizes riders' and driver-partners' phone numbers so that they do not have each other's real contact details.

**Always on the map.** Global Positioning System (GPS) data for all rides on the Uber platform are logged so we know which driver-partners and riders are riding together and where they are for the duration of their trip. GPS also enables us to verify the efficiency of every route being used, which creates accountability and a strong incentive for good behavior.

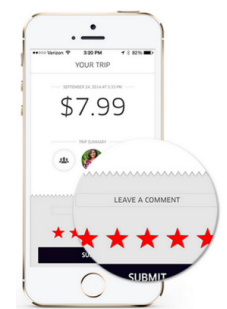
**Working with law enforcement.** In cases where law enforcement provides us with valid legal process, we collaborate with them on investigations, e.g. by providing trip logs.



New technologies, such as GPS mapping, improve safety and increase accountability



Riders can let family and friends know the first name of their driver and where they are in real time



Two-way ratings and feedback enable a constantly up-to-date quality assurance system

## WHO'S BEHIND THE WHEEL?

**Always up-to-date documentation.** Driver-partners must provide their licensing and vehicle documentation before being able to drive on the Uber platform. Our system keeps track of every document's validity; if a document expires, Uber's system automatically prevents the driver from working on the platform until their documents are in order.

**Zero tolerance policies.** In the event of dangerous behaviour by a rider or driver-partner, Uber's response team can deactivate that person's account, immediately preventing him or her from accessing the platform again. This removes incentive for bad behavior and prevents it from being repeated on the platform.

**Driver-Partner Pre-Screenings.** Every Uber driver-partner undergoes a pre-screening process before he or she is allowed to access the platform. This includes both a criminal and driving history check, as well as minimum vehicle requirements. Below are the requirements for Uber's pre-screening process in the United States, with some variance to account for local requirements.

		P2P	LIVERY
AGE AND DOCUMENTATION	Age	If age 21 or 22, the applicant must have a driver's license for THREE or more years	Age 21 or older with 1 year of licensing
		If 23 or older, the applicant must have a driver's license for ONE or more years	
	Documentation	Valid personal auto insurance that meets or exceeds state requirements	Valid commercial auto insurance
			Valid commerical registration
Valid licensing			
DRIVING HISTORY	Minor Violations	No more than THREE in past THREE years	No more than FIVE in past FIVE years
		Non-fatal accidents, moving violations, speeding tickets, traffic light violations	
	Major violations	None of the following in the last THREE years	
		Driving on a suspended, revoked or invalid license or insurance	
		None of the following in the last SEVEN years	
		DUI or drug-related driving offenses	
CRIMINAL HISTORY	Speeding 100+ MPH, hit and run, reckless driving, street racing or speed contest		
	None of the following in last SEVEN years		
	Any felony		
	Any driving-related offenses		
	Violent crimes		
	Sexual offenses		
Child abuse or endangerment			