Uber for Business

Safety Guide

In this guide

Safety quick facts

Know that when your employees ride with Uber...

All Uber trips are GPS-tracked from start to finish

Every passenger trip on the Uber app is insured

All drivers are screened before they can begin using Uber, and re-screened periodically after that [1]

All drivers must maintain a minimum rating from riders to remain active on the platform

All vehicles available on the Uber app must meet minimum age and feature requirements [2]

We provide 24-hour support for all situations, including a dedicated, 24-hour team for critical situations

At Uber,
we take safety
seriously.

Every day, our technology puts millions of people together in cars in cities around the world. Helping keep people safe is a huge responsibility and one we do not take lightly. That's why as CEO, I'm committed to putting safety at the core of everything we do.

This guide is designed to give you a detailed look at the safety and security measures we've established to help keep riders and drivers safe on our platform, from the technology we've built, to the safeguards we've established, for every ride.

Technology can make travel safer than ever before. And while there's been a lot of progress, we're committed to always doing more. I look forward to sharing further developments we're making with you in the future.

We know traveler safety is a top priority for you. Know that it's a priority we share, together.

Dara Khosrowshahi
CEO, Uber
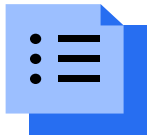
Driver screening and annual reruns

We screen all drivers for criminal and driving history before they can begin using Uber. [3] It's the first step in our approach to safety, to help deliver on recurring safety and quality control checks with every ride.

Driver pre-screenings & documentation

Before a person is allowed to drive with Uber, we complete a screening process that requires an applicant's full name, date of birth, social security number, driver's license number, a copy of his or her driver's license, vehicle insurance, and a valid bank account.

Our system keeps track of every document's validity; if a document expires, Uber's system automatically prevents a driver from accessing the app until their documents are updated in

our system. To run the screenings, we work with Checkr, a third party background check provider accredited by the National Association of Professional Background Screeners.

Driving history review

The driver history check ensures that individuals with a recorded history of serious or repeated driving violations are prevented from joining as drivers.

Criminal history review

Individuals who pass the driving history check then undergo a criminal history check that screens a series of national, state, and local databases including the US Department of Justice National Sex Offender Public Website, the PACER database for federal crimes, and several different databases used to identify suspected terrorists.

New offense notifications

Uber is the first rideshare company to invest in technology that rapidly identifies new offenses. Using data sources that cover most new criminal offenses, we receive notifications when a driver is involved and leverage this information to help continuously enforce our screening standards.

Annual reruns

Uber proactively reruns criminal and motor vehicle checks each year, regardless of whether there is a legal obligation to do so.

Driver safety technology

We believe that technology can help improve safety in new ways. Using available technology in smartphones helps us to better understand what's happening during a ride so we can better prevent problems.

Real-time ID Check

Drivers are asked to take a photo of themselves before going online and at random intervals to verify their identity against our records.

Speed limit alerts

Drivers are alerted with visual and/or audible in-app notifications to remind them to drive within the posted speed limit.

Driving time limits

To help reduce the risks of drowsy driving, drivers using Uber cannot exceed 12 hours of driving time since before they must go offline for at least 6 hours. The Driver app will notify drivers as they approach the limit and automatically go offline when they reach 12 total hours of driving.

Different time limits may apply in some cities due to local regulations.

Insurance

Uber maintains automobile liability and uninsured/underinsured motorist insurance when a passenger is on an Uber trip in the United States. This includes protections for you and others, such as additional riders, pedestrians, and other people on the road. This insurance includes:

At least $1 million of liability coverage per incident. This insurance covers the driver's liability for damages to any third party such as another driver, pedestrian, or property in case of an accident when the Uber driver-partner is at fault. We have provided a $1 million liability policy since commencing ridesharing in early 2013.

At least $250,000 of uninsured/underinsured motorist bodily injury coverage per incident. In the event that another motorist causes an accident with a ridesharing vehicle and doesn't carry adequate (or any) insurance, this policy covers bodily injury to all occupants of the rideshare vehicle. This insurance also provides coverage in cases of a hit and run. The coverage limits vary by state.

Before each trip

Once your employees request a ride with Uber, our technology helps ensure their trip is a smooth one, wherever they need to go.

No more street hails

The Uber app allows for a safe and seamless pickup experience. Your employees can start the Uber app from anywhere, and wait safely inside for their car to arrive. That means no standing on the street to hail a cab or struggling to find the nearest bus stop late at night.

Anonymous communications

Once a rider and driver are matched, the Uber app allows your employees to text or call their driver from an anonymised number, to communicate any particular details about their pick up. No personal contact details are shared between rider and driver when calls are placed through the app.

Easily identify your driver

Before a driver arrives, your employees will see their driver's name, photo, car make and model, and license plate number—so they can know they're hopping in the right car. Additionally, riders can see at a glance a driver's rating and profile, including languages spoken, and selected feedback and compliments.

During a trip

GPS tracked trips

All Uber rides are GPS-tracked from start to finish. Your employees can see their route, the location of the car, and make sure they're headed in the right direction, all from the map inside the app.

Instantly share your location

Employees can easily share live trip details with anyone they choose during a trip. The recipient can securely see the name and photo of the driver, vehicle information, trip progress on a map, and will be alterted when the trip is complete.

Trusted Contacts

Where available, travelers can designate up to five colleagues, friends, or family members as Trusted Contacts, and be prompted to share trip details with them during every ride. Night time sharing only can also be specified.

No need for cash

Uber allows for seamless, cashless transactions, which means no more arguing over fares, broken credit card readers, or lack of change. Company profiles in the Uber app also ensure work trips are charged to the right payment method every time, without the need to keep paper receipts.

911 assistance

The Uber app includes an emergency button to connect riders directly with local emergency services. Importantly, this feature will show the real-time location in the Uber app—both on a map and as an address—so you can share it directly with an emergency operator. In certain cities we are able to send this information automatically to 911 operators.

In-app Safety Center

Where available, employees can access the Safety Center, a dedicated place within the Uber app where they can learn about key safety information, including local guidance built in partnership with law enforcement, driver screening processes, insurance protections and community guidelines.
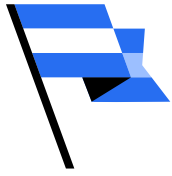
After a trip

24/7 in-app support

Whether someone left an umbrella in a vehicle or has a question about a ride, our customer support team is ready to respond to any issues 24 hours a day, seven days a week.

Feedback after every trip

After every trip, the rider and driver are asked to rate each other and provide feedback. Uber's Global Safety Team monitors this feedback, investigates reported safety issues, and follows up with affected parties–ensuring our rating system and feedback channels continue to provide a robust control check.

Business trip visibility

For added visibility, Business account admins can quickly see all Uber trips taken on a company's account through the Uber for Business dashboard. This includes trip start and end addresses alongside trip cost and other details.

Our Incident Response Team

Uber's Incident Response Team (IRT) is in place to quickly respond to the most urgent issues. If we receive a report about an accident or incident during or after a ride, we can quickly suspend the driver or rider accounts in question, preventing them from accessing the Uber app, while we investigate.

Supporting your duty of care

Uber for Business includes features to help you meet your company's duty of care obligations for employees traveling for work, including 24/7 premium support, traveler trip dashboards, and a real-time data feed integration with International SOS' TravelTracker.

Enhanced visibility

With the Uber for Business dashboard, see at a glance the time, date, and start and end point of trips taken on your business account.

Business support

All riders with an Uber account have access to 24/7 in-app support, including a dedicated team for any critical situations. Uber for Business admins can also access our specialized business support team.

Uber for Business + International SOS

When you choose the Uber for Business with International ISOS integration, your organization will have additional access to important location and safety information, when you need it the most, in order to take action in critical situations.

The ISOS TravelTracker solution gives administrators a dashboard view of their travelers, broken down into locations with current medical or security alerts, and high risk countries.

The International SOS TravelTracker integration with Uber for Business allows Uber for Business to push more real-time data points – such as the employee's last known Uber drop-off location made when using the Uber for Business account–to TravelTracker dashboards so that support can be dispatched.

Our Incident Response Team

Uber's Incident Response Team (IRT) is located in cities around the world to quickly address any critical safety incidents that may arise during a trip.

In responding to incidents, Uber can quickly disable rider and driver accounts, preventing the parties in question from accessing the app until the investigation is complete.

We also have a team of former law enforcement professionals who are on call to work with police at any time to respond to urgent needs and walk them through how we can assist in an investigation.

Of course, accidents and incidents will happen in any transportation system. But we're working hard to ensure that these are kept to a minimum on Uber.
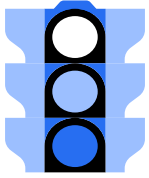
Our Safety Advisory Board

Formed in 2015, Uber's Safety Advisory Board brings together third-party experts from the fields of Law Enforcement, Security, Road Safety, and Women's Safety to provide input on Uber's safety technology and policy development.

We expanded our Safety Advisory Board in 2018 with the appointment of Former U.S. Secretary of Homeland Security Jeh Johnson as Chairman of the Board. From leading U.S. efforts to keep citizens safe, to helping protect the traveling public from the Ebola virus, Secretary Johnson brings global expertise that reflects Uber's size and scale.

Vehicle requirements

When your employees ride with Uber, the consistency goes beyond the same app no matter the city they're in for work. All vehicles available on the Uber platform for rides are required to meet basic requirements for age and features, in compliance with applicable local ridesharing requirements.

This includes:

☑ Vehicle insurance and registration

☑ Age and acceptable make and model requirements

☑ Third party vehicle inspections where required by law

Data security

Uber is committed to protecting the confidentiality, integrity, and reliability of the personal data of riders, drivers, employees, and the data we share with our business customers.

Information security

Uber enforces security controls according to the relative risks and repercussions associated with the type of data. Customer data stored by Uber is in data centers primarily across the United States, each of which includes physical and digital access controls.

Driver access to rider information

Our driver-partners are not employees of Uber. No drivers working for Uber have access to the personal information of a rider beyond what is necessary to complete their trip or delivery. If communication is required before a trip, calls are routed to anonymized phone numbers.

Employee access

Uber enforces policies on devices as part of our endpoint management program. This includes encryption, strong passwords, and additional security controls including two factor authentication, and remote device management.

Administrative entitlements across the organization are restricted based on operational need and are reviewed on a quarterly basis.

GDPR compliance

Uber has implemented policies, procedures, technical safeguards, and administrative measures to satisfy GDPR's requirements.

This includes, for example:

- Incorporating the principles of privacy by design and default into the development of products and services

- Enabling users to exercise their data subject rights, including as relates to the right to be forgotten, and the rights of explanation and right to data portability

- Implementing appropriate data security measures

- Performing data protection impact assessments to determine and mitigate potential risks to individual privacy

- Imposing privacy and data security requirements on Uber vendors

- Appointing a data protection officer

Tips for your team's travel

While Uber continues to build for an even safer future, there are tips your employees can take to have a smoother ride.

Always check your ride

Before you hop in the car, always double check that the license plate, make/model of the car, and driver photo match what's displayed in the app. In addition, your employees can ask a driver to confirm their name by asking "Who are you here for?" as an extra check.

Be a backseat rider

If you're riding alone, sit in the backseat. This helps ensure you can safely exit on either side of the vehicle to avoid moving traffic, and it gives you and your driver some personal space.

Request your ride inside

Avoid spending unnecessary time outside alone with your phone in your hand. Instead, wait indoors until the app shows your driver has arrived.

Share trip details with a friend

While en route, tap "Share status" in the app to share your driver's name, photo, license plate, and location with a friend or family member.

Protect your personal information

There's no need to share your phone number or other contact information with your driver. If a rider and driver need to contact each other, the Uber app automatically anonymizes both phone numbers to help protect everyone's privacy.

Community Guidelines

We created our Community Guidelines to make sure the Uber community feels safe and inclusive to everyone. Think of them as ground rules for how to have a mutually respectful ride.

Find out more at **t.uber.com/community guidelines**

Common questions

Are Uber drivers vetted?

Yes. All drivers undergo screening for criminal and driving history before they can begin using Uber.

What insurance is provided on Uber trips?

Uber maintains commercial auto insurance for every trip while operating on the Uber platform.

For more information on the insurance Uber maintains on behalf of its driver partners, please see uber.com/drive/insurance.

Do Uber drivers have their own insurance?

Uber requires its driver-partners to maintain valid personal auto insurance that covers the driver-partner and the vehicle while driving his/her car for personal use. However, Uber maintains commercial auto insurance for every trip while the driver-partner has a passenger in the vehicle and is operating while on the Uber platform.

Can I see personal trips my employees take with Uber for Business?

No. An Uber for Business admin or trip reviewer can only see trips taken on your company's profile, as selected by the individual traveler or employee.

Can our employees take personal trips on our company credit card?

Uber for Business gives you various methods to manage how your employees can travel with Uber for work. You can set mandatory expense codes, control where trips can begin and end, and provide allowances, among other controls.

Learn more at uber.com/business.

What has Uber done to be compliant with GDPR?

Uber has implemented policies, procedures, technical safeguards, and administrative measures to satisfy GDPR's requirements. This includes, for example:

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Get your business moving with Uber.

uber.com/business

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