

## UBER EATS UK | Modern Slavery Statement | Year Ending 31 March 2020

### 1. INTRODUCTION

Uber Eats UK Limited (“**Uber Eats UK**”) has a zero-tolerance approach to slavery, servitude, forced labour and human trafficking (which together we call “**Modern Slavery**”) and is committed to conducting its business in a manner in order to prevent and tackle modern slavery in our business and supply chain, as well as promoting and protecting the rights, safety and welfare of our partners, staff and users.

In preparing the Statement, we have assessed the risk of modern slavery across our business and supply chain including through the various partnerships and practices in place, to ensure that we can identify, react to and address any issues.

### 2. ABOUT UBER EATS UK

The Uber Eats app launched in the UK in 2016 as a new food delivery platform, which makes getting great food from your local favourite restaurants easy.

With the Uber Eats smartphone app, consumers can easily connect with restaurants in more than 150 towns and cities across the UK. Restaurants can then connect with independent delivery-partners using the Uber smartphone app. Delivery-partners who use the App in the UK are required to complete a basic Disclosure and Barring Service (“**DBS**”) background check.

### 3. OUR BUSINESS AND SUPPLY CHAIN

- **Key business functions:** Uber Eats UK has a number of in-house functions which comprise its key business operations. This includes our staff working at Uber's offices on a whole host of business functions, our dedicated partner onboarding centres, and our Centres of Excellence, which provide a key response function to reports of safety issues (including those relating to modern slavery).
- **Partner-drivers, delivery-partners and restaurant partners:** Individuals and companies across the UK use the app to help riders get from A to B, and eaters get the food that they want.
- **Service providers:** Uber Eats UK engages a number of external companies across the UK and beyond to provide a range of services relating to IT, catering, cleaning, maintenance and temporary staffing.

Safety is at the heart of everything we do, and we believe it is very important that everyone who interacts with our business and supply chain should share and practise our own values, and have a number of policies and practices in place to help achieve this.

Each year we are taking progressive steps to reduce modern slavery risks across our supply chain. We have in place a procurement and supplier policy, so that any procurement activity over \$250k requires us to carry out appropriate due diligence against all relevant Uber Eats policies and local laws, including UK laws on modern slavery. In the last year we have

developed a strategic partnership with CBRE and Compass group for our facilities services, both of whom have strong Modern Slavery policies and processes in place.

#### **4. OUR POLICIES AND PRACTICES ON MODERN SLAVERY AND HUMAN TRAFFICKING**

Uber Eats is committed to making sure that our business and supply chain are free from modern slavery. We already tackle these issues using a number of established policies and procedures, including:

- a) **Modern Slavery Policy:** We have a dedicated Modern Slavery Policy which aims to prevent and encourage reporting of modern slavery concerns and we expect the same high standards from contractors, suppliers and other business partners.
- b) **Safety Reporting Procedure:** We have spent a great deal of time developing our safety reporting procedure, which allows app users to report any concerns they have when using our app (which can include anything connected to modern slavery), and for these reports to be quickly escalated to our dedicated Safety Team to respond to appropriately.
- c) **Safety Team Guidelines:** Our Safety Team undergo extensive training so that they are equipped to respond to any reports we receive in a consistent and timely manner.
- d) **Whistleblowing Policy:** Uber Eats UK has a Whistleblowing Hotline and internal Whistleblowing Policy, which helps facilitate and encourage the reporting of potentially illegal or unethical conduct (including in relation to modern slavery), without fear of victimisation or retaliation.

We continue to work closely with Law Enforcement to ensure that our approach is aligned to best practice, and monitor and update our approach to modern slavery on an ongoing basis, considering what further measures might help us to achieve our objective of prevention and reporting of modern slavery concerns.

#### **5. RISK ASSESSMENT AND DUE DILIGENCE PROCESS FOR OUR PARTNERS AND SUPPLY CHAIN**

Uber Eats UK is committed to building a comprehensive understanding of the key risks across our supply chain. We have partnered with The Salvation Army and Unseen UK to help inform our understanding of Modern Slavery risks.

Uber Eats UK engages with a number of third parties as suppliers, vendors and partners across the UK. We have assessed our service providers, and while we deem these to be generally be lower risk, we continue to perform due diligence when engaging with third parties, including through review of the third parties' own Modern Slavery Policy's where applicable. We also continue to seek contractual protections where appropriate, and have measures in place to check that our key suppliers are compliant with their obligations and promptly reporting any serious concerns regarding modern slavery.

Due diligence processes are also carried out on all partner-drivers before they are able to use our app. All delivery-partners are required to undertake background checks and provide evidence of their identity and right to work in the UK.

We also have a policy in place in respect of delivery-partner substitution, in addition to numerous controls in place to help detect misuse of substitution and syndicate account sharing, both of which may be indicative of modern slavery among delivery-partners. Delivery-partners are regularly reminded of their obligations under the Modern Slavery Act, and are encouraged to treat substitutes fairly and responsibly. The Policy on substitution is also available on our [website](#).

## **6. TRAINING AND INFORMATION**

To ensure a high level of understanding of the risks of modern slavery to our business and supply chain, we provide recommendations and information to delivery-partners as part of our Monthly Partner Update initiative. A snapshot of this information can be found on our website, here: [Uber Eats UK Limited's Modern day slavery statement & how to help](#), which also includes more information on some of our partnerships. A further initiative that has been rolled out in London refers drivers to a training video created by Barnardos. Resources such as these help partners to identify warning signs for modern slavery, and encourages them to report any concerns.

In order to ensure that our staff across business functions, in the dedicated onboarding team centres, and Centres of Excellence are also properly equipped to tackle issues of modern slavery, we are currently designing a desk based training session which will provide them with key information on what issues to look out for and where they can go to raise a concern.

## **7. MEASURING OUR EFFECTIVENESS IN COMBATING MODERN SLAVERY**

We remain confident that we are presenting a robust and consistent message regarding modern slavery across our business, and continue to monitor how effectively we are tackling modern slavery using a number of key indicators. These include the number of reports made to Uber Eats with regards to modern slavery, and time taken for us to respond appropriately to such reports which are monitored in a Modern Slavery Report Tracker and escalated via the Safety team.

We have appointed a lead Director for Modern Slavery and oversight is provided by Uber Eats UK Limited directors. Any Modern Slavery reports that are escalated to the Compliance and/or Safety Team are tagged as relating to Modern Slavery, and periodically collated into a Modern Slavery Report Tracker, so that a periodic report of all related issues can be shared with the senior management and the directors. This feeds into Uber Eats's annual modern slavery action plan, which sets out key actions for Uber Eats to take in further mitigating the risk of modern slavery across our supply chain.

## **8. DECLARATION**

This statement has been approved by the Board of Uber Eats UK Limited and is made pursuant to section 54(1) of the Modern Slavery Act 2015 and constitutes our modern slavery and human trafficking statement for the financial year ending 31 March 2020.

Signed: 

**Name:** Francois Chadwick

**Date:** 31 March 2020

**For and on behalf of Uber Eats UK Limited**