

Uber

Modern Slavery Statement

2019

Modern Slavery Statement

1. Introduction

Uber London Limited and Uber Britannia Limited (“**Uber 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 UK

The Uber app started in San Francisco in 2009 to solve a simple problem: how do you get from A to B at the touch of a button? More than 10 billion trips later across the world, we're building products to get people closer to where they want to be.

With the Uber smartphone app, riders can easily connect with licensed partner-drivers in more than 60 towns and cities across the UK. All partner-drivers who use the app in the UK must be licensed by a Local Authority, which requires completion of an enhanced Disclosure and Barring Service ("DBS") background check.

In 2016, Uber Eats was also launched in the UK as a new food delivery platform, which makes getting great food from your local favourite restaurants as easy as requesting a ride. Uber EATS now meets the threshold to report separately and as such will produce their own Annual Statement.

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3. Our Business and Supply Chain

- **Key business functions:** Uber 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.
- **Fleet partners:** Uber has agreements with various fleet partners across the UK. These partners - which can be either companies or sole traders - have a network of drivers under their control, and payment of individual drivers who are part of the fleet is handled by the partner. Our Fleet Partner Otto was reviewed in January 2020 and it was confirmed that they provide an Annual Statement and have appropriate policies and processes in place.
- **Service providers:** Uber 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 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 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 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 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 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. Drivers using the Uber app must be licensed for private hire by the appropriate regulator (e.g. TfL), and all partner-drivers and delivery partners are required to undertake background checks and provide evidence of their identity and right to work in the UK. Uber will not allow any partner-driver who does not pass our checks to access the app, and checks are

completed on a recurring basis, and are not limited to the point of first sign up.

Account sharing syndicates, which are in breach of our usage policies, presents a risk. This could include individual couriers waiting outside popular restaurants, and accepting delivery requests using multiple phones each registered to a different account, refusing to pass on the fares to the individual making the delivery. To address this risk, Uber has implemented a number of measures to prevent revenues from several accounts being diverted to a single person.

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 partner-drivers and delivery-partners as part of our Weekly Partner Update initiative. A snapshot of this information can be found on our website, here: [Uber London 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

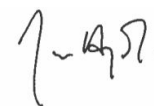
We remain confident that we are presenting a robust and consistent message regarding modern slavery across our business, and continue to monitor how effectively we are tackling modern slavery using a number of key indicators. These include the number of reports made to Uber with regards to modern slavery, 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 the Uber London Limited Board. 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 Board. This feeds into Uber's annual modern slavery action plan, which sets out key actions for Uber 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 London 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: Jamie Heywood

Date: 31 March 2020

For and on behalf of Uber London Limited and Uber Britannia Limited

