

STATEMENT:

"The details reported by the rider are disturbing. We take these types of reports seriously and began our investigation as soon as we became aware of the allegations."

"Sexual assault is a devastating crime and no industry or community is immune from these issues. We have pioneered many of the safety features, like the emergency button, that are standard in the industry today. Our work on safety is never done, and we remain committed to investing in technology and building policies with safety top of mind."

BACKGROUND: The driver no longer has access to the platform and hasn't had access to the platform for several years.

- We take reports of this nature extremely seriously and have a dedicated team of safety agents to investigate these types of reports and take appropriate action, which includes removing access to the platform.
- Sexual assault is a societal issue and Uber help set the standard for safety and transparency in our industry. We voluntarily published the first-of-its-kind [safety report \[uber.com\]](#) in 2019, disclosing the number of incidents, including sexual assaults that occur on the platform.
 - Uber completed more than 2.3 billion trips in 2017-2018. During this time, more than **3 million trips** took place **each day** in the US. (pg. 49)
 - **Overall, any safety issue is exceptionally rare: 99.9%** of trips ended without any safety-related report. (Most of that **0.1%** is made up of minor safety issues, like complaints of harsh braking.) And **0.0003%** of trips had a report of a critical safety incident, which are the incidents referenced in this report. (pg. 49)
 - For the most serious category of sexual assault (Non-Consensual Sexual Penetration): the data shows this was reported on 0.00002% of US trips completed during the 2017-2018 timeframe. (pg. 58)
 - From 2017 to 2018, Uber saw approximately a 16% decrease in the average incident rate of the 5 most serious sexual assault categories reported
- The CPUC wanted the full names and contact information of the reporting party, witness, and alleged perpetrator related to each incident. Uber has taken a survivor-centric approach and will not violate a survivor's right to privacy. We are complying with all of the data requests in a manner that protects privacy concerns.
 - Identifying information for survivors about past incidents will not be shared and the CPUC will not reach out to those individuals.
 - Moving forward, we will provide anonymized data and also provide CPUC contact information to individuals reporting sexual assault.
 - Here is the statement we released regarding the CPUC settlement:
 - "Working together with the California Public Utilities Commission and experts from RAINN, we've been able to find a path forward that preserves the privacy and agency of sexual assault survivors. We look forward to continued collaboration with the Commission to shine a light on this societal issue and help set the standard for safety and transparency in our industry." - Tony West, Senior Vice President and Chief Legal Officer, Uber
 - We have since settled the matter with the CPUC. More [HERE \[cpuc.ca.gov\]](#).
- **Background Checks/Continuous background checks:** All potential drivers are required to go through our background check process, which checks MVR and criminal offenses at the local, state and federal level. Drivers are re-screened annually and we also have a continuous background checks process in place that

monitors for new offenses. Our process complies with local requirements and laws in the jurisdictions where we operate. You can read more about our background checks in our [US Safety Report \[uber.com\]](#) (p.20-22)

- **Industry Sharing Safety Program:** In 2021 we launched an initiative with Lyft that enables us to share information about the drivers and delivery people deactivated from each company's platform for the most serious safety incidents including sexual assault and physical assaults resulting in a fatality. [See blog here \[uber.com\]](#).
- Uber believes in leveraging technology to make the platform safer. For more information on our top safety features for riders, click [here \[youtube.com\]](#).
- Uber has a Public Safety Team that stands ready to assist law enforcement with their investigations. For more information click [here \[youtube.com\]](#).
- **Uber Survivor Resources Hotline and Fund:** In 2020, Uber launched a dedicated Survivor Resources Hotline and Fund in partnership with RAINN to provide confidential crisis support and specialized services to survivors who report critical sexual assault incidents on the Uber app. The Hotline is staffed by RAINN support specialists who can provide guidance and connect survivors to assistance such as therapy to assist with their healing. Information about who has accessed the hotline and fund is confidential and will not be shared with Uber, and support is provided without legal provisions or pre-conditions. [See more information here \[uber.com\]](#).
- **Sexual misconduct education for all drivers:** In 2020, Uber will expand sexual misconduct and assault education to all US drivers. We partnered with RAINN, the nation's largest sexual violence organization, to design this program.
- Uber has leveraged technology to build safety into the platform:
 - **Emergency Button:** The [Emergency Button \[uber.com\]](#) enables riders and drivers to call or text 911 directly through the app. The feature surfaces real-time location and trip information, like car make and model and license plate, so it can be relayed to 911 call takers. In select cities, we've also added a text-to-911 option.
 - **911 Integration:** Available in over 1800+ jurisdictions, if a rider or driver uses the Emergency Button, our tech and partnership with Rapid SOS enables key trip details to be digitally sent to 911 dispatchers including the caller's name, make and model of the vehicle, license plate, and GPS location.
 - **RideCheck:** Using sensors and GPS data, [RideCheck \[uber.com\]](#) can help detect if a trip goes unusually off-course or if a possible crash has occurred. If the app detects anything out of the ordinary, we'll reach out to riders and drivers to check-in and provide them with the resources they may need to get help.
 - **On-Trip Reporting:** Riders have the ability to discreetly [report \[uber.com\]](#) a non-emergency safety issue in real-time while it is top of mind, instead of waiting until after the trip has ended
 - **Check Your Ride:** In 2019, we launched [push notifications \[uber.com\]](#) and in-app reminders that instruct riders to make sure the car details -- make and model, license

plate, and driver photo - match what is in the app before getting in.

- **Verify Your Ride:** Riders have the option to verify each of their rides with a unique, 4-digit PIN that they can verbally provide to their driver, who will have to enter it into their own app to start the trip. This helps riders ensure they're getting into the right car, and helps drivers ensure that they're picking up the right rider.
- **GPS Tracking** - Each trip is GPS tracked so there is a record of the trip. Pertinent information is included on the receipt and trip history.
- **Anonymized Contacts** - We use technology to anonymize phone numbers when riders and drivers contact each other through the app. Additionally, we've taken steps to anonymize exact pick-up and drop-off addresses in the driver's trip history.
- **Trip Sharing** - Riders and drivers can share their trip so friends and family can follow them on a map in real-time, and know when they've arrived.