

A SAFE RIDE FROM A TO B

U B E R

Uber is a technology company that is evolving the way cities move, using our app to connect riders with drivers at the tap of a button.

We prioritise safety above all else, which is why hundreds of thousands of Australians choose Uber as a safe, reliable and convenient way to travel in their city, and in over 340 cities around the world.

Here are some of the innovative solutions we've implemented to improve safety for riders and driver-partners before, during and after every ride.

BEFORE YOU RIDE



BACKGROUND CHECKS

All drivers must be at least 21 years of age and are required to undergo rigorous criminal background and driver history checks provided by the Australian Federal Police and relevant state transport departments.



VEHICLE SAFETY

All vehicles must be nine years or newer, in good condition with four doors. Additionally, before a vehicle is allowed on the platform it must be inspected by an accredited third-party vehicle inspector, and then at least once a year thereafter.



INSURANCE

Riders are automatically covered by Australian state government legislated compulsory third party (CTP) injury insurance, as well as each partner's own car insurance. On top of that, every Australian uberX trip is covered by vehicle liability insurance issued by CGU, which provides at least AUD\$20,000,000 for third party bodily injury and property damage.



NO STREET HAILS

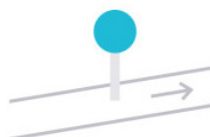
The Uber app pinpoints your location so you can request a ride from anywhere and wait safely for your ride to arrive. The GPS-enabled map allows you to follow the car on approach and receive a notification when your ride arrives.



NOBODY'S A STRANGER

When you request a ride through the Uber app you are provided with your driver's name, photo, vehicle model, registration plate number and their star rating, which is based on other riders' previous experiences with the driver.

DURING YOUR TRIP



ALWAYS KNOW WHERE YOU'RE GOING

As soon as a driver accepts your request, the trip is tracked in real-time using GPS technology, so you always know where you're going and can check you're on the right route.

DURING YOUR TRIP Cont.

U B E R

SHARE YOUR LOCATION



With our new SafetyNet feature you can easily share your trip details - including specific route and estimated time of arrival - with up to five pre-selected friends or family with two taps of a button, even if they don't have the Uber app.

HASSLE-FREE PAYMENTS



Every trip is cashless which means riders and drivers never have to worry about the risk or hassle of carrying cash or handling change. Once your trip ends, the fare is calculated and your securely stored payment method is charged seamlessly and you will receive your receipt for the trip immediately.

AFTER YOU RIDE

ACTIONABLE FEEDBACK



Our unique two-way feedback system allows riders and drivers to rate each other out of five stars after each trip and submit written feedback. This brings transparency and accountability to every trip.

24/7 SUPPORT



We take your feedback very seriously, and we act on it. Lost something? Have a question? Need to report a trip? Our 24/7 rider and driver support team are always here to help. Your feedback helps us maintain our high safety and service standards.

RAPID RESPONSE



We have a dedicated Incident Response Team to address any urgent issues. If we receive a report that there has been an accident or altercation between a rider and driver, we can prevent them from accessing the platform while we investigate.

BEHIND THE SCENES

ANONYMOUS CONTACT DETAILS



We use technology that anonymises riders' and drivers' phone numbers so that they do not have each other's personal contact details.

ALWAYS ON THE MAP



PS data for all rides on the Uber platform is logged so we can know which drivers and riders are riding together and where they are for the duration of the trip. GPS enables us to verify the efficiency of every route being used, which creates accountability and a strong incentive for good behaviour.

SUPPORTING THE POLICE



In cases where the police are investigating a relevant incident, we assist their investigations. For example, by providing trip logs.