

Uber

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# Our commitment to safety

We want you to move freely, make the most of your time, and be connected to the people and places that matter most to you.

That's why we're committed to safety—from the creation of new standards to the development of technology with the aim of reducing incidents.



### **Masks are now recommended, per provincial guidelines**

Following updates to provincial guidelines, riders and drivers in Canada are no longer required by Uber to wear masks, unless required by law.\*

However, as per Health Canada's advice, we strongly recommend wearing a mask depending on personal risk factors and infection rates in your area.

Remember: many people still feel safer wearing a mask because of personal or family health situations, so please be respectful of their preferences. And if you ever feel uncomfortable, you can always cancel the trip.

To learn more, go [here](#)



### Updating our no-front-seat policy

Riders are no longer required to sit in the back seat. However, to give drivers space, we ask that riders only use the front seat if it's required because of the size of their group.



### Thank you for helping take care of one another

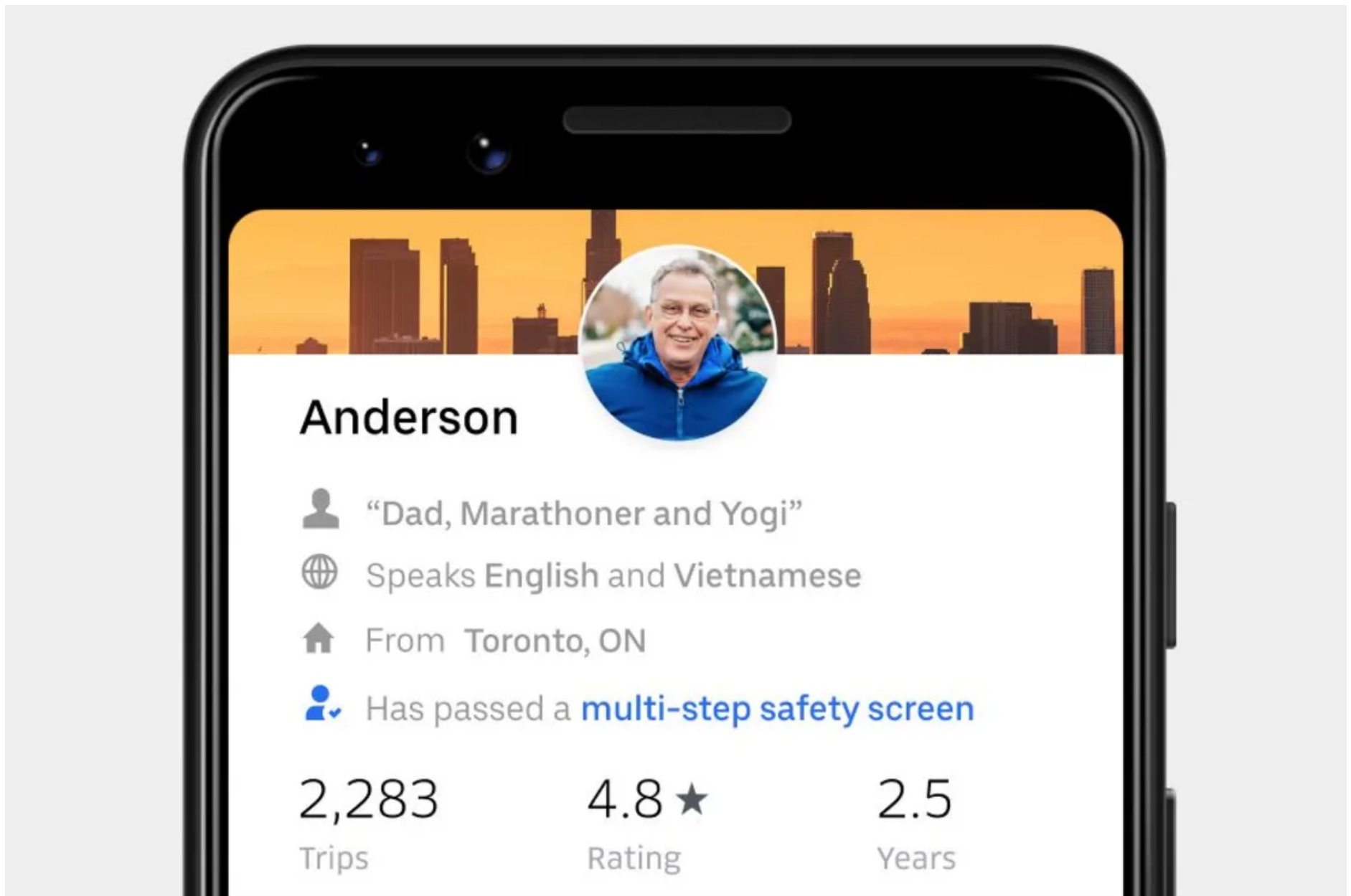
We know the pandemic has been difficult. But you've continued to go the extra mile to help protect our communities—whether it's wearing a mask, making space for one another, or giving drivers the respect they deserve. Thank you for that.

It's still important to take safety precautions while riding, driving, and delivering. So make sure to roll down the windows for extra airflow, sanitize your hands before and after trips or deliveries, and always cover your cough or sneeze.

## All drivers are background checked before their first trip

Before anyone can drive with Uber, they must undergo a multi-step safety screening that includes driving and impaired driving violations, and a criminal record check. In addition, drivers are rescreened every year.

How driver screening works



## There's emergency help if you need it

In an emergency, speed and accuracy are critical. If you call 911 from the Uber app, the app displays your live location and trip details, so you can share them with the emergency dispatcher.

See how it works

# 911 Assistance

Here is your current trip information. You can share it with authorities when you call 911.



Blake's vehicle information

Honda Civic • FXC6172

Estimated current location

# There's auto insurance to help protect you

Economical Insurance protects riders and drivers on the Uber app. Uber maintains commercial auto insurance on behalf of drivers and delivery people in case of a covered accident.

[Learn more about insurance](#)



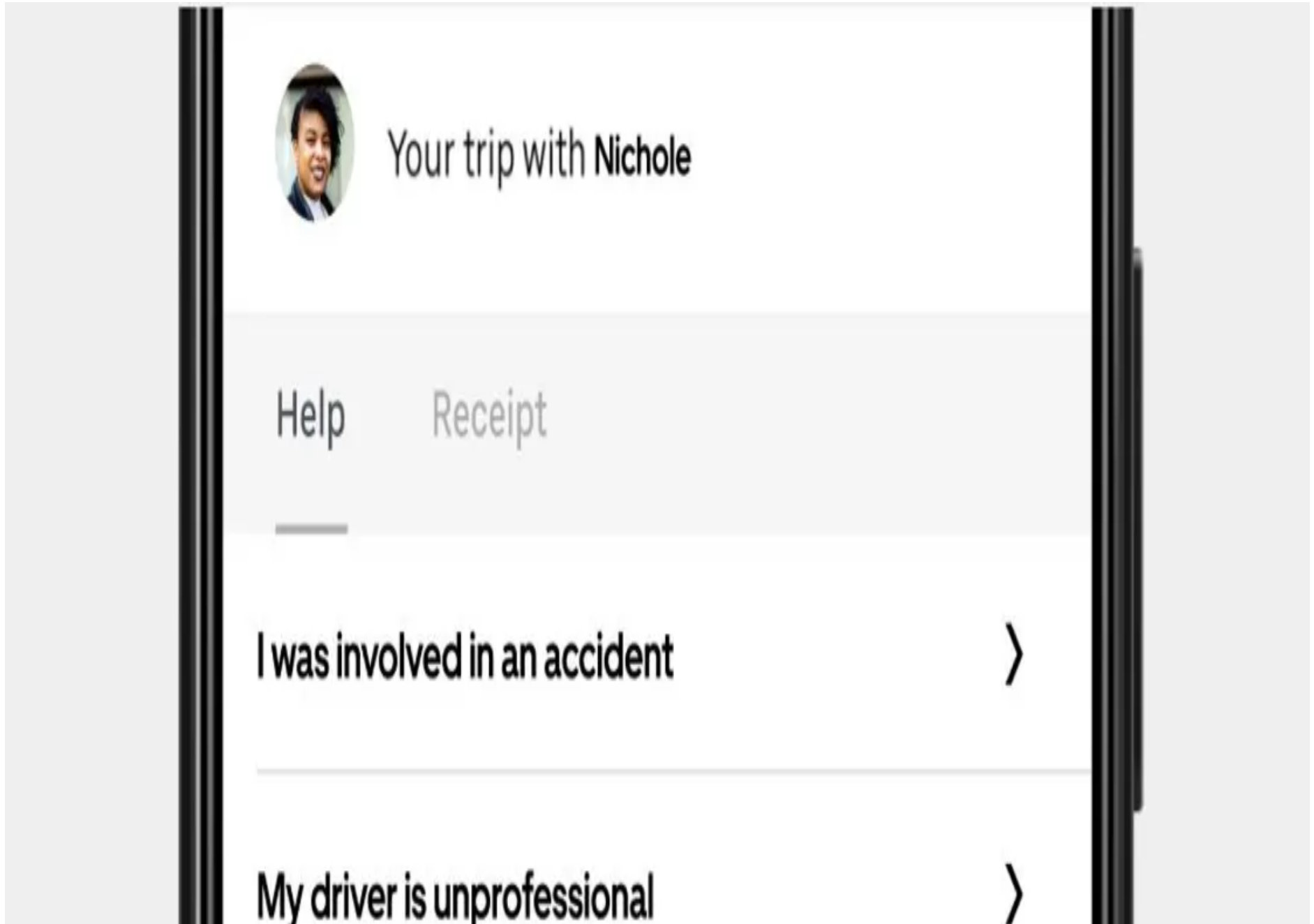
# Auto insurance on every trip

**You have our support, whenever you need it**



Uber support is available 24 hours a day, 7 days a week, and is handled by a team of trained safety agents. If you're in immediate danger, you should always contact authorities first.

How to reach us



**Your personal details stay private**

We use technology to help keep your phone number private, so neither drivers nor riders will see each other's numbers when communicating through the Uber app. Once a trip is completed, the app also protects rider information by concealing specific pickup and dropoff addresses in a driver's trip history.



**Driver will not  
see your number**

**Call Driver**

## More about safety at Uber

**Our Community Guidelines**



**Rider safety**



**Driver safety**



**Women's safety**



**Public safety portal**



\*Masks may still be required by law in some areas. Please check your local requirements regarding COVID-19 safety protocols. All users of the Uber platform are required to comply with applicable laws and regulations while using Uber.

Screenshots may differ from your in-app experience. The material provided on this web page is intended for informational purposes only and may not be applicable in your country, region, or city. It is subject to change and may be updated without notice.

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