

## Ride with confidence

The Uber platform was built with safety in mind. Through incident prevention tools, insurance coverage, and technology that keeps you connected, we're dedicated to helping you move safely and focus on what matters most.<sup>1</sup>



### Masks are no longer required

Riders and drivers are not required to wear masks when using Uber.<sup>2</sup> However, the CDC still recommends wearing a mask if you have certain personal risk factors and/or high transmission levels 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

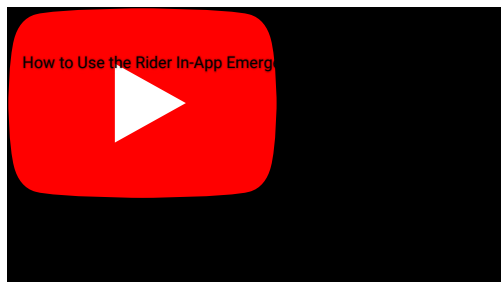
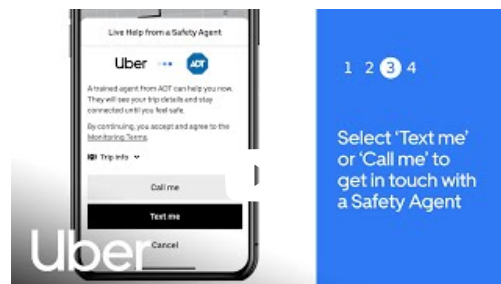
We know the pandemic has been difficult. But you've continued to go the extra mile to help protect our communities—whether it's wearing a mask, making space for one another, or giving drivers the respect they deserve. Thank you for that.

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.

## Live help from a Safety Agent

Through our new partnership with ADT, America's most trusted home security brand, you can now get live help from a Safety Agent directly in the app.

If you ever feel uncomfortable on a trip but aren't in an emergency situation, you can tap the safety shield icon, select Contact safety agent, and get help from a trained ADT agent—either on the phone or silently via text. If the situation escalates, ADT can call 911 for you.



## Emergency help if you need it

If you ever need urgent help when riding with the Uber app, you can contact 911 using the in-app Emergency Button in the Safety Toolkit.

The app will show your live location, vehicle information, and license plate number, which you can quickly share with the emergency dispatcher so they can send help faster. And in a growing number of US cities, this information is automatically provided to the dispatcher.

# Check your ride, every time

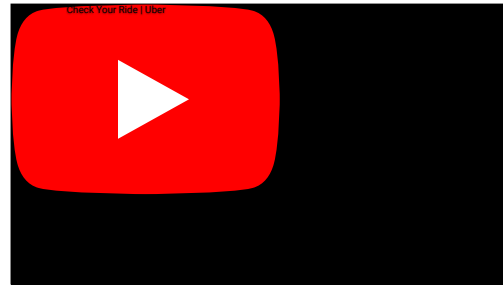
Before you hop in, take a second to double-check the app for your driver's information. Follow these 3 steps to make sure you get into the right car:

**Step 1:** Match the license plate number.

**Step 2:** Match the car make and model.

**Step 3:** Check the driver's photo.

[See more safety tips](#)



## Designing a safer ride

### Driver screenings

Before anyone can drive with Uber in the US, they must complete a background check.<sup>3</sup> Current drivers continue to be vetted at least every year.<sup>4</sup>

### Features to help keep you safe

On every trip, you can tap a button for safety tools and get help whenever you need it.

### Community Guidelines

Our guidelines ask you to treat others with respect, follow the law, and keep one another safe. Anyone who doesn't follow them may lose access to our apps.

[Learn more](#)

## Your number stays private in the app

Your phone number is private—and it should stay that way. We use technology to keep your number private, so drivers will not see your phone number when you call through the app.

## All drivers are screened

Before anyone can drive with Uber, they must undergo a multi-step safety screen.<sup>3</sup> Screenings check for issues including, but not limited to, impaired driving and violent offenses.

#### Annual reruns

We rerun driving and criminal history checks every year following each driver's initial check to ensure that they continue to meet our standards.<sup>4</sup>

#### Ongoing notifications

We use technology that proactively fetches new criminal offenses using several sources. We're notified if a new offense involving an active driver is identified, then we review these offenses to make sure the driver is still eligible to drive with Uber.

#### Real-time identification

People who drive with Uber are periodically asked to take a selfie, which we match against their on-file identification to help ensure that the right driver is behind the wheel.

## Your safety drives us

Safety features are designed into the app. So you get home after a night out. So you can tell your loved ones where you are. And so there's help if something unexpected happens.<sup>1</sup>

#### Emergency assistance button

You can use the in-app Emergency Button to call 911 to get help if you need it. The app displays your location and trip details, so you can quickly share them with the 911 dispatcher. In select US cities, this information is automatically shared with emergency services when you call.

#### 24/7 incident support

Our customer support team is specially trained to respond to urgent safety issues.

#### Share My Trip

Set up your Trusted Contacts and create reminders to share your trip status with friends and family in real time.

#### Safety Toolkit

Access the Uber app's safety features all in one place whenever you've requested a ride with Uber.

#### 2-way ratings

Your feedback matters. Low-rated trips are logged, and users may be removed.

#### GPS tracking

All rides on the Uber platform are tracked by GPS.

#### Phone number anonymization

The app makes phone numbers anonymous, so your personal information stays private.

#### RideCheck

Using sensors and GPS data, RideCheck can help detect if a trip goes unusually off-course or a possible crash has occurred. If the app notices such events, we'll check in on you and offer resources to get help.

#### On-Trip Reporting

If you feel unsafe while on a trip, you can immediately and discreetly report it to Uber. A member of our Safety team will reach out for support shortly after the trip.

#### Contact safety agent

You can connect with an ADT Safety Agent via phone call or text on every trip. Just tap the safety shield icon and select Contact safety agent.

# Insurance on every trip

Leading auto insurance providers like Farmers®, Liberty Mutual, and Progressive help protect you in the event of a covered accident.

## Strengthening our community

Our Community Guidelines were established to keep Uber enjoyable and inclusive for everyone. Any person who doesn't follow the guidelines can be removed from the platform.

[Review Community Guidelines](#)

## Safer journeys for everyone

Our commitment to safety goes beyond the app. We partner with leading organizations to help make roads safer and our cities stronger.



### Listening to a Safety Advisory Board

Uber develops new processes and features with the help of leading experts from the fields of safety and security, women's safety, civil rights, and road safety.



### Partnering with public safety officials

Uber has an investigative team of former law enforcement professionals who offer immediate assistance to public safety officials in active cases.



### Supporting disaster-relief efforts

Our team works with government officials and organizations like the Red Cross to support relief efforts on the ground.

### Helping to prevent impaired driving

We team up with organizations like Mothers Against Drunk Driving (MADD) to educate the public on the dangers of driving while impaired.

[Learn more](#)

### Helping to end gender-based violence

In collaboration with advocacy groups like NO MORE, we support awareness and prevention campaigns to help end sexual assault and harassment.

[Learn more](#)

## More about safety



### Driver safety

Drive when and where you want with confidence.

[Learn more](#)



### Our commitment to safety

You deserve to be able to move and earn safely.

[Read more](#)

<sup>1</sup>Certain features vary by region and may be unavailable.

<sup>2</sup>Masks may still be required by law in some areas. Please check your local requirements regarding COVID-19 safety protocols. Everyone using the Uber platform is required to comply with applicable laws and regulations while doing so.

<sup>3</sup>Depending on applicable regulations, laws, and practices in the city where you want to drive, this background check may include your entire adult history, beginning at the age of 18.

<sup>4</sup>Annual driving history reruns do not apply in NYC.

Uber

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