



**Cambridge City Council
Licensing Sub-Committee**

Date: Monday, 18 December 2017

Time: 10.00 am

Venue: Committee Room 1 & 2, The Guildhall, Market Square, Cambridge, CB2 3QJ

Contact: democratic.services@cambridge.gov.uk, tel:01223 457013

Agenda

- 1 Appointment of a Chair
- 2 Declarations of Interest
- 3 Meeting Procedure
- 4 Private Hire Operators Licence Renewal Application (Pages 5 - 132)

Licensing Sub Committee Members: Councillors Benstead, Bird, and T. Moore

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Licensing Sub-Committee: Taxi Applications Hearings Procedure

The City Council is the licensing authority for Hackney Carriages and Private Hire Vehicles within the City of Cambridge. The Licensing Team of the City Council is responsible for all licensing matters and an “Officer” is a manager or member of that team.

The Hearing

1. Present at the hearing will be members of the Licensing Sub-Committee, the Officer and a Legal Officer who will be the Sub-Committee’s legal adviser. A Committee Manager may also be present.
2. At the start of the hearing the Chair of the Sub-Committee will open the meeting, introduce the members of the committee and officers present and explain the procedure to be followed.
3. The Officer will outline the report and present any information considered relevant in relation to the case.
4. Members may ask any relevant questions of the Officer.
5. The Chair will invite the applicant or her/his representative to ask any questions of the Officer.
6. The Chair will invite the applicant or a representative to put the applicant’s case to the committee. The Chair will have discretion to determine whether the committee will hear from additional speakers.
7. Members may ask any relevant questions of the applicant and/or her/his witnesses.
8. The Officer may ask any relevant questions to clarify the information that has been given.
9. When all the information has been offered, the Chair will invite all parties to summarise their points if they wish.
10. The Chair will ask all parties if they are satisfied that they have had the opportunity to say everything that they wish to say.
11. The Chair will invite the Legal Adviser to the Sub Committee to give any legal advice that the Adviser considers to be appropriate.

12. If the Sub-Committee wish to consider their decision in private, everyone, except the members of the Sub-Committee, will be asked to leave the room; alternatively the Sub-Committee will withdraw to another room. The Sub-Committee may invite the Legal Adviser to join them. Any legal advice given to the Sub-Committee when they are withdrawn will be reported back to the hearing before the Chair resumes it.

13. The Sub-Committee may reconvene the meeting in order to seek clarification of the facts.

14. When the decision has been made the Chair will announce this to the applicant.

The Decision

15. Following the hearing the Council will write to the applicant with formal notification of the decision of the Sub-Committee and informing the applicant of any right to appeal to the Magistrates Court and the time within which appeals must be submitted.



Item

FIRST RENEWAL OF OPERATOR LICENCE

To:

Taxi Licensing Sub-Committee

Report by:

Luke Catchpole, Technical Officer

Tel: 01223 457818 Email: luke.catchpole@cambridge.gov.uk

Wards affected:

All

1. Introduction

- 1.1 The purpose of this report is to consider the first renewal of the private hire Operator's licence held by Uber Britannia Limited. An application to renew the licence was made by Uber Britannia Limited on 7th November 2017. A copy of the application form is attached to the report as Appendix A.
- 1.2 The application is classed as a first renewal application, which is for any Operator wishing to renew the licence at the expiry of the first year of holding the licence. An Operator will need to demonstrate that they have been operating a private hire business for the full duration of the licence (one year). The matter will then be referred to Licensing Sub-Committee who will then review the matter to determine whether the applicant is a fit and proper person(s) to hold an operator's licence.
- 1.3 The applicant has requested an Operator's licence to be granted for five years.

2. Recommendation

- 2.1 It is recommended that Members consider the information contained in this report, any representations made to them and the legislative provisions and policy considerations detailed in paragraphs 4 and 5 below, and determine whether Uber Britannia Limited is “fit and proper” to continue to be a licensed private hire operator by Cambridge City Council.
- 2.2 If Members consider Uber Britannia to be fit and proper and decide to grant the renewal of the operator’s licence, Members can decide to grant it for a period of one year, five years or for any other time period that is deemed appropriate.

3. Background

Page: 2

- 3.1 Uber Britannia Limited first applied for a Private Hire Operator’s Licence on 26th November 2015 and was issued with the licence on 21st December 2015 for a period of one year.
- 3.2 Due to the operator not having traded under the initial licence for a whole year, the subsequent renewal application was treated as a new application. The licence was issued on 21st December 2016 for a period of one year. The current licence, PHO080 is attached to the report as Appendix B.
- 3.3 An application to renew the current licence for 5 years was received from Uber Britannia Limited on 7th November 2017 (Appendix A). In accordance with the Hackney Carriage and Private Hire Handbook (Appendix P, Page 153) this application is classed as a first renewal as Uber have been operating under the current licence for only one full year. The current licence expires on 20th December 2017.
- 3.4 When the first application was made references were provided for Tom Elvidge and an enhanced DBS check was also provided.
- 3.5 Tom Elvidge and Fred Jones have both had their DBS checks carried out via the update service as part of this application. Both DBS checks came back with no information.
- 3.6 Uber do not carry out DBS checks or medicals before allowing drivers to drive for Uber. However all drivers licensed by Cambridge City Council will have an enhanced DBS check carried out every three years and procedures are in place for Cambridge City Council to deal with any information that is provided on the DBS check. All licensed drivers with Cambridge City Council will also have medicals carried out as per Cambridge City Council’s policy.

- 3.7 Any driver and vehicle licensed by Cambridge City Council will go through the same application process as set out in Cambridge City Council's Hackney Carriage and Private Hire Licensing Policy and Cambridge City Council's Hackney Carriage and Private Hire Taxi Handbook.
- 3.8 As there are no set national guidelines around the licensing of drivers and vehicles, we are unable to comment on the steps that drivers licensed by other authorities have to take in order to become a licensed driver and to get their vehicle licensed or the conditions that they must adhere to in respect of that licence.
- 3.9 Uber Britannia Limited holds Operator licences with 42 other local authorities. Tom Elvidge holds Operator licences with 7 local authorities and Fred Jones holds Operator licences with 12 local authorities. Details of which can be found on pages 21 to 23 of Appendix A.
- 3.10 Uber Britannia Limited has had two applications for an Operator's licence refused by Reading Borough Council and Swansea City & County Council (SCCC). The reasons are provided on page 24 of Appendix A.
- 3.11 On 22 September 2017 Uber London Limited had an application to renew their Operator licence in London refused by Transport for London (TfL). This decision is currently under appeal. The statement issued by TfL in regards to this decision is attached to the report as Appendix C.
- 3.12 Since November 2016, we have received 6 complaints regarding Uber as an operator. Five of these were received on the 15th and 16th November 2016, which was when Uber vehicles first appeared in Cambridge. The complaints related to how the bookings were made and whether the triple lock process was being adhered to. Investigations carried out by the Licensing enforcement officers concluded that Uber was acting correctly. The 6th complaint was received on 17th March 2017 and related to drivers licensed by The City of Wolverhampton Council working for Uber within Cambridge. The complaint was looked into and it was concluded that as long as the triple check process was being followed, which it was, there was no action that could be taken.
- 3.13 Further complaints have been received regarding vehicles licensed by other authorities working for Uber not displaying licence plates or door signs. Each local authority sets different conditions and not all require door signs to be displayed. In regards to vehicles licensed by TfL, they must display a roundel style logo in both the front and rear windscreens. These complaints have been forwarded on or have been sent to the local authority responsible for the licensing of the vehicle. Cambridge City Council can also take action against the driver of the vehicle if evidence is received that they are working as a private hire driver and not displaying their licence plates. No action has been taken against any driver in regards to these alleged offences by Cambridge City Council but Uber Britannia Limited have been informed and suspended vehicles from the app until that vehicle is displaying the correct licence plates.
- 3.14 One complaint has been received in regards to an Uber vehicle and driver licensed by Cambridge City Council not displaying door signs. Uber Britannia Limited were informed of this complaint and the vehicle was suspended from the app (meaning

he was no longer able to access jobs through Uber) until the door signs were in place. The vehicle in question started displaying the correct door signs and was able to take jobs through the Uber App.

- 3.15 No complaints have been made to Cambridge City Council from members of the public in regards to journeys taken in Uber vehicles.
- 3.16 At the time of the inspection, Uber Britannia Limited currently uses 4 private hire vehicles and drivers licensed by Cambridge City Council.
- 3.17 An inspection of the Operator's base was carried out on 8th November 2017 by Karen O'Connor, Team Manager (Commercial & Licensing) and Luke Catchpole, Technical Officer. A copy of the inspection form is attached to the report as Appendix D.
- 3.18 The relevant findings of the inspection were as follows:
- Question 6 (d) on the application form indicated that bookings could be taken via the website. The inspection clarified that this was an error and bookings can only be made via the app.
 - The booking process was explained in detail (page 4 of inspection form) and the operator confirmed that Uber Britannia Limited invites the booking, accepts the booking and that the contract is with Uber Britannia.
 - A condition of the operating licence is that the operator must ensure that every vehicle working under their operator licence is covered by a valid certificate of insurance and a valid certificate of compliance and a record of this must be maintained. At the inspection, Uber Britannia were able to show valid certificates of insurance for all vehicles working under their operator licence but did not hold copies of valid certificates of compliance for any of the 4 vehicles. Uber Britannia was not aware of the need to do this and stated that they will contact the vehicle owners and get this information from them and add it to their records. Any vehicle that does not provide this information will not appear on the app until it is provided. All certificates of compliance have been received and added to the operator's records. Uber have also provided assurances that they will continue to do this going forward.
 - Should the insurance cover for any vehicle working under the Operator's licence be cancelled, suspended or lapse then the vehicle must be immediately stood down and Cambridge City Council notified of this immediately. Uber have processes in place to suspend any vehicle without valid insurance from its app but were not aware of the need to inform the Council. After the inspection they are now aware of that need and will be informing the Council when necessary.
 - The list of staff provided in the application form was added to at the inspection and a print out of ancillary staff was provided. This is attached to the report as Appendix E.
 - Drivers receive a presentation that covers the use of the app and regulatory information that drivers must adhere to. A copy of the presentation is attached to the report as Appendix F. Uber also provides an electronic safeguarding e module produced by Barnardo's that drivers can access if they so wish. A copy of this is attached to the report as Appendix G.

- Uber were able to provide all information relating to bookings and record keeping of journeys undertaken on the operator's licence issued by Cambridge City Council at the inspection. As part of enforcement work carried out by the licensing team, a test purchase was made via the app. Officers found that the bookings were recorded in the correct manner.
- Uber has a complaints procedure in place. A record of complaints received over the last 12 months has been provided and is attached to the report as Appendix H. None of the complaints were forwarded on to Cambridge City Council and this was discussed at the inspection. Going forward, Uber will forward all relevant complaints to the Council when received. Discussions will take place between the Council and Uber to confirm what relevant complaints are.
- A valid copy of public liability insurance was seen at the inspection. This expires on 29th June 2018.
- A first renewal application requires the operator to demonstrate that they have been operating for a whole year. Uber have provided copies of bookings for journeys taken under their Cambridge City Council operator licence for the first week of every month, beginning with December 2016. A copy of this can be provided if members wish to view it.

3.19 The issues found at the inspection regarding certificates of compliance, insurance and the forwarding of complaints that have been mentioned in 3.18 were discussed at the visit and there has been further dialogue with the Operator since. The Commercial & Licensing team is working on developing a process on how all Operators should report gaps in insurance and relevant complaints received to the Council.

3.20 Two letters objecting to the renewal of the Operator's licence have been received from Panther Taxis Ltd and a joint response from Cambridge City Licensed Taxis (CCLT) and Cambridge Hackney & Private Hire Association (CHPHA). The responses are attached to the report as Appendix J.

3.21 Fred Jones of Uber has sent in an email in response to the data breach that affected Uber. The email has been attached to the report as Appendix K.

4. Legislative Provisions

4.1 In making their decision, Members must give consideration to section 62 of the Local Government (Miscellaneous Provisions Act) 1976 which states:

“Suspension and Revocation of operators' licences.

(1) Notwithstanding anything in this Part of this Act a district council may suspend or revoke, or (on application therefor under section 55 of this Act) refuse to renew an operator's licence on any of the following grounds:—

(a) any offence under, or non-compliance with, the provisions of this Part of this Act;

- (b) any conduct on the part of the operator which appears to the district council to render him unfit to hold an operator's licence;*
 - (c) any material change since the licence was granted in any of the circumstances of the operator on the basis when the licence was granted; or*
 - (d) any other reasonable cause*
- (2) Where a district council suspend, revoke or refuse to renew any licence under this section they shall give to the operator notice of the grounds on which the licence has been suspended or revoked or on which they have refused to renew such licence within fourteen days of such suspension, revocation or refusal.*
- (3) Any operator aggrieved by a decision of a district council under this section may appeal to a magistrates court.*

5. Policy Considerations

- 5.1 Section 55 Local Government (Miscellaneous Provisions) Act 1976 require a local authority to be satisfied that an applicant for a private hire operator's licence is a "fit and proper person to hold an operator's licence". A definition of what could constitute "fit and proper" is provided by Bingham LCJ in *McCool v Rushcliffe Borough Council* [1998] 3 All 889, QBD: "...those licensed to drive private hire vehicles are suitable to do so, namely that they are safe drivers with good driving records and adequate experience, sober, mentally and physically fit, honest and not persons who would take advantage of their employment to abuse or assault passengers". This definition relates to a driver of a taxi, not an operator but the general views could be used when determining whether an operator is "fit and proper".

6. Options

- 6.1 The Authority has a duty to ensure that a safe and secure 'taxi' service is available to the public.
- 6.2 Every case should be dealt with on its own merits, and after consideration of any representations from the applicant and his referees, the following options are available to the Sub-Committee:
1. Renew the Operator's licence for the standard 1 year or 5 year period.
 2. Renew the Operator's licence for a limited duration up to 5 years.
 3. Renew the Operator's licence with additional conditions. A list of potential conditions is attached to the report as Appendix I. These are only proposals and members can decide to utilise all of them, some of them or none. It is also not an exhaustive list and members can add further conditions if so minded.
 4. Refuse the renewal. This carries a Right of Appeal to Magistrates Court

If members choose option 4 they must be satisfied that Uber Britannia Limited has behaved in a manner that renders them not a "fit and proper person" to continue to

hold an Operator's licence and give their reasons. Members are required to give their reasons for any decision reached.

7. Conclusion

- 7.1 Uber Britannia Limited was first issued with a private hire Operator's licence by Cambridge City Council on 21st December 2015, and has utilised this Operator's licence by providing relevant services since November 2016. The current licence expires on 20th December 2017 and the applicant has requested an Operator's licence to be granted for 5 years. Having examined all the facts presented in this case, members are asked to determine the issue by choosing one of the options outlined in section 6.
- 7.2 Members may give their decision at the hearing and, in any event, Uber Britannia Limited will be informed of the decision in writing as soon as possible. Any appeal must be lodged with the Magistrates Court within 21 days of receipt of the notification of the decision.

8. Background Papers

[Town Police Clauses Act 1847](#)

[Local Government \(Miscellaneous Provisions\) Act 1976](#)

Cambridge City Council Hackney Carriage and Private Hire Licensing Policy

Cambridge City Council Hackney Carriage and Private Hire Taxi Handbook

9. Appendices

Appendix A – Application form

Appendix B – Current PHO Licence

Appendix C – TfL statement

Appendix D – Inspection Form

Appendix E – Ancillary Staff List

Appendix F – Driver presentation

Appendix G – Barnardo's safeguarding training

Appendix H – Record of complaints

Appendix I – Proposed conditions to be placed on the licence

Appendix J – Response to renewal application

Appendix K – Email from Fred Jones regarding data breach

Inspection of papers

To inspect the background papers or if you have a query on the report please contact:

Luke Catchpole, Technical Officer, tel: 01223 457818

email: luke.catchpole@cambridge.gov.uk.

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Private Hire Operator Guidance Notes & Application Form

LOCAL GOVERNMENT (MISCELLANEOUS PROVISIONS) ACT 1976



GUIDANCE NOTES FOR THE NEW AND RENEWAL APPLICATION OF PRIVATE HIRE OPERATOR.

The accompanying application form must be fully completed by **all relevant parties**. **All parties are to be present at the inspection visit.**

If you do not already have an inspection visit scheduled, please contact the Licensing Team in order to book a mutually convenient date and time.

You can book:

- 1) Via email: taxi@cambridge.gov.uk
- 2) Via telephone: 01223 457888

Please note that new and renewal applications are by appointment only.

In preparation for the inspection visit you will need to ensure that:

- 1) All parties are present.
- 2) You have fully completed the application form and submitted this to the Enforcement Officer. This must be completed prior to the inspection visit. **Please note that if there is any sensitive information which you do not wish to declare in the presence of other licence applicants/ holders, it is your responsibility to advise the Enforcement Officer carrying out the inspection, before the inspection commences. This will ensure that the appropriate information is captured, confidentially.**
- 3) You have paid the appropriate fee. This must be completed before the inspection. Please see: <https://www.cambridge.gov.uk/fees-for-taxi-licensing> for details of our fee structure.
- 4) You provide the necessary documentation associated with a Private Hire Operator application/ renewal:
 - Proof of Planning Permission granted (in respect of waiting room for members of the public)
 - Public Liability Insurance Document
 - Two references, at least one from professional person (e.g. accountant, solicitor, magistrate), who has known you at least two years, completed on the PHO Reference Proforma (**new applications only**). *Please note that the references must be dated no more than one month prior to the appointment date and any costs for the references to be provided must be paid for by each individual applicant.*
 - Evidence of eligibility to live/ work in the UK (e.g. Passport, Residence Permit)
 - Equality & Diversity Monitoring Form (this can be found at <https://www.cambridge.gov.uk/apply-for-or-renew-a-private-hire-operator-licence>).
- 5) Each person provides photographic identification which includes a specimen signature with them, i.e. passport or Drivers Licence.

Please note that Cambridge City Licensed drivers are permitted to provide their Cambridge City driver's badge as identification.

APPENDIX A

6) Each person provides a proof of address. Acceptable address identification **must be one of the following**:-

- Mortgage Statement (issued in the last 12 months)
- Bank or Building Society Statement (issued in the last 3 months)
- Bank or Building Society Account Opening Confirmation Letter (must still be valid)
- Credit Card Statement (issued in the last 3 months)
- Financial Statement e.g. pension or endowment (issued in the last 12 months)
- P45 or P60 Statement (issued in the last 12 months)
- Council Tax Statement (issued in the last 12 months)
- Utility Bill (issued in the last 3 months)
- Benefit Statement e.g. child benefit, pension (issued in the last 3 months)
- Central or Local Government, Government Agency or Local Council Document giving entitlement e.g. from DWP, HMRC (issued in the last 3 months)

Please note the following:

1. All licence holders are jointly and severally liable for the actions of one another in relation to the private hire operator licence.
2. It will be assumed that, by signing the application form, all parties understand the implications of the application and their obligations in respect of it.
3. Applicants are advised to consider taking independent legal advice, if they have any concerns or questions.

Application Form Information

You must have read the accompanying Guidance Notes prior to completing the application form.

All relevant parties **MUST** sign the sections of the application form where requested. Failure to do so will result in the application being rejected.

Please note that licence holders are jointly and severally liable for the actions of one another in relation to the private hire operator licence.

By completing, signing and submitting this application form, all parties agree that they understand the implications of the application and their obligations in respect of it.

Please complete the form in BLOCK CAPITALS AND BLACK INK.

1a. Please indicate below the type of application you are making? (✓ as appropriate)

New First Renewal Subsequent Renewal

1b. Please indicate the duration of licence? (✓ as appropriate)

1 Year (New Application)

1 Year (Renewal Application)

5 Year (Renewal Applications Only)

APPENDIX A

2. Company Details

COMPANY TRADING NAME (no more than 20 letters):

UBER

REGISTERED ADDRESS OF COMPANY:

UBER BRITANNIA LIMITED, ALDGATE TOWER, 2 LEMAN ST.
LONDON, E18 7FA

REGISTRATION NUMBER OF COMPANY:



3. Correspondence Email

EMAIL ADDRESS FOR CORRESPONDENCE:



PLEASE NOTE THAT THE CITY COUNCIL WILL CORRESPOND WITH YOU VIA EMAIL IN THE FIRST INSTANCE. YOU ARE THEREFORE REQUIRED TO PROVIDE AN ACCURATE, UP TO DATE EMAIL ADDRESS FOR THIS CORRESPONDENCE.

4. Operator Address (Please detail every address at which you are, or intend to carry on as an Operator, the location must be within 10 miles of the City boundary)

Contact Number

1. COMPASS HOUSE, VISION PARK, CHINERS WAY, HISTON
CAMBRIDGE CB24 9AD

2.

3.

4.

5. Additional Questions

a) Do all the premises listed above have planning permission for the operation of vehicles? **B1 PLANNING PERMISSION HAS BEEN OBTAINED FOR COMPASS HOUSE (OFFICE USE). GIVEN THAT COMPASS HOUSE DOES NOT HAVE ANY PUBLIC ACCESS OR WAITING AREAS, B1 PLANNING PERMISSION IS SUFFICIENT.**
 YES NO
 (Please note that this only applies for operators with MORE THAN TWO vehicles, if YES, proof will be required)

b) Which of the premises listed has a waiting room for members of the public?
 (Please note that this only applies for operators with MORE THAN TWO vehicles and, if this is a new application an inspection will be required)

YES NO

- 1 YES NO
- 2 YES NO
- 3 YES NO
- 4 YES NO

c) What are your reasons for applying for an operator licence with Cambridge City Council? e.g. if granted a licence what do you intend to do within the district of Cambridge City?

TO OPERATE PRIVATE HIRE VEHICLES, AND SERVE COMMUNITIES IN A SAFE, RELIABLE AND AFFORDABLE WAY. THE LONG-TERM AIM IS TO PROVIDE A VIABLE ALTERNATIVE TO CAR OWNERSHIP, AND TO REDUCE POLLUTION, CONGESTION, AND LAND DEDICATED TO PARKING IN CITY CENTRES.

APPENDIX A

d) Please detail what equipment and facilities you intend to have available at each of the above premises:

- 1. SEE APPENDIX
- 2.
- 3.
- 4.

e) Are you licensed as a Private Hire Operator with any other licensing authority?

YES NO

If yes, please provide details of each operator licence you hold:

SEE APPENDIX

f) Do you intend to fit radio phones in the vehicles you operate?

YES NO

If yes, please state:

- i) Radio Licence Number: _____
- ii) Make and Model: _____
- iii) Broadcast Frequency: _____
- iv) Address of where the radio transmitter is based: _____

g) Please complete the following fleet information for the Private Hire Vehicles you intend to operate:

- i) Total number of vehicles: 4
- ii) Make-up of fleet (e.g. numbers of saloon, multi-seaters, low emission vehicles etc.):

4 SALOON

- iii) Number of wheelchair-accessible vehicles: \emptyset

h) Do you intend to use Hackney Carriage Vehicles in order to fulfil bookings?

YES NO TO THE EXTENT THAT HACKNEY CARRIAGES TAKE PRIVATE HIRE TRIPS ON THE UBER APP IN CAMBRIDGE, THEY ARE NOT DISPATCHED UNDER UBER'S CAMBRIDGE CITY COUNCIL PRIVATE HIRE OPERATORS LICENCES

i) If yes, please state the number of Hackney Carriage Vehicles you intend to use:

ii) If yes, please also explain what safeguards are in place to protect passengers:

i) Do you intend to sub-contract bookings to other operators?

YES NO

If yes, please provide details of the operators you intend to sub-contract to, who they are licensed by and the methods in which bookings are passed over.

APPENDIX A

j) What suitability checks or requirements are undertaken on drivers?

WE ENTRUST THAT ANY APPROPRIATE SUITABILITY CHECKS WILL BE DONE BY CAMBRIDGE CITY COUNCIL AT THE TIME OF LICENSING OR RENEWAL.

k) What training is given to drivers?

UBER PARTNER DRIVERS ARE GIVEN AN OVERVIEW OF THE WAY THE UBER APP WORKS WHEN THEY INITIALLY PARTNER WITH UBER. WE ASSUME THAT ANY PRIVATE-HIRE-SPECIFIC TRAINING WILL BE MANDATED BY CAMBRIDGE CITY COUNCIL, AND TESTED AT THE TIME OF LICENSING.

l) What suitability checks or requirements are undertaken on staff members?

UBER'S CAMBRIDGE BOOKING OFFICE IS NOT OPEN TO MEMBERS OF THE PUBLIC. HOWEVER, UBER CONDUCTS RIGOROUS INTERVIEW AND SUITABILITY CHECKS FOR ALL CANDIDATES, PRIOR TO HIRING. IN EMEA, THESE INCLUDE ID CHECK, CRIMINAL CHECK, RIGHT TO WORK CHECK, VERIFICATION AGAINST SANCTION CHECK, AND CREDIT CHECKS FOR FINANCE/LEADERSHIP ROLES.

m) What training is given to staff members?

DEPENDING ON THE ROLE, MEMBERS OF STAFF ARE GIVEN SUFFICIENT TRAINING TO CARRY OUT THE FUNCTIONS OF THEIR ROLE.

n) What disciplinary procedures do you have in place? STAFF - UBER HAS A CODE OF CONDUCT FOR ALL EMPLOYEES. WE RUN REGULAR PERFORMANCE MANAGEMENT TO ASSESS AND MANAGE PERFORMANCE, AND HAVE CLEAR POLICIES FOR ETHICAL EMPLOYEE CONDUCT & BEHAVIOUR. PARTNER-DRIVERS - PARTNER-DRIVERS ARE SELF-EMPLOYED, INDEPENDENT CONTRACTORS, HOWEVER UBER MAKES IT CLEAR AT THE TIME OF PARTNERING THAT WE HAVE A SET OF COMMUNITY GUIDELINES THAT ARE CONTRACTUALLY INCORPORATED INTO THE PARTNER AGREEMENT.

<http://www.uber.com/legal/community-guidelines/uk-en/>

o) What is your complaints procedure?

UBER ENCOURAGES ALL USERS TO PROVIDE FEEDBACK ON THE OVERALL SERVICE PROVIDED, AS WELL AS ON DRIVERS' Demeanour AND DRIVING. UBER ROUTINELY RECEIVES COMPLAINTS AND FEEDBACK FROM USERS ABOUT THEIR EXPERIENCES, AS WELL AS FROM DRIVERS, WHO ARE ALSO ENTITLED TO COMPLAIN ABOUT POOR BEHAVIOUR BY USERS. COMPLAINTS CAN BE RAISED EITHER IN-APP OR VIA HELP.UBER.COM AND WE AIM TO RESPOND TO ANY COMPLAINT WITHIN 24 HOURS.

p) Do you operate an equal opportunities policy?

YES NO

If no, please explain why not:

q) What fare structure do you intend to use?

SEE APPENDIX

APPENDIX A

r) Do you intend to use any taxi fare calculator app in order to calculate fares?

YES NO

If yes, please detail the name and publisher of the app and how it works:

s) Do you intend to operate any surge pricing as part of the fare structure?

YES NO

If yes, please explain details of the surge pricing to be used: **SEE APPENDIX**

If yes, and you intend to use Hackney Carriage Vehicles to fulfil bookings, please explain how you will ensure that passengers will not be overcharged:

t) How is the fare structure advertised to passengers?

- in-app fare estimate
- Uber.com fare estimate.
- information icon on product selection screen (prior to the request being made) (SEE APPENDIX)

u) Are you registered with the Information Commissioner's Office on the Data Protection Public Register?

YES NO **SEE APPENDIX**

If not, please explain why:

v) Where are vehicles parked when awaiting a booking or not working?

UBER BRITANNIA LIMITED DOES NOT OWN ANY PRIVATE HIRE VEHICLES. THEREFORE IT IS THE LICENSED DRIVER'S RESPONSIBILITY TO ENSURE THEY PARK AND WAIT IN A LOCATION SO AS TO NOT CAUSE CONGESTION OR OBSTRUCTION

6. Bookings

a) When making a booking can passengers specify a vehicle to suit their needs? e.g. wheelchair-accessible vehicle, number of seats required etc.

YES NO

If yes, please explain how passengers can request a suitable vehicle:

In-app product selection

If no, please explain how you will ensure a suitable vehicle is sent to the customer:

b) If you operate vehicles licensed by more than one licensing authority are passengers able to choose a vehicle licensed by a specific licensing authority? **UBER'S RIDER TERMS MAKE IT CLEAR THAT THE BOOKING WILL BE ACCEPTED AND ALLOCATED TO A DRIVER UNDER THE RELEVANT OPERATORS LICENCE. THE DRIVER MAY BE LICENSED IN AN AREA OTHER THAN WHERE THE BOOKING IS REQUESTED OR THE TRANSPORTATION SERVICES ARE PROVIDED**

APPENDIX A

c) Can vehicles be booked in advance?

YES NO

If you do not allow pre-bookings please explain how you ensure that drivers are not illegally plying for hire

d) Please answer the following questions, as applicable, explaining how you intend to accept bookings:

Method	Details
In person	YES <input type="checkbox"/> NO <input checked="" type="checkbox"/>
Telephone	YES <input type="checkbox"/> NO <input checked="" type="checkbox"/> Please state the telephone numbers which customers can call to make a booking: _____ How many telephone lines will be in operation for the public to use? _____ In any of the above are 'free phones' please give the name/details of their location: _____
E-mail	YES <input type="checkbox"/> NO <input checked="" type="checkbox"/> E-mail addresses: _____
Website	YES <input checked="" type="checkbox"/> NO <input type="checkbox"/> Website address: <u>m.uber.com</u>
Mobile app	YES <input checked="" type="checkbox"/> NO <input type="checkbox"/> Name of app: <u>Uber</u> Does the app belong to you? YES <input checked="" type="checkbox"/> NO <input type="checkbox"/> If no, who owns the app? <u>THE APP IS INTERNAL PROPRIETARY TECHNOLOGY OWNED BY UBER TECHNOLOGIES INC.</u> Please explain how the app works ensuring you also answer the questions below; <ul style="list-style-type: none"> • Who will invite the booking? • Who will accept the booking? • Where are bookings received to? • Does the booking remain a contract with the operator and not direct with the driver? • Where are the servers that store/process booking records based? • How is a booking given to a driver? • How do you ensure the triple lock licensing rule is observed? i.e. driver, vehicle and operator are all licensed by the same licensing authority • How does a passenger know which licensing authority licences the driver and vehicle? • What information is given to the passenger? <p style="text-align: center;"><u>SEE APPENDIX</u></p>

APPENDIX A

7a. Personal Details (Licence Applicant/ Holder)

Position in the Private Hire Operator Business: DIRECTOR

TITLE: MR
 SURNAME: ELVIDGE
 FIRST NAMES: THOMAS

DATE OF BIRTH: [REDACTED]
 TOWN OF BIRTH: [REDACTED]
 COUNTRY OF BIRTH: UK

PLEASE DETAIL IF YOU HAVE BEEN KNOWN BY ANY OTHER NAMES (this includes maiden names):

NAME: DATE FROM: DATE TO:
 NAME: DATE FROM: DATE TO:
 NAME: DATE FROM: DATE TO:

HOME ADDRESS: [REDACTED] POST CODE: [REDACTED]

7b. Contact Information

Home Telephone Number:
 Mobile Telephone Number:
 Email Address: [REDACTED]

7c. CONVICTIONS

Do you have any spent convictions? YES NO
 Do you have any unspent convictions? YES NO

You must detail all convictions, cautions, reprimands and final warnings. Continue on to a separate sheet if necessary.

This information, along with the other aspects of the application process, will be used to ensure that Cambridge City Council can be satisfied that you are a "fit and proper" person to hold a private hire operator licence.

The disclosure of a criminal record or other relevant information will not necessarily disbar a person from obtaining or holding a private hire operator's licence unless the Council considers the nature of the convictions to render you unfit.

Whilst each application is considered on its own merit a person who is found to have (at the time of application for the grant or renewal of a licence or during the period of a licence being valid) convictions within the Council's 'Taxi Drivers- Grounds for Disbarment' policy, will not normally be granted a licence, and in the case of an existing licence holder, may have it revoked.

Date of conviction / caution / endorsement	Title of conviction	Nature of conviction	Penalty
N/A			

APPENDIX A

7d. Are you currently under any criminal investigation or have any pending court cases (including motoring offences)?

YES NO (✓ as appropriate). If answering 'yes' please give details below:

7e. Have you been licensed to work as a Private Hire Operator before?

YES NO (✓ as appropriate) If answering 'yes' please give details below:

Name of Council: SEE APPENDIX

Type of licence:

Period during which licence was held :

7f. Have you ever had a Private Hire Operator's licence refused, revoked or suspended?

YES / NO (✓ as appropriate) If answering 'yes' please give details below:

Name of Council:

Date:

Refusal /Revocation /Suspension (Mark as applicable)

Reasons:

7g. Are you currently licensed to drive a Hackney Carriage or Private Hire Vehicle with Cambridge City?

YES / NO (✓ as appropriate) If answering 'yes' please give details below:

Date of licence Expiry:

Driver Number:

If No, you will need to provide a BASIC DBS Disclosure to the Commercial & Licensing Team as part of your Private Hire Operator application.

7h. Relevant Information

1. Have you ever been, or are you currently, the director or secretary of a company? YES NO

If yes to the above, please provide the details (name, address, trade/ business activity, duration/ period) of the companies.

OCT 2017 { UBER BRITANNIA LTD - ALDGATE TOWER, 2 LEMAN ST, LONDON E14 6AF
 UBER NIR LTD - " " " "
 UBER SCOT LTD - 93 GEORGE ST. EDINBURGH, SCOTLAND EH23ES

2. Were there, or are there, any convictions recorded against the company? YES NO

If yes to the above, please provide the details (nature of conviction, date, outcome).

N/A

APPENDIX A

3. What trade, business or profession have you carried on in the past 5 years prior to applying for this licence? Please provide full details (name, date, your position, location):

SEP 2015 - PRESENT, UBER, GENERAL MANAGER, LONDON
SEP 2014 - SEP 2015, UBER, GENERAL MANAGER, LEEDS & NEWCASTLE
SEP 2013 - SEP 2014, GOLDMAN SACHS, VP, NEW YORK
MAR 2008 - SEP 2013, MOORHOUSE CONSULTING, PRINCIPAL, NEW YORK

7i. Do you hold a full British passport?

YES NO (✓ as appropriate)

If YES please detail Passport Number: 

7j. Do you have the right to live and work in the UK?

You may be asked for documentary evidence if you do not hold a full British Passport.

YES NO (✓ as appropriate)

Please detail your National Insurance Number: 

If NO please detail any restrictions on your right to remain in the UK (including any relevant dates):

N/A

7k. References (for NEW applicants only)

Please provide the details of the two referees; one must be a professional referee (e.g. accountant, solicitor, magistrate) that you have obtained references from (and have submitted at your appointment) as part of your application.

Please note that the references must be dated no more than one month prior to the new appointment date.

TITLE:

SURNAME:

FIRST NAMES:

ADDRESS:

CONTACT NUMBER:

E-MAIL:

TITLE:

SURNAME:

FIRST NAMES:

ADDRESS:

CONTACT NUMBER:

E-MAIL:

7l. DECLARATION

I declare that the information which I have given above is accurate and true.

Signed: 

Dated: 3 / 11 / 17

Print Name: TOM ELVIDGE

THIS BOX HAS BEEN INTENTIONALLY LEFT BLANK

8a. Personal Details (Licence Applicant/ Holder)

Position in the Private Hire Operator Business: DIRECTOR

TITLE: MR

SURNAME: JONES

FIRST NAMES: FREDERICK

DATE OF BIRTH: [REDACTED]

TOWN OF BIRTH: [REDACTED]

COUNTRY OF BIRTH: U.K.

PLEASE DETAIL IF YOU HAVE BEEN KNOWN BY ANY OTHER NAMES (this includes maiden names):

NAME: **DATE FROM:**
DATE TO:

NAME: **DATE FROM:**
DATE TO:

NAME: **DATE FROM:**
DATE TO:

HOME ADDRESS:
[REDACTED]

POST CODE: [REDACTED]

8b. Contact Information

Home Telephone Number:

Mobile Telephone Number:

Email Address: [REDACTED]

8c. CONVICTIONS

Do you have any spent convictions? YES NO

Do you have any unspent convictions? YES NO

You must detail all convictions, cautions, reprimands and final warnings. Continue on to a separate sheet if necessary.

This information, along with the other aspects of the application process, will be used to ensure that Cambridge City Council can be satisfied that you are a "fit and proper" person to hold a private hire operator licence.

The disclosure of a criminal record or other relevant information will not necessarily disbar a person from obtaining or holding a private hire operator's licence unless the Council considers the nature of the convictions to render you unfit.

Whilst each application is considered on its own merit a person who is found to have (at the time of application for the grant or renewal of a licence or during the period of a licence being valid) convictions within the Council's 'Taxi Drivers- Grounds for Disbarment' policy, will not normally be granted a licence, and in the case of an existing licence holder, may have it revoked.

Date of conviction / caution / endorsement	Title of conviction	Nature of conviction	Penalty
N/A			

APPENDIX A

8d. Are you currently under any criminal investigation or have any pending court cases (including motoring offences)?

YES NO (✓ as appropriate). If answering 'yes' please give details below:

8e. Have you been licensed to work as a Private Hire Operator before?

YES / NO (✓ as appropriate) If answering 'yes' please give details below:

Name of Council: SEE APPENDIX

Type of licence:

Period during which licence was held :

8f. Have you ever had a Private Hire Operator's licence refused, revoked or suspended?

YES / NO (✓ as appropriate) If answering 'yes' please give details below:

Name of Council:

Date:

Refusal / Revocation / Suspension (Mark as applicable)

Reasons:

8g. Are you currently licensed to drive a Hackney Carriage or Private Hire Vehicle with Cambridge City?

YES / NO (✓ as appropriate) If answering 'yes' please give details below:

Date of licence Expiry:

Driver Number:

If No, you will need to provide a BASIC DBS Disclosure to the Commercial & Licensing Team as part of your Private Hire Operator application.

8h. Relevant Information

1. Have you ever been, or are you currently, the director or secretary of a company?	YES <input checked="" type="checkbox"/>	NO <input type="checkbox"/>
If yes to the above, please provide the details (name, address, trade/ business activity, duration/ period) of the companies		
OCT 2017 { <ul style="list-style-type: none"> UBER BRITANNIA LTD - ALDGATE TOWER, 2 LEMAN STREET, LONDON E1 8FA UBER NIR LTD " " " " UBER SCOT LTD, 93 GEORGE ST., EDINBURGH, SCOTLAND, EH2 3ES 		
2. Were there, or are there, any convictions recorded against the company?	YES <input type="checkbox"/>	NO <input checked="" type="checkbox"/>
If yes to the above, please provide the details (nature of conviction, date, outcome).		
N/A		

APPENDIX A

3. What trade, business or profession have you carried on in the past 5 years prior to applying for this licence? Please provide full details (name, date, your position, location):

MAY 2015 - PRESENT, UBER, HEAD OF CITIES, UK & IRELAND
JAN 2006 - APR 2015, ACCENTURE, DIRECTOR, UK

8i. Do you hold a full British passport?

YES NO (✓ as appropriate)

If YES please detail Passport Number:

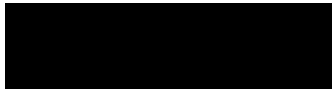


8j. Do you have the right to live and work in the UK?

You may be asked for documentary evidence if you do not hold a full British Passport.

YES NO (✓ as appropriate)

Please detail your National Insurance Number:



If NO please detail any restrictions on your right to remain in the UK (including any relevant dates):

N/A

8k. References (for NEW applicants only)

Please provide the details of the **two referees**; one must be a professional referee (e.g. accountant, solicitor, magistrate) that you have obtained references from (and have submitted at your appointment) as part of your application.

Please note that the references must be dated no more than one month prior to the new appointment date.

TITLE:

SURNAME:

FIRST NAMES:

ADDRESS:

CONTACT NUMBER:

E-MAIL:

TITLE:

SURNAME:

FIRST NAMES:

ADDRESS:

CONTACT NUMBER:

E-MAIL:

8l. DECLARATION

I declare that the information which I have given above is accurate and true.


Signed: 

Dated: 3 / 11 / 17

Print Name: FRED JONES

THIS BOX HAS BEEN INTENTIONALLY LEFT BLANK

10. Schedule of Ancillary Staff (e.g. telephone call handlers, at time of application/
renewal) Please continue on a separate sheet if necessary

Full Name	Designation
	REGIONAL GREENLIGHT MANAGER
	GREENLIGHT EXPERT
	GREENLIGHT EXPERT

11. Declarations


1. I understand that any licence issued will be subject to the provisions of:
 - (i) the Town Police Clauses Act 1847
 - (ii) the Local Government (Miscellaneous Provisions) Act 1976
 - (iii) the Council's licence conditions
2. I accept that any licence issued will belong to the Council, and if lost or damaged, I will be liable for the cost of replacement.
3. I understand that it is an offence under the terms of the Local Government (Miscellaneous Provisions) Act 1976, Section 57(3) to knowingly or recklessly make a false statement or to omit any information required in this form.
4. I understand that any changes to any particulars must be notified in writing to the Cambridge City Council within 7 days.
5. I HEREBY DECLARE that all particulars entered on this form are true and correct to the best of my knowledge and belief. I authorise the Council to make such enquiries as they, at their sole discretion, may deem to be reasonably necessary in respect of my application.
6. I understand that all private hire operator licence holders are jointly and severally liable for the actions of one another in relation to the operator licence and that it is for joint licence holders to make suitable partnership arrangements to manage the business/ company.
7. I understand the implications of the application and my obligations in respect of it.
8. I declare that the information detailed above in 9a is accurate and true at the time of application.
9. I declare that the business/ company has adequate processes in place to undertake the necessary and suitable checks for ALL ancillary staff, as detailed above, to ensure that they handle sensitive information correctly and that they are to the best of my knowledge fit and proper to hold such a position within the business/ company.
10. I understand that the Hackney Carriage & Private Hire Licensing Policy and associated Handbook is intended to ensure that the trade and public have a document(s) which fully explains the licensing procedures to all parties in a clear and transparent manner. I understand that it is my responsibility to access these documents and to read and understand them.

The information that you provide on this form and that obtained from other relevant sources will be used to process your application for a Private Hire Operator Licence.

The personal information that you give us will also be used in a confidential manner to help us monitor our processes.

We may also use the information if there is a complaint or legal challenge relevant to this process. We may check the information collected. We may also use or pass to certain third parties information to prevent or detect crime, to protect public funds, or in other ways as permitted by law.

By signing the application form we will be assuming that you agree to the processing of sensitive personal data, in accordance with our registration with the Data Protection Commissioner.

LICENCE APPLICANT/ HOLDER: 

Signed: _____ Dated: 3 / 11 / 17

Print Name: TOM ELVIDGE

LICENCE APPLICANT/ HOLDER: 

Signed: _____ Dated: 3 / 11 / 17

Print Name: FRED JONES

APPENDIX A

FOR OFFICE USE ONLY LICENCE APPLICANT/ HOLDER

Received by:

Designation:

Date:

APPLICANT AS DETAILED IN 6a: Identification Documents Received, Checked & Detailed

YES

IDENTIFICATION VERIFICATION

Please detail the type of ID seen, the document number and the type of address verification provided using the codes below:

PP – Passport
DL – Driving Licence
CDB – City Council Licensed Driver's Badge

BS – Bank or Building Society Statement
UB – Utility Bill
MS – Mortgage Statement
CC – Credit Card Statement
FS – Financial Statement
BBA – Bank or Building Society Account Opening Confirmation Letter
P45 – P45 Statement
P60 – P60 Statement
CT – Council Tax Statement
BF – Benefit Statement
LG – Central/ Local Government, Government Agency or Local Council Document

LICENCE HOLDER (1)	TYPE OF ID SEEN	NUMBER	ADDRESS VERIFICATION

Basic DBS Disclosure Required:

YES NOT APPLICABLE (please complete next section)

BASIC DBS CERTIFICATE NUMBER:

DATE OF ISSUE:

DBS SIGNED OFF BY:

DATE:

FURTHER ACTION:

Enhanced DBS Disclosure Referenced (if currently a licensed driver with CCC:

ENHANCED DBS CERTIFICATE NUMBER:

DATE OF ISSUE:

UP TO DATE DBS SIGNED OFF BY:

DATE:

FURTHER ACTION:

References Required:

YES

NOT APPLICABLE

DATE OF REFERENCE 1:

DATE REFERENCE 1 RECEIVED:

ADDITIONAL INFORMATION/ NOTES:

REFERENCES AUTHORISED FOR PROCESSING:

YES

NO

FURTHER ACTION:

DATE OF REFERENCE 2:

DATE REFERENCE 2 RECEIVED:

ADDITIONAL INFORMATION/ NOTES:

REFERENCES AUTHORISED FOR PROCESSING:

YES

NO

FURTHER ACTION:

APPENDIX A

FOR OFFICIAL USE ONLY LICENCE APPLICANT/ HOLDER

Received by:

Designation:

Date:

APPLICANT AS DETAILED IN 7a: Identification Documents Received, Checked & Detailed

YES

IDENTIFICATION VERIFICATION

Please detail the type of ID seen, the document number and the type of address verification provided using the codes below:

PP – Passport
 DL – Driving Licence
 CDB – City Council Licensed Driver's Badge

BS – Bank or Building Society Statement
 UB – Utility Bill
 MS – Mortgage Statement
 CC – Credit Card Statement
 FS – Financial Statement
 BBA – Bank or Building Society Account Opening Confirmation Letter
 P45 – P45 Statement
 P60 – P60 Statement
 CT – Council Tax Statement
 BF – Benefit Statement
 LG – Central/ Local Government, Government Agency or Local Council Document

LICENCE HOLDER (2)	TYPE OF ID SEEN	NUMBER	ADDRESS VERIFICATION

Basic DBS Disclosure Required:

YES NOT APPLICABLE (please complete next section)

BASIC DBS CERTIFICATE NUMBER:

DATE OF ISSUE:

DBS SIGNED OFF BY:

DATE:

FURTHER ACTION:

Enhanced DBS Disclosure Referenced (if currently a licensed driver with CCC:

ENHANCED DBS CERTIFICATE NUMBER:

DATE OF ISSUE:

UP TO DATE DBS SIGNED OFF BY:

DATE:

FURTHER ACTION:

References Required:

YES

NOT APPLICABLE

DATE OF REFERENCE 1:

DATE REFERENCE 1 RECEIVED:

ADDITIONAL INFORMATION/ NOTES:

REFERENCES AUTHORISED FOR PROCESSING:

YES

NO

FURTHER ACTION:

DATE OF REFERENCE 2:

DATE REFERENCE 2 RECEIVED:

ADDITIONAL INFORMATION/ NOTES:

REFERENCES AUTHORISED FOR PROCESSING:

YES

NO

FURTHER ACTION:

INSPECTION APPOINTMENT BOOKED FOR - DATE: / /

INSPECTION DATE UNDERTAKEN: / /

BY:

WORKSHEET NUMBER:

Planning Permission Documents Received, Checked & Copied

YES NOT APPLICABLE

NOTES/ ADDITIONAL INFO:

Public Liability Insurance Documents Received, Checked & Copied

YES NOT APPLICABLE

NOTES/ ADDITIONAL INFO:

DATE LICENCE GRANTED:

THIS BOX HAS BEEN INTENTIONALLY LEFT BLANK

APPENDIX A

Appendix 5d) - Office Equipment

GLH Room: 136, Ground Floor
2 Flat Screen TVs with remote
High Top Desk
Black high chair
2 brown wooden drawers
1 clear plastic drawers
2 desks
14 foldable black chairs
iPad stand with iPad
Information display stand
1 white board
2 desk chairs
15 popper wallets
18 black Clipboard
2 HDMI to laptop cable 1 for Dell and 1 for Apple
Board Marker & eraser
2 multi-plug extension lead
1 desk phone
4 A1 canvas
Operators Licence Framed
Insurance Framed
Camera

Office Space: 230,1st Floor room
3 dell desktop screen
4 multi-plug extension lead
3 brown desk
3 desk chairs
1 roundtable
small fridge
microwave
1 cupboard
3 desk drawers
2 desk phones
2 iPad stands
1 printer
1 camera and black box
1 fan
3 black foldable chairs
1 fire blanket
1 first aid kit
2 box of paper
2 laminator
1 toaster
1 kettle
4 uber t-shirts
3 apple mac mice
3 apple mac keyboards
4 ghost laptop stand
2 pack of A4 laminated sheets
1 pack of A3 laminated sheet
Markers
2 iPads
6 packs of multicoloured ink
1 whiteboard
3 uber photo phones
1 amazon firestick
1 plug-in heater
1 A-B Uber poster
1 HDMI to laptop mac cable
pens
speakers
coat hanger
Phone chargers , apple and samsung

APPENDIX A

Licence Holder:	Uber Britannia Ltd.		
Licensing Authority	First Licence Issue Date	Current Licence Issue Date	Current Licence Expiry Date
Birmingham City Council	06/02/2015	01/02/2017	05/02/2018
City of Wolverhampton Council	11/05/2016	11/05/2017	10/05/2022
Solihull Metropolitan Borough Council	12/05/2015	12/05/2015	11/05/2021
Brighton & Hove City Council	05/11/2015	05/11/2015	04/11/2017
Chichester District Council	14/12/2016	14/12/2016	13/12/2021
Lewes District Council	01/02/2017	13/02/2017	12/02/2022
Cambridge City Council	21/12/2015	21/12/2016	20/12/2017
South Cambridgeshire District Council	09/12/2015	19/10/2017	08/12/2021
Newport City Council	16/08/2016	16/08/2016	15/08/2021
The City of Cardiff Council	23/12/2015	19/09/2016	22/12/2020
Edinburgh City Council	07/03/2016	24/03/2017	19/03/2018
Glasgow City Council	27/05/2015	01/06/2016	31/05/2019
City of York Council	23/12/2015	24/12/2016	23/12/2017
Leicester City Council	02/04/2015	02/04/2016	01/04/2021
Guildford Borough Council	06/07/2017	06/07/2017	05/07/2022
Reigate and Banstead Borough Council	30/05/2015	30/04/2017	29/04/2018
Slough Borough Council	27/04/2015	27/04/2016	26/04/2021
Uttlesford District Council	21/12/2015	21/12/2015	30/11/2020
Bolton Metropolitan Borough Council	26/03/2015	26/03/2015	25/03/2021
Bury, Metropolitan Borough of	07/03/2015	23/03/2017	22/03/2018
Cheshire East Council	25/11/2015	25/11/2015	25/11/2020
Manchester City Council	01/02/2014	27/08/2016	31/07/2021
Oldham Council	25/03/2015	25/03/2016	24/03/2021
Rochdale Borough Council	26/04/2015	13/10/2017	25/04/2021
Tameside Metropolitan Borough Council	15/09/2015	01/09/2017	31/08/2018
Trafford Council	01/11/2014	01/11/2015	31/10/2020
Wigan Council	14/10/2015	14/10/2015	13/10/2020
Cheshire West & Chester	30/05/2017	30/05/2017	29/05/2022
Knowsley Metropolitan Borough Council	21/10/2015	21/10/2016	04/11/2021
Liverpool City Council	24/11/2016	24/11/2016	23/11/2021
Sefton Council	19/06/2015	19/06/2016	18/06/2021
Wirral Council	26/11/2015	26/11/2015	25/11/2020
Durham County Council	09/01/2017	09/01/2017	08/01/2022
Newcastle City Council	24/02/2015	24/02/2016	23/02/2021
Derby City Council	13/12/2016	13/12/2016	13/12/2021
Fareham Borough Council	16/12/2015	16/12/2015	30/04/2020
Portsmouth City Council	18/01/2015	18/01/2016	31/01/2021
Southampton City Council	01/02/2016	01/02/2016	31/12/2021
Bristol City Council	03/01/2015	03/01/2016	02/01/2021
Swindon Borough Council	25/11/2016	25/11/2016	25/11/2017
Newcastle-Under-Lyme Borough Council	22/02/2016	22/02/2016	21/02/2019
Stoke-on-Trent City Council	14/08/2015	14/08/2015	13/08/2018

APPENDIX A

Licence Holder:	Tom Elvidge		
Licensing Authority	First Licence Issue Date	Current Licence Issue Date	Current Licence Expiry Date
Kirklees Metropolitan Borough Council	03/02/2015	10/02/2016	03/03/2022
Leeds City Council	09/11/2014	09/11/2016	12/11/2017
Wakefield Council	20/02/2015	20/02/2016	19/02/2021
Aylesbury Vale District Council	18/05/2016	18/05/2016	17/05/2021
Luton Borough Council	17/06/2015	12/04/2016	31/03/2021
Windsor and Maidenhead, The Royal Bor	30/03/2015	30/03/2016	29/03/2021
Wycombe District Council	08/03/2016	30/06/2016	30/04/2021

APPENDIX A

Licence Holder:	Fred Jones		
Licensing Authority	First Licence Issue Date	Current Licence Issue Date	Current Licence Expiry Date
Bradford Metropolitan Borough Council	01/05/2015	24/10/2017	25/10/2022
Calderdale Council	14/03/2016	15/03/2017	14/03/2022
Woking Borough Council	16/02/2016	04/05/2017	16/02/2018
Stockport Metropolitan Borough Council	14/06/2014	01/12/2016	30/11/2021
Christchurch Borough Council	01/06/2017	25/05/2017	24/05/2022
Gosport Borough Council	22/12/2015	22/12/2015	23/12/2020
Havant Borough Council	19/01/2016	19/01/2016	18/01/2021
New Forest District Council	12/05/2016	12/05/2016	30/04/2021
Borough of Poole	01/06/2017	21/06/2017	30/06/2022
Bath and North East Somerset Council	01/11/2015	01/11/2016	31/10/2021
North Somerset Council	12/10/2015	12/10/2015	11/10/2018
South Gloucestershire Council	22/06/2015	21/07/2017	22/07/2022

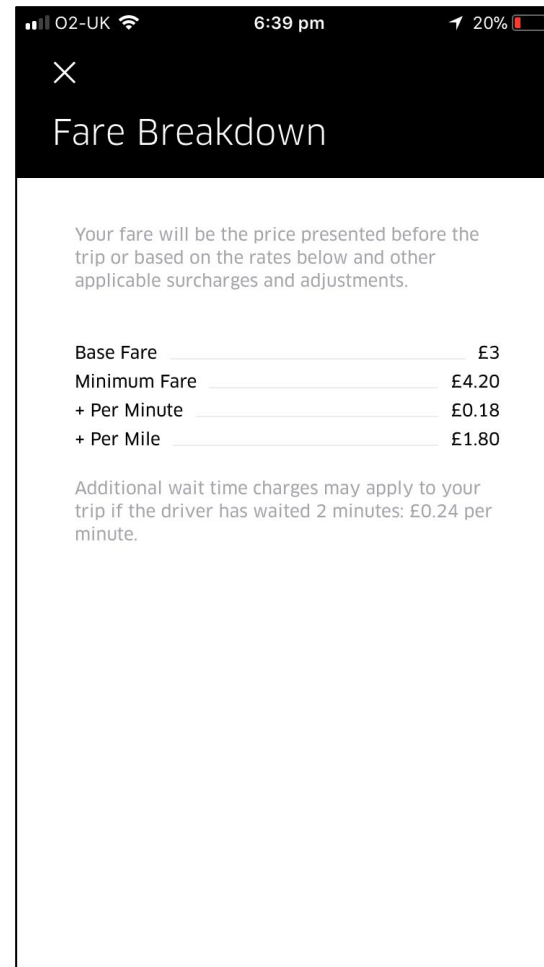
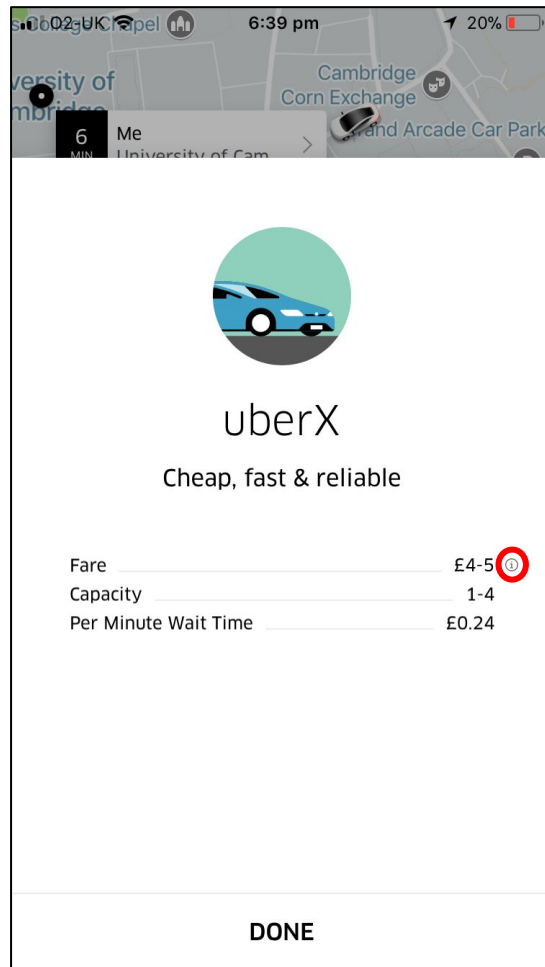
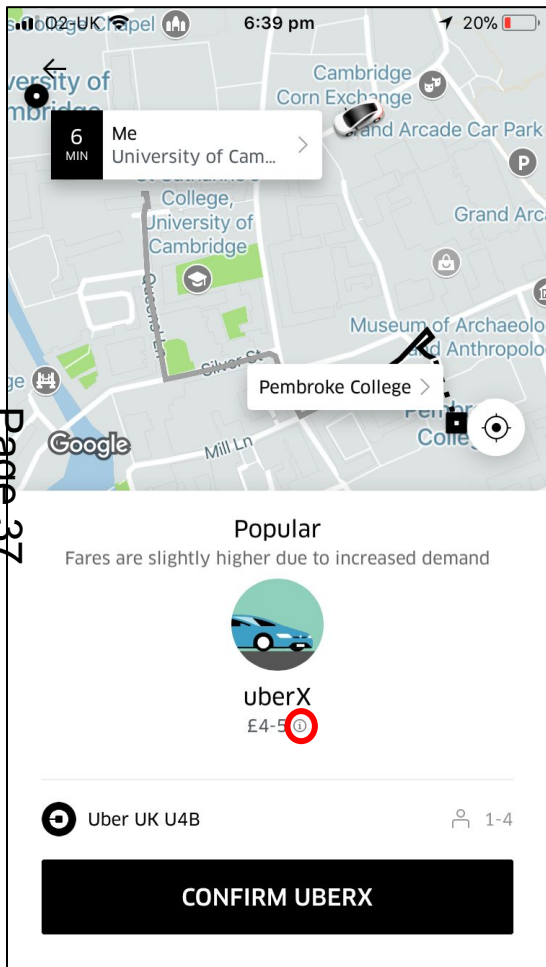
APPENDIX A

Appendix - Suspended/Revoked/Refused Licences

Uber Britannia Ltd's application for an operator licence was refused by Reading Borough Council (RBC) in March 2016. The reasons given were not relevant to this current application, being related to peculiar requirements in RBC's local licence conditions and other irrelevant concerns around local demand and the number of vehicles that will be operated in that area.

Uber Britannia Ltd's application for an operator licence with Swansea City & County Council (SCCC) was made alongside a request for an exemption to one of the conditions. Condition 22 requires the operator to check all vehicles before the start of each shift. Uber do not assign shifts to licensed private hire drivers who use our app. As independent contractors, partner-drivers who use the app have the flexibility to switch the app on/off as they see fit, with many enjoying the flexibility of having no set shifts or minimum hours. It was also put forward by the Team Leader of the Swansea Licensing team that the purpose of this requirement is already adequately met by the driver's licence conditions. The exemption was not granted by the Licensing committee and in September 2017 the application was subsequently not successful.

TfL refused Uber London Limited's application to renew its PHO licence - this decision is currently under appeal.



Uber Britannia Limited
Compass House
Vision Park
Chivers Way
Histon
Cambridge, CB24 9AD

By Hand

3 November 2017

To Whom It May Concern,

I write in response to question 5 s) of the Cambridge City Council renewal application, which asks:

“Do you intend to operate any surge pricing as part of the fare structure?”, “If yes, please explain details of the surge pricing to be used”, and “If yes, and you intend to use Hackney Carriage Vehicles to fulfil bookings, please explain how you will ensure that passengers will not be overcharged”.

When vehicle supply is restricted, Uber uses surge pricing to ensure that passengers are able to get a ride reliably and quickly. Uber always informs riders that surge pricing is in effect; if relevant, the app displays the current surge rate along with the fare estimate and the rider will be required to accept the rate prior to requesting a ride. In this way we ensure the pricing structure is as transparent as possible.

Uber does not permit Hackney Carriages to fulfil bookings within their licensed district on the Uber app, which ensures that it is not possible for them to fall foul of s.58 of the Town Police Clauses Act 1847.

I am at your disposal if you have any questions.

Yours faithfully,



Frederick Jones
Head of Cities, UK and Ireland, Uber
Enc.



Uber Britannia Limited
Compass House
Vision Park
Chivers Way
Histon
Cambridge, CB24 9AD

By Hand

3 November 2017

To Whom It May Concern,

I write in response to question 5 u) of the Cambridge City Council renewal application, which asks:

“Are you registered with the Information Commissioner’s Office on the Data protection Public Register?”

I can confirm that Uber Britannia Limited is not a data controller for the purposes of the Data Protection Act 1998 and therefore is not registered with the Information Commissioner’s Office. The data controller for the purposes of data protection is Uber B.V., a company incorporated in the Netherlands, and we can confirm that it is registered with the ‘*Autoriteit Persoonsgegevens*’, which is the Dutch equivalent of the ICO.

I am at your disposal if you have any questions.

Yours faithfully,

A black rectangular redaction box covering the signature of Frederick Jones.

Frederick Jones
Head of Cities, UK and Ireland, Uber
Enc.

A black rectangular redaction box covering the footer information.

Uber Britannia Limited
Compass House
Vision Park
Chivers Way
Histon
Cambridge, CB24 9AD

By Hand

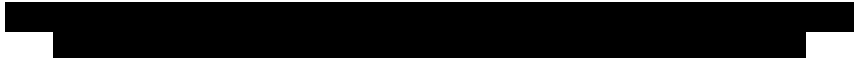
3 November 2017

To Whom It May Concern,

I write in response to question 6 d) of the Cambridge City Council renewal application, which asks for further detail regarding acceptance of bookings via a mobile app.

Question	Answer
Who will invite the booking?	Uber Britannia Limited (“ UBL ”) invites the booking via the Uber app, which is configured for the local jurisdiction. UBL is responsible for ensuring that drivers available for bookings are properly licensed and insured and dispatches bookings to drivers.
Who will accept the booking?	UBL accepts the booking as the licensed private hire operator.
Where are bookings received to?	Bookings are received electronically and processed under UBL’s Cambridge operator licence. For the avoidance of doubt, there is no requirement in the Local Government (Miscellaneous Provisions) Act 1976 for the booking to be accepted in any particular geographic location, or for a booking to ‘land’ at the licensed premises within the district.

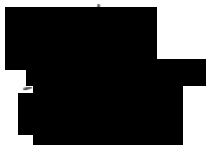
<p>Does the booking remain a contract with the operator and not direct with the driver?</p>	<p>UBL, as the licensed private hire operator, accepts the booking and accepts all regulatory responsibilities and burdens that arise. However, UBL does not itself provide transportation services, and is not a transportation provider. UBL acts as agent of drivers who provide transportation services as principal, in common with a number of other private hire operators.</p>
<p>Where are the servers that store/process booking records based?</p>	<p>Uber - like all modern businesses - uses cloud based technology for security and safety reasons. UBL does not have a local server and there is no requirement for it to have one under the 1976 Act. All booking records are stored electronically and available to the Authority on demand.</p>
<p>How is a booking given to a driver?</p>	<p>The booking system works in the following way: The Uber rider opens the Uber app, selects their pick up location and presses the “request” button. The rider also has the option at this stage to enter their intended destination and to ask for a fare estimate. Based on the rules set by the relevant licensed operator, the Uber system identifies the best placed licensed partner-driver for the rider. When an available licensed partner-driver and vehicle has been identified, UBL accepts the booking, logs the booking on the system and allocates the booking to that partner-driver.</p>
<p>How do you ensure the triple lock licensing rule is observed? i.e. driver, vehicle and operator are all licensed by the same licensing authority</p>	<p>Each driver and vehicle is identifiable by their relevant licence. Only drivers and vehicles licensed by the same authority are able to receive bookings made via the app and booking records clearly delineate between vehicles/drivers from different authorities.</p>
<p>How does a passenger know which licensing</p>	<p>Uber’s terms and conditions for passengers</p>



<p>authority licences the driver and vehicle?</p>	<p>the “Rider Terms”) state, at paragraph 3, that:</p> <p><i>“You should be aware that the Transportation Provider to which your PHV Booking is allocated and who provides the Transportation Services may be licensed in an area other than where the booking is requested or the Transportation Services are provided.”</i></p> <p>In many cases, the relevant authority is clearly displayed on livery, but if riders require this information after the trip has concluded, they can enquire quickly and easily through our in-app support, and will typically receive a response from our dedicated Support Team within a few hours.</p>
<p>What information is given to the passenger?</p>	<p>Riders booking through the Uber app will receive (via the app):</p> <ul style="list-style-type: none"> ● The driver’s first name; ● The driver’s photo; ● The vehicle’s make; ● The vehicle’s model; ● The vehicle’s registration; ● The vehicle’s colour; and ● The ETA of the driver.

I am at your disposal if you have any questions.

Yours faithfully,



Frederick Jones
 Head of Cities, UK and Ireland, Uber
 Enc.



APPENDIX B

ENVIRONMENTAL SERVICES
CAMBRIDGE CITY COUNCIL
PO BOX 700
CAMBRIDGE, CB1 0JH

Tel: 01223 457888
E-mail: Taxi@Cambridge.gov.uk

L11




<p align="center">PRIVATE HIRE OPERATORS LICENCE Local Government (Miscellaneous Provisions) Act 1976</p> <p align="center">Company Name: Uber Britannia Ltd</p> <p align="center">Compass House , Vision Park, Chivers Way, Histon, Cambridge, CB24 9AD</p> <p align="center">Licence Number:PHO080</p> <p align="center">Start Date: 21st December 2016 End Date: 20th December 2017</p>
--

<p align="center">Proprietor(s) Name Only</p> <p align="center">Thomas Elvidge</p>

<p align="center">Number of Vehicles:1</p>

This licence is subject to the provisions of, and the byelaws made under the Town Police Clauses Act 1847; the Local Government (Miscellaneous Provisions) Act 1976; the Transport Act 1985; the Conditions enacted by Cambridge City Council.

<p align="center"></p> <p align="center">Authorised Officer</p>

Please read conditions on reverse

Licence Fee: £150.00	Receipt No: 07936	Date Paid: 23 rd November 2016
6th December 2016		WK/201636635

PRIVATE HIRE OPERATOR – LICENCE CONDITIONS

Local Government (Miscellaneous Provisions) Act 1976

1. Records

The records required to be kept by the operator under Section 56(2) of the Local Government (Miscellaneous Provisions) Act 1976 shall be kept in a suitable book, the pages of which are numbered consecutively.

The records to be kept by the operator shall contain details of all Private Hire Vehicles operated by him, including the names and addresses of the owners and drivers, registration numbers and drivers of the vehicles, together with any radio call sign used.

2. Complaints

The operator shall immediately upon receipt notify the Council in writing of any complaints concerning a contract for hire or purported contract for hire relating to or arising from his business and of the action (if any), which the operator has taken or proposes to take in respect thereof.

3. Change of Address

The operator shall notify the Council in writing of any change of his address during the period of the licence within 7 days of such change taking place.

4. Convictions

The operator shall within 7 days disclose to the Council in writing details of any conviction imposed on him (or if the operator is a company, on any of its directors) during the period of the licence.

Failure to comply with the conditions of this Licence may result in disciplinary action

Licensing decision on Uber London Limited

22 September 2017

Transport for London (TfL) has today (Friday 22 September) informed Uber London Limited that it will not be issued with a private hire operator licence after expiry of its current licence on 30 September.

TfL's regulation of London's taxi and private hire trades is designed to ensure passenger safety. Private hire operators must meet rigorous regulations, and demonstrate to TfL that they do so, in order to operate. TfL must also be satisfied that an operator is fit and proper to hold a licence.

TfL has concluded that Uber London Limited is not fit and proper to hold a private hire operator licence.

TfL considers that Uber's approach and conduct demonstrate a lack of corporate responsibility in relation to a number of issues which have potential public safety and security implications. These include:

- Its approach to reporting serious criminal offences.
- Its approach to how medical certificates are obtained.
- Its approach to how Enhanced Disclosure and Barring Service (DBS) checks are obtained.
- Its approach to explaining the use of Greyball in London - software that could be used to block regulatory bodies from gaining full access to the app and prevent officials from undertaking regulatory or law enforcement duties.

The Private Hire Vehicles (London) Act 1998 includes provision to appeal a licensing decision within 21 days of it being communicated to the applicant. Uber London Limited can continue to operate until any appeal processes have been exhausted.

No further comment will be made by TfL pending any appeal of this decision.


Notes to Editors:

- Uber London Limited was licenced as a Private Hire (PH) Operator In 2012. On 26 May TfL granted a 4-month PH Operator Licence whilst it concluded its consideration of a five year licence. This licence expires on 30 September.



Copyright TfL

APPENDIX D

Cambridge City Council Licensing & Enforcement Team Environmental Services	 CAMBRIDGE CITY COUNCIL
Record of Private Hire Operator Visit & Inspection	
Worksheet ref: WK/ 201751074	

Type of application:	New <input type="checkbox"/>	First Renewal <input checked="" type="checkbox"/>	Renewal <input type="checkbox"/>
Name of Applicant/s:	THOMAS ELVIDGE FREDRICK JONES		Date of Initial Contact: 1/11/17
Name of Company:	UBER BRITANNIA LIMITED		Number of Vehicles: 4

Prior to scheduling an inspection visit, the inspecting officer will conduct a telephone interview with the applicant in order to check the following:

	✓ if present	Date & Initial
Applicant/s has submitted an up to date application - Form can be obtained online here: https://www.cambridge.gov.uk/taxi-operator-licence - Form must be completed in full, dated and signed by applicant/s - Full 5 year address history with dates must be provided - Any convictions must be detailed	✓	7/11/17 LC
Fees paid and Receipts obtained before inspection visit - Fees explained (dependent on the duration and type of licence) - Copies of all receipts issued retained	✓	8/11/17 LC
Applicant has an up to date Equality & Diversity Monitoring Form ready for submission at the Inspection Visit - Form can be obtained online here: - https://www.cambridge.gov.uk/apply-for-or-renew-a-private-hire-operator-licence - Form is not mandatory		
Basic Disclosure & Barring Service Certificate has been obtained by Applicant/s and is ready for submission at the Inspection Visit - In the case of any licence applicants who are not already licensed drivers with CCC - Certificate must be dated within 1 month of the Inspection Visit		
Enhanced Disclosure & Barring Service Certificate Verified by Officer - In the case of any licence applicants who are licensed drivers with CCC, check that DBS is still current (on M3).	N/A	8/11/17 LC
Certificate of Good Conduct - Where applicable a copy of an original, translated if necessary, certificate of good conduct is available and validated by the Enforcement Officer - This is only applicable for individuals who have spent a period of six months or more, in the last five years, residing outside the UK	N/A	8/11/17 LC
Original Documents are ready for submission at the Inspection Visit - All original documents which have been provided as part of the application seen, verified and copies taken where appropriate	✓	8/11/17 LC
References have been obtained by Applicant/s and are ready for submission at the Inspection Visit - Only where a new application is being made or where a new applicant is applying on the licence, two references must be sought - References satisfactory and accepted for processing	N/A	
Inspection Booked by Enforcement Officer - Inspection booked	✓	11/11/17 LC

APPENDIX D

Operator name	UBEL BRITANNIA LIMITED
Address	[REDACTED]
Proprietor(s)	THOMAS ELWOLE FREDERICK JONES
Date of Inspection	8/11/17
Time Inspection Commenced	11.30
Time Inspection Ended	14.10
Officer(s) carrying out Inspection	LUKE CATCHPOLE KAREN O'CONNOR

Is the operator licensed by any other authorities? YES NO
 If so, which authorities?

Name of licensing authority	Licence number
82 (APPROX) OPERATORS LICENCES HOLD	ATTACHED AS APPENDIX TO APPLICATION FORM

Operator managers and contact details:	FRED JONES [REDACTED]
Number of people employed by the Operator:	3 FULL TIME STAFF & 1 PART TIME STAFF AT OPERATOR SITE PLUS 20 OTHER STAFF MEMBERS

APPENDIX D

BOOKING METHODS			
	Yes	No	Details / Questions to consider
In person		✓	Is there a waiting room available? If so, is this in a satisfactory condition? What other facilities are available for customers?
Telephone		✓	What telephone numbers are in use? Please provide details:
E-mail		✓	What e-mail addresses are in use? How are bookings responded to?
Website		✓	How are bookings responded to? What website is in use? How often is the website updated by the applicant? Does the website have clear information on how the operator can be contacted? Please provide details: QUESTION 6 (D) IN APPLICATION FORM INDICATES YES BUT CLAIMED THIS IS AN ERROR AND BOOKINGS CANNOT BE TAKEN VIA WEBSITE.

Mobile app



Who invites the booking? If passengers are invited to make bookings, does the app belong to the applicant? If not, it may be that the applicant is not the right person to be licensed. Please provide details:

UBER SCITTANIA LTD MAKES THE INVITATION THROUGH THE APP.

Who will accept the booking? If it is the driver (by pressing 'accept' on an app) the driver may need to be licensed as an operator too. The booking should go to the operator and then the driver. Please provide details:

OPERATOR ACCEPTS THE BOOKING & PASSES ON TO DRIVER TO CONFIRM.

Who is the contract with? Is it the app provider or driver? If the passenger is required to make a separate contract with the driver then the driver may also need to be licensed as an operator. Please provide details:

CONTRACT IS WITH UBER SCITTANIA LIMITED

Other general details on how the app works and how details are recorded.

CUSTOMER OPENS THE APP - REQUESTS THE JOURNEY DETAILS - UBER SYSTEM (ON BEHALF OF ALL UBER OPERATORS) RANKS THE DRIVER TO FIND MOST SUITABLE. IF THAT IS A CCC DRIVER, CCC OPERATOR ACCEPTS BOOKING & SENDS OUT CONFIRMATION TO DRIVER WHO ACCEPTS & TAGN DETAILS SENT TO PASSENGER. RECORDS WILL BE FOUND ON CCC OPERATOR RECORDS

DRIVER ON LINE, CUSTOMER REQUEST, DRIVER SCREEN FLASHES, CONFIRM AVAILABLE, OPERATOR ACCEPTS BOOKING & SENDS TO DRIVER WHO CONFIRMS. DETAILS OF CUSTOMER TO DRIVER & DETAILS OF CUSTOMER TO DRIVER.

APPENDIX D

Booking record Paper record Seen? YES NO
 Electronic Seen? YES NO

RECORD OF BOOKINGS			
Please examine a sample of bookings and provide the following details for each one:			
Item	1	2	3
Date of booking	28/10/17	28/10/17	29/10/17
Time of booking	07.27	16.52	18.53
Name of passenger(s)	[REDACTED]		
Start point	[REDACTED]		
Via* *if applicable			
End point	[REDACTED]		
Date booking required	28/10/17	28/10/17	29/10/17
Time booking required	7.34	17.02	18.57
Booking method	APP	APP	APP
Fare quoted for journey	£8.86	£13.14	£6.25
Actual cost of journey	£8.06	£11.32	£7.12
Name of driver/callsign	[REDACTED]		
Vehicle registration no.	[REDACTED]		
Vehicle plate no.	[REDACTED]		
Where sub-contracted, to who?	NO.	NO.	NO
Other details of note			

PRINT OUTS ATTACHED.

APPENDIX D

FLEET / DRIVER RECORDS	
Item	Details
Schedule of vehicles – has this changed since the time of making application? Please provide details:	<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
Does the operator intend to use hackney carriage vehicles to fulfil bookings? If yes, how does the operator ensure that where Hackney Carriage Vehicles are used to fulfil jobs within Cambridge City that the Hackney Carriage Table of Fares is observed?	<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO MAKE HACKNEY'S ON APP BUT NEVER USE ON CCC OPERATORS LICENSE FOR CCC LICENSES DRIVERS/VEHICLES.
Number of drivers	Hackney Carriage: Private Hire: 4
Does the operator have tracking installed on vehicles?	<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO USE GPS ON APP BUT NOT IN FITS TO VEHICLES.
Does the operator hold (copies or acknowledgement of) insurance documents? Provide details of examples	<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO INSURANCE DETAILS HELD ON SYSTEM AND COPIES SHOWN AT INSPECTION
Does the operator hold (copies of or acknowledgement of) vehicle/driver licences? Provide details of examples	<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO COPY OF OULA LICENCE, VEHICLE LICENCE & DRIVER BADGE HELD ON SYSTEM
Evidence of vehicle licences seen?	<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO
Evidence of driver licences seen?	<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO
Do all three licences match? (Driver, Vehicle and Operator) Provide details of examples	<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO OPERATOR, VEHICLE LICENCE & DRIVER BADGE ALL LICENSES BY CAMBRIDGE CITY COUNCIL

APPENDIX D

<p>How does the operator maintain separate booking records vehicles licensed by different licensing authorities? Please provide details of examples seen:</p>	<p>TABS ARE ADDED TO SEARCH SYSTEM IN COMPUTER SYSTEM - TAPPING SYSTEM ENSURES THAT BOOKING RECORDS GO TO COLLECT RECORDS FOR DIFFERENT OPERATORS, ENSURING TRIPLE LOCK.</p>
<p>How does the operator ensure that an appropriate vehicle is sent to the passenger? <i>i.e. can passengers specify a vehicle to suit their needs e.g. wheelchair-accessible, saloon, multi-seater etc.</i></p>	<p>CHOICE ON THE APP - DIFFERENT VEHICLE OPTIONS - ONLY ONE CHOICE IN CAMBRIDGE CURRENTLY - UBER X WHICH IS A 4 SEATER. LOOKING TO COLL OUT OTHER OPTIONS - ASSIST WHICH IS FOR PEOPLE WITH DEMENTIA ETC & ACCESS, WHICH IS FOR DISABLED ACCESS.</p>

DRIVER AND STAFF TRAINING	
Item	Details
<p>How are drivers advised of the legal requirements of private hire work? e.g. illegally plying for hire, displaying their badge etc. Please provide details of any records seen:</p>	<p>DRIVERS RECEIVE A PRESENTATION & THIS INCLUDES HOW THE APP WORKS, INFO REGARDING COMPANY & COVERS LEGAL REQUIREMENTS OF PRIVATE HIRE WORK - COPY OF PRESENTATION PROVIDED & SEEN. SPECIFICS THAT BADGE ON DISPLAY AT ALL TIMES - PLYING FOR HIRE (CHECK) IN COMMUNITY GUIDING FOUND ON WEBSITE.</p>
<p>What checks or tests are carried out by the operator before taking a driver on? Please provide details of any records seen:</p>	<p>CHECKS THAT DRIVER HAS CORRECT DOCUMENTATION - DRIVER BADGE, VEHICLE LICENCE, INSURANCE. ALSO THAT DRIVER WAS RECEIVED PRESENTATION & MODULES AVAILABLE TO TAKE. NO DBS CHECKS ARE CARRIED OUT BY OPERATOR ON DRIVERS - CCC DO THIS BEFORE LICENSING.</p>
<p>What training is given to drivers? e.g. Knowledge Test, safeguarding, taking of assistance dogs, when to start the meter etc. Please provide details of any records seen:</p>	<p>AS ABOVE PRESENTATION - WANT MODULES BY BARNADOS ON SAFEGUARDING THAT IS AVAILABLE FOR DRIVERS TO TAKE</p>

APPENDIX D

<p>Schedule of ancillary staff – has this changed since the time of making application?</p> <p>Please provide details:</p>	<p><input checked="" type="checkbox"/> YES <input type="checkbox"/> NO</p> <p>FORMAL SHEET OF ANCILLARY STAFF LIST PROVIDED AT INSPECTION TO BE ADDED TO APPLICATION FORM.</p>
<p>What checks or tests are carried out by the operator before taking a member of staff on?</p> <p>Please provide details of any records seen:</p>	<p>FULL INTERVIEW PROCESS, RIGHT TO WORK CHECKS CARRIED OUT & CRIMINAL CHECK TAKEN BUT UNSURE WHETHER THIS ENTAILS A DBS CHECK - WILL LOOK INTO THIS AND PROVIDE AN ANSWER.</p>
<p>What training is given to staff members?</p> <p>Please provide details of any records seen:</p>	<p>TRAINING GIVEN ON CUSTOMER SERVICE, TECHNICAL TRAINING ON USE OF SYSTEMS, REGULATORY TRAINING FOR MORE WORKING IN COMPLIANCE.</p> <p>ANTI-CORRUPTION TRAINING.</p> <p>REGULAR PERSONAL DEVELOPMENT.</p>
<p>What disciplinary procedures are used by the operator?</p> <p>What records are kept?</p> <p>Please provide details of any records seen:</p>	<p>STAFF - PERFORMANCE MANAGEMENT EVERY 6 MONTHS & CAPTURE POOR PERFORMANCE.</p> <p>DRIVERS - GO BY COMMUNITY GUIDELINES & FEEDBACK RECEIVED VIA APP & CUSTOMERS.</p> <p>BELOW LOW RATINGS WILL GET BELOW AVERAGE LOW RATING - DRIVER WILL BE SPEECH TO & DETAILS WILL BE KEPT IN DRIVER RECORD.</p>
<p>How are complaints handled by the operator?</p> <p>What records are kept?</p> <p>Please provide details of any records seen:</p>	<p>COMPLAINTS COME THROUGH ON APP - ROUTES TO TEAM DEDICATED TO RESPOND</p> <p>DEDICATED TEAM FOR SERIOUS INCIDENTS, ACCIDENTS - DRIVER/VEHICLE CAN BE SUSPENDED FROM APP - CONTACT DRIVER TO FIND OUT/DISCUSS ISSUES.</p> <p>ALL COMPLAINTS KEPT ON DRIVER RECORDS WILL PROVIDE COPIES FOR DRIVERS.</p> <p>CCC WOULD LIKE TO KNOW ABOUT COMPLAINTS/ACCIDENTS AS THEY HAPPEN - WILL WORK INTO PROCESS WORK FLOW</p>

APPENDIX D

How does the operator observe equal opportunities?	ZERO TOLERANCE POLICY ON DRIVERS THAT REFUSE JOURNYS WITH ASSISTANCE ANIMALS - IF PROVEN THE DRIVER WILL BE DE-ACTIVATED FROM ACCOUNT - REWARD FOR ANY COMPLAINTS IN RELARDS TO THIS BE PASSED TO CCC.
What records are kept?	
Please provide details of any records seen:	NO DISCRIMINATION ON JOURNYS. UBER HAS GENDER PAY EQUALITY.

GENERAL	
Item	Details
Copy of Planning Permission seen?	<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
Details of Planning Information (planning granted, when, requirements/ conditions etc)	SI PLANNING PERMISSION, NO WAITING ROOM - EXEMPTION GRANTED WITH ORIGINAL APPLICATION. PUBLIC LIABILITY INSURANCE IN PLACE - EXPIRES. 29/06/2018
What fare structure is used by the operator? <i>Include details of any surge pricing in effect, use of a taxi fare calculator etc.</i>	FARE CARD PROVIDES WITH APPLICATION FORM - PER MINUTE, PER MILE & STARTING FARE. - DYNAMIC PRICING IN OPERATION. APP STATES POPULM + THAT NIGHTLY FARES COULD BE IN OPERATION.
How are fares advertised to passengers?	FARE ESTIMATE PROVIDED ON APP. ONCE JOURNAY COMPLETED, ACTUAL FARE CALCULATED + CARD CHARGED - ALL THROUGH APP. CUSTOMERS CAN QUESTION FARE CHARGES.
What measures does the operator take to ensure drivers and vehicles are not a nuisance to local residents? <i>e.g. switching engines off, parking considerately and legally when awaiting a booking</i>	IF OPERATOR MADE AWARE, THEY WILL SPEAK TO DRIVER AND TAKE ACTION IF NECESSARY - IF CCC PROVIDE LIST OF 'HOT SPOTS' THIS INFO CAN BE USED ON APP TO STOP DRIVERS GOING THERE. IF DRIVER NOT DISPLAYING ABOVE, SECTION & ACTION TAKEN.

APPENDIX D

<p>What checks or training does the operator undertake to facilitate this?</p> <p>Please provide details of any records seen:</p>	<p>AS PER PREVIOUS ANSWER, OPERATOR CAN AMEND APP TO PREVENT DRIVERS PICKING UP FROM EXACT AREA & CAN THEREFORE SEE IF DRIVER IS IN THIS AREA FOR NO REASON</p>
---	---

QUESTIONS FOR FIRST RENEWALS ONLY

<p>What evidence can the operator provide to demonstrate that they have been operating for a whole year?</p>	<p>OPERATOR WILL PROVIDE PRINT OUTS OF JOBS TAKEN IN FIRST ^{WEEK} MONTH OF EVERY MONTH FROM DEC 16 TO NOV 17. TO BE PROVIDED TO CEE.</p>
<p>What complaints have been received in the first year of operation?</p> <p><i>Please provide any appropriate details</i></p>	<p>INFORMATION TO BE SENT OVER TO LICENSING.</p>
<p>What drivers have received disciplinary action in the first year of action?</p> <p><i>Please provide the names of drivers and any appropriate details</i></p>	<p>WILL BE INCLUDED IN ABOVE INFORMATION.</p>

APPENDIX D

CONDITIONS OF LICENCE

Does the operator understand and believe they are complying with the following conditions on their licence?

Condition	Understand/ Compliance?	Details of discussion/ questions/ advice given
Records	YES, WITH IT AWARE OF NEED TO HAVE CERTIFICATE OF COMPLIANCE SYSTEM.	ADVISED THAT THIS IS A REQUIREMENT OF LICENCE - UJGC WILL ASK ALL DRIVERS TO PROVIDE 2 ADD TO SYSTEM.
Complaints	YES	COMPLAINTS ARE RECOGNISED & REMAIN ON DRIVER HISTORY - ALL COMPLAINTS TO BE FORWARDED TO CCC AS RECEIVED CAN FORWARD
Change of Address	YES	AWARE OF NEED TO INFORM CCC OF ANY CHANGE OF ADDRESS
Convictions	YES	AWARE OF NEED TO INFORM CCC OF ANY CONVICTIONS RECEIVED.

APPENDIX D

SUB-CONTRACTING	
Does the operator sub-contract jobs to/from other operators?	<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
If <u>received</u> , which operators are these received from?	
Which authority licences these operators?	
If <u>given</u> , which operators are these given to?	
Which authority licences these operators?	

Schedule of Private Hire Vehicles (at time of inspection)		
Please continue on a separate sheet if necessary		
Private Hire Plate Number	Vehicle Registration	Registered Keeper
AS PER APPLICATION FORM		
[REDACTED]		

APPENDIX D

Details of any other matters identified during the inspection and action required			
Issue	Action Required	By Whom	Follow Up due by
CERTIFICATE OF COMPLIANCE	NEED TO BE ADDED FOR ALL VEHICLES	UBGR	ASAP.
NOTIFYING OF COMPLAINTS	RECORD COMPLAINTS BUT NOT NOTIFY TO COUNCIL - ALL SENT OUT NOW	UBGR	
	I WILL INFORM OF ANY COMPLAINTS		
	GOING FORWARD WE TRY NOT RECEIVING		
INSURANCE EXPIRY	NOTIFYING US WHEN INSURANCE EXPIRES.	UBGR	
ANY DOCUMENT EXPIRES	" - "	UBGR	

Following an inspection of the above premises I can confirm that I have undertaken the Private Hire Operator Inspection as described above. I can confirm that the applicant/s has provided the current, original documentation and that my findings were that the inspection was:

Satisfactory (Nothing Outstanding / No Further Action Necessary)

Unsatisfactory (Outstanding Issues / Further Action Necessary)

It is therefore, in light of my findings that the Private Hire Operator Licence should be:

Granted

Not Granted

Referred to Licensing –Sub Committee for consideration

Other (fill in details below)

Inspecting Officer Signature

Signed: _____

Dated: 8/11/17

Print Name: LUKE CATCHPOLE

NOTE: In US, please use either 'Login as Partner' or Bliss as the source of truth for net driver fares. 5 months ago

DETAILS X

TRIP



Completed



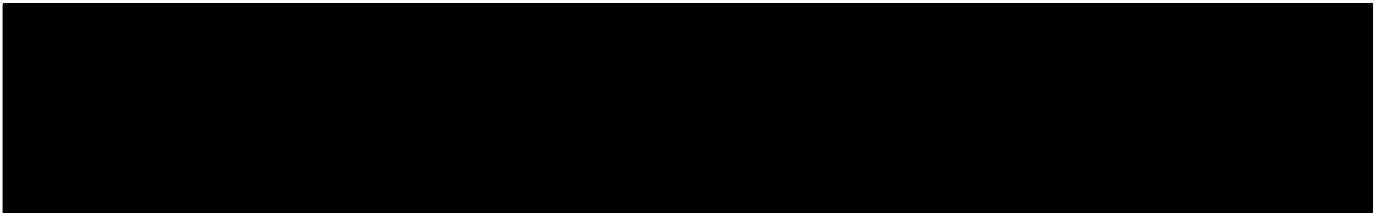
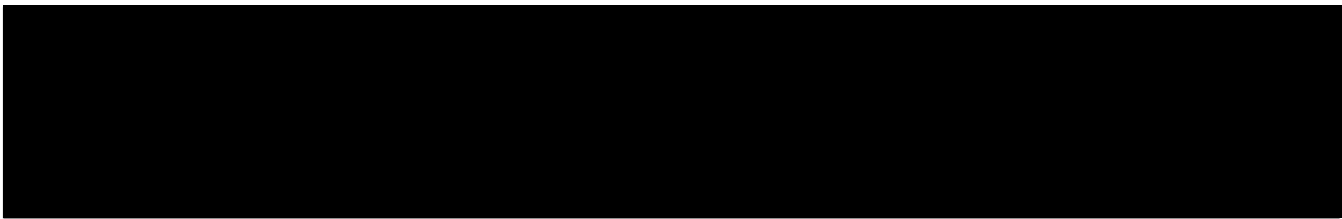
FARE
CLIENT • £8.06
BILLED • £8.06
DRIVER • £8.06

ARRIVAL
05:21

0050

MILES
3.42

DURATION
08:36



Fare Breakdown

(From receipt data)

Base fare	£2.50
Distance (Miles)	3.42 mi * £1.25 £4.27
Time	08:36 * £0.15 £1.29
Primary Subtotals	£8.06

Appease with £5.00
Appease with £10.00
Appeasement amount Appease

Block future pairing

Total Fare £8.06

Outstanding Balance £0.00

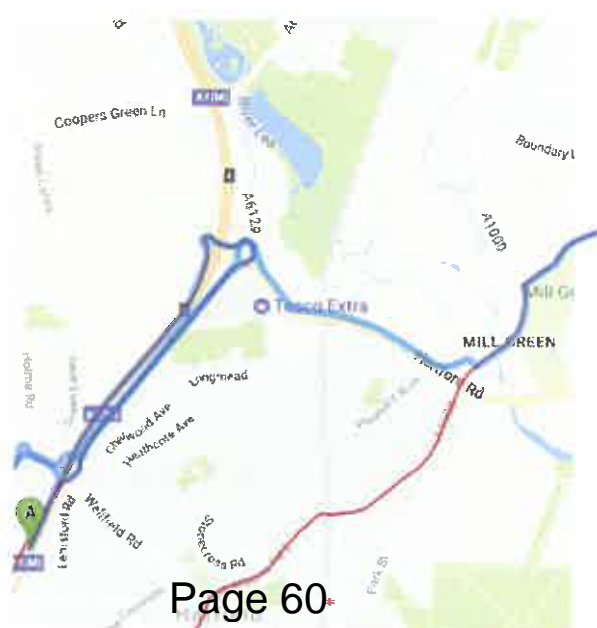
Notes

Note	Author	Date
No notes yet. Add one?		

Rider Breakdown (beta)

Base fare	£2.50
Distance (Miles)	3.42 mi * £1.25 £4.27
Time	08:36 * £0.15 £1.29
Surge x1.0	£0.00
Rounding Down	£0.00
Total Fare	£8.06

Estimated Fare



Driver Breakdown (beta)

Base fare	£2.50
Distance (Miles)	3.42 mi * £1.25 £4.27
Time	08:36 * £0.15 £1.29
Surge x1.0	£0.00
Rounding Down	£0.00
Total Fare	£8.06

APPENDIX D



Reset Submit

Pickup and Travel Times

ETA (Pickup): 5.0 km 7 mins
Total Trip: 3.76 mi 10:57 mins

Estimated Fare Breakdown

Base fare
£2.50

Distance
£4.71

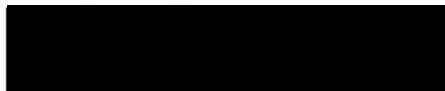
Time
£1.65

Surge x1.0
£0.00

Rounding Down
£0.00

Est Fare Total
£8.86

(Actual Fare)
£8.06



Transaction History

Transaction	Reason	Uber Credits

Trip Profile



States	Time	State
--------	------	-------

Full trip Slowdowns Pre-ride path



NOTE: In US, please use either 'Login as Partner' or Bliss as the source of truth for net driver fares. 5 months ago



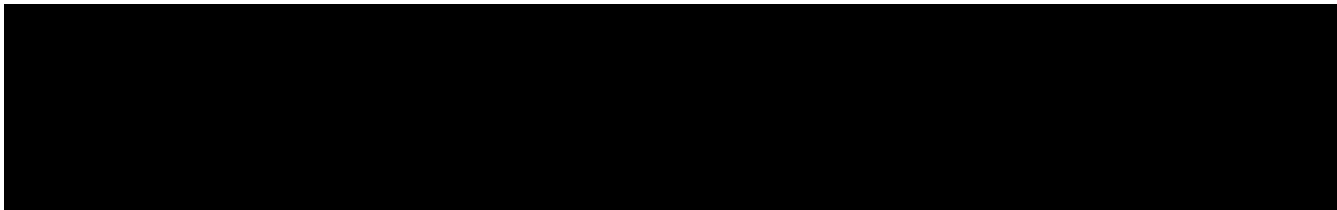
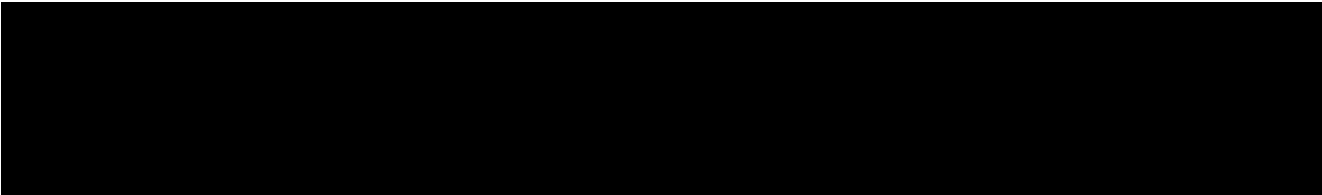
FARE
CLIENT • £11.32
BILLED • £11.32
DRIVER • £11.32

ARRIVAL
05:48

← 0012

MILES
3.70

DURATION
17:47



Fare Breakdown

(From receipt data)

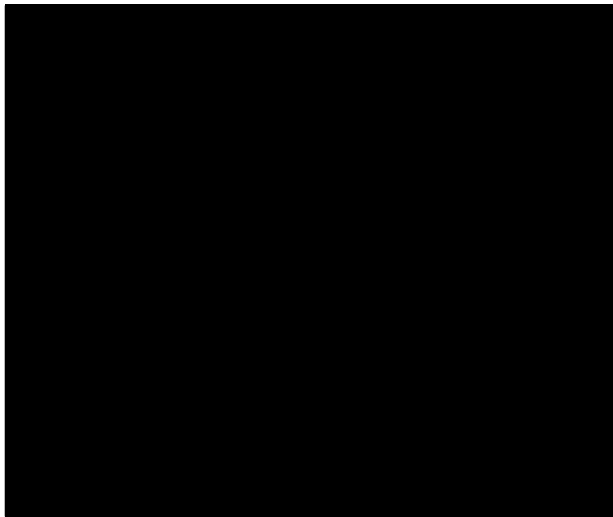
Base Fare		£2.50
Distance (Miles)	3.70 mi * £1.50	£5.56
Time	17:46 * £0.15	£2.67
Primary Subtotals		£10.73
Wait Time		£0.59
Total Fare		£11.32
Outstanding Balance		£0.00

✎
Appease with £5.00
Appease with £10.00
Appeasement amount Appease

Block future pairing

Notes

Note



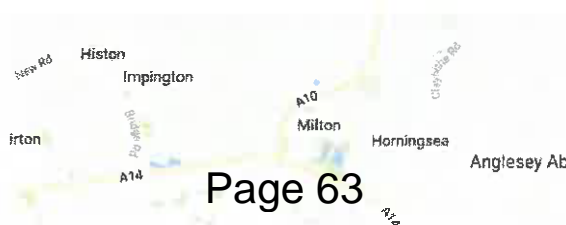
Rider Breakdown (beta)

Base Fare		£2.50
Distance (Miles)	3.70 mi * £1.50	£5.56
Time	17:46 * £0.15	£2.67
Surge x1.0		£0.00
Wait Time	02:57 * £0.20	£0.59
Rounding Down		£0.00
Total Fare		£11.32

Driver Breakdown (beta)

Base Fare		£2.50
Distance (Miles)	3.70 mi * £1.50	£5.56
Time	17:46 * £0.15	£2.67
Surge x1.0		£0.00
Wait Time	02:57 * £0.20	£0.59
Rounding Down		£0.00

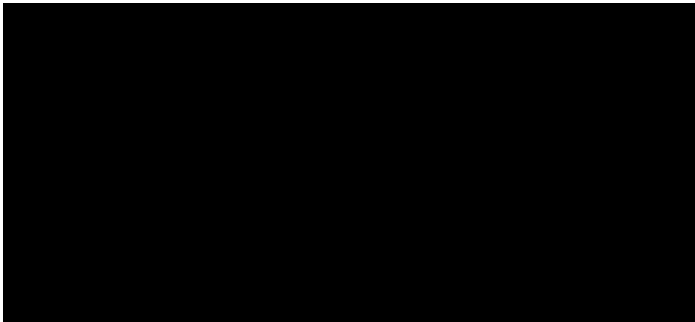
Estimated Fare



APPENDIX D

Total Fare

£11.32



Reset Submit

Pickup and Travel Times

ETA (Pickup): 1.6 km 7 mins

Total Trip: 4.91 mi 21:43 mins

Estimated Fare Breakdown

Base fare

£2.50

Distance

£7.38

Time

£3.26

Surge x1.0

£0.00

Rounding Down

£0.00

Est Fare Total

£13.14

(Actual Fare)

£11.32

Not eligible for inefficient route adjustment

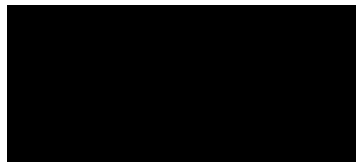
[Load more GPS points](#)

Transaction History

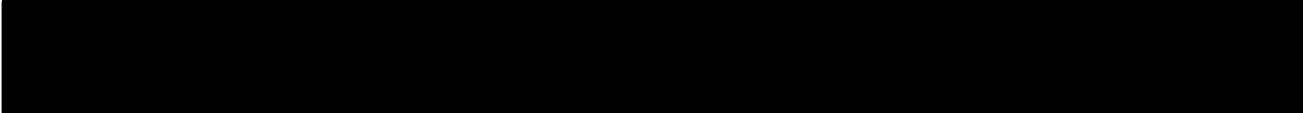
Transaction

Reason

Uber Credits



TRIP

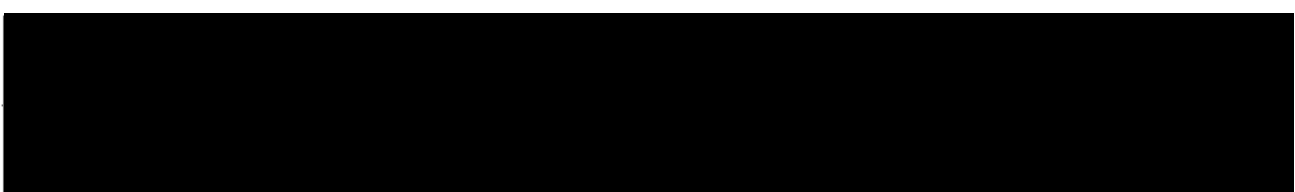
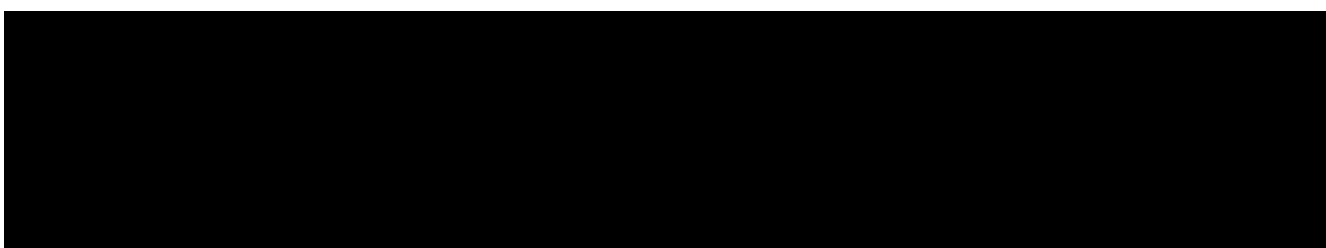


FARE
CLIENT • £7.12
BILLED • £7.12
DRIVER • £7.12

ARRIVAL
02:57

MILES
2.33

DURATION
07:31



Fare Breakdown

(From receipt data)

Base fare	£2.50
Distance (Miles)	2.33 mi * £1.50 £3.49
Time	07:31 * £0.15 £1.13
Primary Subtotals	£7.12
Total Fare	£7.12
Outstanding Balance	£0.00

✎ Appease with £5.00
 Appease with £10.00
 Appeasement amount Appease

Block future pairing

Notes

Note	Author	Date
No notes yet. Add one?		

Rider Breakdown (beta)

Base fare	£2.50
Distance (Miles)	2.33 mi * £1.50 £3.49
Time	07:31 * £0.15 £1.13
Surge x1.0	£0.00
Rounding Down	£0.00
Total Fare	£7.12

Estimated Fare



Driver Breakdown (beta)

Base fare	£2.50
Distance (Miles)	2.33 mi * £1.50 £3.49
Time	07:31 * £0.15 £1.13
Surge x1.0	£0.00
Rounding Down	£0.00
Total Fare	£7.12

RUMRUMPINGTON Addenbrooke's Hospital

Google
(https://maps.google.com/maps/@52.196592001233798, -0.1461461, 48.521405, Crp=0.2575, t=10m11e112b1?source=at&sa=007-000)

Reset Submit

Pickup and Travel Times

ETA (Pickup): 0.9 km 4 mins

Total Trip: 1.76 mi 07:20 mins

Estimated Fare Breakdown

Base fare

£2.50

Distance

£2.65

Time

£1.10

Surge x1.0

£0.00

Rounding Down

£0.00

Est Fare Total

£6.25

(Actual Fare)

£7.12

Not eligible for inefficient route adjustment

[Load more GPS points](#)

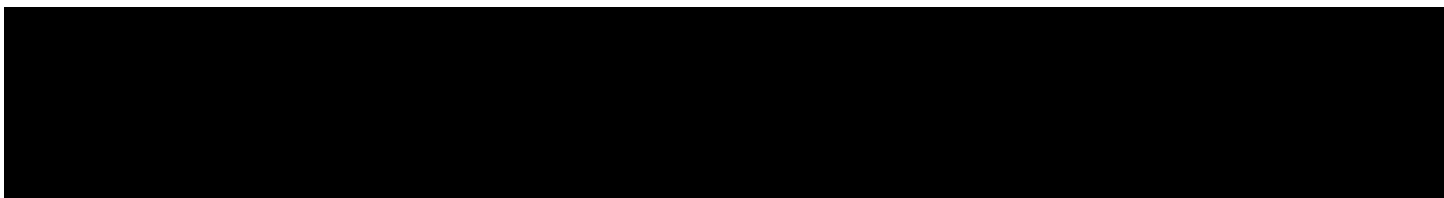
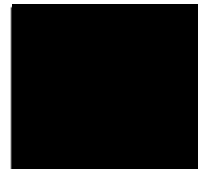
Transaction History



Transaction

Reason

Uber Credits



States

Time

State

This page is intentionally left blank

Welcome to the Uber app

The presentation will

- explain how the app and its technology works
- offer some helpful tips which you can choose to use

Remember you will still be able to provide the transportation service.




- 1 Welcome
- 2 How the Uber App Works
- 3 City Regulations
- 4 Fees Explained
- 5 Account Admin
- 6 Getting Help
- 7 Uber for Everyone
- 8 Safety, Quality, and Ratings

Welcome

Available locally, expanding globally

- Uber operates in more than 450 cities across more than 70 countries around the world
- On average, more than 5 million Uber trips take place around the world every day
- Over a million partner-drivers and millions of riders globally
- Uber operates in more than 25 UK towns and cities
- Millions of people use the Uber app across the UK





Benefits of partnering with Uber

Best drivers in the profession
Uber partners are some of the friendliest and highest quality drivers on the road.

You are your own boss
Drive where you want, when you want. You are in control.

Transparent payments and peace of mind
We collect and process all fares on your behalf.

Receive trips fairly
Trips are automatically allocated to the best placed partner-driver, with no favouritism - ever.

UBER



- 1 Welcome
- 2 How the Uber App Works
- 3 City Regulations
- 4 Fares Explained
- 5 Safety, Quality, and Ratings
- 6 Uber for Everyone
- 7 Getting Help
- 8 Account Admin

UBER



How riders make a request

Uber app

- Uber sets a pickup point using the phone's location.
- Riders tap "Where to?", enter their destination, select which services they would like, and then make a request.
- The best placed partner-driver receives the trip request and confirms it in their partner app.
- The rider can use their app to follow your vehicle and find it upon arrival. They are shown your name, photo, and vehicle registration for a quick and easy pickup.

* "Best Placed" is defined based on the time taken to reach you, incorporating factors such as the "Go Home" button and drivers who are dropping off nearby. It does not take into account the partner's service fee or when they joined the app.

UBER



How you confirm a request

Uber Driver app

- When you want to start driving, open the Uber Driver app (above) and tap to go **Online**.
- The device will beep when you are offered a booking, with your rider's pickup location on screen.
- If the trip is going to be longer than 30 minutes, you will see "Long trip" on the screen.
- Tap anywhere to confirm.
- Your rider's address will appear at the top of the screen. Press **NAVIGATE** for turn-by-turn directions, and drive to their location.

UBER





Contacting your rider

Uber Driver app

- If you need to get in touch with your rider, press the button in the top-left corner of the app after you have confirmed a request.
- Select **CONTACT**.
- You can now choose to **MESSAGE** or **CALL** your current rider. We only recommend calling your rider if you are unable to locate them.
- You'll make a minimum of 20p per min if you have to wait for a rider, starting 2 minutes after you arrive at the pick-up point.

UBER



Cancelling a trip

Uber Driver app

- If you need to cancel a trip before it starts, press the button in the top-left corner of the app after you have confirmed the request.
- Select **CANCEL**.
- You can now choose from a list of options depending on the situation.
- We recommend waiting at least 5 minutes but if a rider does not show up at the pickup location and you cannot contact them either, select **Rider no-show** to change the cancellation fee.
- If the rider cancels more than 2 minutes after you confirm the trip, you'll also receive a cancellation fee.

UBER



How to start a trip

Uber Driver app

- Once the rider is inside your vehicle, we suggest you confirm their name to check you have the right person. We recommend that you ask them to say their name instead of "are you Jack?"
- When you know you have the right rider, swipe the green **START TRIP** bar.
- We also suggest that you confirm your rider's drop-off address once the trip begins.

UBER



How to complete a trip

Uber Driver app

- After you have selected the green **START TRIP** bar, drive to the drop-off location given in the app.
- After you arrive, swipe the red **COMPLETE TRIP** bar (drive your ride is ready to get out of the vehicle).
- Give your rider a rating out of five stars, then swipe the blue bar to return to the map and receive another request. All the Uber drivers are able to take you all will.

UBER

App Features

To improve your experiences on the road

Forward dispatch
Accept your next trip while completing a job

Set destination
And add optional arrival time. Can be used 8 times every 24 hrs

Shows location
In real time with up to 5 people

Thumbs up
At the end of the trip your rider has the option to leave a thumbs up for the driver

UBER

Regulatory

Important information

- Ensure that you wear your badge at all times and display any items as per your Local Council Policy.
- Ensure that you adhere to all Local Livery Policies. Please ask at the end if you are unsure.
- You need to comply with all local regulatory requirements to maintain your Private Hire Licence otherwise you cannot get trips from any operator.
- It is expected that you cooperate with all enforcement officials including those from a council different to your badge.
- Ensure you do not park on taxi ranks or in disabled parking bays.

UBER




UBER



UBER

Fares

- You provide the transportation service to the riders you are connected with through the app.
- Uber is your agent for the processing and collection of your fares.
- After a trip is complete, we charge the rider on your behalf and pass this to you after deducting our service fee.



UBER

Fares

BASE FARE	£2.50
PER MILE	£1.50
PER MIN	£0.15
PER MIN	25%
PER MILE	£3.50
PER MILE	£4.00



UBER

Fares

A five mile uberx trip completed in ten minutes

BASE FARE	£2.50	uberx	£2.50
PER MILE	£1.50	£ x 5	+ £7.50
PER MIN	£0.15	(0 x 10)	+ £1.50
PER MIN	25%	service fee	- 25%
PER MILE	£3.50	TOTAL	£8.63
PER MILE	£4.00		



UBER

Fares

Dynamic Pricing



- When the total number of riders requesting an Uber gets higher, fares can increase to ensure we can maintain reliability.
- Areas of the map will turn more red as the fare multiple increases.
- You can use the heatmap to compare, although it is not recommended that partners "chase" areas with high multiples.

UBER

Earnings

When and where to drive?


- The best areas to drive will change depending on the day you are driving and the time you are driving.
- For example when driving Monday-Thursday, starting between 7am-11am means you can generally earn around 57% more than later in the day (11am-3pm). Some good areas to drive during this time include Cambridge Colleges and Addenbrooke's Hospital.
- For more earnings advice, visit t.uber.com/earningsuk
- Referral rewards are often available when you invite your friends to join the app.




UBER

Save money


Exclusive discounts on and off the road!



Here an accountant




Choose from hundreds of courses




Active drivers who have completed at least 500 trips are able to access a membership including fitness and travel cover for £2 per week (payments usually start 30 per week before Uber's contribution)

Register interest at t.uber.com/ipsse



Save on phones and contracts



Send money abroad

UBER

5 Safety, Quality and Ratings

1. **1. Safely home**
2. **2. Help the Driver Help**
3. **3. City Regulations**
4. **4. Pass: Estimated**
5. **5. Tips to Improve**

UBER

Community Guidelines

Safety and Quality

RESPECT EACH OTHER Riders and drivers are accountable for their own behaviour, and have the right to be treated equally. Any discrimination based on gender, sexual orientation, ethnicity, religion, and disability will not be tolerated. We investigate all complaints from drivers and riders seriously - this could result in losing access to the Uber app

COMMUNICATION communicates calmly and professionally, keeping the rider informed on the progress of their journey

CONVERSATION personal questions, and topics such as religion, relationships, politics and sport should be avoided. It is your responsibility to ensure riders feel comfortable and safe in your vehicle

DRIVE SAFELY by respecting road laws and other users, always picking up and dropping off in safe locations. Ensure that you are well rested whenever you are behind the wheel of a vehicle

UBER

What to do if...

Your rider falls asleep

- Make a loud noise to wake them up
- Always avoid physical contact unless your rider directly asks for help. Touching someone without permission could be assault.

Your rider makes a mess

- Request a cleaning fee via the 'Help' section of your app
- You will be asked to send 2 clear pictures of the mess, and 1 clear picture of the signed and stamped cleaning receipt
- This must be done within 72 hours of the trip occurring

Your rider leaves an item behind

- Drop the item at your local police station, collect a reference number and let us know about it. We will contact the rider regarding this on your behalf.

UBER

What to do if...

Your rider is acting inappropriately

- Give them an honest rating at the end of the trip.
- Inform us via the 'Help' section of your app!
- Riders will be penalised if they display rude, offensive, aggressive, or otherwise unacceptable behaviour. This includes the possibility of losing access to the Uber app.

You are in an accident

- Check everyone involved is okay, and try to remain calm and professional
- Call emergency services if required - 999
- If the vehicle is damaged, still try to help the rider reach their destination
- It is a legal requirement that you provide the other party with your insurance details.
- Inform us via the 'Help' section of your app!
- Remember - if you are driving a courtesy car we must have these documents on our system

UBER

Driver Ratings

Both the rider and partner-driver can leave feedback

- At the end of each completed trip, both the partner-driver and rider are asked to rate their experience on a scale of 1 to 5.
- Your rating is calculated based on an average of your last 500 rated trips. You can view your rating on your app under 'Ratings'.
- It is important to ensure your rating remains high; partner-drivers who consistently fall below Uber's quality standards may receive notification messages or have their access to the Uber App discontinued.
- When you first begin driving, your rating may fluctuate; don't worry, this is normal. As you continue to take trips, your rating should stabilise.
- Low ratings won't count towards your overall rating if they result to sneaking out of your control, such as app issues.

UBER



UBER

Uber for Everyone

Respect your riders


- Relating to pick up persons with mobility equipment that can fit into your vehicle (e.g. bicycles wheelchairs) in a form of obstruction and in illegal. It is also not allowed on the Uber app.
- You are required by law to accept assistance dogs.
- If you cannot take animals for medical reasons, please speak to the coach about an exemption certificate.
- Once advised, please ensure you carry it with you and show it to your rider while clearly explaining that you are unable to complete the trip. Activate them to cancel and rebook with another Uber Partner-Other.
- If you are found to have refused a rider with an assistance animal without having a medical exemption certificate, you will permanently lose access to Uber app.
- See <https://uber.com/help/faq/for-mobility> for more.



UBER



UBER



Getting help

In-app support

- Report trip issues and other problems in your partner app for the quickest and easiest resolution.
- Save yourself the trip to see us in person by heading to the Help section in the ACCOUNT tab.
- From here you can select any of your trips and then choose from a list of issues.
- Alternatively, visit help.uber.com/partners Search for the problem you are experiencing to read steps and solutions. There are a number of guides available to help you solve your issue and learn more about the app.

UBER

Getting help

Greenlight Hub

- Your local Uber Greenlight Hub is located at [REDACTED]
- We are available there to support you with any problems you may have from:
 - Monday-Thursday: 11am-12pm // 1-4pm
 - Friday: 1-4pm
- You can walk-in, or book an appointment via your app.
- New partners are able to sign up by booking an onboarding appointment in the region where they are licensed.



UBER

Learn More
Community engagement

- **Weekly Partner Podcasts**
Keep informed about the latest news and stories about the app. Subscribe here: soundcloud.com/ubank
- **Events**
Look out for invites in your inbox on in the app for Business updates and celebratory events
- **Round Tables**
Weekly listening and focus group sessions are run around the UK. Register your interest here: [REDACTED]



UBER



The diagram shows an 8-step onboarding process for Uber Partners:

- 1 Welcome
- 2 How the Uber App Works
- 3 City Registrars
- 4 How to Register
- 5 Accepting Reviews
- 6 Uber for Everyone
- 7 Getting Help
- 8 Safety, Quality, and Ratings

UBER

Your next steps...

partners.uber.com

1. Upload your vehicle documents
2. Enter your bank details

Still looking for a vehicle?

Before making arrangements, check our vehicle requirements at uber.com/cambridgecars



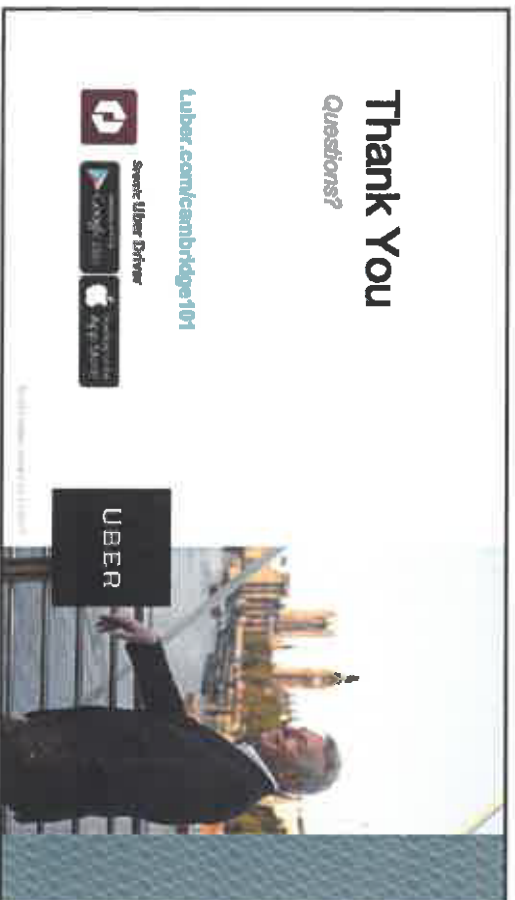
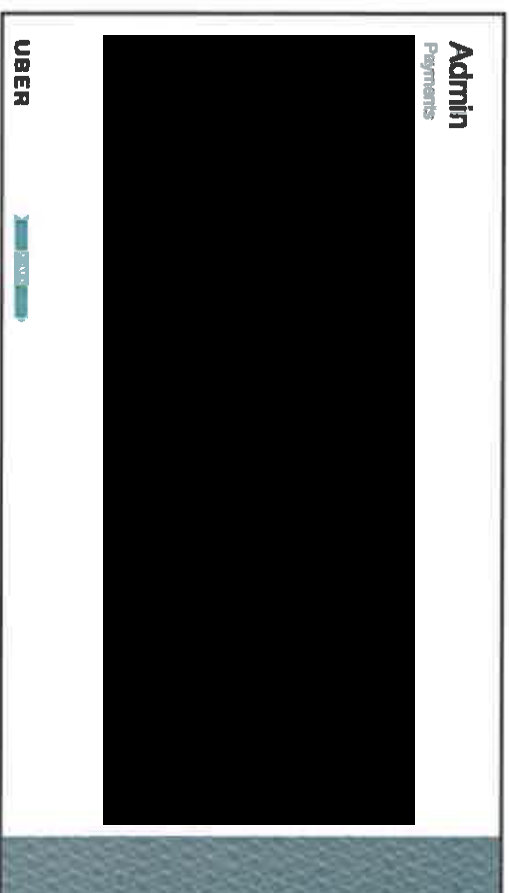
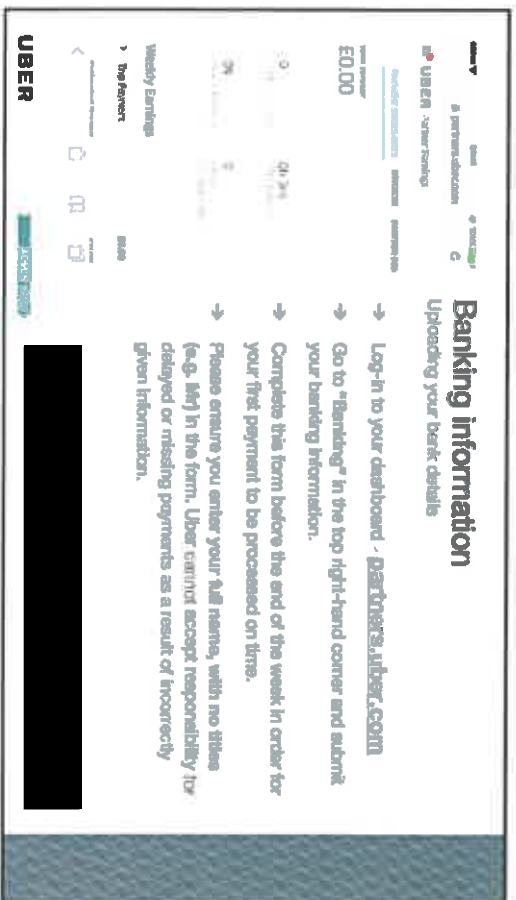
UBER

Documents
Uploading new documents

- Log-in to your dashboard - Partners.uber.com
- Go to "Profile" > "Vehicle" to add your vehicle details
- Then go to "Manage documents" to upload your documents
- When taking pictures, ensure they are not blurry and you can see all four corners of the page
- It can take up to 12 hours for documents to be reviewed
- When your account is active and good to go, you will receive a notification SMS.



UBER



Barnardo's Training - Presentation

The screenshot displays a user dashboard for Barnardo's Training. At the top left is the logo with the text "Believe in children Barnardo's". A search bar contains the text "Search for enrolled courses". The user's name "Emilie" is in the top right. A "Dashboard" menu is visible. The main content area features a large introductory text block and a "Total Number of Courses" section with three metrics: 1 Enrolled Courses, 0 Completed Courses, and 0 Course Questions. A featured course, "Safeguarding - Taxi Service", is shown with a description and a "Start" button.

Believe in children
Barnardo's

Search for enrolled courses

Emilie

Dashboard

Barnardo's Training and Consultancy are pleased to share with you our list of e-learning training programmes we currently deliver.

Through Barnardo's Training service we can design and deliver high quality eLearning training. We offer both standard and bespoke elearning training on a wide range of topics related to work with children and families. We pride ourselves on developing all our products through using the knowledge and skills of our experienced Training consultants all of whom have worked directly with children and young people.

As a children's charity with its own workforce we truly understand the importance of delivering high quality eLearning training which makes a demonstrable difference in improving the knowledge and skills of those who participate. We are continuously developing new materials to respond to emerging needs so please do contact us if you require any new elearning products developed on any other topic related to work with children and families which are not listed.
We hope you enjoy a quick review of what we can offer you!

Total Number of Courses

1 Enrolled Courses	0 Completed Courses	0 Course Questions
--------------------------	---------------------------	--------------------------

Safeguarding - Taxi Service

This course provides an introduction to safeguarding for taxi drivers. Further description to follow.

Start

SLIDE 1


Believe in children
Barnardo's

Start

Welcome to
this course on
Safeguarding
and Child
Sexual
Exploitation

[Click the Next arrow to continue.](#)

SLIDE 2



Believe in children
Barnardo's

Welcome

Taxi drivers play a unique and crucial role in transporting the public from place to place or getting the public home safely – often in difficult circumstances – and they can often see a side of life that many of us do not.

Whether you like it or not, in some circumstances you may become involved in something, or see something, that is so serious you have to take action.

It can be easy to 'turn a blind eye' or hope that someone else will deal with a problem later but, sometimes, action needs to be taken quickly. This may range from a passenger who becomes seriously unwell while in your vehicle to witnessing an assault, or being asked to transport passengers against their will.




This training package is designed to help you spot the signs of trouble and to make the right decisions when you are faced with a difficult situation.

Once you have completed the course, and passed the short test at the end, you will be given the opportunity of downloading a 'pass' certificate. You will need this to prove to your licensing authority that you have taken this course.

SLIDE 3

Believe in children
Barnardo's

Introduction to the course



Hello and welcome to this e learning course. As a taxi driver you can play an important role in safeguarding vulnerable adults and in protecting children and young people from becoming victims of child abuse and sexual exploitation. When working as a taxi driver you may see and hear things in your day to day role that might give you cause for concern.

Barnardo's have developed this e learning course to help you understand how to deal with these concerns and know when you should report them.

During this course you will learn about safeguarding vulnerable adults. You will also learn about safeguarding children and child sexual exploitation.

Taxi companies and taxi drivers can play an important role in spotting the signs that somebody might be at risk of abuse and in keeping people safe.



During this course you will be made aware of some of the signs and indicators to look out for and how to report your concerns.

[Click the Next arrow to continue.](#)

SLIDE 4

Believe in children
Barnardo's

A health warning



Click the Next arrow to continue.

Before you start this short e-learning course, please be aware you may find some of the content in this course distressing. Please arrange to discuss your thoughts and views with your manager or a trusted friend, and take some time to think about the issues it raises yourself after you have completed it.

Whenever we refer to children we are referring to anyone under the age of 18. It is important to remember that the law says that children under 18 including 16 and 17 year olds can be sexually exploited.

These situations can occur any time of the day or night.

SLIDE 5

Believe in children
Barnardo's

Learning outcomes

During this e learning course you will learn:

- What safeguarding is.
- How to identify that a passenger may be vulnerable.
- How to protect yourself when dealing with vulnerable passengers.
- What child sexual exploitation is.
- How to spot the signs of child sexual exploitation.
- Where to report any concerns you may have regarding vulnerable passengers and child sexual exploitation.

Click the Next arrow to continue.

SLIDE 6

Understanding safeguarding vulnerable people

What do these words mean? Click the tabs below to reveal a definition.

Safeguarding

Safeguarding is about protecting a person's health, wellbeing and human rights so that they can be free from harm, abuse and neglect.

Vulnerable

SLIDE 7

Understanding safeguarding vulnerable people

What do these words mean? Click the tabs below to reveal a definition.

Safeguarding

Vulnerable

A person is vulnerable when he or she is in need of special care, support or protection to keep them safe and protect them from being physically or emotionally harmed. Children are vulnerable because of their age but adults can sometimes be vulnerable too.

SLIDE 8

When does your responsibility begin?

Think about what you believe your responsibilities are towards children and vulnerable adults.

- What are your responsibilities towards children under 18 years of age?
- What are your responsibilities towards vulnerable adults?

The following scenario is designed to help you think about what your responsibilities are in this regard and at what point you begin to have any responsibility towards a child or vulnerable adult.

Where does your responsibility as a taxi driver begin?

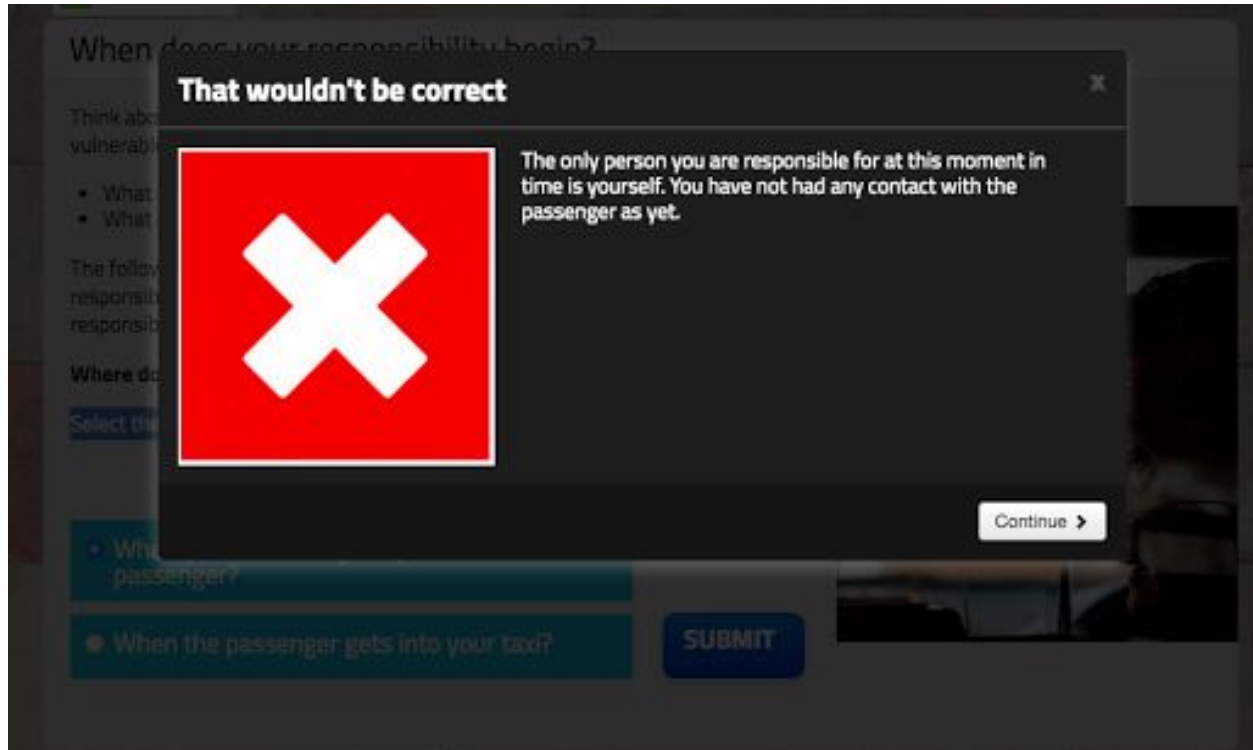
Select the option you think is correct and then click Submit.

- When you are waiting for your next passenger?
- When the passenger gets into your taxi?

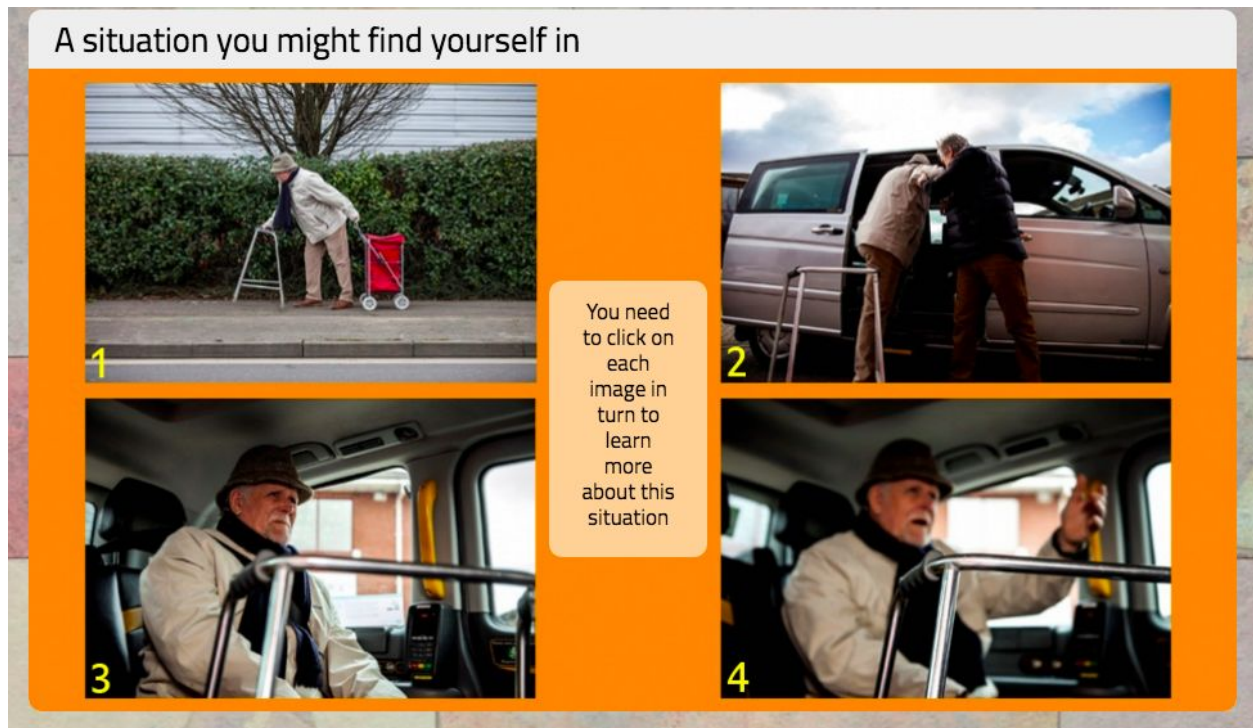
SUBMIT



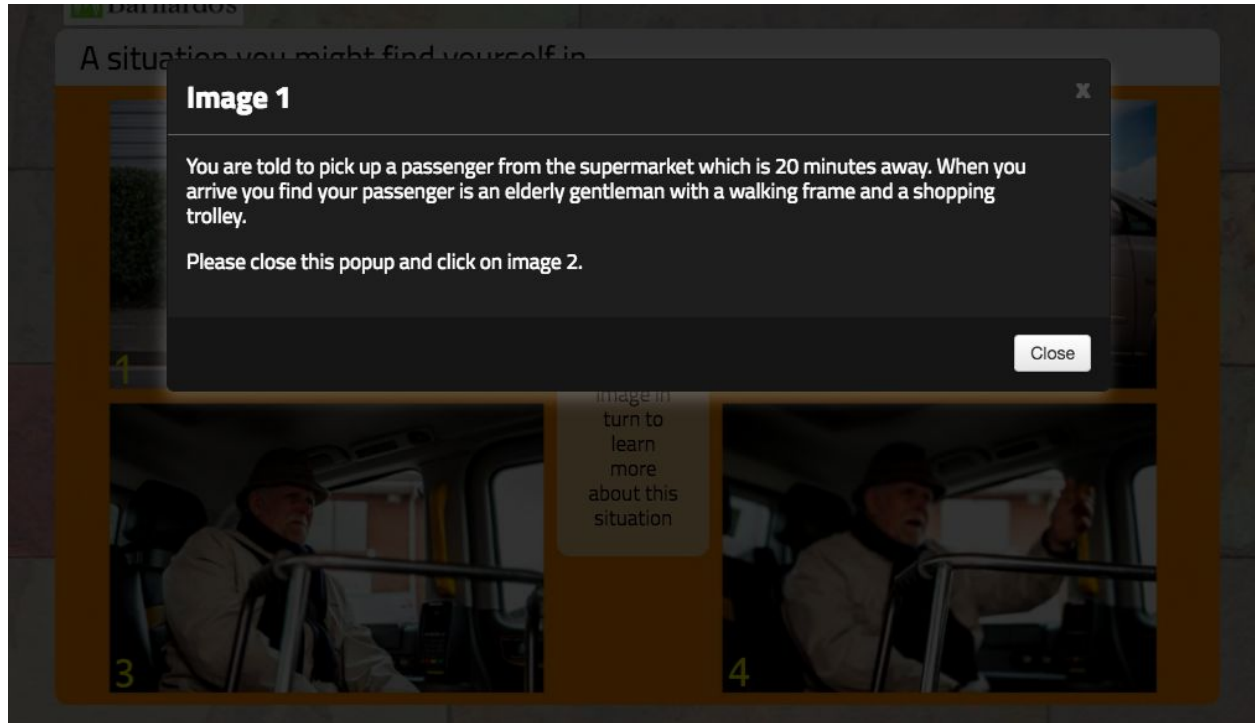
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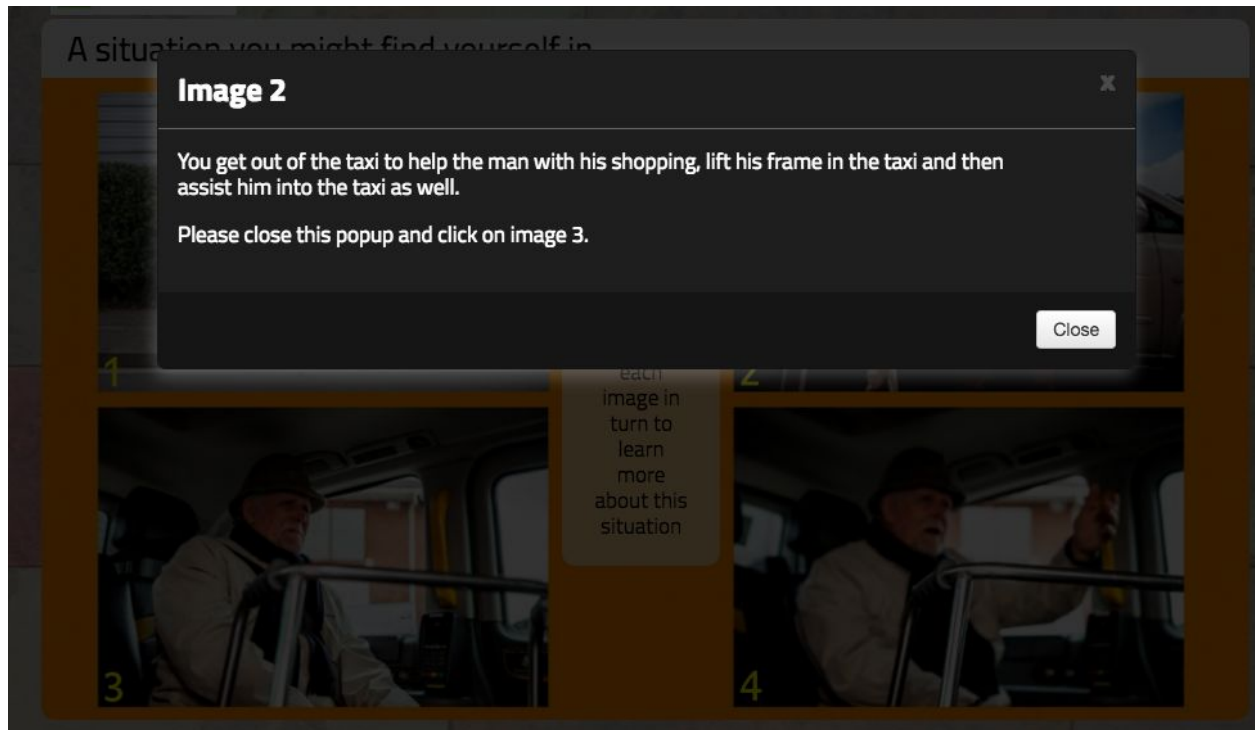
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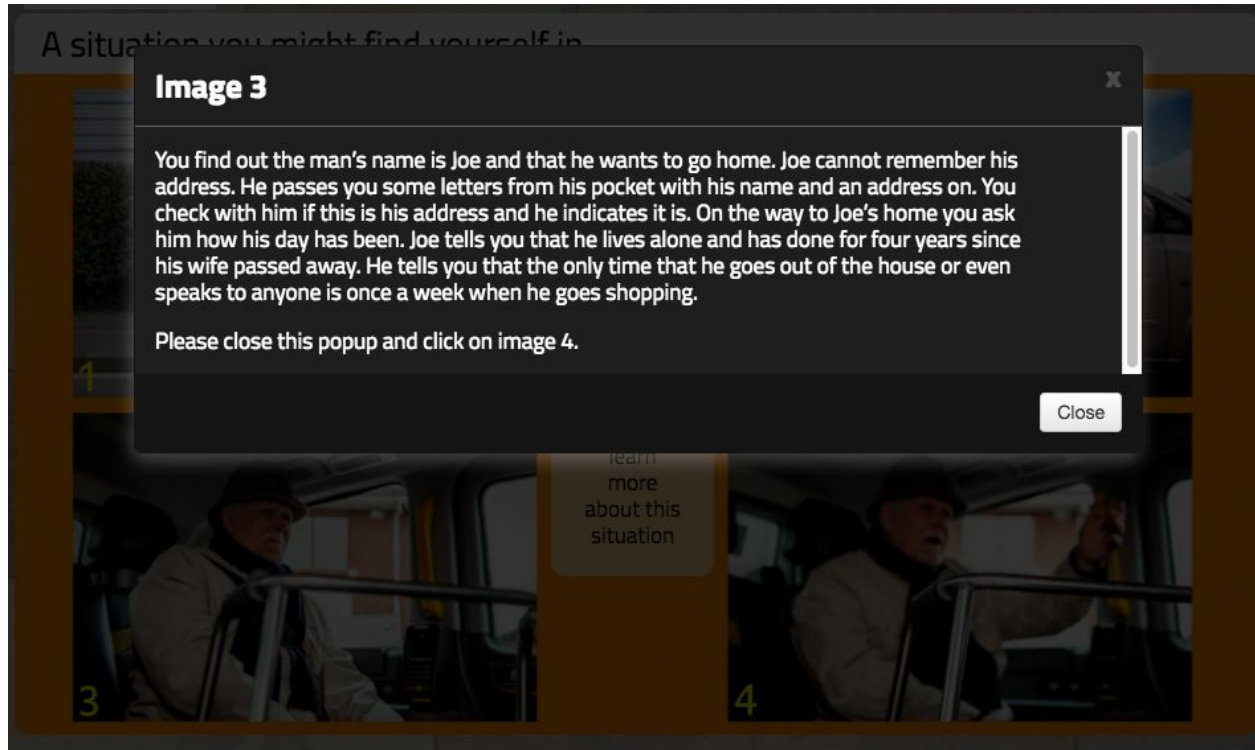
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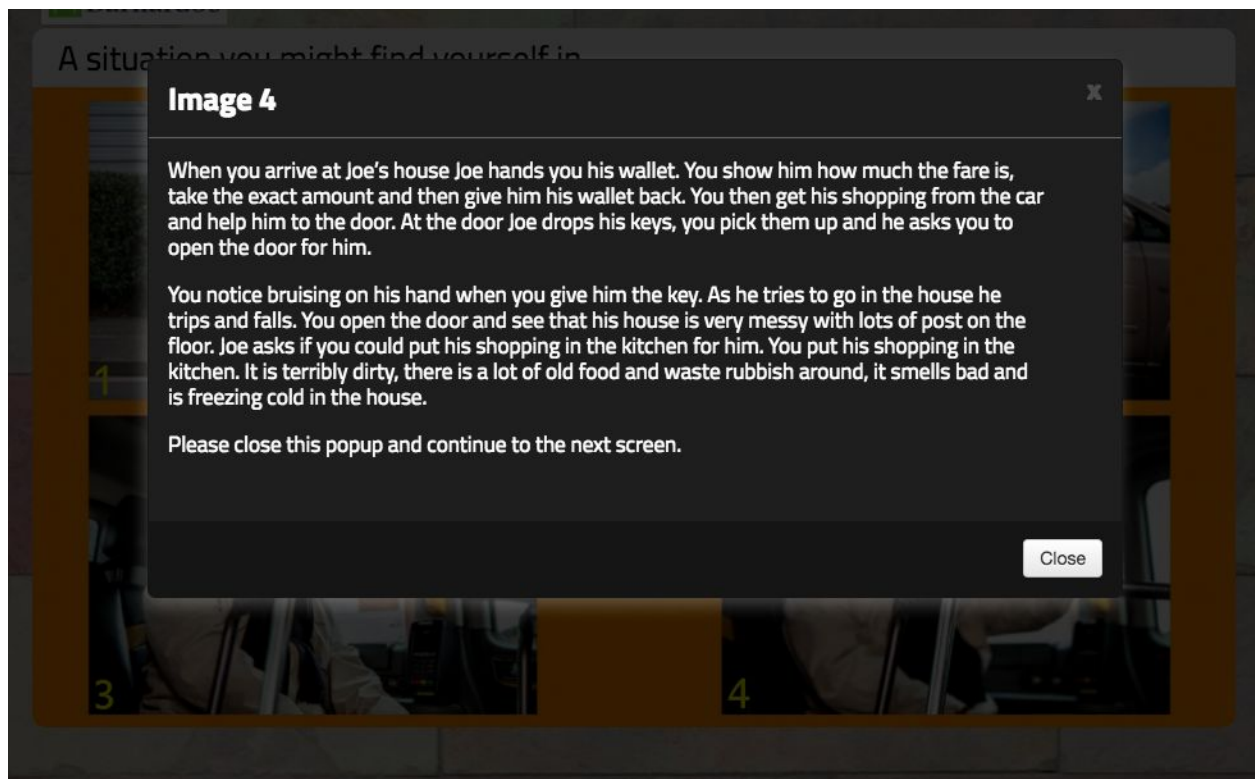
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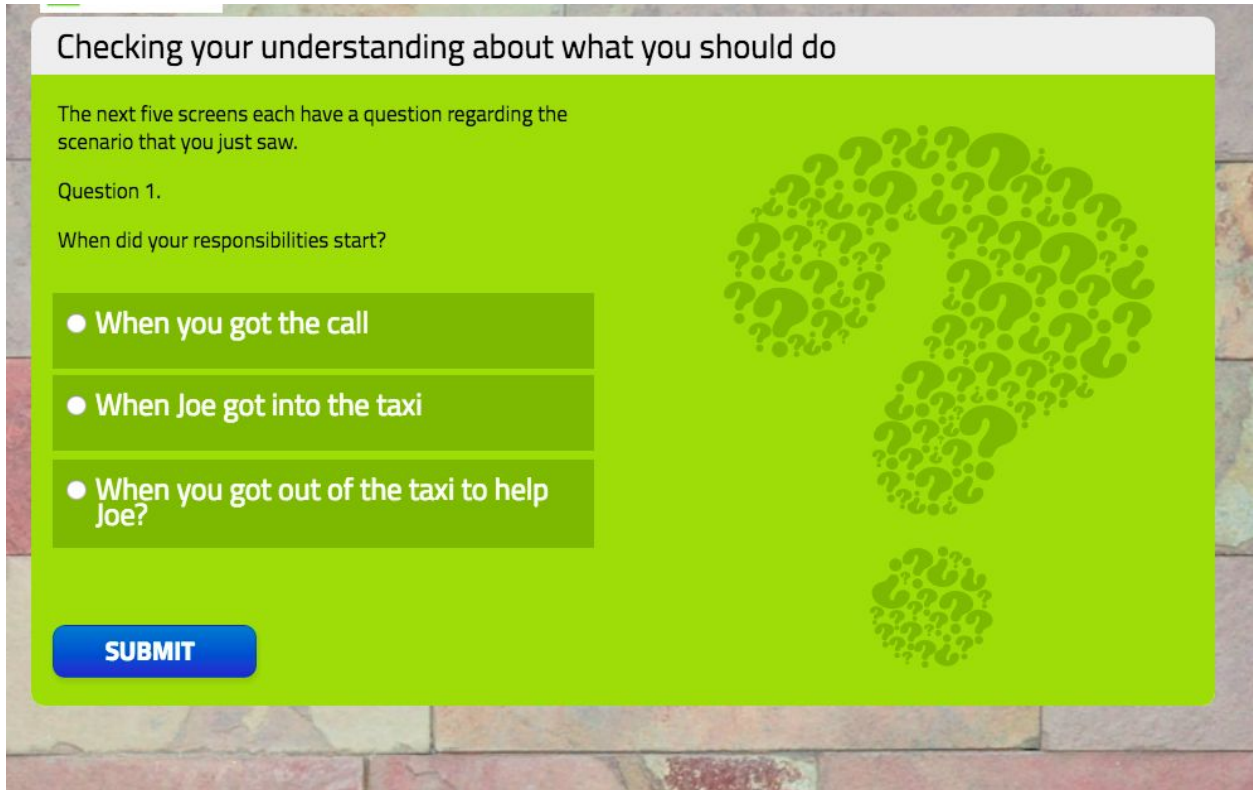
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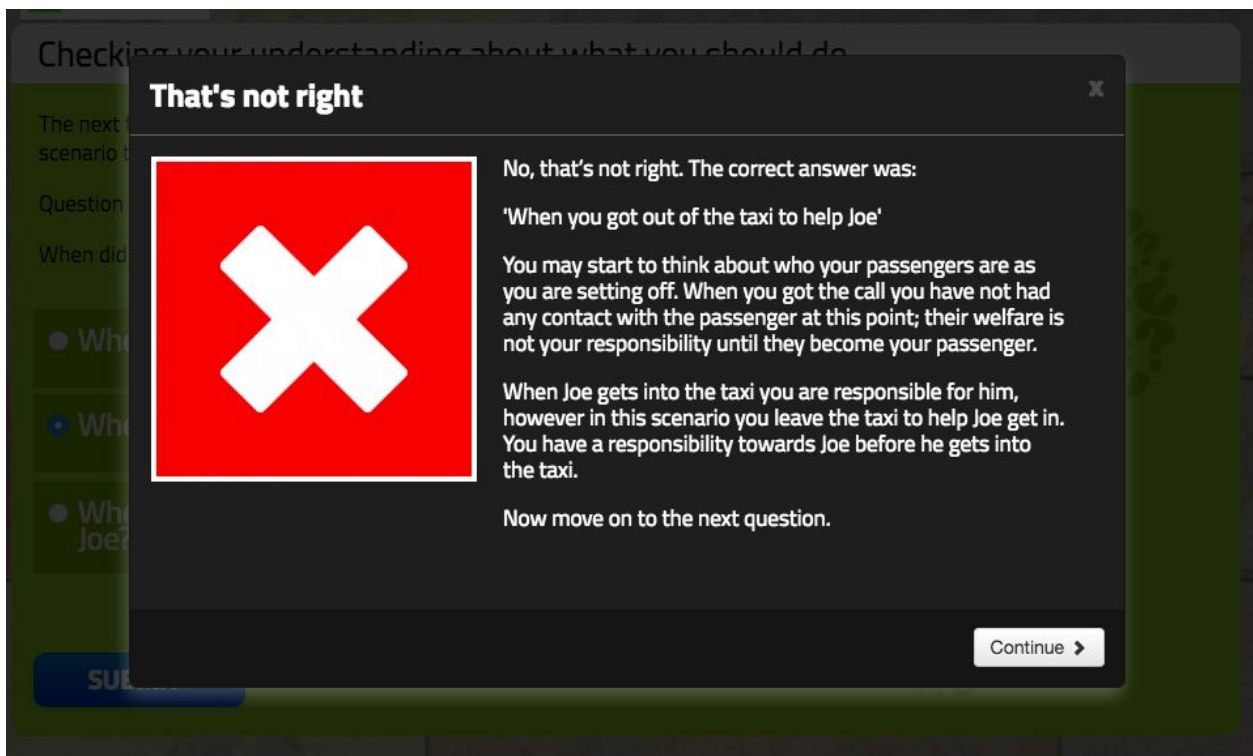
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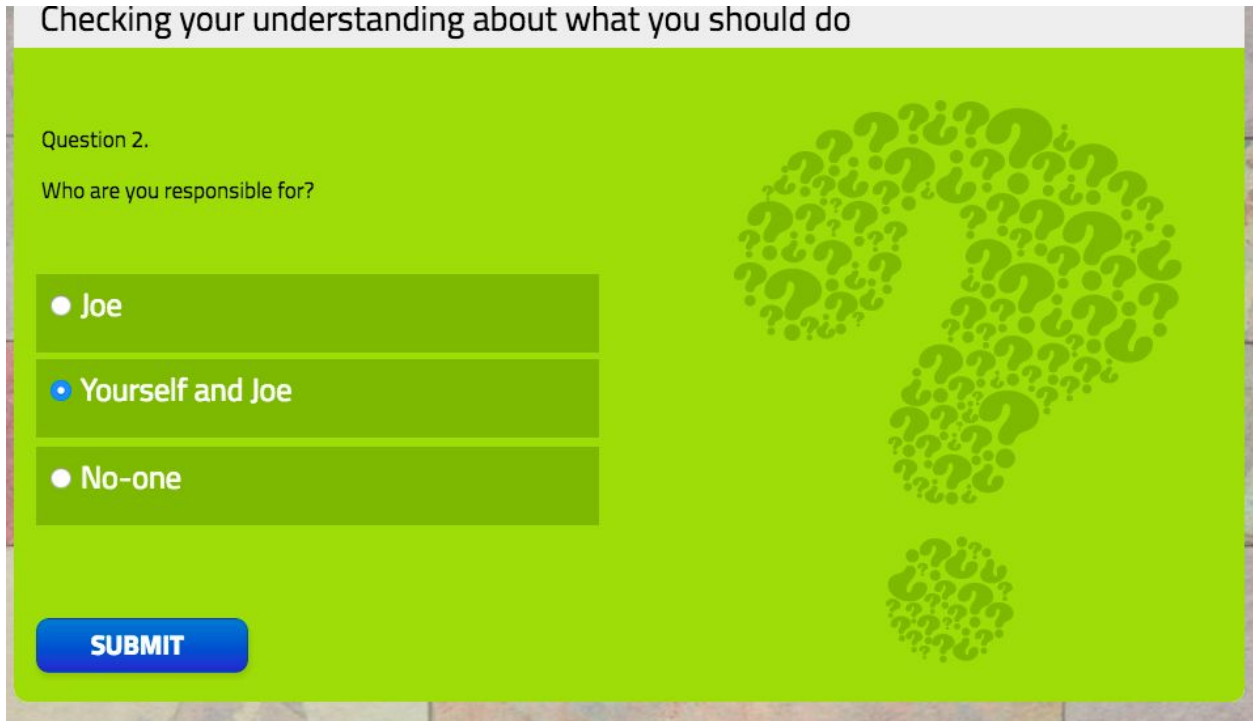
SLIDE 15



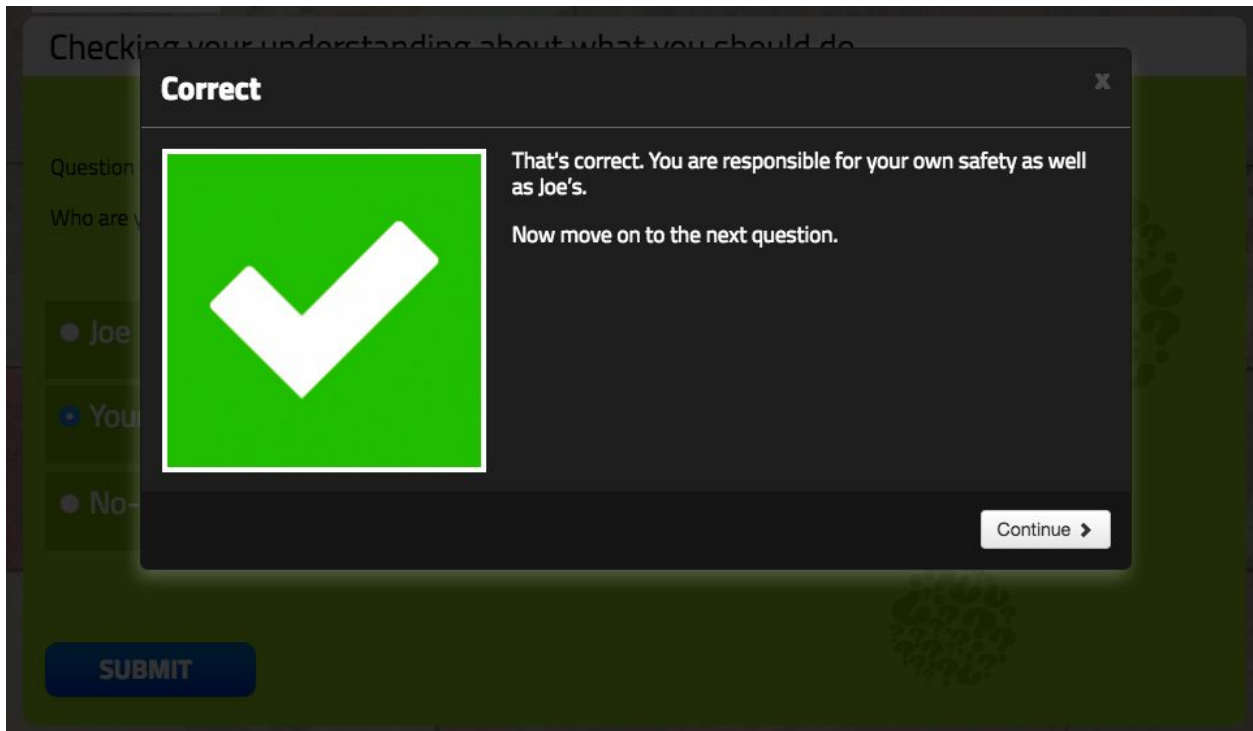
SLIDE 16



SLIDE 17



SLIDE 18

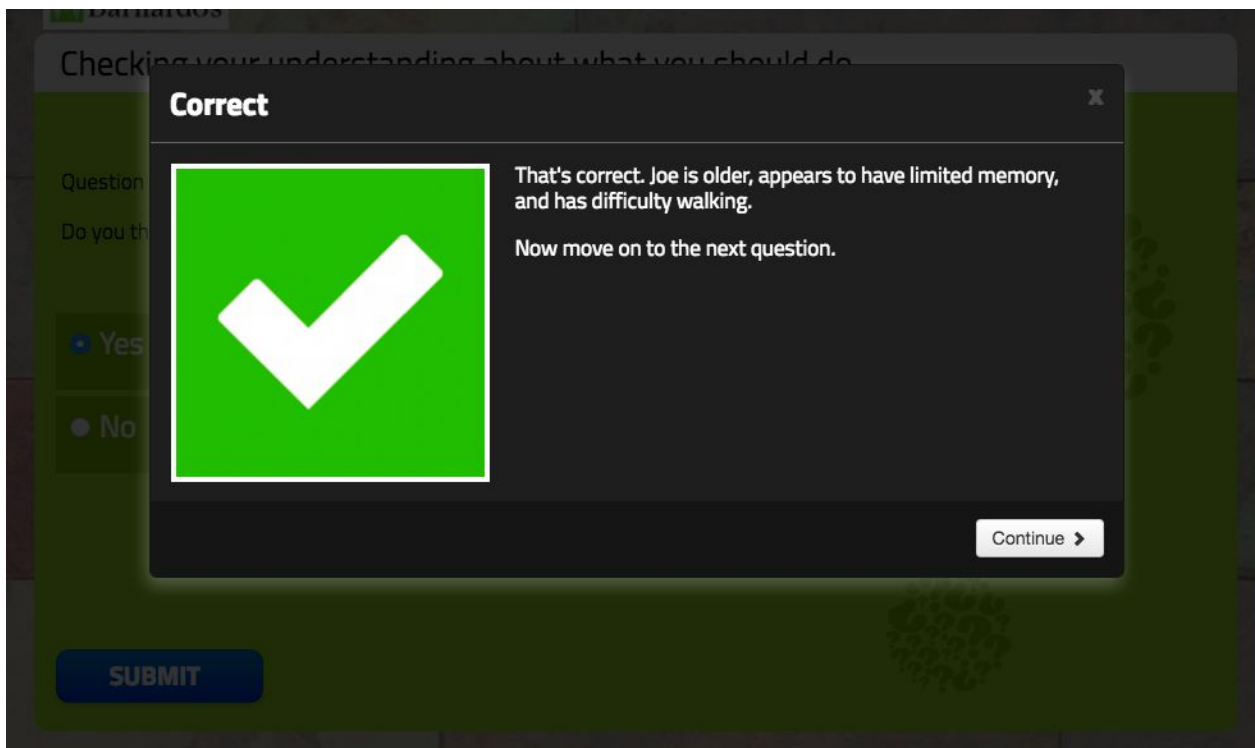


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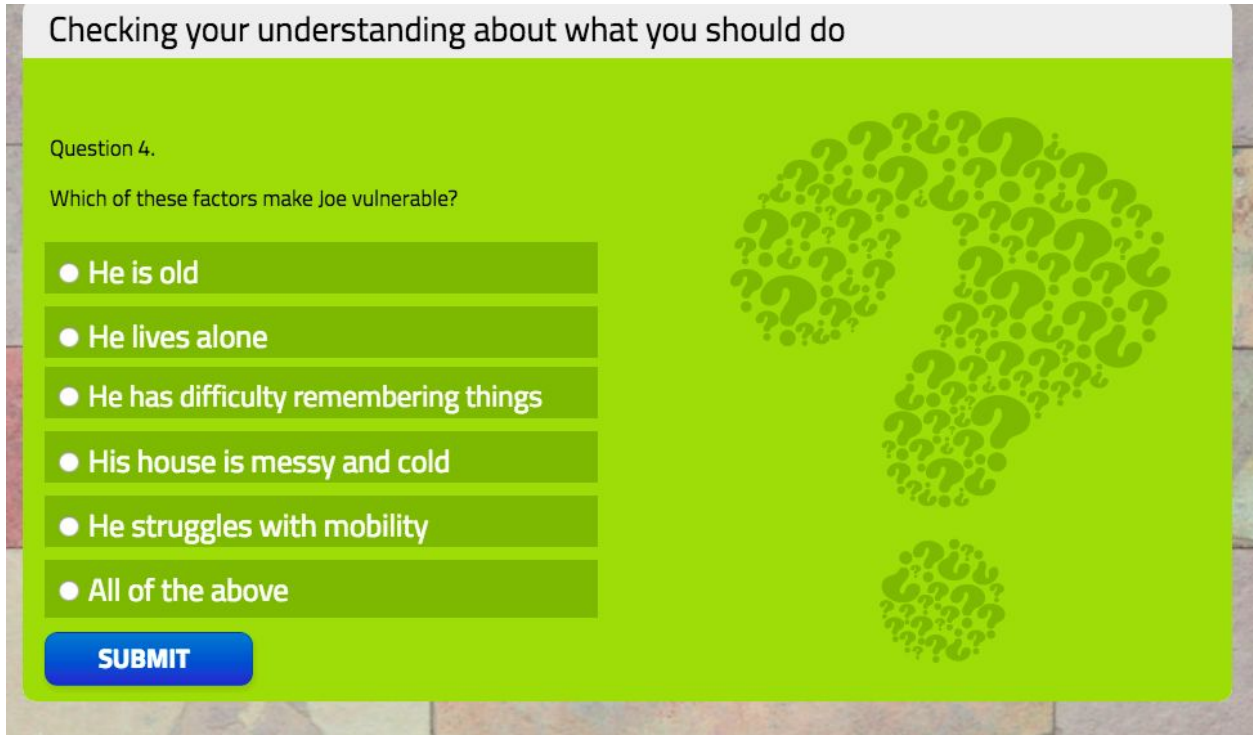
APPENDIX G



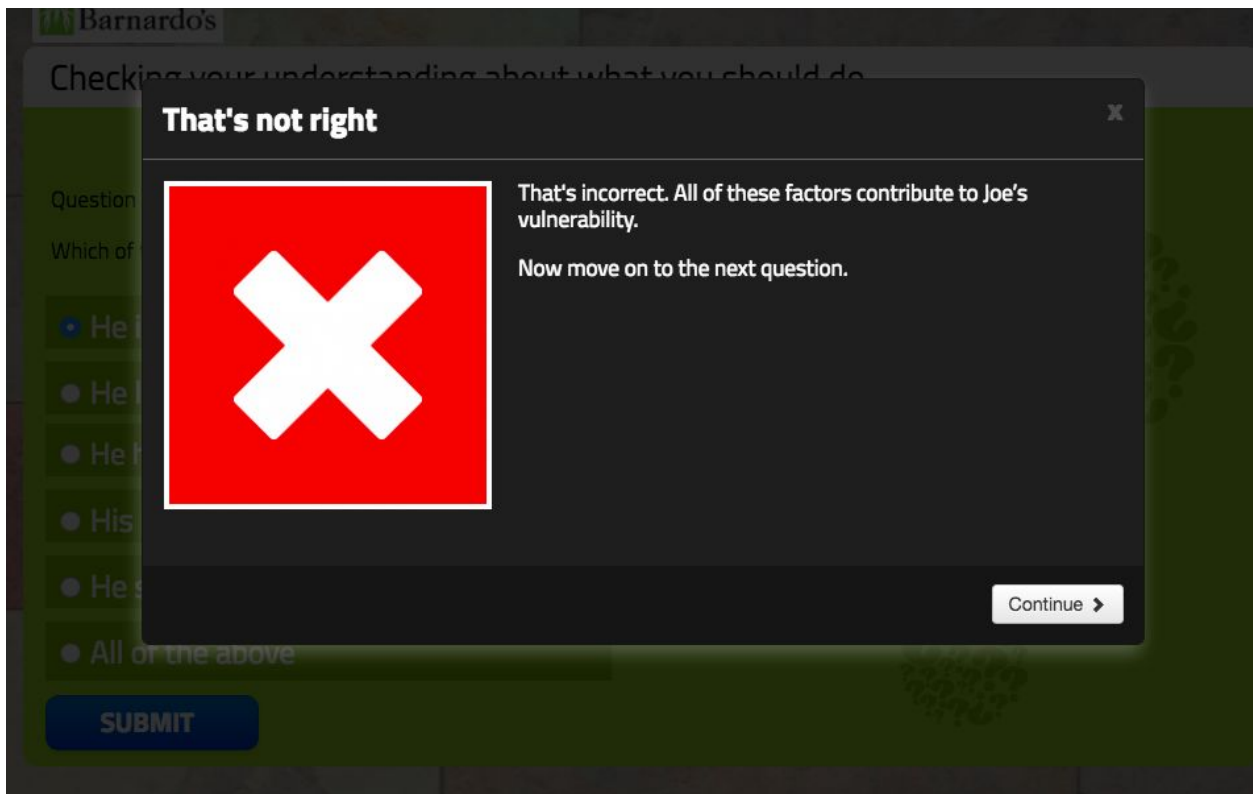
SLIDE 20



SLIDE 21



SLIDE 21



SLIDE 21

Checking your understanding about what you should do

Question 5.
What would you do now that you have left Joe's home?

- Nothing, it is not my responsibility anymore
- You should ring the local council or you should ring 101

SUBMIT




SLIDE 22

Checking your understanding about what you should do

Question 5.
What would you do now that you have left Joe's home?

Correct



This is the correct thing to do as Joe is vulnerable and doesn't seem to be coping very well. You could ring the local authority vulnerable adult's team or you could ring 101.

101 is the number you should call to report crime and other concerns that do not require an emergency response.


SUBMIT

Continue >

SLIDE 23

Key messages about safeguarding a vulnerable person

CALL YOUR LOCAL COUNCIL

 **OR CALL YOUR LOCAL POLICE 101**

IN AN EMERGENCY ALWAYS CALL 999


A Vulnerable person is a person who is in need of special care, support or protection because of their age, disability or risk of abuse or neglect.


Your responsibility for a passenger will not always start and end when they get in or out of the taxi.


If you are worried about a person and their welfare please say something and do something about it. You may be the only person who bothers to do something and could make a real difference! If you have concerns about a vulnerable person ring your local council or ring 101. **In an emergency ring 999.**


SLIDE 24

Young children may need safeguarding

 **1**

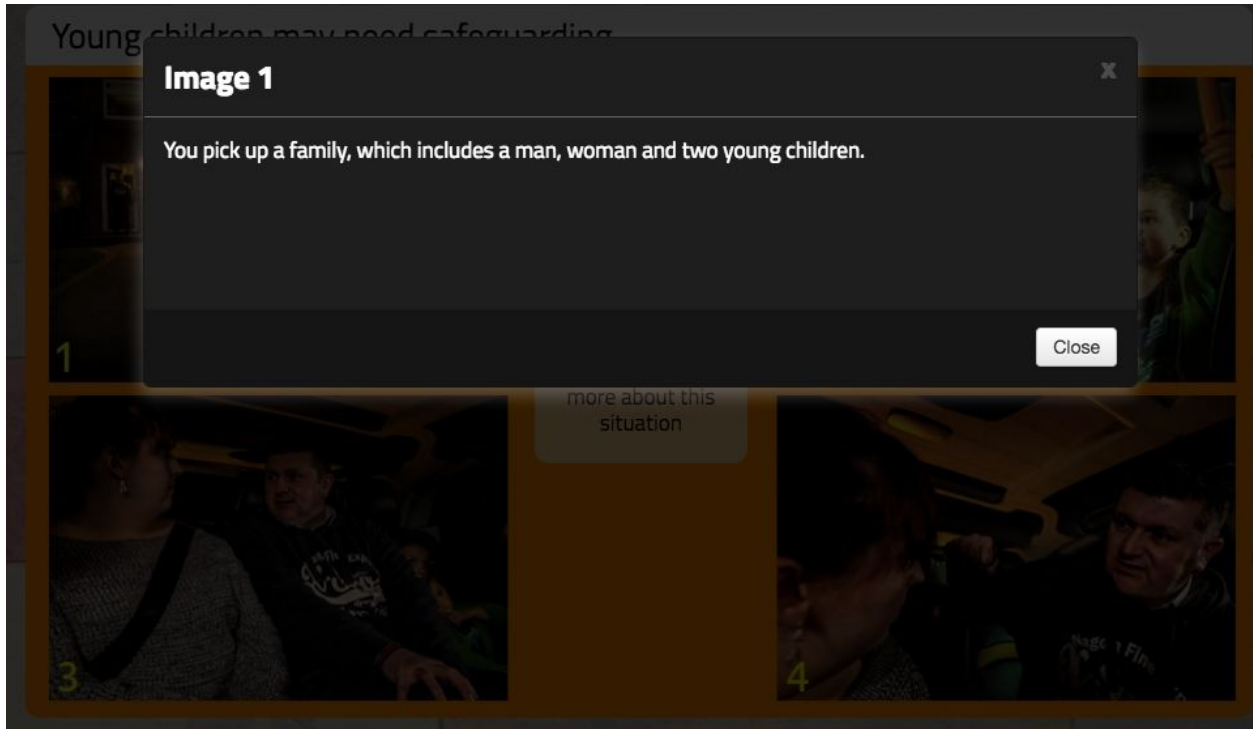
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 **3**

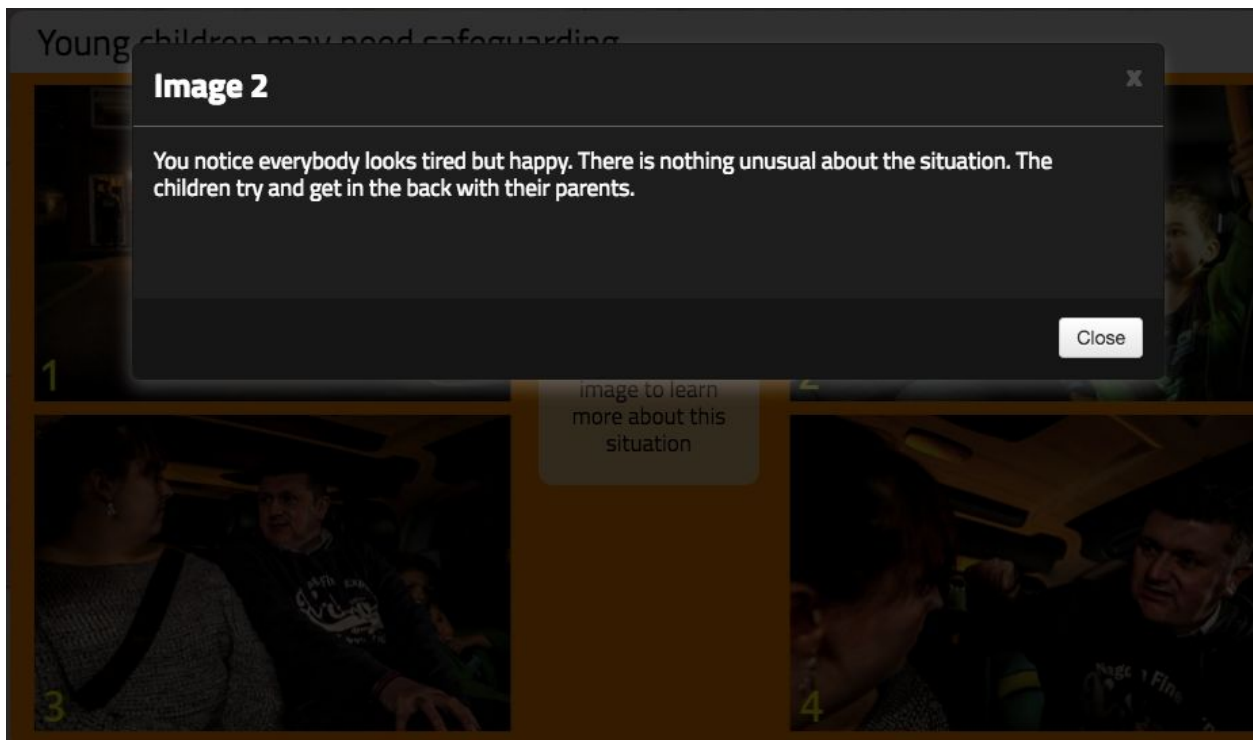
 **4**

Click on each image to learn more about this situation

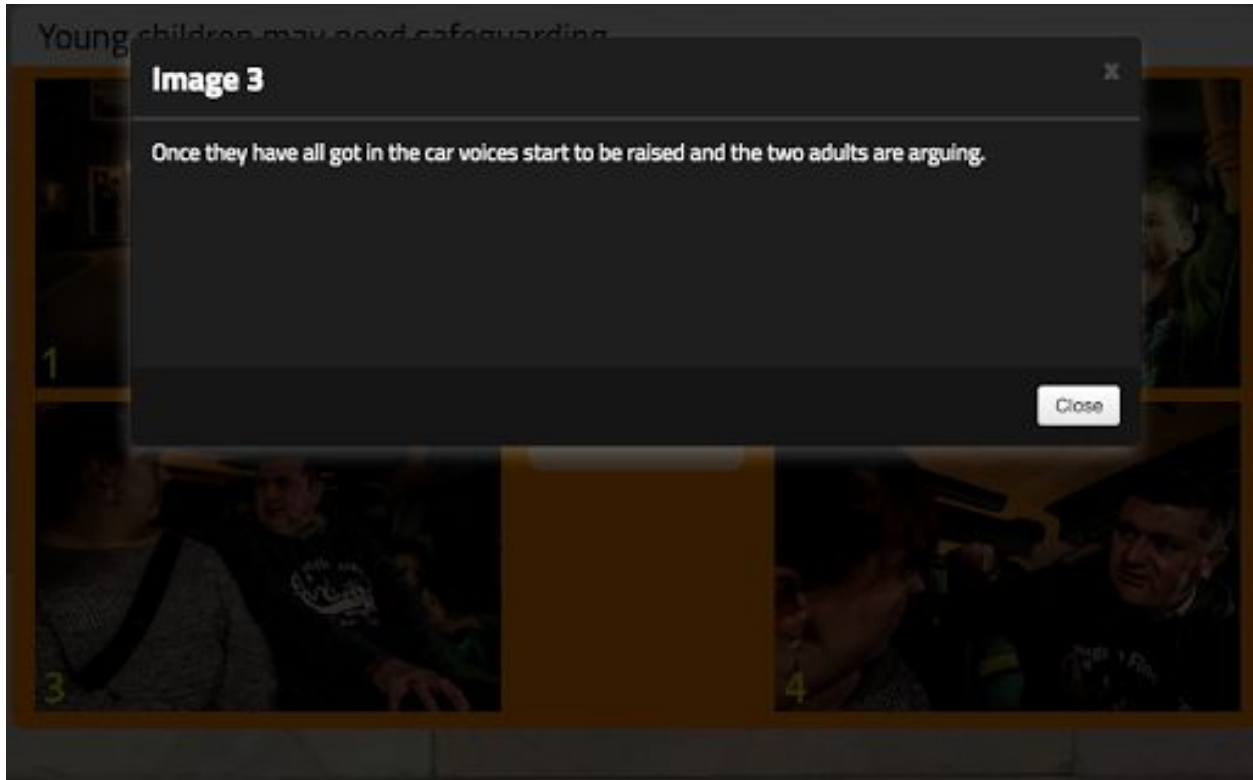
SLIDE 25



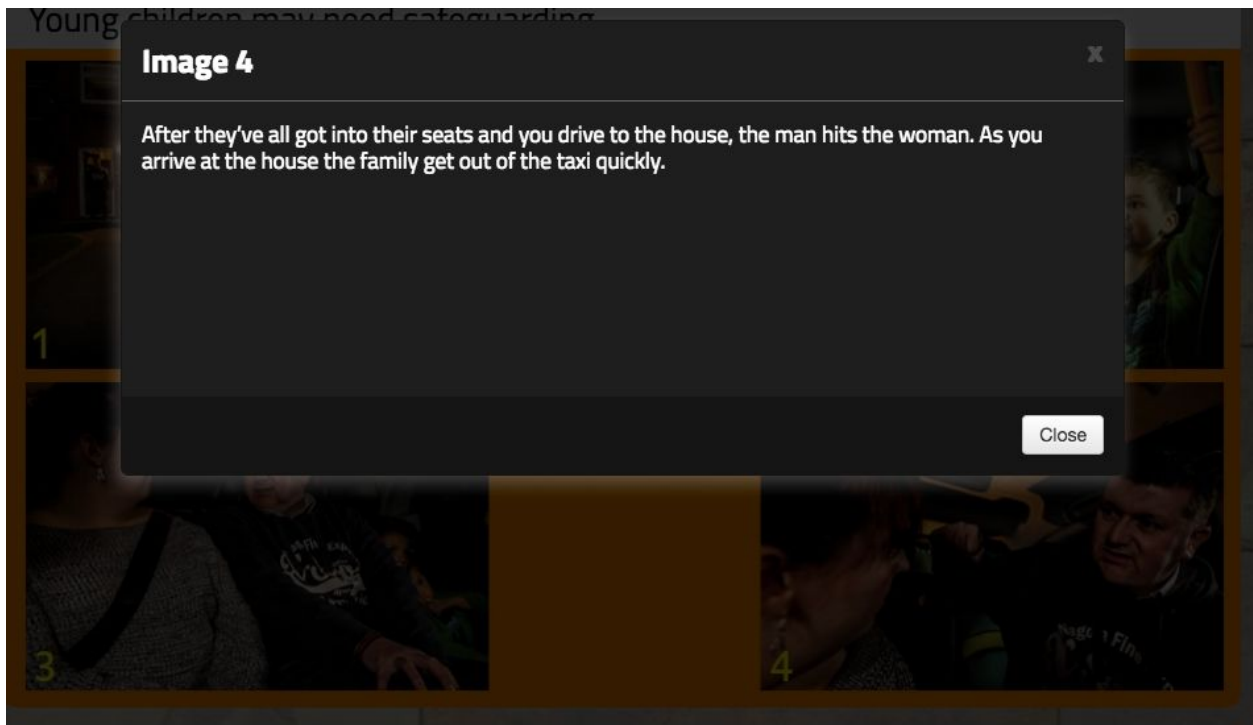
SLIDE 26



SLIDE 27



SLIDE 28



SLIDE 29

APPENDIX G


SLIDE 30

So what should you do when you see domestic violence?

Question 2.
Who is vulnerable?

- You child
- You
- Just

Correct



You could be vulnerable, but so too are the children and the woman.

Continue >

SUBMIT

SLIDE 31

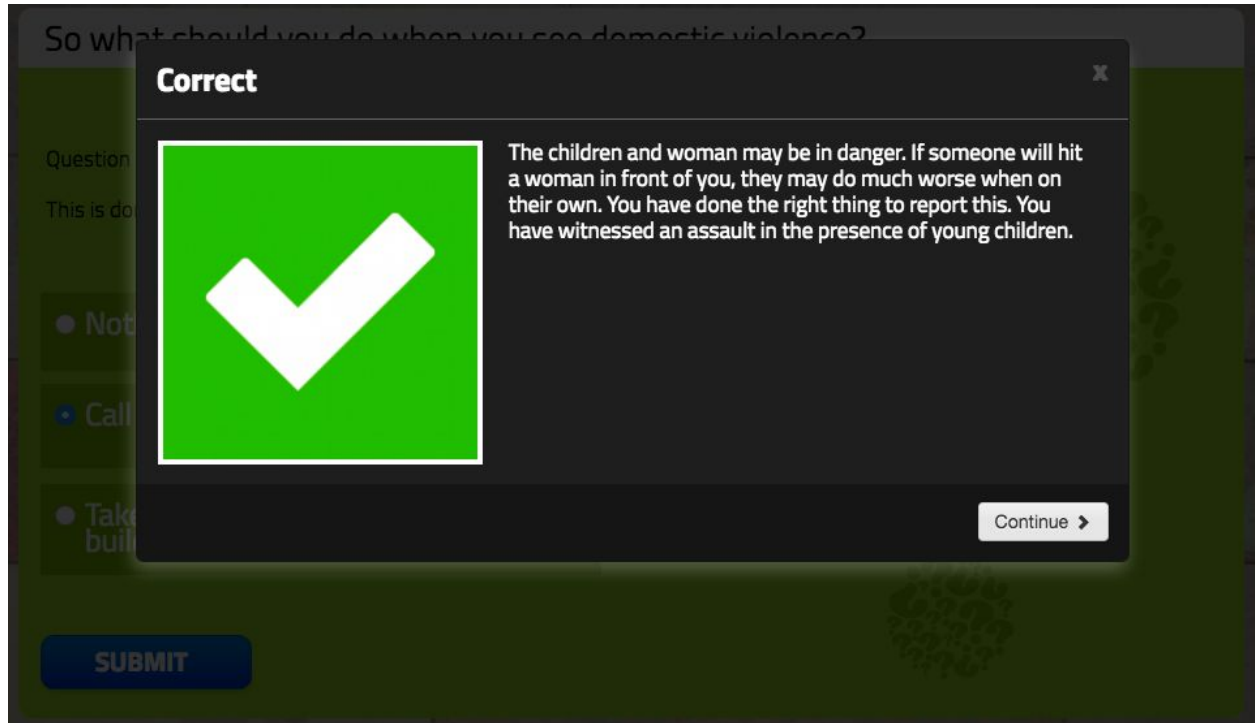
So what should you do when you see domestic violence?

Question 2.
This is domestic violence. What should you do?

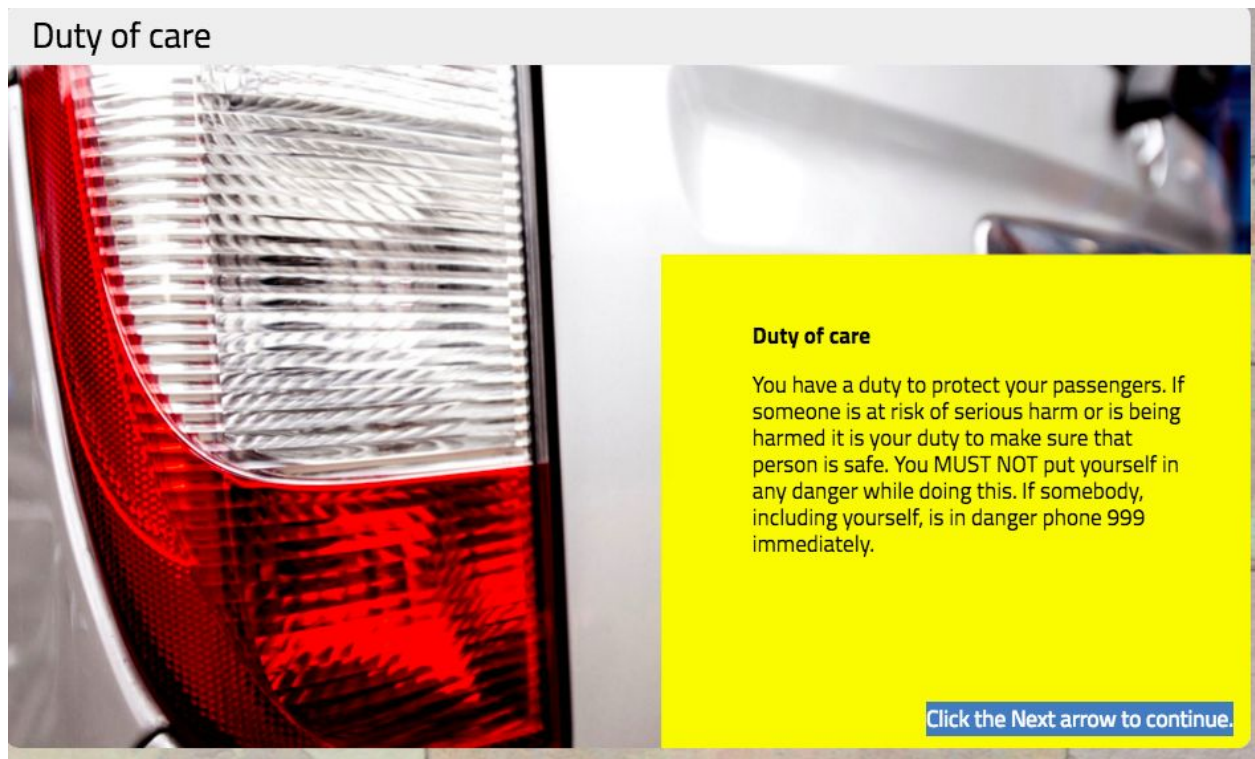
- Nothing, it's not my business
- Call 999 at once
- Take them home, try enter the building and confront the father

SUBMIT

SLIDE 32



SLIDE 33:



SLIDE 34:

Important



Under NO Circumstances should you drive your passenger to the police station against their will or you could face kidnapping/false imprisonment charges.

Your safety is a priority in every instance. Do not place yourself in any danger.

For good practice you may want make a note or keep a record of any details about passengers where there is a concern.

You should include details of the date, time, pick up place, drop off and any other things you notice or think are important facts.

You might also choose to have a camera in your car.

Click the Next arrow to continue.

SLIDE 35

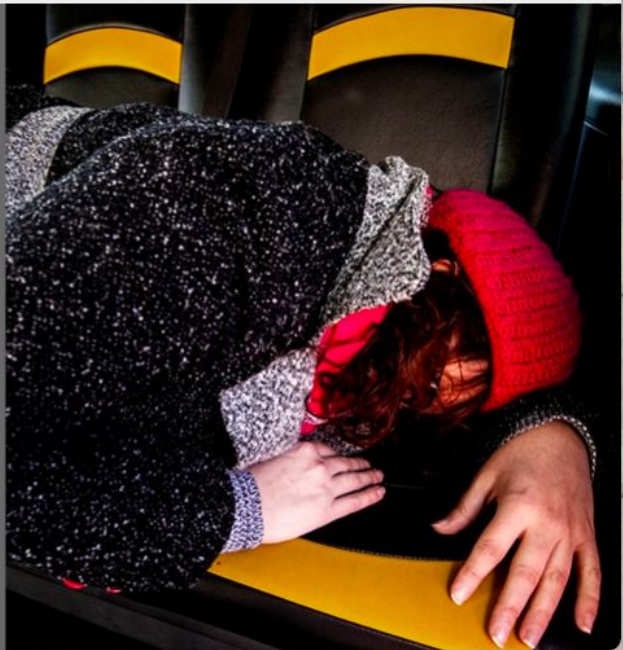
Unwell passengers

You collect a young female. You arrive at the given destination and see that the passenger has fallen asleep in the back seat. You cannot wake them up to collect your fare and let them know you have arrived. The young female is not responding at all.

What should you do?

- Attempt to remove them from the vehicle
- Knock on the door of the address you were given for assistance
- Go through her handbag and see if there is a phone or number you can ring.

SUBMIT



SLIDE 36

Unwell passengers

You colle
destinat
asleep in
collect y
The you


What sh

● Atte
veh

● Kno
you

● Go
there is a phone or number you can
ring.

Correct



This would be the correct thing to try first, but if there is no answer you should call 101 and advise them your passenger has passed out and you are taking her to hospital. This would be safe action to take as long as you let someone know you are doing this. You should then drive her to the nearest Accident and Emergency department. If the young person has passed out, medical attention may well be needed.

Continue >

SUBMIT

SLIDE 37

Suggestive behaviour


You have picked up a young adult woman. At your destination you let the passenger know the fare is £15. Instead of paying you the passenger suggests that she could pay you in some other way.

Are you vulnerable at this point?

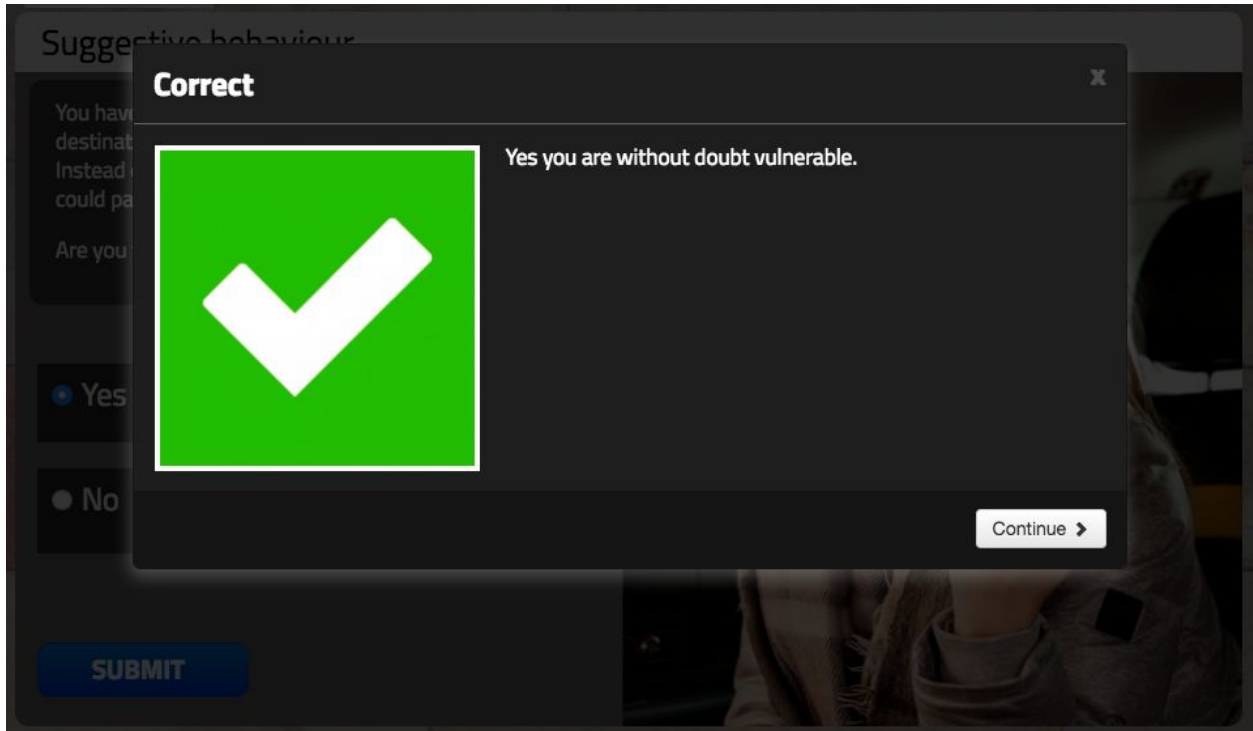
Yes

No

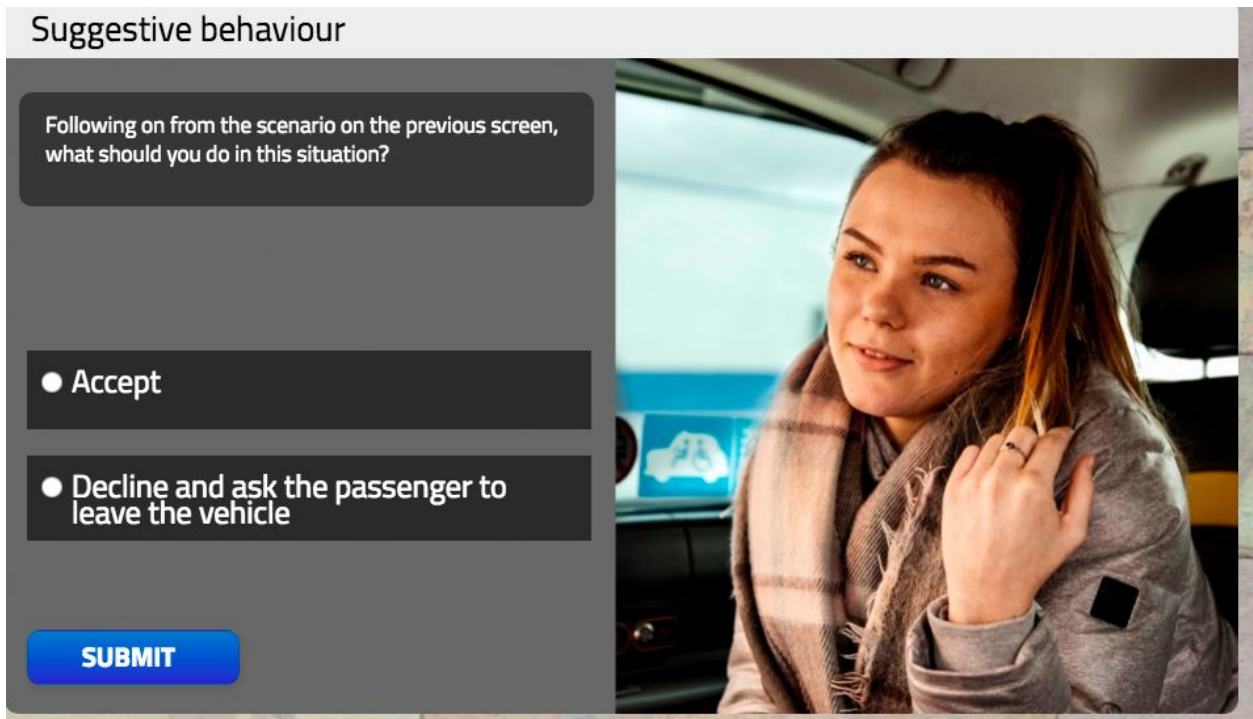
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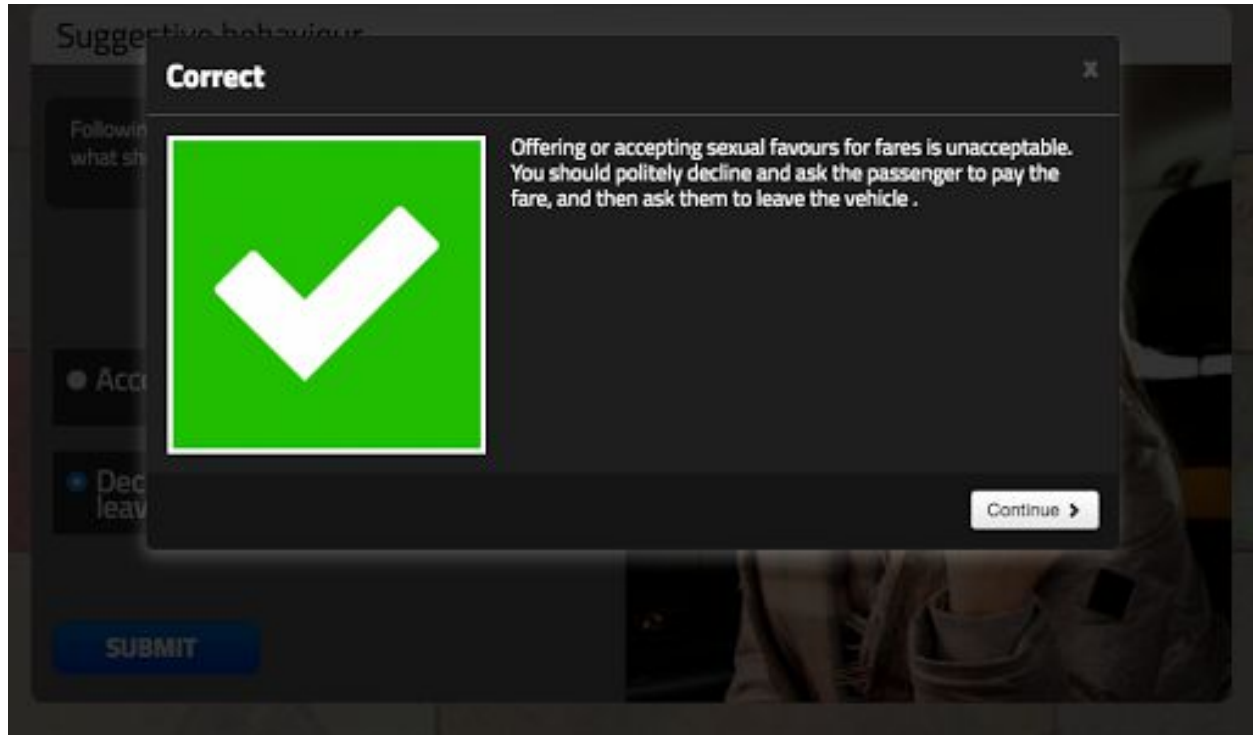
SLIDE 38



SLIDE 39



SLIDE 40



SLIDE 41

Alternative address

Now imagine that the passenger you are picking up is a child. Remember that's anyone under 18, and could be a boy or a girl.

Your passenger is now a 14 year old girl that you are about to pick up from outside a school. When you arrive at school a man comes to the car and gives you an address to take her to. Once you have set off you check the address with the girl and she says she doesn't know it. She looks a little worried.

When you get to the destination another man comes to the taxi, pulls her out and pays you. He then asks if you can go and pick another young person up from another address and bring them there as well.

Click the next arrow to answer a question on this scenario.

A collage of four images illustrating a scenario. The top-left image shows a school building at night with lights on. The top-right image shows a man in a dark jacket talking to a young girl with long dark hair. The bottom-left image shows a white taxi with its headlights on at night. The bottom-right image shows a young girl with long blonde hair sitting in the back seat of a taxi.

SLIDE 42


Alternative address

Consider the scenario on the previous screen.

Think about what you would do now in this situation and whether the child is vulnerable.

- Drop her off and say nothing
- Contact the police and make a note or keep a record
- Inform the child's parents

SUBMIT



SLIDE 43

Alternative address


Consider the scenario on the previous screen.

Think about what you would do now in this situation and whether the child is vulnerable.

- Drop her off and say nothing
- Contact the police and make a note or keep a record
- Inform the child's parents

SUBMIT

Correct



You should report this to the police. This is a vulnerable young person under 18 years of age and as such he or she is not old enough to give informed consent in this situation. This young person is extremely vulnerable and someone needs to know so they can help keep the child safe. The young person may be in danger of being exploited.

Continue >

SLIDE 44

Sexual exploitation

Sadly many young people are sexually exploited. Child sexual exploitation is a form of child abuse. It occurs where anyone under the age of 18 is persuaded, coerced or forced into sexual activity in exchange for, amongst other things, money, drugs/alcohol, gifts, affection or status.

Even where a child may believe they are voluntarily engaging in sexual activity with the person who is exploiting them, they cannot truly be giving consent.

So who does it affect?

All children under the age of 18, male or female.

And what can you do to help?

You are the eyes and ears of the community. You have a very important role to play in protecting the children in your community from this type of crime. You can spot the signs and report it!

Taxi drivers in many areas have made a real difference to helping to protect children from such abuse .

[Click the More button \(on the right by the pictures\) to learn more.](#)



▶ More

SLIDE 45


Sexual exploitation

Things to Look Out For!

These are some of the signs you might spot that might cause you concern:-

- Drunk or drugged young people getting into taxis with older adults.
- Adults insisting on a different destination even when the young person says they want to go home.
- A lot of young people being dropped off at the same address throughout the course of the day or night.
- Collecting a young person from an address looking very drunk or drugged and very distressed or dishevelled.
- A fare being paid for by a third person at pick up or on drop off by another adult.
- Conversations about parties where there is mention of lots of drugs drink and sex and a mixture of adults and children.
- Multiple drop offs of children, young people and adults to the same hotel or private address for parties on different occasions.

[Click the next arrow to continue.](#)



SLIDE 46

Worrying conversation

Consider the following scenario: Over the course of your shift you make multiple drops off to the same address.

Each time you pick up another passenger from a different location and the passengers are a range of ages but mostly teenagers. The fares to this address for the young people have either been paid for by an adult at pick up or on drop off at the house. Think about what might cause you to be worried about this situation.

Later that evening you're picking up from the same address. A couple of the teenagers that you dropped off earlier in the evening get into the taxi. Their mood has changed. They now appear drunk and look distressed.

You can hear them in the back of the taxi talking. You pick up snippets of conversation about pornography, drink and drugs and people having sex. You pay closer attention to their conversation and hear one of the teenagers say they had better not tell anyone where they've been or they'll get in trouble.

Click the next arrow to move onto a question about this scenario.



SLIDE 47

Worrying conversation

Consider the scenario on the previous screen.

What would you do?

- **Nothing. Assume its young people being young people and forget about it**
- **Try to record as many details as possible in your log book and inform the police**
- **Go back to the house to try and find out what is happening for yourself**

SUBMIT



SLIDE 48

Worrying conversation

Consider


What wo

● Not being it

● Try to poss the p

● Go out

That's not right ✕



The correct answer is: Try to record as many details as possible in your log book and inform the police

You should report this to the police. These are vulnerable children who need somebody to report the concern and ensure the police can investigate what has happened and protect them.


Offences may have been committed against the young people. Child sexual exploitation is a criminal matter. It is also ok to ask the young people if they are alright. However you should always report your concern to the police even if the young people say they are ok.

Continue >

SUBMIT

SLIDE 49

Thank you



You have now finished this e-learning programme .

Remember that safeguarding is everybody's responsibility. These situations can occur any time of the day or night.

If you are worried about any of your passengers report your concern.

In an emergency call 999. If it does not appear to be urgent call 101.

Remember you can also ring the local council where you have a concern about a vulnerable adult or a child.

Thank you for your time and careful consideration of the issues raised. The knowledge and understanding you have gained will help you protect both vulnerable adults and children who need to be safeguarded from harm.

Please now complete this short test. You must score 80% or more in order to pass and activate your certificate.

Well done!


SLIDE 50

Quiz

Your responsibility as a taxi driver regarding safeguarding begins when:-

- You take a call
- You first have contact with the person and they become your passenger
- The person gets into your taxi

SUBMIT




SLIDE 51

Quiz

When you are driving, apart from other people on the road, you are responsible for the safety and wellbeing of:-

- Yourself
- No one
- Yourself and your passengers

SUBMIT




SLIDE 52

Quiz

If you have a concern about a vulnerable adult and are worried about him or her and believe she or he may need help should you call the council?-

- No, never
- Yes
- No, only if he or she asks you to

SUBMIT




SLIDE 53

Quiz

Numbers you can ring if you are concerned about a vulnerable adult or a child are:-

- 101 for the police or ring your local council
- No one
- A friend or another taxi driver

SUBMIT




SLIDE 54

Quiz

A young female is drunk in the back of your taxi and seems to have passed out. Should you:-

- Lift her from the vehicle
- Go through her handbag and find her phone to ring someone
- Ring 101 and then take her to A&E at the hospital

SUBMIT




SLIDE 55

Quiz

A passenger offers you payment by a sexual favour rather than payment in money. Should you:-

- Decline and ask the passenger to leave the vehicle
- Accept
- Accept but say you need paying as well

SUBMIT




SLIDE 56

Quiz

If you are worried a child or young person may be sexually exploited you should:-

- Ring the police on 999
- Say nothing
- Tell another taxi driver or a friend

SUBMIT




SLIDE 57

Quiz

Children and young people can be sexually exploited when they are under the age of?-

- 16
- 17
- 18

SUBMIT




SLIDE 58

Quiz

In an emergency you should call:-

- 101
- No one
- 999

SUBMIT




SLIDE 59

Quiz

Taxi drivers can play a huge part in safeguarding children and vulnerable adults. You can:-

- Do nothing and go home
- Report any concerns to your local council or the police- safeguarding children and vulnerable adults is everybody's business in the community
- Ignore what you see or hear. Safeguarding is not your business

SUBMIT



SLIDE 60


End of course

This educational resource is a product of

Nightwatch

Believe in children
Barnardo's

Barnardo's Registered Charity
Nos. 216250 and SC037605

Funded by

Department
for Education

Well done. You may now exit the course by clicking the small 'x' (top right of the course window). If you have obtained a certificate, it will be available from the 'Dashboard' tab.

SLIDE 61

Barnardo's Training and Consultancy are pleased to share with you our list of e-learning training programmes we currently deliver.


Through Barnardo's Training service we can design and deliver high quality eLearning training. We offer both standard and bespoke elearning training on a wide range of topics related to work with children and families. We pride ourselves on developing all our products through using the knowledge and skills of our experienced Training consultants all of whom have worked directly with children and young people.

As a children's charity with its own workforce we truly understand the importance of delivering high quality eLearning training which makes a demonstrable difference in improving the knowledge and skills of those who participate. We are continuously developing new materials to respond to emerging needs so please do contact us if you require any new elearning products developed on any other topic related to work with children and families which are not listed.

We hope you enjoy a quick review of what we can offer you!


Total Number of Courses

1 Enrolled Courses	0 Completed Courses	0 Course Questions
------------------------------	-------------------------------	------------------------------

 **Safeguarding - Taxi Service**

[Browse](#)

CERTIFICATE




Barnardo's Training & Consultancy

E-Learning course

Safeguarding - Taxi Service

Certificate of completion



Believe in children
Barnardo's

Barnardo's Registered Charity Nos. 918290 and SC037608 18410516

Summarised changes:

- Slide 2: Change to "taxi and private hire drivers".
- Slide 3: Change to "as a taxi or private hire driver"
- Slide 4: Change to "to a colleague manager or friend"
- Slide 8: Change to "when does your responsibility as a taxi or private hire driver begin?"
FLAGGING FOR LEGAL - would this responsibility change between taxi vs private hire given that PH are pre-booked?
- Slide 12: Change taxi to "vehicle"
- Slide 15: Change taxi to "vehicle" - same **flag for legal** as above about responsibility for passenger.
- Slide 16: Change taxi to "taxi or private hire vehicle".
- Slide 23: Change to "when they get in or out of taxi or private hire vehicle"
- Slide 32: Change to "If a person will hit someone else in front of you..." - what matters is if they hit another person, regardless of whether it's a woman or not.
- Slide 41: Change taxi to "vehicle"
- Slide 44: Change to "taxi or private hire driver"
- Slide 45: Change to "getting into a taxi or private hire vehicle"
- Slide 46: Change taxi to "vehicle"
- Slide 47 and 48: Private Hire drivers do not keep log books (this is only relevant to taxi drivers). As such, could we amend all wording to "note down details"

APPENDIX G

- Slide 50: Change to "taxi or private hire driver"; Change to: "the person gets into your taxi or private hire vehicle"
- Slide 53: Change to "Taxi or private hire driver"
- Slide 54: Change from taxi to "vehicle"
- Slide 55: Change to "Taxi or private hire driver"
- Slide 59: Change to "Taxi and private hire drivers"
- Certificate: Change to "Safeguarding - Taxi and Private Hire Service"

APPENDIX H

Partner-Driver Name	Ticket Created At	Verbatim Complaint	Complaint summary	Uber Action taken
[REDACTED]	2017-10-28 0:00:00	"Reason for adjustment: The route was longer than necessary"	Inefficient route	We concluded that fare is correct so no adjustment necessary
[REDACTED]	2017-10-28 0:00:00	"Driver did not end trip after drop-off and we had to cancel when he kept going."	Mistimed trip (Driver did not end trip at destination)	Adjusted fare
[REDACTED]	2017-09-14 0:00:00	What Was Your Intended Pickup Location?: Cambridge station Where Was Your Driver Waiting?: He didn't arrive at promised time Share Details: I ordres a taxi and it didn't arrive. I had to cancel it because it started raining and I couldn't wait any more. The initial waiting time also jumped from 4m to 5m and then froze. I feel either the app sa cheating me or the driver shouldn't have accepted the request that he couldn't make. Refund please."	Rider unhappy with wait time	Reimbursed with credits
[REDACTED]	2017-08-04 0:00:00	"I requested an Uber this morning to [REDACTED] in Cambridge. The driver went to the wrong city, called and told me where he was, then cancelled me and told me to order another Uber. And he charged me a 4 GBP cancellation fee. I repeated the request to Uber. The second Uber came to the correct address and took me to my destination. I don't believe I should be charged a cancellation fee when your driver goes to the wrong place."	Driver cancelled- rider charged	Reimbursed with credits
[REDACTED]	2017-08-03 0:00:00	"Reason for cancellation: My driver cancelled"	Driver cancelled- rider charged	Reimbursed with credits
[REDACTED]	2017-07-24 0:00:00	"Reason for cancellation: My driver cancelled"	Driver cancelled- rider charged	Reimbursed with credits
[REDACTED]	2017-07-14 0:00:00	"The app showed that the driver is here but when I called he said he's stopping someone else and it would take him 20 mins"	Driver cancelled- rider charged	Reimbursed with credits
[REDACTED]	2017-07-10 0:00:00	"Apart from almost being runt over cause he stopped in diagonal in middle of the road. He completely denied I could know the way and took a detour through back road taking longer than a usual trip with abusive comments. Absolutely not the way you want to get treated. I was already late so couldn't get down but possibly one of the worst trips in my life"	Inefficient route	Reimbursed with credits
[REDACTED]	2017-07-06 0:00:00	Item Description: Wallet red Share Details: Seat Do You Give Uber Permission To Share Your Phone Number With Your Driver?: Yes Enter The Best Phone Number To Reach You.: [REDACTED]	Lost item	Passed on contact details to driver to organised pickup
[REDACTED]	2017-06-08 0:00:00	"My driver literally stopped to let everyone pass first. If I wanted to be late for my doctors appointment I would've taken a bus and not an uber. At one point he stopped in the middle of mill rd to let someone cross the road and they're not even on any crossing at all. After that I told him if he could drive quicker because I'm about to miss my appointment and he replied, "There's no traffic so we should be there on time." This is probably one of the worst uber rides I've had. Please can you tell him to stop letting every car to pull out of the road. They're not the priority the customers are the priority. I would like to get a refund for this ride."	Slow driving	Apologised and explained safety is most important
[REDACTED]	2017-06-04 0:00:00	"I have to report this driver for being exceptionally rude, racist, driving me to the wrong location, and claiming that its my fault as opposed to driving to the adress I provided. Totally unprofessional and its disturbing that people like that are on the Uber system. Arguing with customers is anything but professional."	Alleged rude and racist behaviour / wrong destination	Refunded rider and advised driver against this behaviour
[REDACTED]	2017-05-20 0:00:00	[REDACTED]	Driver cancelled- rider charged	Reimbursed with credits
[REDACTED]	2017-05-18 0:00:00	Translation: "Reason for cancellation: My driver cancelled"	Driver cancelled- rider charged	Reimbursed with credits
[REDACTED]	2017-05-08 0:00:00	"It quoted 22 minutes for a pickup so I thought I hadn't accepted it and made other arrangements. If I'd realised I hadn't cancelled I would have done so immediately"	Driver cancelled- rider charged	Refunded rider
[REDACTED]	2017-04-28 0:00:00	"Drove up to us and left"	Driver cancelled	Explained cancellation fee not charged
[REDACTED]	2017-04-21 0:00:00	"We left the car at 11:01 but have been charged until 11:19. Please provide a refund for the excess time."	Mistimed trip (Driver did not end trip at destination)	Adjusted fare
[REDACTED]	2017-03-12 0:00:00	Item Description: Black wallet Share Details: In a back seat	Lost item	Advised to reach out to driver
[REDACTED]	2017-03-01 0:00:00	"I have been billed for a number of trips, including this one, which I never took."	Rider alleges they were charged for trips they did not take	Advised that trips have not been flagged as fraudulent and to check with family and friends
[REDACTED]	2017-02-01 0:00:00	"I missed my classes , because of long drive"	Inefficient route	Apologised to rider

APPENDIX H

Partner-Driver Name	Ticket Created At	Verbatim Complaint	Complaint summary	Uber Action taken
[REDACTED]	2017-01-27 0:00:00	"Refused destination at first due to wanting to pick up someone else, and refused to stop where I wanted to pick up a friend of mine due the same reason. Very poor and unprofessional service. At least he should be fine with leaving me in my destination. Instead he asked me if he could leave me somewhere close"	Pickup/destination refusal	Asked for further info- did not hear back
[REDACTED]	2017-01-27 0:00:00	"Driver insisted to get coins from a place he knows as he didnt have coins to pay drop off fee at Stansted. I suggested him to pay with card or deal with it once we arrive airport but he didnt change mind. This resulted in we travelled unnecessary miles to North of CAMB and wasted some 20 min. Pls review"	Inefficient route	Adjusted fare
[REDACTED]	2017-01-25 0:00:00	"I had invite ppl and got free rides... why are they not applying to these rides????!"	Referral promotion query	Asked for more details- did not hear back
[REDACTED]	2017-01-04 0:00:00	"I just wanted to know why this journey cost me more then if I had taken a regular taxi? I found the same to be true previously in united kingdom when I took an Uber I from shinley station. I wanted an official reply from Uber before I share this finding with those in my [REDACTED] village forum."	Rider unhappy with journey cost compared to taxis	Explained our fare structure
[REDACTED]	2016-12-10 0:00:00	[REDACTED]	Inefficient route	Adjusted fare

APPENDIX I – Potential Conditions to add to any licence granted

1. Potential new Operator condition:

“Uber Britannia Limited must not use ‘Greyball’ technology for the purposes of avoiding regulatory or law enforcement activity in connection with its Cambridge City Council operator licence”

2. Potential new Operator condition:

“Uber Britannia Limited must report to the Council any allegation or complaint relating to certain serious behaviours, specifically:

- Sexual misconduct
- Violence
- Aggressive or rude behaviour
- Discrimination
- Theft
- Plying for hire

Upon receiving any allegation or complaint relating to the above serious behaviours the Operator must take reasonable steps to restrict the driver’s access to the App within 24 hours and whilst any investigation is ongoing. All complaints will be reported by the Operator to the Council within 72 hours of receiving the complaint.”

3. Potential new Operator condition:

“When a booking is made under Uber Britannia Limited’s Cambridge City Council operating licence, the booking confirmation and receipt provided to a passenger will identify that the driver is licensed by Cambridge City Council.”

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PANTHER TAXIS LTD

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www.panthertaxis.co.uk

Yvonne O'Donnell
Environmental Health Manager
Cambridge City Council
Mandela House
Regent Street
Cambridge
CB2 1BY

20th November 2017

Dear Yvonne,

Re: Renewal of Uber Operators Licence

As you will be aware Panther Taxis Ltd have held an operator's licence in Cambridge for over 25 years, during this time we have seen many significant changes to the way the trade operates in Cambridge and nationally.

With the advancements in technology that have taken place our modus operandi has change dramatically, the days of drivers returning to the operating base or calling from a telephone box to be given their next booking are a distant memory.

Customers' expectations have also changed dramatically, they expect their vehicle to arrive quickly or if pre-booked be on time and to know the details of the vehicle that has been dispatched to them, in many cases to track the progress of their vehicle on their smart phone or computer terminal. Furthermore, their understanding of licensing of Hackney Carriages Vehicles (HCV) and Private Hire Vehicles (PHV) is more prevalent among the general public; they understand that a driver is required to hold a licence to drive these vehicles, that the vehicle is required to be licenced and insurance needs to be specific for the work undertaken.

However, I do not believe that customers understand the differences in licensing conditions and requirements of the various licensing authorities be that Cambridge City Council (CCC), South Cambridgeshire District Council (SCDC) or indeed Transport for London (TfL). The assumption of the general public is that if a driver is licensed in Cambridge he would be expected to have gone through the same processes as if he were licensed in Liverpool.

Currently we dispatch work to drivers on a zonal queue basis. To explain in briefest terms; a driver drops a customer off at Addenbrookes hospital, once he has dropped the customer off he enters the "Addenbrookes" zone and joins the queue of other available drivers. The Addenbrookes zone is broadly the area within the hospital site, along Hills Road to Cherry Hinton Road and then from Mowbray Road to the hospital. This allows a driver to easily disperse from the drop off point – which is invariably a busy location – to a more suitable area to wait for his next booking.

Once the driver has dropped off he will then join the queue in that area for his next booking, naturally the driver at the top of the queue is offered the next booking, then the driver who is second becomes top and so on. This system is used for two specific reasons, one is fairness towards every driver and importantly it encourages the drivers to move to a more appropriate waiting area rather than an area where the most future customers are concentrated.

APPENDIX J

Technology is now available for a customer to open an App on their device, see the availability of the closest vehicle and the expected eta of that vehicle. We ourselves have seen over the last two years an incredible increase of bookings made via such "automation" from less than 5% of our total bookings to around 45% of our bookings. We fully expect this percentage to increase and are seeking levels of around 60% within the next 18 months.

The demographic of those customers who favour booking a vehicle by this means, sits firmly in the under 40 year old bracket, as we are sure you will appreciate this demographic tends to be more active at particular times of the week and in particular areas, for example on a Friday or Saturday evening within the core City Centre. Because of the way we dispatch the bookings outlined as above, drivers, be that HCV or PHV, do not necessarily converge on specific areas, but wait away from high demand in areas such as Jesus Lane, Victoria Avenue or Gonville Place knowing that when the next booking request is received they will be top of the queue and realise that they do not to be 'on top' of the work to be offered their next booking.

To deter drivers who drop at certain areas of the City Centre and other popular locations from remaining in particularly busy areas such the Regal Public House and Station Square, we have created exclusion zones, which effectively will not allow them to join the queue in that area until they exit the exclusion zone. This encourages them to move on quickly avoiding congestion building in these busy areas and reduces any suggestion by other members of the trade or the temptation for PHV's to wait in areas that could encourage approaches from members of the public who have not booked a vehicle. I believe we are the only operator locally who takes these steps to protect the public and reduce the friction between the HCV and PHV drivers.

The dispatching of bookings to drivers on the Uber platform does not use a zonal dispatch method, my understanding is that the Uber system matches the closest car to the customer's location. Therefore, a driver is actively encouraged to wait for their next booking in the immediate vicinity of the most likely location of their next booking. On occasions that I myself have been in locations of high demand, I have seen many vehicles on the Uber platform waiting in high demand areas for their next request.

As highlighted earlier, the customers who tend to use an App to book a vehicle are more likely to make a request from one of the popular locations, as more people book a vehicle through an App they will open our booking App to see a vehicle can be at their location is say seven minutes, this is because of the restriction we deliberately place on areas that drivers are likely to wait, but if they then open the Uber App and see a car less than a minute away they will no doubt choose the quicker option.

This clearly leaves us in a disadvantaged position and over time will affect our ability to provide drivers with adequate work, this will either result in drivers deciding to place themselves in an 'advantageous' position within the popular areas or we will lose drivers from our platform to Uber, which would then ultimately have an effect on the 70+ local people we employ at our offices.

We have not yet seen any adverse effects of Uber operating in Cambridge, but as a business if we found ourselves losing ground to any operator we would need to react in such a way to protect our business, maintain the earnings of the self-employed drivers and the employment of our staff.

CCC have introduced a condition for all PHV and HCV drivers to undertake Safe Guarding training, as an operator we believe that this is a step forward for the trade and offers the general public peace of mind that drivers are aware of their responsibilities and portrays a more professional standard amongst drivers. SCDC are currently reviewing their policy and I believe that in light of the recommendations from the Local Government Association this will most likely come into their new policy. I understand that the direction of other licensing authorities is not within the control of CCC, but it seems quite ludicrous that the Council allow an operator licenced by them under the guise of Uber Britannia Ltd or Uber London Ltd to utilise drivers where there are no requirements for safe guarding training.

Furthermore, customers of the Uber App in Cambridge are completely unaware that a driver licensed by TfL may not have undertaken safe guarding training or have a correctly obtained enhanced DBS through a recognised provider.

We understand that the current legislation pertaining to cross boarder hiring allows for an operator to sub contract to another operator lawfully, although this is appreciated and understood, the customer is never told that this is taking place, as such a registered Uber user could request a journey through the App in Cambridge and a vehicle licenced by CCC, SCDC or indeed Luton, Birmingham or Wolverhampton could be dispatched. At no point is the customer made aware of this sub-contracting as the only information given by Uber is the name of the driver and his vehicle details.

APPENDIX J

There has been significant media attention in recent months regarding Uber's inability to disclose complaints to the relevant Constabularies where an allegation of a criminal offence has been committed, to the extent that a senior officer from the Metropolitan Police had cause to write to TfL regarding non-disclosure of allegations from passengers.

Unlike locally operated Private Hire Operators, Uber do not have a telephone number for customers to contact them. Therefore, to make a complaint regarding a driver the customer is required to contact Uber support via email, which is not necessarily practicable in every situation and given that customer support is outsourced to a company in the Philippines, the chances of a complaint being directed to the correct licencing authority seems unlikely.

A further area of concern to us is the routes taken by drivers on the Uber platform who are reliant on Satnav, as is widely known by us all, a HCV or PHV is allowed to use the traffic managed City Centre areas. Panther Taxis have an expectation that drivers should know the City well enough to not have need of a Satnav, there are several reasons behind this but one of them is that a Satnav will not guide a driver through the central traffic managed areas, so if a journey is travelling across the City, to a driver who has local knowledge he will know that the shortest route is through the centre of Cambridge, whereas a driver who has limited local knowledge and is reliant on Satnav will use a route provided that is appropriate for a vehicle that cannot use Emmanuel Road, Silver Street, Bridge Street or Regent Street/St Andrews Street, thus invariably making the journey longer and more expensive.

We realise that the CCC cannot be responsible for the routes taken by Private Hire Drivers (PHD), but a customer has a right to know who a complaint should be made to rather than having UBL or ULL as the only recourse. All vehicles on the Panther Taxis circuit display a fare card, the fare card identifies to whom complaints should be directed. Furthermore, CCC are in the process of introducing internal signage that identifies the vehicle is licenced by CCC, the licence number and to whom complaints should be made to.

We are aware that Brighton and Hove City Council (BHCC) have recently imposed several conditions on UBL (Copy Appendix A) one of which is that the emailed journey receipt should contain the following information;

'When a booking is made under Uber Britannia Limited's Brighton and Hove operating licence, the booking confirmation and receipt provided to a passenger will identify that the driver is licensed by Brighton & Hove City Council.'

This is an entirely sensible requirement and permits the consumer to know the authority whom licence the driver, but to enhance the public's safety even further and to give them the information that they need if they have cause to complain about the drivers conduct or behaviour, Uber should identify clearly on the driver details confirmation shown in App and on every journey receipt the licencing authority of the vehicle and driver that is carrying out the booking for every journey requested within the CCC boundary.

By introducing a condition on the renewal of UBL's licence, with a condition that disclosure be given to the customer at the time of acceptance (which is a moot point when one considers the arguments by Uber's Barrister in recent Employment Tribunal hearings, that the driver accepts the booking not UBL or ULL) and at the end of the journey the receipt clearly identifies the drivers providence so that a customer has a clear and unobstructed path to the authority who have autonomy over the driver, rather than what seems to be a rather inept and blasé attitude towards customer safety.

We respectfully request that the points contained within this letter be considered at renewal for UBL in Cambridge, we are rightly proud of our City and wish to see the standards of customer safety maintained for the general public rather than a dilution in what a customer should expect from any transport provider.

Yours sincerely

[Redacted Signature]

John B. Anham

Director

[Redacted Contact Information]

21st November 2017

Dear Ms Jackson,

We, the combined Cambridge Taxi and Private Hire Associations are writing to formally object to the re-licensing of Uber to operate within Cambridge City on the 20th December 2017. We are laying out our reasons for our objection below and wish to advise you that should our appeal be unsuccessful that we will be pursuing this objection through the courts system with funds we have already raised within the trade for this purpose. We have identified Mr Tim Norris of Ashtons solicitors to act on our behalf.

We very much see the re-licensing review as a welcome opportunity to revisit the operating practices of Uber especially in light of their own submissions in recent court cases, verified press reports over the last years and the recent refusal of Transport for London for their renewal.

Our motivation for this is not commercial but through a genuine concern for public safety which is also the primary role of local Licensing. Frankly, we do not feel it is appropriate that a self funded Trade Association should be pursuing this matter and would hope that the points laid out below are sufficient grounds for your offices to uphold our objection.

Most recently, Brighton Council only agreed to permit a license to Uber for a period of six months with strict restrictions pending the outcome of the TfL case in early December. Whilst welcoming this we feel that there is sufficient grounds for a full denial of license in Cambridge.

1. Corporate responsibility

As a company, Uber Britannia channel all their journey transactions fees through the Bahamas, they then move these funds via The Netherlands to the UK where they eventually pay Corporation Tax at a rate of 1.7% of disclosed turnover.

Because Uber claim they are not a 'transportation provider' they exempt themselves for VAT purposes. The estimated shortfall in Value Added and Corporation tax is multiple 100's of millions of pounds which would be of huge benefit to Austerity Britain. There is an ongoing court case relating to this.

Uber subsidise the cost of every journey to the value of 41 pence in the pound, as Uber are not profitable globally, this subsidy is paid for from funds raised from investors. This process is known as 'predatory pricing' and is illegal practice in the UK.

2. Transport for London

TfL have refused to renew the Operating License of Uber in London on the following grounds which we believe are valid here in Cambridge. Whilst there is an ongoing appeal, the points raised do have validity within 'fit and proper' parameters locally.

- i. Not informing the Police of instances of assault, both physical and sexual upon passengers by Uber drivers.**
- ii. Dishonest approach to obtaining medical certificates for their drivers.**
- iii. The obtaining of 13,000 DBS certificates for their drivers through an invalid agency.**
- iv. The usage of 'Greyball' technology to disrupt authorities.**

It has been proven that serious complaints made to Uber through their own platform have not been processed as would be expected of a fit and proper organisation and subsequently relevant authorities have not been informed. The most shocking of these is the case of a woman who complained of inappropriate touching from a driver during a journey, no disciplinary action was taken against the driver who went on to commit a far more severe attack a few weeks later. This matter was highlighted in a letter from inspector Neil Billany of the Metropolitan Police to TfL which is attached as Appendix 1 and clearly displays MPS frustration at Ubers' arrogance and fear of reputational damage over public safety. Uber have made assurances that they are now addressing these issues but we believe that historical malpractice is inexcusable.

A national newspaper 'sting' proved that Uber drivers were being sent to a number of medical practitioners who knowingly supplied false medical certificates to facilitate TfL driver license applications.

It has been proven that Uber sourced DBS certificates for 13,000 of their drivers through an agency which was not subsequently approved by TfL and those certificates have been deemed to be invalid. We realise that this would never happen in Cambridge, TfL conceded that those drivers could continue to work provided they reapplied through a valid provider within 28 days. This happened over three months ago yet less than 3,000 have reapplied, the remaining 10,000+ continue to operate for Uber despite not having a valid DBS and clearly breaching the 28 day deadline. These drivers could be working in Cambridge today.

Uber have admitted that Greyball technology has been used to restrict access to vehicles by licensing officers in the USA, we do not know of any such instances here in the UK. However if TfL have cited this it is fair to assume they have further proof upon which they can call on in court.

There has been a fifty percent increase year on year in the number of reported sexual assaults on passengers within the TfL reporting area for 2015, figures just released for 2016 have shown another rise of twenty percent, currently on average there is a sexual assault by an Uber driver on their passenger every nine days. I am sure you can see our concerns as the majority of Ubers' drivers in Cambridge are licensed by TfL.

3. Operational Practices

During the most recent failed appeal in the disingenuous case whereby Uber claim their drivers are completely autonomous and have no rights whatsoever, Ubers' counsel stated in court that drivers on the Uber system accept bookings directly from their passengers. Clearly this would require those drivers to have and maintain an Operators License for the area in which they are working - this is not the case and is in direct contravention of the 1976 Licensing Act. A clear reason to refuse a license as per the LGA Taxi and PHV Councillors Handbook linked here - see Pages 36 & 37 <https://www.local.gov.uk/sites/default/files/documents/taxi-and-phv-licensing-co-d6b.pdf>

There is no facility to pre book an Uber vehicle, thus we see Uber vehicles regularly parking as close to the train station pedestrian exit as possible, the photograph in Appendix B shows a vehicle which straddles disabled bays outside the train station for 40 minutes on 14/11/2017. Not only is this morally wrong, it shows conclusively that due to their being visible on an app to a potential passenger exiting the station that they are 'plying for trade', a further licensing offense. This happens constantly during peak times and shows a contempt for local licensing and regulation.

Drivers in Cambridge are proud to maintain a high standard and yet we regularly see Uber drivers 'dressing down', the driver in the photograph in Appendix C also had to be asked to move his vehicle from the Taxi Rank where he had parked, again we believe to increase his visibility on the app thus 'plying for trade'

Uber operate no vehicles for passengers with disabilities in Cambridge. Whilst we accept there are only two PHV vehicles licensed to Cambridge City Council, their operational fleet is often over forty vehicles.

Ubers' Cambridge fleet is predominately made up of TfL drivers whom have been aggressive toward local drivers and have no regard for local sensibilities - such as disabled bays as per previous.

The practice of 'surging' whereby at times of peak demand the prices of Uber cars multiply is completely immoral and prejudicial. Further, it has been shown that Uber drivers conspire with their peers to 'log off' until demand increases and then take advantage of artificial surging which they have created to their personal gain, we believe this is fraudulent and shows that even Ubers' drivers are not 'fit and proper'. The image in Appendix 4 is a screenshot from an Uber drivers' chatroom.

4 Local malpractices

We have repeatedly reported vehicles to SCDC and City Licensing which have been illegally dual licensed (TfL and SCDC) these have been operating whilst dual licensed and we have been advised by doing this they are uninsured, some of which we have reported to the police. Also repeated use of 'executive' plate exempt vehicles which lose their privileges if working for Uber. This has been going on for months yet still continues today. There have also been reports of vehicles working in Cambridge for Uber with no license shown notably from Luton, Wolverhampton and Birmingham.

Uber have no operational local office and have no landline which is a Licensing requirement for more traditional booking companies.

The Uber system uses 'Waze' mapping software which will not route drivers through Cambridge's 'bollard zones'. Those many drivers who visit Cambridge to work the Uber platform from across the country clearly have no local knowledge and blindly follow their satnav devices through our narrow streets. There is a clear and present danger to this for our extremely vulnerable cycling community. Consideration please also for the passengers of Uber vehicles whom have been unnecessarily overcharged and held up in their journeys through our city, this goes contrary to the understanding that a journey in a private hire vehicle should take the most appropriate route. We reported an incidence of this to the Council in July and are awaiting a reasonable reply.

We thank you for your consideration of the above points and look forward to your reply.

Yours sincerely

CCLT
CHPHA

Appendix A - Letter from Met Police to TfL

**“Dear Helen,
Concerns with Uber not reporting Serious Crimes to Police.**

On the 4 March 2017 Uber have had contact from a passenger informing them of a serious incident involving an Uber (and TfL Licensed PHV) driver. The nature of the allegation was that during a booked journey a road rage incident has developed between the driver and another road user. During this incident the driver has taken what the passenger believed to be a handgun from the glovebox and left the vehicle to pursue the other party on foot. At this point the passenger has fled the vehicle in fear.

On becoming aware of this incident Uber have spoken to the driver and ascertained that it was in fact pepper spray he had taken from the glovebox and not a handgun. Pepper spray is legally classified as a firearm and every weapon carried on the street represents a threat to public safety.

At this point Uber have dismissed the driver and made LTPH Licensing aware. On becoming aware of this on the 10 April 2017 the MPS have opened an investigation into what clearly appears to be a criminal offence.

Further contact has taken place between the MPS and Uber in an attempt to identify the passenger (a significant witness) and also to find out why Uber haven't reported this directly to police. Uber have stated to the MPS that they are not obliged to report this, or similar matters, and are only required to notify TfL as per regulations. Uber have refused to provide any further information unless a formal request under the Data Protection Act is submitted.

Another more worrying case took place last year. The facts are that on the 30 January 2016 a female was sexually assaulted by an Uber driver. From what we can ascertain Uber have spoken to the driver who denied the offence. Uber have continued to employ the driver and have done nothing more. While Uber did not say they would contact the police the victim believed that they would inform the police on her behalf.

On the 10 May 2016 the same driver has committed a second more serious sexual assault against a different passenger. Again Uber haven't said to this victim they would contact the police, but she was, to use her words, “strongly under the impression” that they would.

On the 13 May 2016 Uber have finally acted and dismissed the driver,

notifying LTPH Licensing who have passed the information to the MPS. The second offence of the two was more serious in its nature. Had Uber notified police after the first offence it would be right to assume that the second would have been prevented. It is also worth noting that once Uber supplied police with the victim's details both have welcomed us contacting them and have fully assisted with the prosecutions. Both cases were charged as sexual assaults and are at court next week for hearing [sic].

“Uber hold a position not to report crime on the basis that it may breach the rights of the passenger. When asked what the position would be in the hypothetical case of a driver who commits a serious sexual assault against a passenger they confirmed that they would dismiss the driver and report to TfL, but not inform the police. While the process for sharing information between LTPH Licensing and the MPS works this clearly represents a further risk as it is reliant on more links in a chain.

In 2016 the MPS were made aware of 6 sexual assaults, 2 public order offences and 1 assault which were first reported to Uber and then subsequently to LTPH Licensing. The delay in the offence occurring and a report coming to the attention of police ranged from a matter of weeks to 7 months. The two public order offences mentioned above are subject to a 6 month prosecution time limit so subsequently both were taken no further as by the time we became aware of the offence we had no power to proceed, despite both having clear evidence of an offence taking place.

The significant concern I am raising is that Uber have been made aware of criminal activity and yet haven't informed the police. Uber are however proactive in reporting lower level document frauds to both the MPS and LTPH. My concern is twofold, firstly it seems they are deciding what to report (less serious matters/ less damaging to reputation over serious offences) and secondly by not reporting to police promptly they are allowing situations to develop that clearly affect the safety and security of the public.

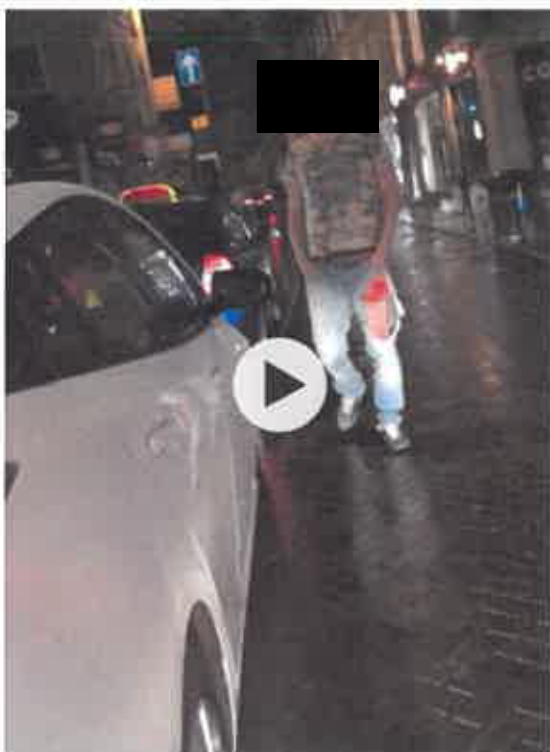
Yours sincerely,

A black rectangular redaction box covering the signature of the sender.

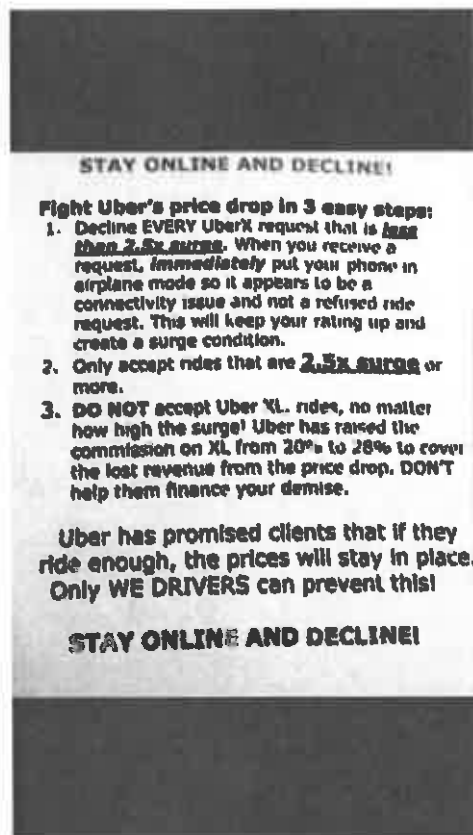
Appendix B - Uber vehicle which waited on disabled bays for 40 minutes 'plying for trade' Picture taken 14/11/2017



Appendix C - Uber driver 'dressing down' & parked on Taxi Rank



Appendix D - Screenshot from Uber 'chatroom'



Yvonne O'Donnell

From: [REDACTED]
Sent: 22 November 2017 12:09
To: Yvonne O'Donnell
Subject: Data Breach - Update

Dear Yvonne,

I hope you are well. You will have heard the news about the security breach of Uber user data. Fred is currently on annual leave at the moment, so I wanted to provide you with an immediate update on the incident.

In late 2016 Uber became aware that two individuals outside the company had inappropriately accessed user data stored on a third-party cloud-based service.

The compromised data included the names and driver's license numbers of around 600,000 drivers in the United States, and some personal information of 57 million Uber users around the world, including names, email addresses and mobile phone numbers.

At the time of the incident immediate steps were taken by Uber to secure the data and obtain assurances that the downloaded data has been destroyed.

Uber also implemented security measures to strengthen controls on its cloud-based storage accounts.

Our new CEO, Dara Khosrowshahi, has announced a number of additional steps:

- Effective today, two of the individuals who led the response to this incident are no longer with the company.
- Bringing on new leadership to help guide and structure our security teams and processes going forward.
- Individually notifying the drivers whose driver's license numbers were downloaded.
- Providing these drivers with free credit monitoring and identity theft protection.
- Notifying regulatory authorities consistent with our legal obligations.
- Monitoring the affected accounts and flagging them for additional fraud protection (Uber has not seen evidence of fraud or misuse tied to the incident).

The incident did not breach Uber's corporate systems or infrastructure, and outside forensics experts have not seen any indication that trip location history, credit card numbers, bank account numbers, Social Security numbers or dates of birth were downloaded.

The company is treating this issue with the utmost severity. Please do not hesitate to contact me if you have any questions.

Many thanks,

Fred Jones
Uber | City Head, UK and Ireland

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