



Uber launches Safety Toolkit for riders and drivers

- Uber to double down on safety and roll out Safety Toolkit for riders and drivers across 38 countries
- Features to include Safety Center, Trusted Contacts, Share Trip, and Caller Privacy

**Cairo, Egypt,
17th October**

Uber today announced the new Safety Toolkit, which, over the next few weeks, will be rolled out to the millions of riders, drivers and couriers using the app across Europe, Middle East and Africa. The toolkit will introduce new innovative features which aim to raise the bar on safety, and increase transparency, accountability and peace of mind for all users.

Since launching the app, Uber has provided millions of people with technology that allows them to get a ride at the push of a button, track every trip with GPS technology and report any issues 24/7 with a dedicated safety team. With the introduction of new safety features, the company aims to double down on safety and help make the Uber community safer.

Features that will be introduced as part of the new rider and driver safety toolkit, include*:

- **Caller Privacy** - Riders and drivers will be able to call each other while maintaining the privacy of their number while using Uber
- **Trusted Contacts** - Riders can now easily designate five friends or family members as "trusted contacts" and, with a single tap, share their trip information which are easily customisable in their trip sharing preferences.
- **Safety Centre** - A new app-housed safety information hub where users can find information on some of the key existing safety tools in the app, including our 24/7 team, information on the driver and the car, trip GPS-tracking and our rating and feedback system.
- **Driver Verification** - This feature prevents fraud and helps protect drivers' accounts from being compromised. It also protects riders by building another layer of accountability into the app to ensure the right person is behind the wheel.

"With more than 15 million trips on the Uber app every day, there is nothing more important than the safety of riders, drivers and couriers. Over the last year, we've been working to develop innovative products that increase transparency, accountability, and piece of mind for all users. The rollout of our new Safety Toolkit features across Europe, the Middle East and Africa is the next step in making sure that we're helping everyone stay safe and connected, wherever you might be," **says Sachin Kansal, Uber's Global Head of Safety Product.**

Uber's CEO Dara Khosrowshahi has made safety a top priority for 2018. Since joining the company, he has introduced a number of changes, including a feature that limits drivers' time spent 'on trip' before needing to take a full 6 hour break from the app, in addition to providing all riders and drivers with personal accident insurance across the Middle East.

With safety being Uber's top priority in Egypt, Uber engaged in significant partnerships to enhance safety for all riders, drivers, and delivery partners. Among them is Uber's partnership with AXA to provide all riders, drivers, and delivery partners in Egypt with full insurance coverage in case of accidents while on trip, provides drivers with auto insurance, protection from the financial cost of injury, and medical expenses or lost-earning opportunities.

With a high percentage of school-bus accidents in Egypt, Uber has partnered with NADA Foundation for Road Safety to provide trainings for bus drivers and staff, and the tools to help fix roads that surround elementary schools. Nevertheless, Uber partnered with Nacita AutoCare to provide mechanical support through an Uber app product called UberRescue during the summer, ensuring safe travels on the road.

In partnership with Harassmap, Uber also provides training for all drivers against sexual harassment during their onboarding training.

**Features will be gradually rolled out across markets*

About Uber

Uber's mission is to create opportunity through movement. We started in 2010 to solve a simple problem: how do you get access to a ride at the touch of a button? More than 10 billion trips later, we're building products to get people closer to where they want to be. By changing how people, food, and things move through cities, Uber is a platform that opens up the world to new possibilities.

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