


Knight Mark (CEX)



From: Stephenson Clive (CEX)
Sent: 23 August 2018 11:16
To: 'Neil McGonigle'
Subject: RE: Letter of Response

Hi Neil

Thanks for this  I will print this and pass it on,



Clive Stephenson
Licensing Strategy & Policy Officer
Vice Chairman National Association of Licensing Officers
Licensing Service
Business Strategy & Regulation
Block C, Staniforth Road Depot, Sheffield, S9 3HD
Telephone: 0114 2736933
Email: clive.stephenson@sheffield.gov.uk
Web: www.sheffield.gov.uk

From: Neil McGonigle [[mailto:\[redacted\]@uber.com](mailto:[redacted]@uber.com)]
Sent: 23 August 2018 10:58
To: Stephenson Clive (CEX)
Cc: Harper Craig; licensingservice
Subject: Re: Letter of Response

Clive

Please find attached a further letter containing the additional information requested under point 2. Let me know if there is anything further you would like to discuss on this or if you have any questions on the attached.

Cheers

Neil

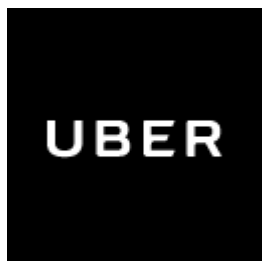
On Fri, Aug 3, 2018 at 10:26 PM, Neil McGonigle [REDACTED] [@uber.com](mailto:[REDACTED]@uber.com)> wrote:
Clive

Please find attached a letter containing our response to the questions recently asked. Please don't hesitate to contact me if there is anything in here you would like to discuss further, and we will follow up with the remainder of the response on point 2.

Cheers

Neil

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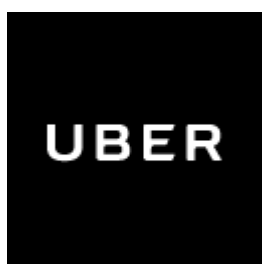


Neil McGonigle

Head of Cities, North of England

[REDACTED] [@uber.com](mailto:[REDACTED]@uber.com) | uber.com

--



Neil McGonigle

Head of Cities, UK & Ireland

[REDACTED] [@uber.com](mailto:[REDACTED]@uber.com) | uber.com

Knight Mark (CEX)

From: Tom Younger [REDACTED]@uber.com>
Sent: 27 September 2018 14:26
To: Harper Craig
Subject: Uber: A New Driver App

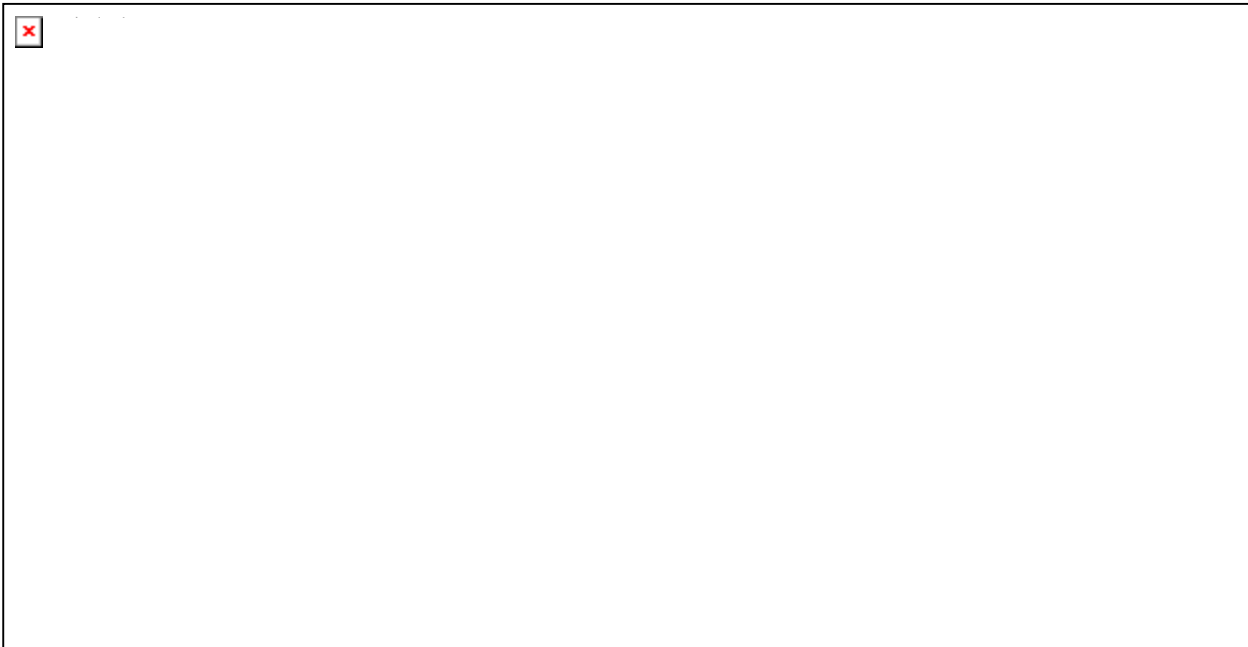
Hi Craig,

I wanted to take this opportunity to update you on some updates and initiatives from the past month.

New driver App, built by drivers

We're really excited to have launched a new version of the App for partner drivers. Over the course of six months we have listened, shadowed, and co-designed with drivers from all over the world to improve their driving experience.

This has culminated in some [new features](#) including the following;



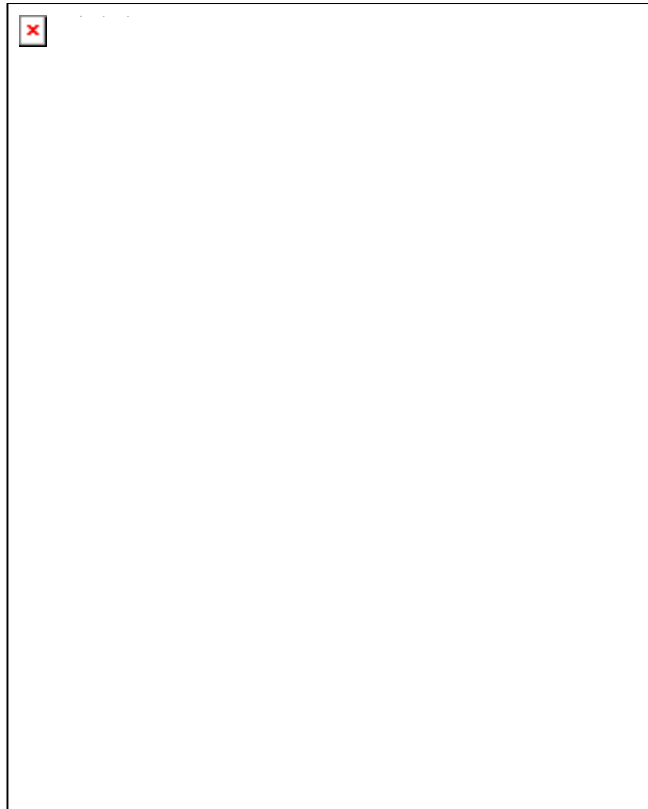
The App is now available across the UK and it is currently optional for drivers to use.

Supporting deaf drivers

We continue to make Uber more accessible for drivers through our partnership with Lingoing, an organisation which provide Sign Language Interpretation for those who are hard of hearing.

The partnership means that prospective Uber partners going through any people-facing elements of a licensing application process can be provided with on-site interpreters, as well as online assistance throughout their licensing application.

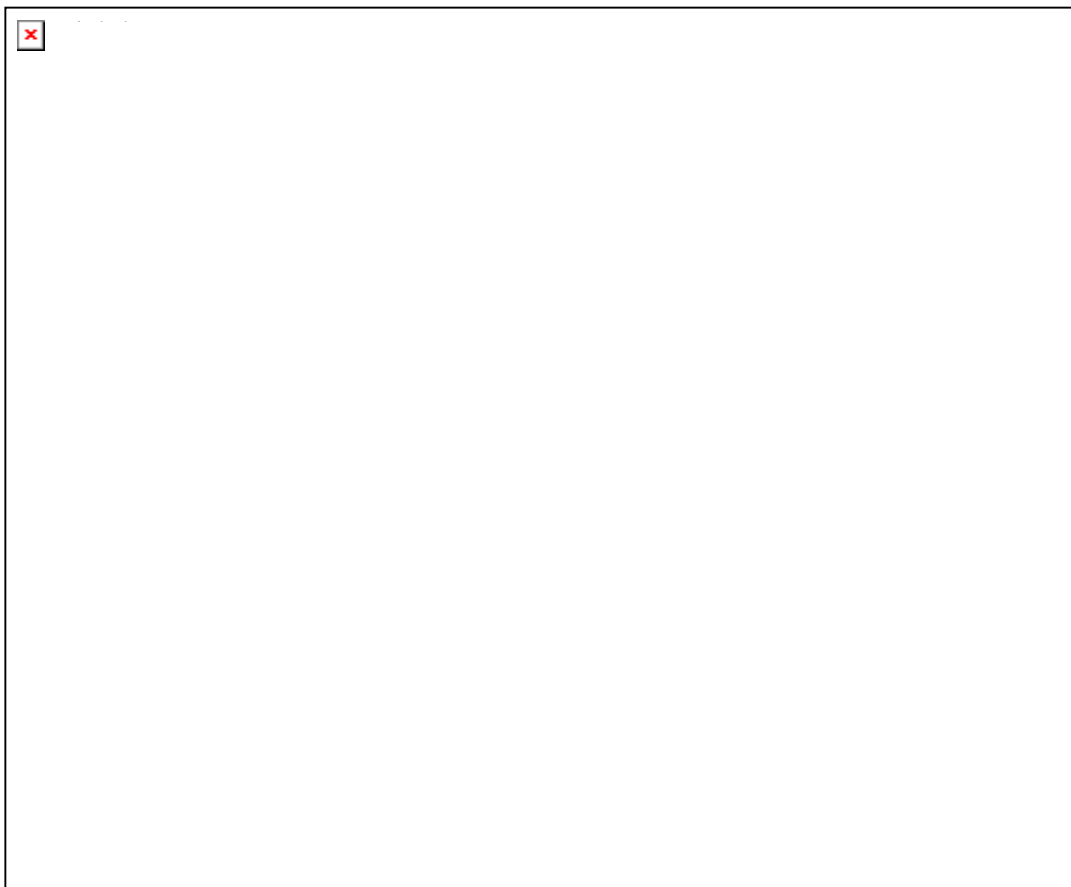
As part of our partnership with Lingoing, I wanted to share a heartwarming package that aired on BBC 2's See Hear programme about deaf drivers in London which showcases the Uber experience for deaf and hard of hearing drivers in the capital. You can watch it [here](#).



Tom Younger, Uber (left) [redacted] Lingoing (middle and right) meeting with Manchester authorities at Stockport Town Hall

Q2 Survey results

Thanks to all who filled in our Q2 Local Authorities survey. We appreciate your input into helping us understand where we're working well and where we could do better. The topline results were;



Key takeaways:

- Our improvement in 'speed of response' and 'quality of response' stalled this quarter.
- A significantly higher number of respondents are now aware of the 'Enforcement Report' and 'Out of Town Driver Complaint Process'.

As always, if you have any questions please let me know.

Kind Regards,

Tom Younger

City Lead | North of England | Uber

 [@uber.com](mailto:tom.younger@uber.com) | uber.com



Knight Mark (CEX)

From: Tom Younger [REDACTED]@uber.com>
Sent: 14 September 2018 16:02
To: Harper Craig; Crofts Michael
Cc: Neil McGonigle
Subject: Re: Uber | MoU progress and next steps
Attachments: Enforcement Officer Heat Maps - Sheffield June - Sept 1.pdf

Dear Craig and Mick,

Just following up on point 2 of the MoU here. I've attached an Enforcement Intelligence Report which identifies when and where Uber has typically seen the most demand across June, July August and the September period so far. The report uses aggregated data to show key enforcement hotspots in Sheffield and should help position your enforcement teams at the best times / locations to increase oversight, whilst minimising resource requirements.

Please let me know if you have any feedback on this.

I hope you both have a good weekend,
Tom

On 12 September 2018 at 10:05, Tom Younger [REDACTED]@uber.com> wrote:
Craig and Mick - I hope you're both well.

Apologies for the delay in getting back to you regarding the points discussed at our previous meeting. Below I have included the MoU progress which clearly outlines the progress made on each of the items and the next steps for Uber and Sheffield City Council. In summary, please see the headline actions and table below which briefly cover what was discussed at our meeting.

Please let me know if any questions or thoughts. Happy to chat on the phone too if easier - [REDACTED] - or schedule a follow-up meeting with yourselves in Sheffield.

Cheers,
Tom

Key actions

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

Knight Mark (CEX)

From: Neil McGonigle [REDACTED]@uber.com>
Sent: 23 August 2018 10:58
To: Stephenson Clive (CEX)
Cc: Harper Craig; licensingservice
Subject: Re: Letter of Response
Attachments: 18-08-23 - SCC Response (Point 2).pdf

Clive

Please find attached a further letter containing the additional information requested under point 2. Let me know if there is anything further you would like to discuss on this or if you have any questions on the attached.

Cheers

Neil

On Fri, Aug 3, 2018 at 10:26 PM, Neil McGonigle [REDACTED]@uber.com> wrote:
Clive

Please find attached a letter containing our response to the questions recently asked. Please don't hesitate to contact me if there is anything in here you would like to discuss further, and we will follow up with the remainder of the response on point 2.

Cheers

Neil

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Neil McGonigle

Head of Cities, North of England

[REDACTED]@uber.com | uber.com

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Neil McGonigle

Head of Cities, UK & Ireland

[REDACTED]@uber.com | uber.com

Knight Mark (CEX)

From: Tom Younger [REDACTED]@uber.com>
Sent: 31 July 2018 13:23
To: Harper Craig
Cc: Neil McGonigle
Subject: Uber | Section 73 Request

Hey Craig,

I tried calling you on Friday and today to get clarification on the timelines associated with the Section 73 request. To align expectations, we will be able to respond to points 1, 3 and 4 by this Friday (27/07/18), within a 5 working day deadline.

Whilst we will be able to provide the data associated with point 2, there is a long processing time given the amount of data required. We are currently in the process of confirming with the engineers when precisely we can get the data. As soon as I have visibility, I will get back to you.

Please let me know if there are any issues with this. As always, I'm free to chat on [REDACTED] at your convenience.

Many thanks,
Tom

--



Tom Younger

City Lead | UK and Ireland

[REDACTED]@uber.com | uber.com

Knight Mark (CEX)

From: Tom Y. (Uber) [REDACTED]@uber.com>
Sent: 31 July 2018 09:38
To: Harper Craig
Subject: Re: Section 73 Request



Your request (13670) has been updated. To add additional comments, reply to this email.



Tom Y. (Uber)

Jul 31, 08:38 UTC

Hi Craig – thanks for your email.

I tried calling you on Friday to clarify the deadline for the Section 73 request. As per the attached, it is outlined that 'the requested information must be supplied within 5 days of the date of notice' – can you clarify if that is 5 working days (i.e. due on Friday this week) or do you mean tomorrow?

I'd really appreciate clarity on this as soon as possible. If easier, please feel free to call me on [REDACTED].

Many thanks,
Tom



Harper Craig

Jul 27, 13:28 UTC

To whom it may concern,

Please find attached a Section 73 request for your attention.

I would be grateful for a response within the timescales permitted; please reply to licensing@sheffield.gov.uk and mark for the attention of Clive Stephenson.

Regards,

Craig Harper

Licensing Strategy and Policy Officer

Licensing

Business Strategy and Regulation

Place Portfolio

Sheffield City Council

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craig.harper@sheffield.gov.uk

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Attachment(s)

[image001.png](#)

[Uber S73 – Information on Uber App 27.07.18.pdf](#)

Knight Mark (CEX)

From: [REDACTED]@uber.com>
Sent: 27 July 2018 14:29
To: Harper Craig
Subject: [Uber] Re: Section 73 Request



Hello,

Thank you for reaching out to our dedicated licensing support email address - we can confirm that your request has been received.

Please note that DPA & Witness Statement requests do need to be reviewed by our legal team before we're able to respond, so these may take a few days to review and prepare. For a guide on submitting DPA requests, please visit t.uber.com/DPA-Guide. In the meantime, if you feel that a particular driver (regardless of the licensing jurisdiction) is a threat to public safety then we are able to temporarily disable their access to the app while we review your request.

If you are a police officer, and your request relates to a criminal offence, please reach out to our dedicated Law Enforcement Response Team at LERT@uber.com.

Please don't hesitate to reach back out on this thread if there's anything else we can help with in the meantime.

Kind regards,
Uber

This email is a service from Uber.

Knight Mark (CEX)

From: Neil McGonigle [REDACTED]@uber.com>
Sent: 11 July 2018 10:23
To: Harper Craig; Crofts Michael
Cc: tyounger
Subject: Meeting on Friday

Craig, Mick

Hope you are both well and I look forward to meeting up on Friday. I'm going to be taking a train up from London, which is due to get into Sheffield at 9:47am. Hopefully everything will run on time, but just wanted to flag there's a chance I could be 5 minutes late by the time I get across to your office.

Hope that's ok.

Neil

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Neil McGonigle

Head of Cities, North of England

[REDACTED]@uber.com | [uber.com](#)

Knight Mark (CEX)

From: Neil McGonigle [REDACTED]@uber.com>
Sent: 09 July 2018 17:14
To: Harper Craig
Cc: tyounger
Subject: Re: JoB Booking Acceptance

Hi Craig,

Thanks for the email and sending across the questions you'd received from the trade. I am happy to confirm, as requested, that UBL fully complies with the relevant legislation and licensing conditions, both as a general matter and in particular with respect to its Sheffield licence. We have previously provided detailed information regarding our booking process to you, for instance in response to queries raised by the Council in late 2017 and in relation to our latest licence application. That information is unchanged and remains fully accurate.

The query you've received from the trade is similar to one that has been sent to a number of authorities and is not an accurate reflection of what was said in Court during ULL's licence appeal. I can confirm that we have had a look back at the transcripts of the hearing and no such admission was made. In cross examination regarding enquiries made by TfL during the course of 2014, the following propositions were put to Mr Elvidge: (a) that the legislation which governs private hire operations in London requires that any booking for a PHV has to be accepted by the licensed operator; and (b) if bookings were being accepted by drivers they would have been committing a criminal offence in doing so (and so if ULL was not accepting bookings, that would have amounted to millions of criminal offences per week). Mr Elvidge agreed with these hypothetical propositions.

Also during the ULL licence appeal, there was some discussion relating to changes which have been in the app for bookings made in the London area under ULL's licence, which is governed by the Private Hire Vehicles (London) Act 1998. As you know, that legislation differs from the law that governs UBL's bookings elsewhere in the UK (the Local Government (Miscellaneous Provisions) Act 1976). The changes related to the timing of communication of acceptance of the booking for the purposes of the 1998 Act. For the avoidance of any doubt, ULL's position was made very clear in the hearing that had ULL not made the changes it did to the app, it would not have been (and indeed was not previously) in breach of the 1998 Act.

I do hope that helps clarify any questions raised, and I'm happy to discuss as required when we meet on Friday.

Cheers

Neil

On Fri, Jun 29, 2018 at 3:40 PM, Harper Craig [REDACTED]@sheffield.gov.uk> wrote:

Hi Neil,

Hope you're well and thanks for talking just now.

I've received the below from a trade representative in Sheffield today and wondered if you can provide a response:

"In court this week ULL admitted that they didn't accept the booking but have since geo fenced London to TfL only vehicles and a message is given to the customer that the request has been accepted by ULL

However...

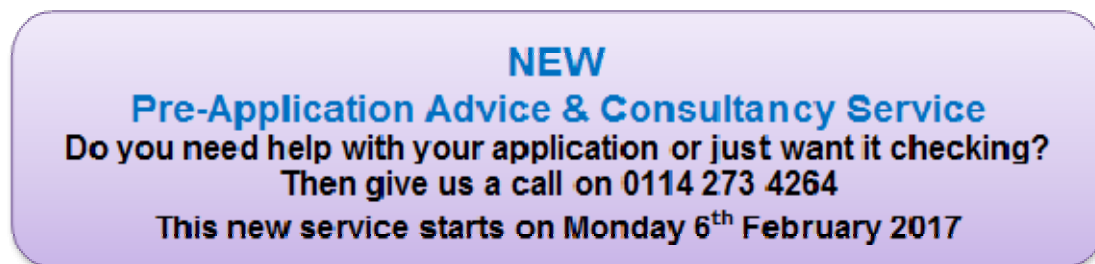
UBL do not do this, and are therefore still back filling depending on which authority the driver is working for."

I'd appreciate if you can look into this request and provide a response to us that confirms that UBL do comply with legislation and our policy conditions.

Thanks,

Craig Harper

Licensing Strategy and Policy Officer



Licensing

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craig.harper@sheffield.gov.uk

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Neil McGonigle

Head of Cities, North of England

 [@uber.com](mailto: @uber.com) | uber.com



Knight Mark (CEX)

From: Neil McGonigle [REDACTED]@uber.com>
Sent: 07 July 2018 13:50
To: Lonnia Stephen (CEX); Harper Craig; Stephenson Clive (CEX)
Cc: tyounger
Subject: Launch of Inbound Phone Support in South Yorkshire

Steve, Craig, Clive

Over the next few months Uber will be introducing an inbound telephone support line, available 24x7 to both passengers and partner-drivers across the UK. Implementation started with a pilot in West Yorkshire launched week commencing 18th June and is set to follow a gradually extended rollout from there, allowing us to test and iterate our processes and policies ahead of a full national rollout in the autumn.

I'm pleased to announce that success of the pilot to date means that we are now ready to extend availability of the telephone support line to passengers and partner-drivers across the South Yorkshire region. This is set to go live in the coming week commencing 9th July, and will continue to be available right through to national rollout.

If you have any questions or would like to discuss further please don't hesitate to contact me.

Cheers

Neil

--

Neil McGonigle

Head of Cities, North of England

[REDACTED]@uber.com | uber.com



Knight Mark (CEX)

From: Neil McGonigle [REDACTED]@uber.com>
Sent: 05 July 2018 15:47
To: Harper Craig
Cc: tyounger
Subject: Re: Private Hire Vehicle Signage

Thanks Craig

We'll put some strong comms out to all of our partner-drivers It's also worth bearing in mind the Council Complaint Process we have - if your enforcement teams spot this kind of issue with vehicles using the Uber app (whichever local authority they are licensed with) then please do report it to us, we have escalating sanctions we apply to repeat offenders (we've already terminated partnership with drivers elsewhere for this kind of thing).

Tom and I can discuss that further next week as needed. I also hope to get a response over to you on that acceptance of bookings question in the next 24 hours.

Cheers

Neil

On Thu, Jul 5, 2018 at 11:54 AM, Harper Craig <xxxxx.xxxxxx@xxxxxxxxxx.xxx.xx> wrote:

Hi all,

Hope you're well.

One of the items discussed at the Taxi Trade Meeting on Monday was the use of 'Advanced Booking Only' signage. I agreed to draft a statement regarding the use of signage and, as trade members, you indicated that you would disseminate to your trade members for information purposes.

So, as promised, please find attached a brief statement that can be circulated to your members.

Regards,

Craig Harper

Licensing Strategy and Policy Officer

NEW

Pre-Application Advice & Consultancy Service

Do you need help with your application or just want it checking?

Then give us a call on 0114 273 4264

This new service starts on Monday 6th February 2017

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Knight Mark (CEX)

From: Neil McGonigle [REDACTED]@uber.com>
Sent: 04 July 2018 19:15
To: Lonnia Stephen (CEX); Harper Craig; Stephenson Clive (CEX)
Cc: tyounger
Subject: Notification of Data Reporting Issue
Attachments: Sheffield - Active driver & vehicles.pdf

Steve, Craig, Clive

I wanted to make you aware of an error we had spotted in our process to provide driver and vehicle information to you, and the steps we have taken to remedy the error.

We recently noticed an error in the search we used to determine our list of Sheffield partner-drivers and vehicles. While our records themselves have always been correct, the search query used on our database was not pulling all of those records into the list we send you each week.

This error was caused as a result of changes we made earlier this year to display a partner-driver's licensing authority within the Uber app, which introduced a new data field into our system. Whilst new search queries were built to reference the new data field, an administrative error meant that the old search queries continued to be used as part of our recurring send processes. The impact of this is that the old search queries did not pick up drivers or vehicles where new licence documentation has been uploaded to our system since February 2018 - as a result it appears that we may have been underreporting the driver / vehicle schedule since February 2018.

We fully appreciate the importance of rectifying the error here, so we wanted to notify you straight away, and also let you know that we have already amended our processes to use the new search query so that it pulls the complete data. We have undertaken a complete review and audit of the search queries used within our regulatory operations processes to confirm and address the scope of this issue. We will also implement a process going forward whereby multiple individuals will review and verify any changes made to our search queries and processes in response to any future changes.

I have attached an updated Driver / Vehicle list.

Sincerest apologies for the error here, and any inconvenience it may have caused on your side. We are of course willing to provide any further detail on this, should you require it.

Cheers

Neil

--

Neil McGonigle

Head of Cities, North of England

neil.mcgonigle@uber.com | uber.com



Knight Mark (CEX)

From: Tom Younger [REDACTED]@uber.com>
Sent: 26 June 2018 11:28
To: Harper Craig
Subject: Re: Uber | Driver revocation PHDL: 1348

Thanks for confirming Craig.

I'll let the team know that [REDACTED] should provide [REDACTED] PHDL [REDACTED], before [REDACTED] profile can be activated.

Thanks again,
Tom

On 26 Jun 2018, at 11:18, Harper Craig <xxxxx.xxxxxx@xxxxxxxxxx.xx> wrote:

Hi Tom,

Thanks for your email.

I can confirm that [REDACTED] has had [REDACTED] licence reinstated, but [REDACTED] has a new licence number, which is [REDACTED] [REDACTED] should be able to provide a copy of his licence which expires [REDACTED] [REDACTED].

If you require further information, please do not hesitate to contact me.

Regards,

Craig Harper
Licensing Strategy and Policy Officer

<image001.png>

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www.sheffield.gov.uk/licensing

From: [REDACTED]@uber.com]
Sent: 24 June 2018 17:50
To: Harper Craig
Subject: Uber | Driver revocation [REDACTED]

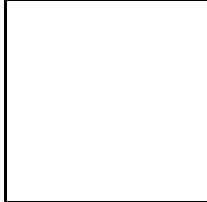
Hi Craig - hope you've had a relaxing weekend.

We've had a driver attend an information session at our Sheffield office explaining that he had his licence revoked, but now re-issued by Sheffield Council.

Before we activate his profile, I just wanted to make sure that you are happy for us to accept the driver on the App? The driver's name is [REDACTED].

Many thanks,
Tom

--



Tom Younger

City Lead | UK and Ireland

[REDACTED] [@uber.com](mailto:[REDACTED]@uber.com) | [uber.com](https://www.uber.com)

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Knight Mark (CEX)

From: Tom Younger [REDACTED]@uber.com>
Sent: 18 June 2018 12:16
To: Harper Craig
Cc: Neil McGonigle; Crofts Michael
Subject: Uber | MoU Discussion

Hi Craig,

Thank you for your time on the phone. As discussed, Neil and I would like to meet with you and Mick to update you on the progress we have made on the MoU and discuss many of the remaining items. Please let me know if any of the following dates work well for you and Mick?

- Friday 29th June (afternoon)
- Friday 13th July
- Tuesday 17th July

Many thanks,
Tom



Tom Younger

City Lead | UK and Ireland

[REDACTED]@uber.com | uber.com

Knight Mark (CEX)

From: Neil McGonigle [REDACTED]@uber.com>
Sent: 11 June 2018 23:36
To: Harper Craig
Subject: Improving our support to your team

Hi Craig,

Uber holds a licence to operate with over 70 local authorities across the UK. Given the scale of our operations, and the fact that certain aspects of our model often differ from those of other private hire operators, we are keen to understand what we can do in order to better partner with the cities in which we operate.

In order to do so, we run a quarterly survey where we seek candid feedback from licensing authorities. Feedback from this survey is used to identify areas in which we can improve, and in doing so help us to ensure that we are doing as much as possible to support local authorities and be a better partner to cities.

Thank you to everyone who took part in the survey we sent out in March. I wanted to share the results from that survey and some improvements we have made as a direct result of the feedback received.

Main themes in the feedback we received related to:

- Better support for enforcement officers and handling of out of town drivers / vehicles
- Answer rate for Uber's emergency telephone line
- The time it takes to get a DPA response

In response to this feedback we are excited to announce the following services and improvements that we are set to implement.

Enforcement Ride Along

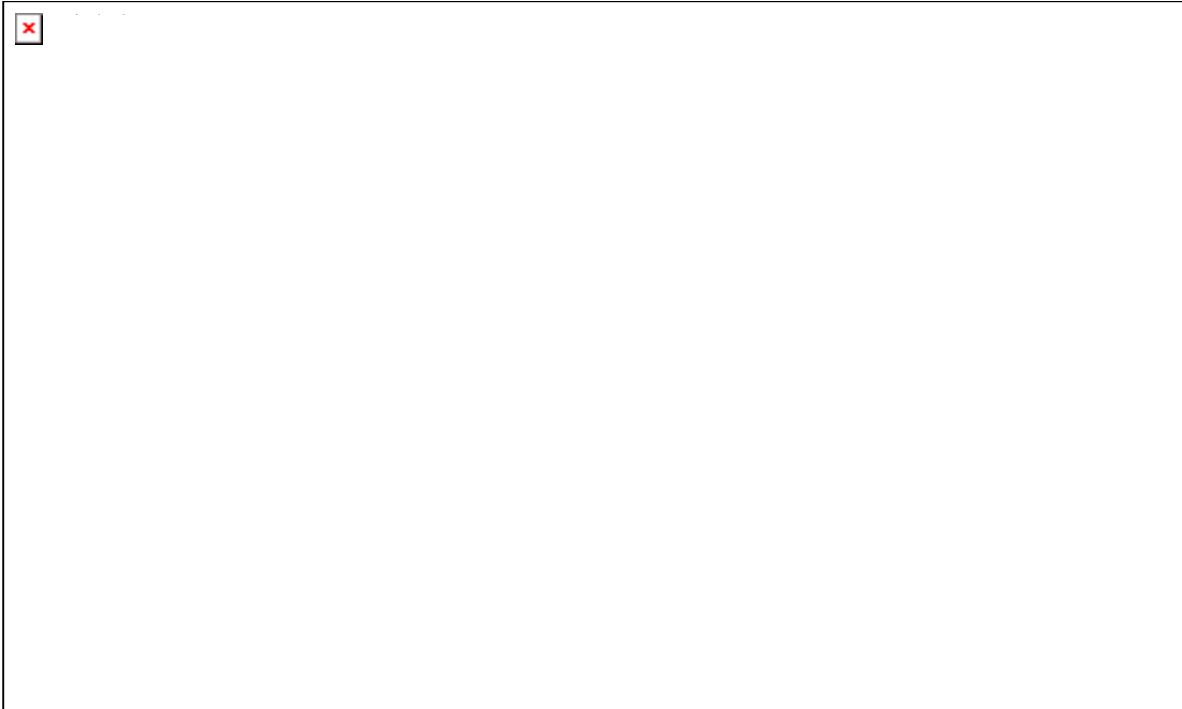
All local authorities where we are licensed can request a Ride Along whereby a member of our team will accompany your Enforcement Officers on duty, with the objective of better understanding the local challenges you face with private hire drivers in your jurisdiction (including those using the Uber app). Ride Alongs not only enable us to observe and understand the common enforcement issues you face, but also identify areas where Uber's tools and processes might be improved to assist with enforcement efforts and further raise safety standards.

During a Ride Along we will:

- Provide you with an *Enforcement Intelligence Report* which covers pickup and drop off points which are most popular with Uber riders in the area
- Work with you to identify any locations where enforcement is particularly challenging and where we might be able to consider *in-app system changes* to help address those challenges (e.g. parking on specific taxi ranks)
- Cover the key tools and processes available to your team

We trialled this service with both Bristol City Council and South Gloucestershire Council, where Taxi and Compliance Officer [REDACTED] has allowed me to share the following words:

"It was very useful to have Uber staff join me on patrol, both in terms of understanding the App and what Uber can offer Enforcement. The facilities to nominate pickup points, prevent drivers using certain areas and to immediately suspend drivers from the App have been very helpful in my work keeping the public safe, regulating traffic, and creating a better working environment for drivers. In my personal opinion, it's well worth having Uber staff Ride Along with Enforcement staff for a few hours"



To request a Ride Along, please do so by emailing [REDACTED]@uber.com and we'll be happy to answer any question you might have and get it organised.

Enforcement Support Tools

We are also excited to announce that the following tools and resources will be available to you and your Enforcement colleagues on request by emailing [REDACTED]@uber.com.

Request In-App Configuration

You now have the ability to request custom changes or configuration within the app to help tackle common issues faced within your jurisdiction. If you are experiencing an issue with the location that riders and drivers are using to pick up at the local railway station for example, or persistent problems with private hire vehicles parking on a particular taxi rank, then there may be in-app changes we can make to help alleviate those issues. Please flag such issues to us at [REDACTED]@uber.com - we aim to accommodate all requests where feasible to do so.

Enforcement Intelligence Report

Our Enforcement Intelligence Reports (illustrated below) provide visual data highlighting the busiest areas and times for users of the Uber app. This data allows you to identify key hotspots and hopefully will help you deploy enforcement resource most effectively - at the best times and locations to increase oversight, whilst minimising resource requirements.



24/7 Emergency Line

For any serious concerns reported via our emergency phone line we want to make sure you are always able to get the information you need when you need it. We are pleased to say that we have improved our internal operations to ensure your call will always be answered when you reach out to us on the 24/7 emergency phone line [REDACTED]. As a reminder, you are able to report serious time-sensitive issues related to drivers (whether they are licensed by your council or not) - with the team handling the calls able to immediately restrict a driver's access to the app if there is reason to do so.

Improved Responsiveness to Data Requests

Many requests for information from Uber do not fall within our operator conditions and therefore require formal data requests to be made, so that both we and you are compliant with the relevant privacy law obligations in terms of handling and sharing personal information related to drivers, passengers and third parties. All data requests we receive are reviewed to ensure that the information being requested is proportionate in relation to the purpose for which it is requested.

We understand the importance of being able to quickly respond to data requests to ensure you are able to continue your investigation, whilst also ensuring that we are compliant with our obligations to drivers and passengers in the way we handle their data.

Following your feedback we are happy to share the changes we have made to our process to ensure we are able to turn around your data requests faster:

1. **Specialised resources:** We have scaled up the team dealing with data requests and will continue to monitor the number of requests received to ensure we are always able to appropriately manage the volume. This team is specialised in dealing with data requests and will provide you with a consistent response to your requests as quickly as possible.
2. **Improved processes:** In addition to the increased resourcing levels, we have also reviewed our current processes to identify ways to turn around responses faster. We have made changes to our processes as a result, which we are confident will result in an improvement in the time it takes for us to respond to the majority of requests.

In addition to the above we will be providing additional transparency by regularly reporting our performance in terms

of the time taken to respond to data requests. We will report the time taken to respond to requests received across all Councils, as well as time taken to respond to data requests specifically received from Sheffield, on a monthly basis.

Please let me know if you have any thoughts or questions on the solutions and services outlined. We look forward to your feedback at the next survey.

Many thanks,

Neil McGonigle
City Head | North of England
[REDACTED]@uber.com



Knight Mark (CEX)

From: Neil McGonigle [REDACTED]@uber.com>
Sent: 23 May 2018 14:19
To: Harper Craig
Subject: Uber Announcement | AXA

Dear Craig,

I wanted to let you know that today we have announced a partnership which will provide automatic personal accident and social protection insurance coverage free of charge to drivers using the Uber app. The coverage provided to drivers using the Uber app under the partnership will go live a week later on 1 June.

Uber's commitment to driver welfare

I wanted to reiterate how seriously we take our responsibility to the drivers partnering with Uber and using the app across the UK and indeed across the world. This partnership is the culmination of months of effort, and relationships we have been building with insurance providers for much longer. We want to make the experience of driving on the Uber app as productive and high quality as possible.

We have been considering carefully how we can further our commitment and provide a service to our partner-drivers that demonstrably and actively promotes improved driver welfare. This would build on the steps we have already taken in partnership with third parties to provide social protection through discounted membership with IPSE, extend free skills courses, discounted access to savings, and many other benefits that help to protect drivers while maintaining the freedom and flexibility they so value.

This new product covers partners in the EU for major costs or lost income resulting from accidents or injuries that occur **on trip**. It also provides protection for major life events that happen **off trip** like severe sickness and injury, maternity or paternity leave and jury duty. Under the new "Partner Protection" scheme, which supersedes our deal with the Association of Independent Professionals (IPSE), drivers will have access to a number of personal accident insurance covers including new protection from lost income due to personal injury sustained while using the Uber app. To provide this insurance and protect drivers while they are unable to work we have partnered with AXA, one of the world's leading insurance brands.

Protections provided by the AXA insurance partnership

The insurance protections will be provided by AXA to all independent partner-drivers, as well as Uber Eats couriers. In summary the coverage will provide the below protection to all Partners using the Uber app, paid by Uber and therefore completely free of charge:

- Medical cover
- Accidental Death Benefit and Funeral Expenses
- Permanent Disability Compensation
- Inconvenience Compensation (Hospitalisation/Injury)
- Maternity/Paternity lump sum payment
- Jury Service attendance lump sum payment
- Serious Illness or Injury Compensation

The high-level limits for UK-based drivers are tabulated [here](#).

As always, please let me know if you have any questions or thoughts.

Kind regards,

Neil McGonigle
Uber | City Head, North of England

Knight Mark (CEX)

From: Neil McGonigle [REDACTED]@uber.com>
Sent: 21 May 2018 20:26
To: Harper Craig
Subject: Uber | GDPR Compliance

Dear Craig,

I wanted to let you know about some of the steps Uber is taking in preparation for the General Data Protection Regulations (GDPR) coming into force on 25 May 2018.

In recognition of the requirement under Article 20 of the GDPR that individuals should be provided with machine-readable copies of their personal information upon request, Uber has built a self-service automated product for its users ("Download my Data"). This will allow riders and drivers to make a direct request to Uber for their personal data through the web or via the App. Timing is not yet confirmed but is likely to be the week beginning 21 May 2018.

In addition, Uber is making updates to its Privacy Policy to add GDPR-compliant policy updates as well as some user-centric enhancements to the Privacy Centre to raise transparency and trust around Uber's data and privacy practices. Users will be notified of the privacy policy changes by email on 22 May 2018.

Further, there is now a unified marketing communications opt-out page, which reduces the number of clicks a user needs to go through to opt out of communications and provides a one stop-shop for information related to email, SMS, and push opt-out. The page can be accessed via uber.com/unsubscribe directly, from the bottom of any email (when clicking "Unsubscribe"), and from help.uber.com.

Uber also enhanced its privacy by design and default initiatives, such as improving its Data Protection Impact Assessment process for new data processing activities and products, as well as a Vendor Security Assessment for partners that may process Uber personal data.

Finally, Uber is also planning to hire a Data Protection Officer ("DPO") as an internal role, and implement a DPO contact form on our website, where users will be able to address their concerns and questions, if they are unable to receive a satisfactory response from our customer support representatives.

I would be happy to provide more information on the content of these policies and procedures if you would find it helpful.

Kind regards,
Neil McGonigle
Uber | City Head, North of England

Knight Mark (CEX)

From: [REDACTED]@uber.com>
Sent: 17 May 2018 16:01
To: licensingservice
Subject: Re: Uber Britannia Limited New Directors Appointed



[REDACTED] (Uber)

May 17, 15:01 UTC

Hello,

Susan Hooper has now received her DBS certificate. Just passing this along to yourselves as promised.

Please let me know if you have any questions.

Kind regards,

Dan P.

Attachment(s)

[SH DBS.pdf](#)

This email is a service from Uber.

Knight Mark (CEX)

From: Neil McGonigle [REDACTED]@uber.com>
Sent: 16 May 2018 11:57
To: Harper Craig
Subject: Re: Meeting to discuss MoU
Attachments: image001.png

No problem at all Craig, [REDACTED]

Cheers

Neil

On Wed, 16 May 2018 at 11:54, Harper Craig <xxxxx.xxxxxx@xxxxxxxxxx.xxx> wrote:

Hi Neil,

[REDACTED]

I'm keen to get something set up but it's for the head of service to lead on this. Leave it with me and I'll get back to you as soon as I can.

Thanks,

Craig Harper

Licensing Strategy and Policy Officer



Licensing

Business Strategy and Regulation

Place Portfolio

Sheffield City Council

Block C

Staniforth Road Depot

Staniforth Road

Sheffield

S9 3HD

Tel: 0114 2734264

Fax: 0114 2734073

craig.harper@sheffield.gov.uk

www.sheffield.gov.uk/licensing

From: Neil McGonigle [mailto: [REDACTED]@uber.com]

Sent: 15 May 2018 16:52

To: Harper Craig

Cc: tyounger

Subject: Meeting to discuss MoU

Hi Craig - hope you're well.

Just following up [REDACTED] whether you guys want to look at rearranging that meeting we had in the diary.

Cheers

Neil

--

Knight Mark (CEX)

From: Neil McGonigle [REDACTED]@uber.com>
Sent: 10 May 2018 16:04
To: Harper Craig
Subject: Uber Impact and Actions Following Alpha Insurance Liquidation

Dear Craig,

I wanted to provide an update regarding the ongoing situation with the insurance company, Alpha who we heard yesterday have gone into liquidation.

We have rejected all insurance documents in our system that are from Alpha, or it's affiliates such as CoverMyCab and J&M Insurance Services.

This means that the vehicles associated with these insurance policy documents are now ineligible in our system, and drivers associated with those vehicles will have their access to the app removed.

There are 4,384 drivers partnering with Uber across the UK, and 5 licensed through Sheffield, who have had their access to the app removed yesterday on this basis. As such, any drivers who have an insurance document provided by Alpha will not receive trip dispatch requests for any impacted vehicle from Uber until we receive a replacement document.

We have communicated this change to all affected drivers using the Uber app and our support teams are on hand to help drivers obtain a replacement.

Please do let me know if there are any questions at all related to this. I am happy to speak at your convenience.

Many thanks,
Neil McGonigle
Uber | City Head, South Yorkshire

Knight Mark (CEX)

From: [REDACTED]@uber.com>
Sent: 04 May 2018 21:55
To: licensingservice
Subject: Uber Britannia Limited New Directors Appointed



May 4, 20:54 UTC

Hello,

Today we received confirmation from Companies House that Susan Hooper and Roger Parry have been confirmed as new non-executive directors of Uber Britannia Limited.

I attach the confirmation from Companies House, along with Roger's DBS certificate – we're still waiting for Susan's DBS to come through, but I will forward this as soon as I have it.

[REDACTED]

Please do let me know if there's anything else I can help with here – have a great bank holiday weekend.

Kind regards,

Julian M.

Attachment(s)

[UBL – Susan Hooper Appointment.pdf](#)

[UBL – Roger Parry Appointment.pdf](#)

[Roger Parry DBS.pdf](#)

Knight Mark (CEX)

From: Neil McGonigle [REDACTED]@uber.com>
Sent: 27 April 2018 17:52
To: Harper Craig
Subject: Impact of driver hours cap

Hi Craig,

I wanted to take this opportunity to update you on some updates and initiatives from the past month.

Survey results

Thanks to all who filled in our Q1 Local Authority Survey. We appreciate your input into helping us understand where we're working well and where we could do better.

The topline results were;



Key suggested areas for future improvement have been identified as;

- Improve the time it takes to get a DPA response
- Further restrict the areas where drivers can drive
- Provide access to driver and vehicle records online - similar to the TfL tracker

Driver hour limits

It's been a couple of months since we launched the [driver hour limit feature](#) into the app.

Analysis conducted since shows that complaints from passengers about drivers who appear to be driving tired have reduced [REDACTED]

UberENGAGE pilot launch

UberENGAGE is a new way for drivers to share their feedback with us. Currently a pilot programme, we have recently launched UberENGAGE in 5 cities; Southampton, Portsmouth, Brighton, Liverpool and London. By the end of 2018, each city Uber operates in will have an Advisory Group of 5 experienced local partners. They will listen to drivers needs and ensure their voice is heard across the wider business.

For further insight into the programme, including some videos of the pilot sessions, see the [local authority website](#).

As always, if you have any questions please let me know and thanks for taking the time to read.

Kind Regards,
Neil McGonigle
Uber | Head of Cities, North of England
[REDACTED]

Knight Mark (CEX)

From: Neil McGonigle [REDACTED]@uber.com>
Sent: 17 April 2018 16:13
To: Lonnia Stephen (CEX)
Cc: Harper Craig; tyounger
Subject: Re: Invitation: Safety Policy Roundtable

No problem at all Steve - can we go for 2pm on Friday 4th May?

Tom is about to email separately about the Safety Policy Roundtable we mentioned - looks like that will be happening in Manchester on Tuesday 29th May, hopefully you (or someone from SCC) will be able to make it.

Cheers

Neil

On Tue, Apr 17, 2018 at 3:29 PM, Lonnia Stephen (CEX) <xxxxxxx.xxxxxx@xxxxxxxxxx.xxx> wrote:

Hi Neil

[REDACTED]
I am hoping we can re-arrange the meeting planned for Monday 30th at 2pm

Would you be available to do the Tuesday 1st, Wednesday 2nd or Friday 4th at the same time 2pm?

Regards

Steve

Steve Lonnia

Chief Licensing Officer & Head of Licensing

Licensing Service, Business Strategy & Regulation

Place Portfolio, Sheffield City Council

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Pre-Application Advice & Consultancy Service
Do you need help with your application or just want it checking?
Then give us a call on 0114 273 4264
This new service starts on Monday 6th February 2017

Block C, Staniforth Road Depot, Staniforth Road, Sheffield, S9 3HD

Telephone: 0114 2053798

Email: xxxxxxx.xxxxxx@xxxxxxxxxx.xxx.xx

Website: www.sheffield.gov.uk

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Please don't print this e-mail unless you really need to

From: Neil McGonigle [mailto: [REDACTED]@uber.com]
Sent: 06 April 2018 23:19
To: Lonnia Stephen (CEX)
Cc: Harper Craig; tyounger

Subject: Re: Invitation: Safety Policy Roundtable

Hi Steve

2pm on 30th April works great for us. Could we set aside a couple of hours?

Cheers

Neil

On Fri, 6 Apr 2018 at 10:15, Lonnia Stephen (CEX) [REDACTED] <[REDACTED]@sheffield.gov.uk> wrote:

Hi Neil

Would Monday 30th April be ok with yourselves?

Probably 2pm here at Staniforth Road.

Regards
Steve

Sent from Email+ secured by MobileIron

----- Original Message -----

From: Neil McGonigle <neil.mcxxxxxxx@xxxx.xx>

Date: Fri, 6 Apr 2018, 00:27

To: "Lonnia Stephen (CEX)" <xxxxxxx.xxxxxx@xxxxxxxxxx.xxx>xx

CC: Frederick Jones [REDACTED] <[\[REDACTED\]@uber.com](mailto:[REDACTED]@uber.com)>,tyounger [REDACTED] <[\[REDACTED\]@uber.com](mailto:[REDACTED]@uber.com)>

Subject: Re: Invitation: Safety Policy Roundtable

Hi Steve

If you could let us know a few dates that work on your side, then we'll fix a date in the diary to come over and go through the MoU at Staniforth Rd. Next 2 weeks are looking quite full for me, so could we maybe go for something from 23rd April onwards?

Also just a heads up that our Safety Team look likely to push the proposed Safety Policy Roundtable back a couple of weeks. Tom or I will get back to you as soon as that new date is confirmed.

Cheers

Neil

On Tue, 27 Mar 2018 at 18:56, Neil McGonigle [REDACTED] <[\[REDACTED\]@uber.com](mailto:[REDACTED]@uber.com)> wrote:

Hi Steve - that would be great.

[REDACTED] if you could let us know some convenient dates that work for you after that then we'll get a date confirmed in the diary. Staniforth Rd works well for us.

Tom will keep you updated on final date and plans for the safety round table once plans are finalised.

Cheers

Neil

On Tue, 27 Mar 2018 at 17:51, Lonnia Stephen (CEX) <xxxxxxx.xxxxxx@xxxxxxxxxx.xxx> wrote:

Hi Neil,

Thank you for your email and I apologise for the short delay in responding. I think it would be a great idea for us to meet up and have a chat.

Do you want to come to our office at Staniforth Road.

Regards
Steve

Steve Lonnia

Chief Licensing Officer & Head of Licensing

Licensing Service, Business Strategy & Regulation

Place Portfolio, Sheffield City Council

Block C, Staniforth Road Depot, Staniforth Road, Sheffield, S9 3HD

Telephone: 0114 2053798

Email: xxxxxxx.xxxxxx@xxxxxxxxxx.xxx.xx

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Please don't print this e-mail unless you really need to

From: Neil McGonigle [mailto: [REDACTED]@uber.com]

Sent: 23 March 2018 23:07

To: Lonnia Stephen (CEX)

Cc: tyounger

Subject: Invitation: Safety Policy Roundtable

Steve

As I hope you are aware safety is something that we are trying to put at the forefront of everything we do at Uber.

As part of this we are conducting an extensive review of our complaint and quality processes to understand if we can get much better at identifying and acting on any concerning patterns of behaviour.

This is where I wanted to ask for your help.

We would like to run a round table with experienced licensing officers from across the country to help us better understand what we should look for in our trip and complaint data and appropriate actions we should take - is this something you would be able to participate in?

The session would be held at our Uber office during the week commencing 9th April and be completely confidential and the inputs used only for our internal processes to improve our tools and policies.

I look forward to hearing from you.

Cheers

Neil

Knight Mark (CEX)

From: Fred Jones [REDACTED]@uber.com>
Sent: 04 April 2018 07:44
To: Lonnia Stephen (CEX)
Cc: Crofts Michael; Harper Craig; Neil Mc Gonigle; Stephenson Clive (CEX); [REDACTED]
Subject: Re: Meeting request

Great and thanks Steve.

[REDACTED] will leave to him to arrange a good date and time

Kind regards

Fred

On Wed, 4 Apr 2018 at 07:39, Lonnia Stephen (CEX) <xxxxxxxx.xxxxxx@xxxxxxxxxx.xxx.xx> wrote:

Hi Fred,

I have already responded to Neil and Tom regarding us getting together, I don't think there is a need for Mick to get involved. I will keep Mick informed about any discussions etc.

I believe there is to be a round table discussion next week at Ubers Office which both myself and either Craig or Clive will attend. Would you please confirm the date and time?

I would also like to arrange a separate meeting here at Staniforth Road to move forward an agreed MOU further to the draft you provided as part your recent application process.

I think by working together we can achieve a much better, safer taxi service for the people of Sheffield.

Regards

Steve

Steve Lonnia

Chief Licensing Officer & Head of Licensing

Licensing Service, Business Strategy & Regulation

NEW
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Please don't print this e-mail unless you really need to

From: Fred Jones [redacted] [\[redacted\]@uber.com](mailto:[redacted]@uber.com)]

Sent: 03 April 2018 20:36

To: Crofts Michael; Lonnia Stephen (CEX)

Cc: Neil Mc Gonigle; Tom Younger

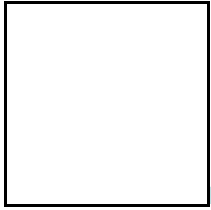
Subject: Re: Meeting request

Evening Mick, Steve - I trust you both had a great long Easter weekend?

I wanted to follow up on my note from a week or so ago. Would there be a convenient time to meet and discuss how we can better partner with the licensing team and the city more broadly?

Kind regards

Fred



Fred Jones

Head of Cities, UK and Ireland

[uber.com](#) | [uber.com](#)

On Tue, Mar 20, 2018 at 11:02 AM, Fred Jones [@uber.com](#)> wrote:

Mick, Steve -

I wanted to get in touch to see if we can meet in the coming weeks?

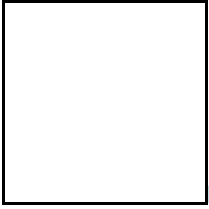
With the grant of our new license I am keen that the commitments we made to partner with you and the City become more than just words, and we can start to flesh out a plan of where we can work together.

I am keen not to delay and Tom (in cc) is part of our team and will be taking on ownership for any actions we agree form our side so it would great to introduce him to you too.

Please let me know a few dates that work for you over the coming weeks and I hope we can book something in soon

Cheers

Fred



Fred Jones

Head of Cities, UK and Ireland

[@uber.com](#) | [uber.com](#)

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Fred Jones

Head of Cities, UK and Ireland

[@uber.com](#) | [uber.com](#)

Knight Mark (CEX)

From: [REDACTED]@uber.com>
Sent: 03 April 2018 17:52
To: Harper Craig
Subject: Reminder: Five minute Uber Survey

Hi Craig,

I hope you are well and enjoyed a relaxing bank holiday weekend.

If you have not already seen my email, I sent a short five minute survey to get feedback from you and other councils on how well we are working with you and get suggestions on things we can do to improve.

[The short survey is here](#)

I'd really appreciate your support on getting as many responses as possible. It is clear from the responses so far that we are doing some things well, but that there are areas we can improve on. As we start planning for Q2, I want to make sure our team can make improvements that really make a difference for you.

We will not share your individual responses outside of Uber, but we will let you know what we heard and the things we plan to focus on in 2018 when we have gathered all the feedback.

Thank you in advance for taking the time to share your views and please share with any of your colleagues that work with us. Do email back any questions you may have.

Many thanks,

[REDACTED]
Uber Operations | United Kingdom and Ireland

