

ITF–Uber Global Charter on Courier Safety and Health

Uber is committed to safety and to helping to protect our users. We recognize that couriers face unique safety concerns, and we've invested in initiatives designed to strengthen their safety on our platform. We know our work on safety never stops, yet we can and will challenge ourselves to always be better for the communities we serve.

We recognize that social dialogue and trade unions play key roles in advancing working conditions and workers' rights, including safety and health as a fundamental right. Uber engages with the ITF (International Transport Workers' Federation), as representatives of transport workers all over the world, on a wide variety of mutually important topics, including the safety of drivers and couriers.

We commit to working with the ITF and its affiliates to help ensure the safe and fair implementation of this charter. We apply all national legal obligations in the countries where we operate and international standards; we also follow evidence-based safety practices, which we continue to identify globally.

As part of our Memorandum of Understanding with the ITF and our ongoing commitment to safety, we, Uber, strive to uphold the following core principles for courier safety:



Reducing risk

We proactively identify and manage potential safety and health risks to help protect couriers and the public, and we work to make the Uber app and industry safer. We continually push ourselves to improve our safety management approach and lead the industry on safety.



Listening to couriers

We care about couriers and actively engage with them and their representatives, including, where applicable through social dialogue, to better understand and meet their safety needs and develop processes, products and campaigns to address these needs. We aspire to create an environment in which couriers feel comfortable reporting safety concerns.



Working with cities

We commit to supporting cities in reaching their Vision Zero goals of eliminating traffic fatalities. We support the Safe System approach, a holistic view of road safety that focuses on safer roadways, speeds, vehicles, and people.



Partnering with experts

We partner with a broad range of experts, including law enforcement, emergency responders, road safety advocates, trade unions, and other public officials to help keep couriers safe.



Promoting safe riding and driving

We support couriers in riding and driving safely and legally, including by partnering with road safety experts to develop education for couriers. We integrate the principles of safe driving and riding into the Uber app.



Accessing safety gear

We help ensure that couriers have access to the appropriate, quality PPE (personal protective equipment) for bicycle and motorcycle delivery.



Helping ensure vehicle safety

We educate couriers about safety maintenance of their vehicles and help connect couriers with high-quality vehicles through local partnerships.



Enhancing the app experience

The Uber app and processes are designed with safety in mind. We develop features to minimize distraction, prioritize safe navigation, and avoid other road safety risks. We develop features to address bike, motorcycle, and driving safety. We have guardrails to help make sure processes do not add incremental risk for couriers, including during severe weather events. We ensure that messaging encourages couriers to take responsible measures to reduce safety risk. Courier safety is always prioritized during severe weather events.



Mitigating fatigue

We work with couriers, their representatives, and safety experts to help mitigate fatigue risk through technology interventions, education about the need to take regular breaks, and improving access to sanitation and rest spaces.



Fostering interpersonal safety and well-being

We're committed to supporting courier interpersonal safety and mental health. We recognize the right of couriers to work free of unacceptable behaviors and practices such as discrimination, threats of physical harm, and gender-based violence and harassment.



Supporting couriers post-incident

We support couriers in time of need and provide multiple channels for reporting incidents, including in case of injury or fatality.



Advocating for industry standards

We recognize that industry standards have the potential to improve courier safety. We commit to working with couriers and their representatives to advocate for safe and sustainable standards for couriers, including through policy reform.