

Uber doubles down on safety, launches Safety Toolkit for riders and drivers

Uber has announced the rollout of its new Safety Toolkit app across Europe, the Middle East and Africa. The app will become available to riders, drivers and delivery partners, and will raise the bar on safety; increasing transparency, accountability and peace of mind.



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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:

- **Emergency button** - With the push of a button in the app, riders, drivers and delivery-partners can connect directly to private emergency services and security response when needed through a third party private security supplier
- **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 is 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.

- **Speed alerts** - A feature which reminds drivers and delivery partners to maintain a safe speed within the posted speed limits.

These new safety features will be a phased rollout, not all riders, drivers and delivery partners will have access to the features immediately.

"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 peace of mind for all users.

"The rollout of the new app features 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.

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