



Uber
Eats

UK Modern Slavery Statement

For Financial Year Ending
31 December 2024
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Introduction and organisational structure

Uber Eats UK Limited, as well as the wider Uber Eats UK group, have a zero-tolerance approach to all forms of slavery, servitude, forced labour, and human trafficking (which together we call “modern slavery”) and are committed to conducting business in a manner that works to eliminate modern slavery.

Uber Eats UK is a UK-domiciled company that operates exclusively in the UK. It is an indirectly wholly owned subsidiary of Uber Technologies, Inc., the parent entity of the Uber group, which is listed on the New York Stock Exchange under the symbol UBER.

This statement has been produced in accordance with the Modern Slavery Act 2015.



About Uber Eats

The Uber Eats app launched in the UK in 2016. It is a platform where consumers can easily connect with restaurants and convenience stores in more than 330 cities across the UK. Businesses can then connect with independent couriers using the Uber smartphone app to carry out the delivery.

Uber also operates our mobility app in the UK. A separate Modern Slavery Statement covering its operations is accessible [here](#).



Organisational structure and supply chain

Uber Eats UK has a number of in-house employees making up key business operations that help facilitate the running of our platform.

Uber's success depends in large part on our ability to attract and retain high-quality management, operations, engineering, and other personnel who are in high demand, are often subject to competing employment offers, and are attractive recruiting targets for our competitors.

To attract and retain the best talent, Uber strives to establish a culture where people are able to achieve their highest capability. We measure how successful we have been in establishing the culture we need through employee engagement surveys and related tools. We conduct continuous listening practices by collecting feedback from employees throughout the year and through various channels. We use the results of these regular checks to better understand employees' needs and support their teams on topics such as well-being, fairness, rewards and recognition, and growth opportunities. In addition to the engagement survey results, we also monitor the health of our workforce and the success of our people operations through monitoring metrics such as attrition, retention, and offer acceptance rates. The vast majority of our staff are recruited through Uber's internal teams, who are subject to and abide by our processes and policies to prevent modern slavery in our business.

During 2024, Uber Eats' UK supply chain and platform predominantly consisted of:

- **Couriers:** These are independent contractors across the UK who use the Uber Eats app to help move items from point A to point B. Couriers who use the app in the UK are required to be over 18, have the right to work in the UK, and have no unspent criminal convictions.
- **Merchants:** These individual businesses use Uber's platform to get their food and grocery products to their customers. A modern slavery prohibition clause is included within Uber's standard restaurant/retailer agreement.
- **Facilities providers:** Uber engages a number of external companies across the UK to provide a range of facilities services relating to IT, catering, cleaning, and maintenance. We have developed a strategic partnership with two large



providers for our facilities services, and both have modern slavery policies and processes in place.

- **Professional services:** Uber UK engages a number of large professional service firms, including for the provision of legal, accounting, and marketing services. All of our major professional services suppliers have modern slavery policies and processes in place.
- **Temporary recruitment:** When temporary staffing is required, we have a strategic partnership with several of the largest temporary recruitment agencies in the UK. All of our major temporary recruitment agencies have modern slavery policies and processes in place. In addition, they are required to follow our procedures with respect to onboarding to confirm (among other things) individuals have the right to work in the UK and are remunerated appropriately for their role at a level equal to or above the legal minimum requirements.

To engage with suppliers outside of our pre-approved preferred supplier list, employees must follow our procurement and supplier policy and processes, which require a risk-based approach for due diligence to be conducted on the potential supplier.



Modern slavery and human trafficking risk assessment and due diligence processes

At Uber, one of our core values is to do the right thing, period. We aim to uphold a safe and ethical approach to business in every location where we operate, to implement consistent programs, and to continually improve our performance.

To continually improve our global ethics and compliance program and to align our program priorities to critical risks facing the company, Uber conducts periodic risk assessments.

Uber's compliance risk assessment approach involves surveying employees at all levels of the company as well as across the globe to gauge both awareness for compliance topics and perceived risk. To effectively mitigate compliance risk at Uber, we provide highly customised, mandatory training on compliance and legal topics to raise awareness, promote confidence, and drive a globally compliant and principled business environment.

Throughout 2024, we worked to continue to reduce potential modern slavery risks present in our supply chain and on the platform through a number of initiatives, including:

Employee policies and practices

Our [Business Conduct Guide](#) provides our employees with clear expectations for the proper course of action when they are faced with ethical dilemmas. The [Business Conduct Guide](#) includes Uber's commitment to compliance with human rights laws and is supported by core ethics and compliance policies.

Our [Global Human Rights Policy](#) highlights our firm stance that we believe all human beings should be treated with dignity, fairness, and respect and everyone should have the right to move freely, safely, and without fear. Our policy confirms Uber's zero tolerance for any form of modern slavery. In addition, we have a specific UK Modern Slavery Policy, which is accessible to all employees through our intranet site. Both of these policies reflect Uber's commitment to compliance with human rights laws. Uber does not condone the use of child or involuntary labour or human trafficking and denounces any degrading treatment of individuals or unsafe working conditions.



Uber has a “stand up, speak up” culture: we support and encourage our employees and third parties to “stand up, speak up” if they have a concern or if they see something they believe is inconsistent with our cultural norms or policies.

To achieve this, we maintain an independent third-party, multilingual [Integrity Helpline](#) where anyone, anywhere, anytime can raise a concern or report a suspected violation of our policies, procedures, or the law. Any report can be made anonymously, whether by phone or online. Reports are investigated and any necessary disciplinary and/or remedial action is taken as appropriate. Uber publicises the Integrity Helpline through the Business Conduct Guide, provides a link on the company’s intranet and internet sites, and promotes the helpline in online and in-person training sessions. Uber strictly prohibits retaliation for good-faith reporting to the Integrity Helpline or to any resource.

Uber values our “stand up, speak up” culture and appreciates that open, respectful discourse is a critical component of making the workplace better, more efficient, and more productive.

Supplier policies and practices

As a large multinational, Uber has a supplier base that is global and caters to local, regional, and global demands for certain categories of goods and services. Uber’s sourcing team procures goods and services primarily under four broad categories: technology; advertising and marketing; workplace; and services. We have an established Strategic Sourcing Policy for the businesses across the globe, along with the Strategic Sourcing team’s guidelines document, which is further enriched by our procurement policy and processes. We expect our suppliers to demonstrate high standards of ethical conduct. We maintain a global [Supplier Code of Conduct](#). In the spirit of the United Nations Guiding Principles on Business and Human Rights, the United Nations Universal Declaration of Human Rights, and the International Labour Organization Declaration on Fundamental Principles and Rights at Work, the Supplier Code of Conduct sets forth the expectation for suppliers working on our behalf to comply with all laws and to act ethically and with integrity at all times. Uber’s Supplier Code of Conduct is embedded within the Strategic Sourcing Policy. Our external-facing portal for Uber suppliers consists of various modules, such as purchase order terms and conditions, invoice requirements, and our Supplier Code of Conduct, where suppliers may view our standards for how our suppliers conduct business.

We continue to perform due diligence when engaging with third parties, including review of third parties’ own Modern Slavery Policy, where applicable. We also



continue to seek contractual protections where appropriate and have measures in place to check that our key suppliers are compliant with their obligations and promptly report any serious concerns regarding modern slavery.

As part of our commitment to responsible sourcing and sustainable growth, we have leveraged the EcoVadis supplier assessment to evaluate and engage our partners on four criteria (Environment, Labor & Human Rights, Ethics, and Sustainable Procurement). This initiative is designed to help Uber strengthen transparency, reduce risk, and create shared value across our supply chain.

Courier / Eater policies and practices

Uber has [Community Guidelines](#) that were developed to help make every experience safe, respectful, and positive. Everyone who signs up for an Uber account across all of our apps, including couriers, merchants and customers, must follow the guidelines. The guidelines reflect three key pillars: treat everyone with respect, help keep one another safe, and follow the law. Not following any of our Community Guidelines may result in the loss of access to Uber accounts.

We maintained a partnership with Unseen, a UK charity that runs a UK Modern Slavery & Exploitation Helpline. Unseen works with individuals, communities, business, governments, other charities and statutory agencies to stamp out slavery for good. This included signposting Unseen's [helpline](#) within the Uber app and on our Website. We also provided support to couriers on how to identify the signs of modern slavery, and how to report if they suspect that they or another individual has experienced any of these signs. In 2024, we enlisted Unseen's expertise in developing bespoke communications to couriers to further raise awareness of the issue and how to access available support.

While couriers on the platform are able to appoint a substitute to deliver on their behalf, we also require them to register their substitute. This enables us to verify their identity and legal Right to Work in the United Kingdom. We continue to use [Real-time ID](#) checks to mitigate the risk of fraudulent usage of our platform, and to ensure the safety of account holders and their registered substitutes as well as all other platform users.

Law Enforcement policies and practices

Uber's global Public Safety team is composed of experienced professionals with prior law enforcement backgrounds who proactively engage with law enforcement agencies and government officials to provide guidance on Uber's capabilities during emergencies and support for active investigations. Our



processes are continually refined to help ensure support is timely, appropriate, and aligned with evolving public safety needs. This work is underpinned by our secure, 24/7 [Public Safety Response Portal](#), which facilitates lawful data requests from law enforcement and public health authorities. A dedicated team of specialists manages these requests to ensure responses are timely, responsible, and compliant, reinforcing our commitment to public safety.



Training and information

Within 30 days of hire, every Uber employee is required to complete training on, and acknowledge, our [Business Conduct Guide \(BCG\)](#). The training and acknowledgment are then repeated every 2 years for employees.

In addition, as an organisation that exists for people and items to move from point A to point B at the touch of a button, we recognise that we have a unique role to play in helping to prevent modern slavery within the wider society and not just within our own supply chain.

In recognition of this, and to help couriers identify warning signs for modern slavery, we continue to provide access to information about modern slavery and we encourage them to report any concerns relating to riders or third parties. A snapshot of this information can be found [here](#).



Measuring our effectiveness in combating modern slavery

We have three main approaches to determine the effectiveness of our efforts in addressing modern slavery; prevention, responsiveness, and collaboration. The measures taken to date establish a continuous improvement process to develop internal capabilities and iteratively improve our systems and processes. To track our progress in identifying and addressing modern slavery risks, we have implemented a review process.

Uber's General Manager of UK Delivery is accountable and responsible for ensuring that the business' modern slavery principles are followed, and oversight is provided by the relevant boards. Any platform reports from riders, drivers, or third parties concerning modern slavery are handled by our Safety Incident Response team. Any relevant reports are escalated to the Compliance and/or Safety team, so that appropriate action can be taken and shared with senior management and the relevant Board (as applicable).

We remain confident that we are presenting a robust and consistent message regarding modern slavery across our business, and we continue to monitor how effectively we are tackling modern slavery using various key performance indicators. These include the number of reports made to Uber with regard to modern slavery and our response to such reports, which are monitored by our Community Operations and Compliance teams.



Declaration

This statement has been approved by a Director of the entities constituting Uber Eats UK and is made pursuant to section 54(1) of the Modern Slavery Act 2015. It constitutes our modern slavery and human trafficking statement for the financial year ending 31 December 2024.

Signed:

Matthew Price

Name: Matthew Price

Date: June 2025

For and on behalf of Uber Eats UK

