ADDENDUM 1

This document describes the “pop-up” notification that Uber will push to new and existing Drivers in accordance with the accompanying Settlement Agreement.

Once the pop-up is pushed to the Driver App, the Driver will be unable to proceed to use the Driver App until the Driver completes the user interactions outlined below. A Driver shall not be able to circumvent the suspended functionality by using a different device or logging in and out of their account.

The content of the pop-up notification will be as follows:

[Screen 1]:

[This screen shall contain the following text]:

**You have a legal obligation to transport riders who have guide dogs or other service animals. Allergies and religious objections are not exceptions. Uber will terminate its contractual relationship with any drivers who refuse to transport riders with service animals as required by governing law. For more information read the** [link]: **Service Animal Policy**.

[If the Driver taps the link they will be taken to the Service Animal Policy along with a back button to return to the original screen.]

**Service animals are animals trained to assist people with disabilities. Most service animals are dogs. There are many types of service animals, including guide dogs that help blind people travel and signal dogs that alert people who are deaf or hard of hearing about relevant sounds.** [Link]: **Learn more about service animals**.

[Tapping the “Learn more about service animals” link will launch a webpage containing information about guide dogs and other types of service animals. The page shall contain pictures of guide dogs and other service animals.]

[Below the above text is a continue button that moves to the next screen if pressed.]

[Button]: **Continue**

[Screen 2]:

[This screen shall contain three-choice checkbox buttons with no choices selected by default and a “Continue” button deactivated by default until all three checkbox buttons are selected.]

[The following text shall appear at the top of the screen]:

**To comply with your legal obligations as outlined in Uber’s Service Animal Policy, you must agree to:**

**(Check each box to indicate that you understand.)**

[Checkbox 1]: **Transport riders with service animals even if you are afraid of dogs, dislike dogs, or hold other objections to dogs.**

[Checkbox 2]: **Transport riders with service animals even if you are allergic to dogs, and even if someone else who uses the car is allergic to dogs.**

[Checkbox 3]: **Transport groups of riders with more than one service animal if they can safely fit in your vehicle.**

[Button]: **Continue**

[When the user clicks the “continue” button, then proceed to screen 3.]

[Screen 3]:

[Screen 3 will contain the following text]:

**Do you agree to transport riders with service animals and consent to Uber’s Service Animal Policy?**

[Below this text, this screen shall contain a two-choice radio button with neither choice selected by default and a “Continue” button deactivated by default until either radio option is selected.]

[Radio option 1]: **Yes, I agree to transport riders with Service Animals in my vehicle, and I consent to Uber’s Service Animal Policy.**

[Radio option 2]: **No, I disagree. I will not transport service animals, and I do not consent to Uber’s Service Animal Policy.**

[Button]: **Continue**

[If radio option 1 is selected when the Continue button is pressed, then the pop up will proceed to Screen 4.]

[If radio option 2 is selected when the continue button is pressed, then Uber will store an internal record that the specific Driver account initially activated the “disagree” option and the pop up will continue to Screen 5.]

[Screen 4]

Includes the following text:

**Thank you for agreeing to Uber’s Service Animal Policy. If Uber determines you have breached your obligations as outlined in this policy, you will be permanently blocked from the Uber Driver App.**

[The pop up then proceeds with normal functionality.]

[Screen 5]:

[This screen shall contain the following text]:

**Unfortunately you are not eligible to drive on the Uber platform at this time.**

**[DRIVER GETS SECOND OPPORTUNITY TO ANSWER THE THREE QUESTIONS. FAILURE TO AGREE TO TRANSPORT SERVICE ANIMALS AND COMPLY WITH UBER’S SERVICE ANIMAL POLICY BY CHECKING THE THREE CHECKBOXES ON SCREEN 3 AND INDICATING AGREEMENT ON SCREEN 4 ABOVE WILL LEAD TO PERMANENT BAR OR DEACTIVATION FROM THE PLATFORM.]**

Addendum 2

Guidance For Customer Service Team Members

On How To Evaluate Complaints Against Driver-Partners

About

Alleged Discrimination Against Riders With Service Animals\*

[\*Subject to further non-substantive, stylistic revision]

1. When To Use This Document:

Members of the Access Complaint Team should use this document when evaluating:

* 1. Complaints from riders with service animals; AND
  2. Driver-partner requests for cleaning fees for trips involving riders with service animals.

1. What Is A “Service Animal”?

Service animals are animals that are trained to assist people with disabilities. Most service animals are dogs. Service animals are trained to assist people with many different types of disabilities.

Here are a few examples of common service animals. Remember that there are other types of service animals as well.

1. **Guide animals**. Guide animals, which are typically dogs, guide blind people.
2. **Signal dogs**. Signal dogs alert people who are deaf or hard of hearing to relevant noises, such as a door bell or an alarm.
3. **Seizure dogs**. Seizure dogs help people when they are having seizures.
4. **Mobility assistance dogs**. These dogs assist people with mobility disabilities by opening doors or retrieving dropped items.
5. What Is Uber’s Service Animal Policy?

Governing law requires that driver-partners transport riders with service animals. There is no exemption for animal allergies, religious objections, or a generalized fear of animals.

Uber will terminate its contractual relationship with a driver-partner in either of the following situations:

1. Uber determines that the driver-partner **knowingly** refused to transport a rider with a service animal because of the service animal ; OR
2. Uber receives plausible complaints on more than one occasion that the driver-partner refused to transport a rider with a service animal.
3. Navigating A Service Animal Complaint

After receiving a complaint that a driver-partner refused to transport a rider with a service animal, you should do all of the following:

1. Investigate the complaint.
2. Determine whether the driver-partner violated his/her legal obligations and Uber’s service animal policy.
3. Determine, in conjunction with Legal, whether the driver-partner’s conduct warrants contract termination.
4. Follow up with the rider who experienced the denial of service.
   1. Step 1: Investigate The Complaint
5. Reach out to the rider or the person who filed the complaint to get more information about what happened. Here are a few points to keep in mind for the call:
   1. The rider does NOT need to disclose his or her specific disability.
   2. The rider does NOT need to provide documentation proving that his or her animal is a service animal.
   3. Inform the rider that you will follow up with him or her within one week, if possible, to let the rider know what action was taken regarding the complaint.
   4. If the rider had a companion or companions who observed the incident, you should also speak with these individuals if they are willing to discuss the incident with you.
6. Reach out to the driver-partner to get more information about what happened.
   1. If this is the first complaint that the driver-partner has refused to take a rider with a service animal, let the driver-partner know that Uber has deactivated their account pending review of the complaint. Then you should ask the driver-partner to explain what happened during the incident. You should ask the driver-partner open-ended questions to give the driver-partner an opportunity to fully explain his or her understanding of the situation.
      1. If the driver-partner tells you that the rider’s dog was dangerous or was out of control, you should ask the driver-partner to provide specific details about why he or she thought the dog was dangerous or out of control. You should also reach out to the rider again to ask him or her about the dog’s behavior during the incident.
      2. If the driver-partner says that the rider’s dog had an accident or vomited in the vehicle, then you should ask the driver-partner to provide evidence (e.g., photo) of the accident.
   2. If this is the second plausible complaint after [date by which all drivers must accept service animal policy through Uber app] that the driver-partner has refused to take a rider with a service animal, let the driver-partner know that Uber has permanently deactivated their account.
   3. Step 2: Determine Whether The Driver-Partner Violated The Law

The driver-partner violated the law if the driver-partner **knowingly** refused to transport a rider with a service animal because of the animal.

Here are the only situations where a driver-partner can lawfully refuse to transport a rider with a service animal without violating the ADA or similar state law:

1. The rider’s service animal actually bit the driver-partner or another rider, or made a serious attempt to bite the driver-partner or another rider.
2. The rider’s service animal either urinated or defecated in the driver-partner’s vehicle.
3. The rider’s service animal was out of control and the rider was unable or unwilling to regain control over the service animal.
4. The driver-partner refused to transport the rider for reasons unrelated to the service animal. For example, the rider’s desired destination was far away, such as over one hundred miles, and the driver did not want to drive that far.

The following are NOT acceptable reasons for a driver-partner to refuse to transport a rider with a service animal:

1. The driver-partner is allergic to animals.
2. Another person who drives the vehicle is allergic to animals.
3. The driver-partner is afraid of animals or dislikes animals.
4. The driver-partner has religious or cultural objections to animals.
5. The rider did not have written documentation proving that the rider’s animal is a service animal. People with disabilities are not required to carry documentation proving that their animals are service animals.
6. The rider’s service animal was not wearing a special vest, ID tag, or harness. Service animals are not required to wear special vests, ID tags, or harnesses.
7. The rider’s service animal began to bark or make other noises, but the rider stopped this behavior.
8. The rider’s service animal was smelly.
9. The driver-partner was worried that the rider’s service animal would shed hair in the vehicle.
10. The driver-partner was worried that the rider’s service animal would make a mess by vomiting, urinating, or defecating in the vehicle.

**How Do I Know If The Driver-Partner Is Subject To Contract Termination Under Uber’s Service Animal Policy?**

1. If this is the first service animal complaint against the driver-partner, you should conclude that the driver-partner is subject to contract termination under Uber’s service animal policy if:
   1. The driver-partner admits that he/she was on notice that the rider’s animal was a service animal and that the driver-partner refused to transport the rider because of the service animal; or
   2. You obtain reliable evidence (including a text message thread or phone message) through your investigation of the incident showing all of the following are true:
      1. The driver-partner refused to transport a rider with a service animal.
      2. The rider communicated to the driver-partner that the rider’s animal was a service animal, or it was clear from the circumstances that the rider’s animal was a service animal.
      3. There was no legitimate reason for the driver’s refusal. Legitimate reasons for canceling the ride include the service animal not being housebroken, the service animal being out of control, the service animal engaging in dangerous behavior such as biting or attempted biting, and other permissible reasons unrelated to the service animal.
2. If this is the second service animal complaint against the driver-partner, you should conclude that the driver-partner is subject to contract termination under Uber’s service animal policy if it is the second such plausible complaint since [date when drivers must accept service animal policy in popup].
   1. Step 3: What Action To Take With The Driver-Partner?

You should terminate the driver-partner’s contractual relationship with Uber if the conduct in question meets the standards set forth in Section B above.

If this is the first plausible complaint that a driver-partner refused a ride because of a service animal and you do not determine that the driver-partner violated Uber’s service animal policy, you should note in the driver-partner’s account that there was a complaint that the driver-partner refused to transport a rider with a service animal. You may not always be able to reliably determine what happened without significant investigation. In such cases a Rider’s complaint is always plausible unless there is an objective reason that the Rider is misstating the facts or not telling the truth. Disputes in which the Driver and the Rider have competing plausible versions of what happened should be resolved in favor of the Rider.

* 1. Step 4: Following Up With The Rider

First, you must refund any cancellation fees that were charged in connection with the cancelled trip that is the basis of the complaint.

If you terminate Uber’s relationship with the driver-partner, you must provide the rider with a $25 account credit.

You must also email the rider within one week from the date of the complaint, if possible, to inform him or her about all of the following:

1. Whether Uber determined that the driver-partner violated Uber’s service animal policy.
2. Whether Uber (i) terminated its relationship with the driver-partner (this applies if there was a knowing violation or if this is the second plausible complaint); (ii) determined that the complaint was plausible but could not determine if there was an intentional violation, and thus has noted in the driver-partner’s account that a plausible complaint was made against the driver-partner (this applies if this is the first such plausible complaint); or (iii) determined that the complaint was not plausible. (Customer service responses need not use the word plausible so long as it is clear from the response that the complaint was not addressed by either termination or a warning.) When noting in the driver-partner’s account that a plausible complaint has been made, you should explain to the rider that any second complaint submitted to Uber alleging that the particular driver-partner at issue refused to transport a rider with a service animal will result in permanent termination of Uber’s relationship with the driver-partner.
3. Whether you have refunded any cancellation fees that were charged to the rider.
4. Whether Uber has issued an account credit to the rider.
5. When May Driver-Partners Recover Cleaning Fees From Riders With Service Animals?

Drivers-Partners may be entitled to a cleaning fee based on a ride provided to a rider with a service animal. This section explains when it is appropriate to charge a cleaning fee to a rider with a service animal.

You may charge a rider with a service animal a cleaning fee in any of the following situations:

1. The rider’s service animal urinates, vomits, or defecates in the driver-partner’s vehicle, and at least two reports have previously been submitted to Uber asserting that the rider’s service animal urinated, vomited or defecated in a driver-partner’s vehicle.
2. The rider’s service animal tears or shreds the upholstery in the driver-partner’s vehicle.
3. The rider’s service animal cracks, shatters, or destroys doors, windows, or vehicle controls in the driver-partner’s vehicle.
4. For any reason unrelated to the rider’s service animal where Uber would ordinarily charge a rider without a service animal a cleaning fee. For example, the rider spills a beverage in the vehicle and stains the vehicle’s seats.

You may NOT charge a rider with a service animal a cleaning fee in any of the following situations:

1. This is the first or second report that the rider’s service animal urinated, vomited, or defecated in a driver-partner’s vehicle; OR
2. The rider’s service animal shed hair in the driver-partner’s vehicle.

Addendum 3

Complaint Submission Screens\*\*

[\*\*Note: The engineering around this project is ongoing, and therefore the final product may not comport precisely with the below. However, the fundamental features described below will be included.]

**Rider App Submission Screen:**

Paths to Rider App Service Animal Complaint Screen

1. From The Trip Details (i.e., “Last Trip”) Screen

The “I want to report a service animal issue” link shall be reachable through no more than two linked screens or display interactions from the screen that is presented (1. “Need help?” 2. “I want to report a service animal issue.” The button to reach the service animal complaint submission screen shall be labeled “I want to report a service animal issue” and shall be prominently located.

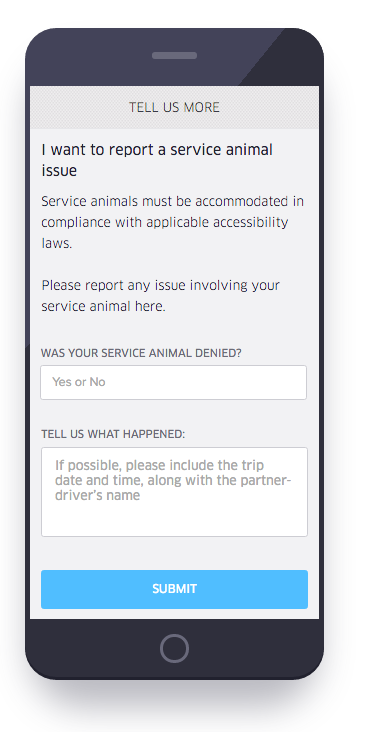
2. From The Menu Button

The “I want to report a service animal issue” complaint screen shall be reachable through no more than three linked screens or display interactions from the side Menu bar:

1. Help
2. Accessibility
3. I want to report a service animal issue

The button to reach the service animal complaint submission screen shall be labeled “I want to report a service animal issue” and shall be prominently located.

The “I want to report a service animal issue” screen shall contain features similar to those appearing and described below:



Text:

I want to report a service animal issue.

Service animals must be accommodated in compliance with applicable accessibility laws.

Please report any issue involving your service animal here.

Was your service animal denied?

[Field box with prompt to type: “Yes or No”]

Tell us what happened:

[Field box: “If possible, please include the trip date and time, along with partner-driver’s name and if the Driver knew it was a Service Animal.”]

[To input details of the incident, click on the field box and it will clear.]

Button: Submit [\*\*Note: Method of submission to be clearly marked, and will be dependent on Operating System (iOS, Android, etc.)]

[Clicking the Submit or other similarly titled button will transmit the information that the user provided in the form to Uber, and will return the user to their prior location in the app.]

**Service Animal Policy On The App:**

Uber’s Service Animal Policy can be accessed from the Menu button as follows:

1. Help

2. Accessibility

3. Service Animal Policy

**Website Submission Screen:**

The form for reporting a service animal issue shall be exactly the same whether filed via the website or the mobile apps.

A rider will arrive at this page by the following process after they have signed into their account:

1. Help
2. Accessibility
3. I want to report a service animal issue

The “I want to report a service animal issue” screen will the same text as that described above.

**Service Animal Policy On The Website:**

Uber’s Service Animal Policy can be accessed from the Menu button as follows:

1. Help

2. Accessibility

3. Service Animal Policy

Addendum 4

Service Animal Policy\*

[\*Subject to further non-substantive, stylistic revision]

State and federal law prohibit driver-partners using the Uber app from denying service to riders with service animals because of the service animals, and from otherwise discriminating against riders with service animals. As explained in Uber’s Non-Discrimination Policy, driver-partners who engage in discriminatory conduct in violation of this legal obligation will lose access to the Uber platform.

**What is a Service Animal?**

A service animal is an animal that is trained to work or perform tasks for an individual with a disability.

The law provides that there are only two questions that a driver-partner may ask to confirm that a rider’s animal is a service animal: 1. Is the animal required because of a disability? And, 2. What work or task has the animal been trained to perform? The driver-partner may not request that the rider present documentation proving that the rider’s animal is a service animal.

There is no requirement that a service animal wear a tag, be registered, or display any kind of proof that it is a service animal.

**Legal Obligations of Driver-Partners**

Driver-Partners have a legal obligation to provide service to riders with service animals.

A driver-partner CANNOT lawfully deny service to riders with service animals because of allergies, religious objections, or a generalized fear of animals.

By virtue of their written Technology Services Agreement with Uber, all driver-partners on the Uber platform have been made aware of their legal obligation to provide service to riders with service animals and have agreed to comply with the law. If a driver-partner refuses to drive a rider with a service animal because of the service animal, the driver-partner is in violation of the law and is in breach of their contract with Uber.

**Consequences for Refusal to Transport a Rider with a Service Animal**

If Uber determines that a driver-partner knowingly refused to transport a rider with a service animal because of the service animal, the driver-partner will be permanently removed from the Uber platform. Uber shall make this determination in its sole discretion following a review of the incident.

If Uber receives plausible complaints on more than one occasion from riders that a particular driver-partner refused to transport a rider with a service animal, that driver-partner will be permanently removed from the Uber platform, regardless of the justification offered by the driver-partner.

**How to Report a Service Animal Complaint**

If a rider has an issue related to his or her service animal—including issues regarding ride cancellations, harassment, or improper cleaning fees—the rider can report the issue to Uber.

Once a rider submits a service animal complaint, Uber’s Access Complaint Team will investigate the issue and take appropriate action in accordance with Uber’s Technology Services Agreement with driver-partners and this Service Animal Policy. The Access Complaint Team will make a reasonable and good faith effort to notify the rider within a week of the outcome of the investigation and the actions taken.

To file a complaint from the rider application, navigate to the “I Want To Report A Service Animal Issue” complaint screen, which is available through both the trip details screen and the account menu button.

To file a complaint from the Uber website, select the [link] “I Want To Report A Service Animal Issue” link here or through the “Help” link on the home page of the website.

[Activating the “I Want To Report A Service Animal Issue” link will open a webpage containing a form that is substantially similar in function and appearance to the form described in Addendum 3 of the settlement agreement.]

**Rights of Riders with Service Animals**

Riders cannot be denied service because they travel with a service animal. A rider will be refunded any trip cancellation charges or other charges imposed because a driver-partner denied a Rider service because of a service animal.

Riders will be informed by Uber what action Uber takes in response to their complaint about discrimination on the basis of a service animal, including whether Uber has terminated its contract with the driver-partner involved.

A rider will be provided an account credit of $25 for each instance in which a driver-partner’s contractual relationship with Uber is terminated as the result of a report that the driver-partner refused to transport the rider because of a service animal.

**Cleaning Fees**

Riders cannot be charged cleaning fees for shedding by their service animals. Riders will be refunded any cleaning fees charged for shedding by their service animals.

A rider will not be charged for the first or second reported mess involving a service animal’s bodily fluids. A rider can be charged for the third reported mess involving a service animal’s bodily fluids. The rider may contest that such a mess occurred by responding to the fee notification email to notify customer support. If a rider contests the cleaning fee, Uber will make a reasonable good faith effort to determine whether a mess occurred.