

Uber Noticeboard

Last update: 23 Jun 2025

Latest Bulletins

GMB WELCOMES REPORT INTO DYNAMIC PRICING

Posted on: 23 June 2025

Dear members,

GMB Union has welcomed a into dynamic pricing by Oxford University, which appears to show that Uber is benefiting more than drivers.

GMB members have reported declining earnings since the introduction of dynamic pricing and this report appears to support those concerns.

We have repeatedly called for greater transparency around earnings in the gig economy sector in general – a basic foundation for collective bargaining.

GMB will review the report in detail and consult members on next steps.

GMB NATIONAL OFFICER

IMPORTANT NOTICE FOR DRIVERS: UBERX SHARE & ACCESSIBILITY CONCERNS

Posted on: 2 June 2025



Dear Members,

We want to update you on an important issue that could affect drivers using Uber's new UberX Share (Pool) feature, which allows multiple passengers to share a ride — including those with accessibility needs or accompanied by guide/assistance dogs.

WHAT IS CAUSING CONCERN?

Uber's guidance states that if a rider already in your vehicle refuses to share the trip with someone who has a guide/assistance dog, you should explain that the law requires them to accept the second rider.

However, if the first rider still refuses, Uber advises you to ask the second rider to request another trip — even if they have a disability.

This creates potentially serious problems:

- You may face false accusations if the first rider later changes their story.
- You could be suspended or removed from the Uber platform.
- More seriously, your Taxi or Private Hire licence could be at risk if a complaint is made to the licensing authority.
- A disabled passenger could be unfairly refused service, despite your legal duty to accept them.

WHAT ARE WE DOING?

We have raised our concerns direct with Uber.

We have also contacted a number of Licensing Authority's to ask for clear guidance on:

- What you should do in this situation.
- How to stay compliant with the Equality Act.
- What steps you can take to protect yourself from false complaints.
- Whether there are any recommended reporting procedures you should follow.

In the meantime if you face this issue:



- Politely explain the law to the first rider.
- Make a detailed note of the incident — include times, locations, what was said, and names if possible.
- Report it to Uber and keep a record of the report.
- Let us know — so we can support you if needed.

We understand how difficult these situations can be. You're being asked to balance legal duties with company policies, and it's not fair for you to be left exposed to complaints.

We'll share advice from Licensing Authority's response as soon as we receive it.

Yours in union,

GMB NATIONAL UBER REPS & GMB NATIONAL OFFICER

GMB NATIONAL STANDARDS – PROPOSAL FOR PRIVATE HIRE DRIVERS



Posted on: 15 May 2025

Dear Members,

GMB has a long history of representing drivers on the Taxi and Private Hire industry, which is an integral element of a modern, sustainable and safe transport system.

However, the present licensing system which places clear obligations on operators and details clear rights for customers (riders), is almost silent when it comes to driver safety and welfare.

It is no longer feasible to effectively ignore the safety and welfare of thousands of workers, as it will undermine the future sustainability of the TPH industry, and by association integrated transport systems.

SAFETY

At present there are very detailed obligations on operators to ensure rider safety, and obligations on drivers too (Cert of GC etc) however the safety of drivers themselves, is almost non-existent in licensing requirements.



The failure to incorporate any protective measures for drivers within licensing frameworks is an omission that cannot be sustained.

Drivers are a central component of the TPH industry, and their safety is at least worthy of the same consideration as riders. It is difficult to identify any other industry where the health and safety protections for the workforce are almost non-existent.

On that basis GMB is calling for the following safety measures to be included in national standards:

- Removal of all vehicle signage;
- Mandatory CCTV inc audio within vehicles^[1];
- Operators to regularly assess and update health and safety policies for driver protection.

SUSTAINABILITY

Sustainability, whether economical or environmental, is a key aspiration of any integrated transport system, without is the system loses credibility and efficiencies, and the TPH industry is no different.

^[1] This raises questions of funding installation – which should be supported as a safety initiative – in the absence of subsidies, drivers should face no impediment if they choose to install CCTV inc audio recording.

The growth in driver and vehicle numbers is having a detrimental impact on the driver earnings, and any increased volume of journeys overwhelming benefiting operators and riders. The lack of transparency over fares impacts both drivers and riders, with neither one able to assess if ‘fares are fair’, with online operators banning drivers from asking riders about fares they have paid. It is difficult to identify another UK industry where significant sections of the workforce have no transparency or say in how their earnings are calculated.

GMB members report declining hourly earnings, which means the only way to maintain, let alone increase earnings, is to drive for more hours and longer distances, which has a consequential negative impact on infrastructure, road traffic and the environment.

It is not reasonable to expect any UK industry workforce to work for decreasing earnings when the wider industry continues to grow.

GMB believes that national licensing standards need to strike a balance regarding fares, earnings and driver welfare, including:



- Regulators to have powers to cap vehicles numbers as necessary;
- Operator licenses should include a cap on driver numbers;
- Fare calculation using time by distance travelled or;
- Full transparency over how fares are calculated for both drivers and riders;
- Consistency between Regulator and Operator standards in cases of driver deactivation and;
- The principles of natural justice to be incorporated into all procedures involving disputes between drivers and riders.

Yours in union,

GMB NATIONAL PH REPS & GMB NATIONAL OFFICER

GMB MEMBER SURVEY – HEALTH AND SAFETY LAWS AND ANTI-RACISM



Posted on: 18 March 2025

Dear members,

Racism in any workplace is a serious health and safety issue.

In the Summer of 2024 workers were attacked by racist rioters because of their (perceived) ethnic background or faith, and the risk for global majority workers has not gone away this year.

We cannot allow this to happen again.

That's why GMB is surveying its drivers, riders and couriers members on how the riots impacted them, so we can focus on building future solidarity, and identifying what responsibilities Platform Operators may have under the Health and Safety at Work Act 1974 to provide safe workplaces.

The evidence from this survey will also be used in a Special Report to GMB Congress 2025 on Anti-Racism.



It is vital that you complete the survey so we can stand together against racism and improve safety in all workplaces.

Please complete the survey here: <https://www.gmb.org.uk/race-riots-survey>

Yours in union,

GMB NATIONAL DELIVEROO, UBER AND UBER EATS REPRESENTATIVES

GMB NATIONAL OFFICER

GMB REPS UPDATE FROM QUARTLERLY MEETING WITH UBER



Posted on: 27 February 2025

Dear Members,

GMB Uber National Committee Reps met with Uber management earlier this week to discuss a number of issues including those we shared prior to the meeting.

At previous meetings your GMB Reps have raised a number of important issues and yesterday there was some movement on some of them too.

Our update in no particular order is:

- For trips with multiple stops we are now expecting a reduction in the level of waiting time between stops;
- We have urged Uber to give Drivers the final decision on riders who try to add more stops after a trip has been accepted;
- We're aware that on occasion Drivers have reported a drop in fare following additional stops being added – we need Drivers to screen shot this and share with your National Rep;
- We proposed a dedicated meeting with Uber on Driver earnings, as there is increasing concern amongst members about earning levels;



- Uber understood that where airport jobs were cancelled then a Driver should be able to return to the same place in the queue, not the end;
- Manchester Airport Geofencing – Uber is investigating complaints that some drivers are not being placed in the queue unless they enter the private hire holding area;
- Airport Queue Opt-Out – We have asked Uber to introduce an opt-out option for drivers who do not wish to take airport jobs;
- Requested again that Riders be prevented from taking screenshots of Drivers profile pictures, particularly because this is often being used in misleading posts on social media;
- Electric Vehicle (EV) Support – Drivers are encouraged to use their accrued clean air fee before the deadline to avoid losing it;
- The EV support scheme has been extended, providing continued assistance for those making the switch;
- Members should also look out for exclusive EV offers, including potential savings on select vehicle models;
- Disappointingly Uber rejected our request to have Holiday Pay taken off the fare offer card and returned to the previous arrangement.
- Uber is open to enhancing the insurance offerings available to TfL drivers and is considering collaborations with other firms that may provide competitive choices and potential savings, subject to market availability;
- We called for stronger protections for Drivers against false allegations to prevent unjust deactivations. Uber indicated that it was prepared to support Police referrals in instances of fraudulent Rider claims;
- We asked if Uber could introduce facial recognition for Riders so that to are actively pursuing discussions to address these issues and ensure that drivers are treated fairly;

We will be monitoring the changes that were discussed in order to ensure that they come onboard.

As a reminder, please monitor trips with multiple stops and if the fare drops after stops are added please make sure you take screen grabs to share with your Reps.



Also as previously mentioned coming up is an online safety survey that will be sent out to members, please make sure you complete it.

Yours in Union,

GMB National Uber Reps & GMB National Officer

GMB MEMBER ISSUES FOR QUARTERLY MEETING WITH UBER



Posted on: 19 February 2025

Dear members,

We will shortly be meeting Uber for our regular quarterly meeting.

GMB members have raised the issues below with your Reps, and we have sent into Uber for discussion at the upcoming meeting:

- Driver Earnings – this is a key issue and we are seeking a dedicated meeting to discussing driver earnings;
- Holiday Pay – Many members want Holiday Pay to be removed from the fare offer card;
- Insurance Documents – GMB members are concerned that genuine mistakes are being classed as fraudulent actions;
- Driver Deactivations – GMB members have ongoing concerns at speed of deactivation/level of evidence being relied upon/;

We are also seeking updates on issues that have been raised at previous quarterly meetings, some of them are below:

- Stopping riders from screenshotting Drivers' profile picture;
- Changes in airport cancellation fees;
- Giving Riders the ability to change bookings when needed i.e. X to XL



- Giving Drivers final say when Riders try to add stops/change destination mid-trip;
- Luggage expectations.

GMB has secured changes to Trip Radar since its trial last year but we are aware that it is still causing concern so will continue to engage Uber on the issue.

Following the meeting we will post updates on the talks once we confirm the details.

VALENTINES DAY

Ahead of Valentines Day, GMB knew that many members across the Country would be taking the chance to express their concerns on Valentines day, concerns that we understand.

That's why GMB proposed to Uber (and Uber Eats/Deliveroo too) that they consider an additional bonus payment for Drivers (and Couriers) who decided to work Valentines Day; something we called for last year in the lead-up to Christmas.

GMB knows that our proposal wouldn't have solved the overall issue of Driver earnings, but we believed that it was worth proposing to all the operators on behalf of members, and to give Operators a fair opportunity to respond.

As we move forward our focus again turns to the issues listed above including the overall earnings of members.

DRIVER SAFETY

Lastly GMB is worried that there may be an increasing amount of fake online posts about Drivers in our communities.

We will shortly be reaching out to members and the industry about how we can address these concerns.

Please look out for our message/email/survey in the next week.

Yours in union,

GMB National Officer

GMB National Uber Reps

GMB VALENTINES PROPOSAL



Posted on: 23 January 2025

Dear members,

As many of you will know, last year on Valentine's Day many riders participated in boycotts across multiple operators to highlight concerns about earnings.

In light of this GMB has recently proposed to both Deliveroo and Uber Eats that they pay riders a bonus on Valentines' Day to reflect the additional contribution they make to ensure that standards are met on days of particularly high importance and volume.

We hope to have a response to our proposal soon and will share with members once we receive a reply.

Yours in union,

GMB National Reps – Bolt and Uber & GMB National Officer

ALGORITHMIC TRANSPARENCY



Posted on: 21 January 2025

Dear GMB Members,

Today there have been public calls for greater transparency over algorithmic transparency from platform operators.

<https://www.theguardian.com/business/2025/jan/20/food-delivery-apps-ubereats-deliveroo-justeat-urged-to-reveal-how-algorithms-affect-uk-couriers-work>

GMB has very clear position on algorithmic transparency, as it is important to supporting members in their efforts to increase their earnings via negotiation.

That's why we've issued the following supportive statement:

"Algorithmic transparency is a massive issue across the entire platform economy.

"How much members are paid is a crucial building block of negotiation between workers and bosses.



"GMB needs to know how and when members are paid if we're going to be effective in raising their earnings and addressing inequality.

"Our members want greater transparency in how their earnings are calculated, particularly in terms of 'dynamic pricing', as our members seek to keep pace with the rise in cost of living."

In solidarity,

Eamon O'Hearn

GMB National Officer

Update From GMB Uber National Committee: Key Issues Raised With Uber Management On 10th December 2024



Posted on: 11 December 2024

Dear Member,

GMB Uber National Committee met with Uber management yesterday to discuss several important issues raised by our members. Below is an outline of the key points addressed:

1. Limited Insurance Providers (TfL Drivers)

GMB has previously raised the issue of insurance where Drivers are restricted to only eight TfL-approved insurance providers, causing premiums to rise. Walsingham, previously one of the cheapest options, is no longer accepting private hire drivers.

This limited choice appears to be creating an anti-competitive situation where providers may be working together to keep prices high.

There was an FT article here about the issue: [**Financial Times: Drivers demand Uber loosen UK insurance restrictions after price rises**](#)

2. Falling Fares and Holiday Pay

Members are reporting that the value of fares has dropped, and holiday pay reductions have further impacted earnings.



Concerns were raised about Uber's trip structure, including fare reductions not being recalculated and the need for higher rates on long trips.

3. Safety Concerns

Increasing antisocial behaviour towards drivers, with some reports of death threats.

4. Trip Radar Issues

GMB has maintained that the Trip Radar system, now extended to Comfort, Executive, and Luxury platforms, is unsafe and distracting.

Delays in trip confirmations cause navigation difficulties, missed turns, and penalties for drivers, increasing stress and the risk of accidents.

5. Greenlight Hub Opening Times

Members have requested extended opening hours and more frequent operational days for Greenlight Hubs in some regions.

6. Airport Challenges

Drivers at airports face issues with unfair cancellation fees and car park tolls.

Queue manipulation occurs when drivers accept and then cancel short trips, causing others to lose their place.

Ongoing issues with handling heavy luggage.

7. Deactivations and False Allegations

Drivers are being excluded from certain products, such as teen accounts, due to previous complaints, including false allegations.

Complaint handling remains poor, with specific concerns from members in the North East.

8. Multiple Stops

Fares often decrease when riders add stops mid-journey, despite increased time and distance.

Multi-stop trips are undervalued, and changes made to trips after acceptance breach the terms agreed between drivers and Uber.



9. Financial Transparency

Members have requested a financial update from Uber, including data on the number of completed trips.

Additional Issues Raised:

10. Job Card Details

– Drivers need full address details on job cards, including house numbers, street names, postcodes, towns, and estimated pick-up and drop-off times but no repeated locations.

11. Driver Numbers and Earnings

A cap on driver numbers is requested to protect earnings.

12. Rating System

Members continue to express dissatisfaction with the rating system.

We will keep you informed with further updates.

Best wishes,

GMB Uber National Committee

BOLT TRIBUNAL – WORKER STATUS AND WAITING TIME DECISION



Posted on: 8 November 2024

Dear members,

Today an Employment Tribunal has reached a decision on the status of Bolt drivers.

It builds on the decision GMB secured against Uber and brings the issues of waiting time and multi-apping into focus.

GMB will be reviewing the judgement as well as convening a meeting of National Reps to consider the implications for individual members, but also for the industry as a whole.



At first glance it appears to provide clarity on waiting time for drivers who are only logged into the Bolt app, but the judgement doesn't explore multi-apping.

We will do our best to provide updates to members as we go along.

Yours in union,

GMB National Uber Reps & GMB National Officer

UPDATE ON THE GMB CASEWORK PROCESSES RELATING TO ACCOUNTS PUT ON HOLD/DEACTIVATED BY UBER



Posted on: 5 November 2024

Dear GMB Member,

Representation Case Process and Timeline:

The National Committee have been repeatedly pressing the Company at the last few JNCF's seeking improvements to the current process and timeline. In response, the Company tabled changes at the most recent JNCF meeting in October, that include recruiting additional agents to handle GMB member cases. They have also reviewed the entire casework process and made proposals to reduce the processing time for each case.

Complaint Handling Communications:

When accounts are put on hold during complaint handling, your Reps have consistently told the Company that poor communication often leaves Drivers guessing about their status. Recent meetings highlighted these issues with Uber's approach to complaints and account suspensions, and improvements were discussed to address these concerns.

At October's JNCF meeting we received an early briefing and demonstration of the newly revised complaint handling process that Uber plans to introduce. This updated approach is designed to improve communication by ensuring Drivers are regularly updated, with clear messages outlining the status of their cases, detailed explanations for any actions taken, and expected timelines for resolution. The goal is to minimise uncertainty and keep Drivers fully informed at every stage of the process.

We believe these are positive steps forward and recognise that this will be a work in progress, shaped by ongoing feedback from members and opportunities for further improvement.



Trip Radar Report – Nationwide



Posted on: 3 October 2024

Dear GMB Member,

Please click the link to read the Trip radar report – Nationwide.

[trip-radar-report-nationwide.pdf](#)

UPDATED BOLT HOLIDAY PAY CLAIM REGISTER



Posted on: 20 September 2024

Dear members,

After receiving further legal advice we've updated our Bolt Holiday Pay Claim register. If you've driven for Bolt recently, then you may be entitled to holiday pay in respect of the work you have undertaken for them.

Please complete it so that we can ensure that you are included in any potential future settlement achieved by GMB lawyers.

If you know any drivers who aren't members, then please encourage them to join GMB

<https://www.gmb.org.uk/join-gmb> and then complete the survey

here: <https://forms.office.com/e/yGvZ3kcF1C>

Yours in union,

GMB National Officer



Posted on: 17 September 2024

Dear members,

We hope that you are well and safe as we head into Autumn.

As many of you will be aware there are a number of cases currently underway involving Bolt and it's drivers, and a number of legal firms touting for business.

GMB is conscious that many driver members are likely to be operating on the Bolt platform and in order to protect members' interest we are sending out this alert.

We have put together a GMB Bolt Holiday Pay Claim register, for members who have been driving on the Bolt platform in the recent months.

If you want to register please contact your relevant GMB Region (details will be on your membership card) or via here: <https://www.gmb.org.uk/gmb-regions>

Please feel free to share this post with any other drivers who are not GMB members and would like to join here: <https://www.gmb.org.uk/join-gmb>

We will keep you updated as developments unfold.

Yours in union,

GMB National Officer

GMB Uber Claim - 26 July 2024

Posted on: 26 July 2024

Dear Colleague

Further to a recent survey of the members we are pleased to announce that GMB have submitted a claim on your behalf to Uber. Our claim consists of the following elements:



DRIVER SECURITY

1. To stop the automatic suspension of drivers when riders make allegations (except where allegations of sexual misconduct are made or directed by licensing authority to do so);
2. If any Rider allegation is proven to be false Uber will pay full compensation to Drivers for the period of their suspension and will also refer the false accusation to the Police;
3. If a Driver is suspended because uploaded documents are rejected/deemed fraudulent, if following successful upload/reactivation and there was no fault/error on the Drivers part then Drivers will receive full compensation for the period of their suspension;
4. To negotiate a new, fairer rating system;
5. To conduct a joint review of Driver numbers and the impact that these are having on earnings;

EARNINGS

In our survey 55% of members claimed that their earnings were significantly lower this year, and over 80% claimed that their earnings were either the same or lower compared to last year.

Therefore we are calling on Uber for:

1. Greater transparency in how earnings are calculated, particularly 'dynamic pricing' and the role of 'behavioural' insights in setting trip prices;
2. Negotiations on the proportion of the 'surge' rate paid to the Driver when it is applied by the Company on trips;
3. As per the Agreement with GMB, revisit the issue of Engaged Time, including but not limited to driver/drivers waiting at pick up and other on trip experiences.
4. Negotiations over earnings for all Drivers.

We have requested a meeting with the company to discuss this and aim to keep members up to date with developments as soon as possible.



FAO OF ALL DRIVERS ATTENDING HEATHROW AIRPORT



Posted on: 28 May 2024

Dear members,

Please see below an update on the authorised vehicle area at Heathrow.

Heathrow authorised vehicle area

Dedicated area for drivers of private hire vehicles and licensed taxis

CALLING ALL CABBIES - AVA - DEDICATED DROP OFF AREA AT HEATHROW AIRPORT

Heathrow Airport's Authorised Vehicle Area (AVA) is Heathrow's dedicated waiting area for all Private Hire vehicles and licensed Taxi drivers to utilise before picking up from a Short Stay car park and meeting passengers at an agreed location within the terminals.

Open 24 hours through 365 days of the year, the AVA offers catering facilities (which are open from 06:00 to 22:00) including a hot meal and halal selection, indoor seating areas, toilets, multi-faith prayer room and waste bins.

ACCESS to the AVA is conveniently provided off Northern Perimeter Road, TW6 2EQ and is easily accessible from both the M4 and M25 as well as local roads.

How does the AVA work:

- *Drive into the dedicated driver waiting area located at the AVA. This is located along the Northern Perimeter Road, with the post code: TW6 2EQ*
- *Whilst waiting for your passenger to arrive, there are facilities provided for drivers including catering, seating areas and a prayer room*



- Once you have received confirmation that your passenger is ready to be picked up, pay for your ticket at the dedicated machines, which will be required to open the car park barrier to exit. No pre-booking is required, and payment can be made by cash, credit or debit cards.
- Costs for using the Authorised Vehicle Area are £1.00 an hour for the first five hours. Any further time is the same rate as Heathrow's Short Stay car parks.
- Drive to the correct Short Stay car park situated next to the terminal where your passenger will be arriving into and meet your passenger at an agreed location in the terminal.

Ongoing patrols are being undertaken in conjunction with relevant local authorities to ensure drivers are not waiting on local roads and making use of the AVA whilst waiting for passengers and to ensure dedicated facilities are being used in accordance with terms and conditions.

Do note access is for authorised Private Hire Operators and their vehicles only. A valid Private Hire Operator's licence or licensed Taxi Operator licence must be shown on request to members of staff or the police.

The AVA is located on the Northern Perimeter Road, TW6 2EQ

For further information on the AVA including - Frequently Asked Questions, please visit:

[Authorised vehicle area | Heathrow](#)

Yours in union,

GMB Uber NNC REPS

GATWICK AIRPORT TAXI/PH FACILITY UPDATE



Posted on: 23 May 2024

Dear members,

Please see below an update from Gatwick Airport regarding their facilities for drivers ahead of the Summer period.



See information below from London Gatwick Airport:

As you may be aware, London Gatwick has an on-site Taxi and PHV Waiting Area to provide a cost-effective and comfortable place for drivers to wait to pick up airport customers. This was introduced in response to local community concerns about antisocial and inappropriate behaviour by a small minority of taxi and private hire vehicle drivers in residential areas, to try to move drivers away from local streets and onto the airport campus. The site has been well-received by drivers and feedback from representatives of the local communities around the airport has also been positive.

Ahead of our upcoming busy summer, we would like to remind drivers across the industry about the specific facilities we offer them, aimed at improving their experience of the airport and continuing to minimise the impact of airport-related journeys to local residents.

Key Information:

- Around 200 spaces, located in South Terminal long-stay car park, just a few minutes' drive from both terminals.
- The waiting area is open to any driver or operator.
- Drivers can proceed from the waiting area to the relevant terminal and pick-up point. Exit for North Terminal or to leave the airport is via Eastway (past the Hilton Hotel), avoiding the charged drop-off zone.
- The site costs £2.00 for up to 2 hours and £4.00 for up to 4 hours.
- Payment can be made by Autopay, pay later online or at machine before leaving the area.
- The waiting area provides toilet facilities, hot and cold food, seating, bins, a smoking area and CCTV monitoring.

More information can be found on our website: [Taxis and Transfers | London Gatwick Airport](#)

Any support you can provide in spreading the word about the facility to drivers from your local area would be very much appreciated. Please do let us know if you have any questions.

Kind regards,

Surface Access



GMB RESPONSE TO UBER ELECTRIC VEHICLE ANNOUNCEMENT



Posted on: 20 May 2024

GMB supports the push towards greater use of EV as a positive step towards more sustainable transport network.

Central to this transition is real support for drivers, so GMB welcomes these initiatives, though we would always be looking for more support.

It's crucial for the credibility of the transition that drivers feel the initiatives are meaningful and attainable, so we have suggested to Uber some alternative ways to deliver the current offering.

For example the BP element, we suggested that the monthly amounts be combined into a total to be drawn down until exhausted, not just limited to a 3-month window.

We also raised the issue of how this can be progressed and achieved across the UK, to ensure that drivers benefit as much as possible.

Overall this is a positive step towards Uber meeting their EV targets, nation-wide.

Yours in union,

GMB NNC Reps & GMB National Officer

Manchester And Liverpool Airport Issue Update



Posted on: 8 April 2024

Dear GMB Member,

I hope you are all well.



I wanted to update you on an issue that has been raised by member Drivers in the Northwest, relating to Manchester and Liverpool airport queuing systems.

GMB received information last year that some Drivers were manipulating the system that was resulting in them gaining access to a priority position in the queue.

These concerns were passed to Uber in October to enable them to conduct an investigation into Driver behaviours at the airport, which took a few months to complete.

Following the investigation they approached GMB with their findings, and a meeting with GMB's National Rep for the Northwest and some local member Drivers was convened.

The meeting was welcomed and it was reassuring that Uber had identified 'fraudulent' actions by some Drivers over the preceding months, reinforcing the concerns that we had raised with them.

There was a subsequent discussion where they detailed their proposed approach to tackling the actions including warnings and other alerts, and ultimately sanctions that they were considering.

In response the members spoke about the impact on fellow Drivers, not necessarily Uber, that these actions had, such as loss of income and undermining the integrity of queuing system.

They also spoke about how these actions were deliberate, and could not be attributed to accidents or genuine mistakes.

Overall we agreed about the need for a staged approach to addressing the behaviours, but we voiced our concern that the sanctions seemed too lenient.

Uber took away the feedback and recently updated GMB with their revised proposals.

Again GMB members welcomed the staged approach, and system of warnings, however we were still concerned that the sanctions were too lenient.

The same collection of member Drivers and GMB National Rep for Northwest recently met and agreed to propose the following sanction structure to Uber for them to consider:

GMB Proposal Previous Offenders:

- *Immediate total platform ban for 4 weeks or complete airport ban and;*
- *Any further offence is total platform ban for 8 weeks.*

New Offenders



- *Airport Ban for 4 weeks.*
- *Any further offence total platform ban for 4 weeks.*

Communications

A system-wide warning to be issued to Drivers in the Liverpool/Manchester area regarding the monitoring and sanctions for 'fraudulent behaviours' related to airport trips.

We know that these are strong sanctions but we believe that Uber needs to send a strong signal that deliberate actions that negatively impact on fellow Drivers and ultimately undermine confidence in systems cannot be tolerated.

We are still waiting for Uber to respond but felt that it was appropriate to update you on progress to date.

We appreciate your patience and support and trust that there is a further review of the proposals that have just gone live.

Yours in Union,

Eamon O'Hearn

GMB National Officer

GMB NOTES FROM MARCH MEETING



Posted on: 18 March 2024

Dear Members,

Thank you to those members who raised issues with their National Reps ahead of the most recent meeting with the Company.

Please see an update below from the Joint National Consultation Forum (JNCF) held with the Company on 04/03/2024, including some interim responses that we received.

Don't hesitate to pick up any issues with your National Reps.



Also please feel free to share the update with other members too.

Yours in Union,

GMB National Officer

Fares, Pay and Transparency

Fare increases

The issue of fare increases for jobs coming out of all UK airports and regular journeys including long-distance trips was discussed with examples tabled for wider consideration.

There was also a discussion regarding dynamic pricing – this subject will likely need a more dedicated time for a fuller discussion.

False allegations

This has been a long running topic of debate at previous JNCF's.

The National Reps asked what consequences are for Riders who make false allegations and whether they had ever sought to prosecute (or refer) Riders. They also asked what the policy is regarding loss of earnings (GMB's description) when Drivers are suspended under these circumstance. GMB made observations about any consideration for the stress and anxiety that a potential dis-activation due to a complaint has on a Driver. There is pre-existing advice that this is a civil matter between Drivers and Riders but we are going to continue exploration what, if any, consistent response could look like.

The drop in fares when destination/s is/are changed or stops are added was again raised, and it is still being reviewed and examples shared.

EV/Clean Air - March 2025

Clean Air – Company confirmed that there would not be an extension of the March 2025 deadline for Drivers who do not use it.

Uber is still committed to being 100% electric in London by the end of 2025 and in the rest of the UK by 2030.

Policy and procedures

Touching Mobile Phones during trips



Uber has sought and received advice on the application of the law from former police officers, and they believe this advice is clear and in line with new law. The Reps have asked for a copy of the advice.

Casework timelines

Reps queried whether there were timelines for casework; there is a dedicated Team working on GMB referrals, who are exceptionally busy; Company is pleased with their output but obviously GMB is always looking to ensure a speedy resolution, though a reasonable response was the need to be thorough and accurate.

CCTV requests

Footage Timeframe for CCTV requests – this has been an ongoing discussion. Reps outlined how practices differ and some authorities request specific footage times, and the concern that providing footage over a longer timeframe as requested by Uber could place Drivers in conflict ICO obligations. Uber has legal advice in respect of its timeframe, which seeks to balance the desire to also protect Riders, but will review this.

It was agreed though that any blocked driver who has CCTV installed in their car, should inform GMB and Company immediately to ensure that any footage necessary to defend a charge is not inadvertently lost.

Lost items policy

Reps asked Uber to consider payment that is fair and correct for the lost items delivered to the riders, particularly when drivers have to travel long distances to return items.

Fair ratings

This has been an ongoing discussion, with Reps strongly feel current framework is unfair to drivers and one suggestion put forward by Reps, Uber to consider a window of 48 hours for the riders to complete their rating, to ensure that ratings are not deliberately low due to a dispute.

Restricted areas – Improving Rider Pick-up Location

The Reps raised that the Rider side of the app needs to be improved to guide people to better pick-up points at large events and/or restricted areas. Uber to work with GMB to make improvements on this including local information on events etc

Heavy bag/luggage policy

Reps have received feedback from Drivers who would like to have the option to cancel rides when a Riders presents with heavy luggage's and large items; Riders are expecting Drivers to handle these items



which is resulting in Drivers damaging their backs and that their wellbeing needed consideration.

AIRPORT ISSUES

Manchester airport queue opt out

Reps asked for an update to the App to be able to opt out of the airport queue – for example in Manchester you could be driving past the Airport on the M56 which can place you into the Airport queue outside your control. Uber team to work on ways to overcome the issue round queue system and map/location that locks driver into airport queue.

Airport Signage

Reps raised the issue that airport signage needs to be visible at all arrival terminals to guide Riders to the Uber vehicles waiting area, questioning why there were differing practices across airports.

Cancellation Fees

This has been an ongoing discussion, where Reps have asked Uber to increase cancellation rate payments including at Airports. Drivers have to pay for the total if jobs are cancelled, whereas Rides are not charged the full cancellation, as they don't want to Riders to stop using Uber in the future. Reps asked if Riders could be made aware of the full cost to the Driver of the cancellation as a warning of what they *could* be charged and fair cancellation rate must be applied.

Heathrow waiting area

Still in discussion with Heathrow to install similar automated car park system as available at other airports.

TECH/PREVIOUS ISSUES

Ability to remove middle/surname

In some regions, Drivers can change or remove middle and surname from the display through the App, but others can't, and it must be done by Uber directly. Reps are asking for the access and clear understanding.

Transporting minors

The issue picking up minors (People under the age of 18) has been raised at three previous meetings by Reps, Drivers are still raising ongoing concerns and such cases resulting in unfair complaints from Riders. We requested a proper review of the policy to Drivers are not left confused and in difficulty with Riders and/or their parents.



Pre Booked - reserve trips with stops

It was bought to Uber team that if you have a reservation trip you do not get any trip request during long wait for pick up. Examples shared.

Drivers kept engaged online

All drivers in all areas will have access to this feature, after rejection of 3 trips

Mapping/UGC issues

Drivers are encouraged to carry on reporting mapping issues, however Reps pointed out that many times locations reported by drivers, but no actions or changes made on the App to fix these routes. After reporting and no change, then raise through email comms.

Community events – Iftar/Ramadan and On Trip

Iftar, other community celebrations and On Trip roadshow will take place this year, with emails and comms to follow with details.

Proposed Birmingham Cash Trial – Update



Posted on: 10 November 2023

Dear Members,

Please see the following update on the Company's proposed trial in central Birmingham whereby drivers will be accepting cash.

At present this trial ***may*** impact on our members in Midlands Region, and they are receiving direct advice and communication from Reps and Officers in the Region.

Nationally we were invited on Wednesday morning to a briefing on the proposed trial and were presented with a high-level overview of the proposal.

As members will appreciate the proposal has raised a number of questions in Birmingham, particularly in relation to the health and safety of members, and we raised these directly in the meeting.



The Company took them away and we are hopeful that meaningful responses will be received by the proposed commencement date of 17th November so that we can advise members accordingly.

We advised the Company that given the current gaps in our understanding of the trial, including this aspect, we would not be in a position to support the trial just now.

However, we were clear that we are willing to work constructively with the Company, particularly on matters relating to the health and safety of members, so following the meeting GMB's Health, Safety and Environment Director wrote to the Company to propose the commencement is postponed so that we can jointly work on the health and safety concerns that were raised today.

Obviously we hope that this offer receives a positive response, and we can work together on this trial if possible.

We will keep members updated as we go along.

Yours in Union,

GMB National Committee

RE: Freenow Agreement



Posted on: 15 September 2023

Dear Colleague,

Some of you may have seen press reports about a recognition agreement signed between GMB and FREENOW in respect of private hire drivers working on their platform. This agreement was designed to improve representation in the industry and raise standards. However, while this was the intention, the parts about giving drivers the right opt in or out of worker status have rightly been questioned by members working within the industry.

Since the agreement was released, our members have been clear that this deal isn't acceptable. Drivers told us they value flexibility combined with workers rights and worker status gives drivers the best of both worlds. As a result, and having reflected on the views of our members, we have been given no choice but to inform Freenow that the deal is suspended unless they can agree to provide all drivers with worker status. We will always work with any operator willing to provide drivers the rights they are entitled to.



Regards

Andy Prendergast
National Secretary

GMB Campaign For Fair Treatment For Bolt Drivers Continues.



Posted on: 23 November 2022

GMB has submitted a collective grievance to Bolt management, followed up by a series of test cases to the employment courts. We are campaigning with licensing authorities to make sure Bolt treat its drivers to the industry standard – offering them guaranteed minimum earnings, holiday pay, representation before de-platforming and accepting a duty of care for drivers for the safety and well being.

The UK Supreme Court has already confirmed these rights for drivers using similar Apps and an industry standard has been established that Bolt should follow.

Drivers using the Bolt platform are encouraged to join the GMB legal action to enforce this judgement – even if you also drive for Uber and other platforms. [Please click the link and get involved.](#)

Date: 15/11/2022

Dear member,

We wanted to give you a brief update following a meeting with Uber this week and some of the outcomes and the requests we have made following discussion with you, our members.

There were many subjects covered and we have put details below.

We discussed the **price rise** that took place in August and have left the door open to requesting further increases once we understand how further platform changes that are due to be implemented across regions over the following weeks. This also folds in to work on looking at pricing for longer pickups, ETAs and availability of work once clear from journeys. GMB will monitor this via your reps and feedback they receive. Overall, we believe based upon discussions with Uber this should see a further increase in income for drivers and be more importantly show greater value to you the driver. Smarter pricing should help drivers who are experiencing dead mileage on journeys. More details follow this main email * below.

A longer discussion was held in relation to **CCTV** and a possibility of a low cost option that fits in with local legislation within the local authorities throughout the UK this is a long term project I may take time



to achieve, in the meantime there is great concern that individuals continue to make allegations against drivers where proof is not available to help a driver and often the word of the passenger is taken as gospel. GMB is doing all it can to help members with such claims are made. A survey will be forthcoming on driver safety shortly.

The **de-escalation training** has been very successful with over 25,000 drivers having completed this already the need for conflict resolution is highly important should you wish to use this training please contact your representative or Uber. There is also a road safety course that is of similar value

<https://www.uber.com/en-GB/blog/aa-partnership/>

Uber is working to move to a **green fleet** and a discussion has been held where very expensive EVs are not considered Executive if other options would exist, this is now under active consideration.

When discussing the activations and notifications we did discuss mapping and how this is sometimes leading to issues with passengers who may not understand that drop off and pick up may not always be possible in their desired location due to road safety issues. Drivers must make and be allowed to make dynamic risk assessments in such situations without the possibility of complaints. Using best practise, we would encourage you to Advise Uber and also update on past or frequent locations where change must be incorporated into the app mapping and planning. Reporting systems will be made available by Uber in due course.

Policy on transporting minors was also covered and potential issues that drivers face when turning down such journeys this is a matter that Uber will be looking at to improve education to passengers. This is highly important minors should not be transferred unaccompanied by an adult.

On pensions we are able to report that a substantial number of drivers have chosen to use the Shariah pension fund since its inception following work carried out by GMB in this area with Uber.

One of the most important matters that was discussed related to **multi stop journeys** where drivers are not receiving waiting time based on extra directions to stop or the first three minutes of waiting which has been built in but does not fully cover the cost of engagement, GMB have said that we wish to see waiting time start immediately if a passenger wishes to stop for whatever reason and where a passenger has failed to include a stop or the where driver stops as demanded by passengers without previous advice the cost in such an instance must be met by the passenger. An option for the driver to confirm a requested stop has been requested so that when a passenger fails to make the request the driver can add this to the journey and receive fair payment. We also discussed situations where drivers I asked to make further stops or changes to routes that may affect other plans they have as an example a journey that starts off with one destination which is extended potentially stopping the driver for reaching a personal appointment or arrangement GMB have suggested remedies to this such as a handover option all the option to end their journey without feedback penalty.

Holiday pay will now appear at the start of journeys to keep drivers better informed.



The company has informed us that **feedback** does not result in termination unless formal complaints are made however it is clear that feedback is used to allow drivers to improve ranking for such schemes as platinum status.

GMB has discussed travelling to Limerick Ireland to view the process that considers deactivated drivers being re-admitted to the platform to learn and input on the process.

There is still an issue over **facial recognition** in relation to individuals wearing glasses and several solutions have been discussed in relation to this matter as soon as we have more information, we hope to update you.

We wanted to touch on the subject of **interaction with mobile devices** advice for both the Metropolitan Police, Transport for London and Department for Transport is below however GMB has asked Uber to look at voice control as an option to avoid the possibility of prosecution and points at this point Uber are discussing this option internally to look at the feasibility again we will update you as soon as we have further information related to this potential development.

DFT

Using a phone, sat nav or other device when driving

It's illegal to hold and use a phone, sat nav, tablet, or any device that can send or receive data, while driving or riding a motorcycle.

This means you must not use a device in your hand for any reason, whether online or offline.

For example, you must not text, make calls, take photos or videos, or browse the web.

The law still applies to you if you're:

- stopped at traffic lights
- queuing in traffic
- supervising a learner driver
- driving a car that turns off the engine when you stop moving
- holding and using a device that's offline or in flight mode

Exceptions



You can use a device held in your hand if:

- you need to call 999 or 112 in an emergency and it's unsafe or impractical to stop
- you're safely parked
- you're making a contactless payment in a vehicle that is not moving, for example at a drive-through restaurant
- you're using the device to park your vehicle remotely
- Using devices hands-free

You can use devices with hands-free access, as long as you do not hold them at any time during usage. Hands-free access means using, for example:

- a Bluetooth headset
- voice command
- a dashboard holder or mat
- a windscreen mount
- a built-in sat nav

The device must not block your view of the road and traffic ahead.

Staying in full control of your vehicle

You must stay in full control of your vehicle at all times. The police can stop you if they think you're not in control because you're distracted and you can be prosecuted.

London Metropolitan Police.

In regards to the scenario below, the drivers can interact with the mobile device if they are not holding it and must stay in control of the vehicle at all times – their attention must be on the road and their surroundings as a primary focus. The device can be in a cradle or other holder affixed to the vehicle but must not be held in their hands.



If they need to hold the device, complete a more complex task or something that would draw their attention away from safe driving, I would advise safe parking, parking break engaged and ignition off to be within the rules.

TFL

Using a mobile device while driving

It has been illegal to use a handheld mobile phone or electronic device while driving, or while stopped with the engine on, since 2003.

The law says:

- It's illegal to use a **handheld** mobile phone or electronic device when driving. This includes using your device to follow a map, read a text or check social media. This applies even if you're stopped at traffic lights or queuing in traffic
- You can only use a handheld phone if you are safely parked with the engine switched off or need to call 999 or 112 in an emergency, and it's unsafe or impractical to stop
- Using **hands-free** (where the phone is in a cradle or you are using earphones or a Bluetooth connection) is not illegal. However, if this distracts you and affects your ability to drive safely, you can still be prosecuted by the police
- It is illegal to use handheld microphones or to hold your phone out on loudspeaker

The use of apps, for example for navigation, on a cradle-mounted phone is lawful if done with common sense and good judgement. The government offers further guidance on [this web page](#).

Between 6 April 2016 and 27 February 2017 there were 9,560 mobile phone offences in London, while in 2015, 2 people were killed and 5 seriously injured in collisions where a mobile phone was a contributory factor.

Since 1 March 2017, the penalties for the use of handheld mobile devices while driving have increased to six penalty points on your licence and a £200 fine. Having points on your licence could increase the cost of your insurance and you can be banned from driving if you get 12 points in three years. If you get 6 points in the first two years after passing your test, you will lose your licence.

Mounting your device

Many drivers use their phones hands-free as navigation devices. It's important to understand the rules about where they can be safely mounted.



You shouldn't put or fix anything on your windscreen that will obscure your view of the road ahead.

If you place a cradled device on the area on your windscreen that is covered by your wipers (also known as the 'swept area'), you are committing an offence. At present, if you're prosecuted, you face a fine of up to £100 and three points on your licence.

Driving conditions can change rapidly, and hazards such as pedestrians suddenly stepping in front of you mean you need to have a clear view of the road. Having a cluttered windscreen increases your likelihood of becoming distracted or not spotting potential dangers.

In Great Britain, if you use a suction-mounted cradle that intrudes more than 4cm into the secondary (blue) wiper clearance zone, or more than 1cm into the primary (red) zone, you are committing a serious traffic offence (Road Traffic Act 1988). Your vehicle would not be considered roadworthy and would fail an MOT.

Case work. We have many individuals who join the union after an event has occurred and request assistance. Please note that individuals who join and leave only to re-join later when an issue occurs should not expect anything other than advice.

Finally, we wanted to remind drivers that if you do not feel safe with a passenger to not engage or travel with them. You do not have to take drunks or aggressive individuals. If the vehicle or you are attacked call 999 do not interact and make sure you stay safe.

We are coming to a point in the year where the world cup and end of year celebrations will be taking place. Your safety is paramount please do all you can to keep safe. Wishing you profitable and safe travels.

***Smarter Pricing Details**



From November, Uber will be making changes to smarter pricing technology, using real-time data based on a number of factors such as time of day, day of week, distance/duration of a trip, pickup/drop-off locations, time to the pickup, whether there is surge, traffic conditions, whether it's an airport trip and more.

The development of smarter pricing make the pricing of trips more balanced. For example:

- The price may be higher if there is a very long pick up
- The price may be higher if there is a low demand at the destination meaning you may not get a return trip
- The price may be lower on a short trip if there are a number of drivers in the area

The aim of this smarter pricing is aim to get the right price for everyone, whilst ensuring riders are encouraged to use Uber to get from A to B. The business believes this change will lead to a positive impact on driver earnings.

Smarter pricing has been rolled out in some cities in the US and LATAM and the business is now planning to roll it out incrementally city by city in the UK, starting with Cardiff on the 2nd November. We expect to roll out to the rest of the UK in about a month's time Uber will keep you updated on the exact timing.

In Brazil, Uber saw a 40% decrease in unfulfilled trips where no driver accepted the trip – meaning drivers generally responded positively under the new pricing technology changes. With fewer trips going unfulfilled, this generally led to more completed trips and better earning opportunities for drivers, as well as a better experience for riders.

With smarter pricing, there will be notable changes which I would like to highlight as follows:

- **Scenarios where the trip payment may be lower than the upfront price:** A driver will generally only receive lower than the upfront price if they completed less than 30% of the planned journey. This means trips will fallback for drivers much less than they do today. Please note that their trip payment may still continue to be adjusted in very specific scenarios, such as an issue with their vehicle which meant that they could not complete the trip or if they made an error when using the Uber app. These scenarios are set out in their driver terms which they can access at any time via [this link](#).
- **Uber won't be highlighting fixed time and distance rates:** The introduction of smarter pricing means it is no longer helpful to promote fixed time and distance rates with drivers as these will not be reflective of the real-time upfront pricing they will see on



each trip. They will no longer see the fixed time and distance amounts on all Trip Receipts or Waybills.

There will also be key elements of pricing technology which will be staying the same, are highlighted as follows:

- **Upfront price:** Drivers will continue to have an upfront price on the offer card so they can make an informed decision about if, when and where they drive.
- **Surge:** Drivers will continue to see if surge has been applied on top of their upfront, real-time price if the surge icon is showing on their offer card. Drivers are also advised to see high

demand or 'surge areas' displayed on the Driver app.

- **Fees, tolls and surcharges:** Drivers will continue to receive fees, tolls and surcharges on top of their upfront price. These are not included in the net earnings on the offer card as they are reimbursements, which are paid back to them after the trip is completed.
- **Tips:** Drivers will continue to receive 100% of the tips they receive from riders.
- **Min Fare:** Minimum fares for drivers will still be honoured.

Steve Garelick
Regional Officer

You can contact your GMB Uber driver representatives at [Need support? | Contact us | GMB](#)

GMB
National
Reps Uber
Drivers
Contact
details
(do
remember
these
colleagues
drive for a



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| living the same as you) | | |
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| Azar Afsar | | azar.afsar@gmbactivist.org.uk |
| Saman Radin | | saman.radin@gmbactivist.org.uk |

NATIONAL FARE INCREASE



Posted on: 23 August 2022

Uber issued its guidance to drivers this week on price rises across the country following pressure from your union representatives to improve driver earnings in the face of rising fuel and living costs.

Uber UK Rates Announcement

While Uber have listened to Drivers concerns and made a welcome step in the right direction, the price rises vary too greatly across the UK and do not go far enough to maintain drivers earnings everywhere. GMB will continue to make sure your voice is heard by Uber and that they understand that further price



rises will be required. More needs to be done and there are specific geographical areas of the UK where action to support fares needs to take place urgently

Please let us know as you national GMB reps how the fare increase affects you over the next days and weeks

Driver Terms Update

Uber plan to re-publish the main terms and conditions of using their platform for drivers. Your Reps have raised a number of concerns with Uber and we are seeking discussions with them prior to any announcement being made.

In solidarity

Ali, Habib, Saman, Azar, Kola & Mick

(GMB Union Uber driver Reps)

You can contact your GMB Uber driver representatives at [Need support? | Contact us | GMB](#)

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|---|-------------------|-------------------------------|
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PREVIOUS GMB "DRIVERS VOICE" NEWSBRIEFS



Posted on: 1 July 2022

We sent out Drivers Voice Newsbrief No15/ 2022 which can be found here: [Uber Noticeboard | GMB](#) We said we would keep our growing membership and lay activist network updated on issues, to our new members, use the link to and scroll back on previous information we have sent to members.

PENSIONS

One of the entitlements for drivers because you now have worker status is having a pension scheme, that has contributions from the company. This was one of the major benefits that GMB was successful in obtaining due to our court cases against Uber.

GMB Union believes in strong pensions, so that our members do not retire into poverty.

The company will be informing drivers that from October 2022 onwards drivers will be able to participate in a new Shariah fund and that you be able to transfer your existing benefits into it, should you wish to do so.



The company will be sending communications to drivers this week on the new fund, and another email will be sent in August where further details will be provided.

We are growing a major membership amongst drivers in Uber and in Private Hire, we are giving drivers a voice. We offer experience and organised collective trade unionism via strength in numbers – Get your fellow drivers to join GMB Today for added protection 24/7 – they are a Click away here : Anyone can join GMB Union go online now at www.gmb.org.uk/join

GMB have in place a confidential contact system where drivers can contact their GMB reps and regions on any matter by clicking on this link [Need support? | Contact us | GMB](#) our dedicated teams are here to help GMB members, please inform other drivers.

Anyone can join GMB Union go online now at www.gmb.org.uk/join

In solidarity

Ali, Habib, Saman, Azar, Kola & Mick

(GMB Union Uber driver Reps)

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FUEL CRISIS UPDATE/ COST OF LIVING & COLLECTIVE BARGAINING SCHEDULE



Posted on: 21 June 2022

We sent out Drivers Voice Newsbrief No14/ 2022 which can be found here: [Uber Noticeboard | GMB](#) We said we would keep our growing membership and lay activist network updated.

Your Uber National Reps and Regional Local Contacts have agreed the headings for the Collective Bargaining which came from our members survey that took place in March/ April of this year. GMB Official Recognition Agreement with Uber **(the first trade union globally to gain an agreement with Uber after our successful court cases)** allows for collective bargaining and negotiations. Because GMB union believes that our lay members and our lay member activist network actually determine policy, it was only right because of this new agreement with Uber, that we asked members on what were the top issues that they wanted to see your GMB National Reps for Uber drivers negotiate. Some other organisations who claim to have Uber drivers as their members basically tell their members what they are doing. That is not the GMB Union way, we do not do top down organising like the other organisations. Our members have a Voice, and they want to use that Voice.

These are the headlines that came from you our members that will be placed into the Collective Bargaining Schedule and which will be the basis for our negotiations on behalf of Uber drivers.



1) Inflationary increase for all drivers where Uber are licensed to take into account

- cost of living crisis, fuel increases and other associated cost increases
- fares need to be addressed on (long distance/surge prices needs to be more transparent, and fixed fares

removed

2) In work security

- we want the issues that cause drivers in work security issues sorted **deactivation/revenge ratings/false allegations/ drivers left without work**

3) Personal hygiene

- we want to see the company take an active interest and source and provide facilities for drivers ie **wash room facilities for drivers to use 24/7**

4) Safety

- we want to see the use and introduction of with subsidy of CCTV and Dash Cam.
- **we want to see education and training in dealing with abuse & threats**

5) Abuse – Zero Tolerance

- we want to see and end to those that think it is ok to tolerate those that promote race hate towards drivers and discriminate - we want the company to work on a joint programme with GMB Union.

For a voice, and for experienced and organised collective trade unionism – Join GMB Today – Your a
Click away here. Anyone can join GMB Union go online now at www.gmb.org.uk/join

GMB have in place a confidential contact system where drivers can contact GMB on any matter by clicking on this link [Need support? | Contact us | GMB](#) our dedicated teams are here to help GMB members, please inform other drivers.

INDUSTRIAL ACTION



Some members have contacted GMB Union and are asking are GMB Uber drivers taking part in industrial action this week. The answer is no. To do so a union has to legally ballot its members and ask that question first. **The law prevents a union from taking industrial actions including strike action without a ballot taking place first.**

The simple truth is GMB have sole recognition, bargaining and representation rights with Uber. As we have explained in our previous Drivers Voice Newsbriefs we will shortly be submitting our Collective Bargaining Schedule to the company, after extensive discussions with our National Reps/ Regional Local Contacts and our members survey. ***So why would there be any potential dispute with Uber until we have started those negotiations first.*** It would seem a bit odd to have action, before any negotiations took place?

Anyone can join GMB Union go online now at www.gmb.org.uk/join

In Solidarity

Ali, Habib, Saman, Azar & Mick

(GMB Union Uber driver Reps)

You can contact your GMB Uber driver representatives at [Need support? | Contact us | GMB](#)

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GMB @ Uber - Newsbrief No14/ 2022 - DRIVERS VOICE



Posted on: 16 June 2022

FUEL CRISIS UPDATE/ COST OF LIVING & COLLECTIVE BARGAINING SCHEDULE

Your GMB National Reps and your GMB Regional Local Contacts agreed at their special activist meeting recently that a formal negotiations claim is made to Uber in line with the responses we received in the member survey we recently undertook. Everyone agrees that this matter has to be actively pursued and campaigned on. The collective bargaining schedule will be submitted to the company shortly and we will send notifications and copies to members. We will keep you updated.

In the meantime drivers colleagues can let the company know their feelings on this matter, this will assist your GMB reps.

Anyone can join GMB Union go online now at www.gmb.org.uk/join

AUTOCAB

In April, the company informed GMB that they were expanding Autocab to a number of areas. which was a departure from previous communications which concentrated on areas where they did not hold a license. We sent a formal response to Uber.



There is a perception that this is a back door method by the company to get out of worker rights. The deals that Uber have done with some of these base operators in certain areas are with those that have a reputation for being anti worker rights, anti-union and whose practices in general leave a lot to be desired. In fact, a number of these operators have been very anti Uber also.

There is another perception that this move could undermine further the living standards and earnings of our members, and which regrettably appear to be contrary to our joint position of levelling up across the sector.

Please send your view on this matter to this link [Need support? | Contact us | GMB](#) and we can then raise with research back up with the company.

GMB have in place a confidential contact system where drivers can contact GMB on these and other matters by clicking on this link [Need support? | Contact us | GMB](#) our dedicated teams are here to help GMB members, please inform other drivers.

NEW NATIONAL REP

Since our last meeting, Patrick our rep from Wales and Sth West region and Akbar have stepped down from their positions of National Reps and have moved back to being a Regional Local Contact. We would like to thank them for their efforts as representatives. A replacement for Akbar from London Region will shortly be announced when the new rep has completed their induction training.

Anyone can join GMB Union go online now at www.gmb.org.uk/join

In Solidarity

Ali, Habib, Saman, Azar & Mick

(GMB Union Uber driver Reps)

You can contact your GMB Uber driver representatives at [Need support? | Contact us | GMB](#)

**GMB
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FUEL CRISIS UPDATE



Posted on: 6 June 2022

Following representations by your GMB National Reps we have been working to get increases in fares in a number of areas. We will continue to push the case that drivers require an increase to keep pace with the cost of living crisis and the vastly increased costs that drivers are having to face.

Following these representations we are pleased to announce that some areas (not all) have now received an increase. Your GMB National Reps and your GMB Regional Local Contacts are meeting to



discuss these issues and to formulate these matters into a formal claim as part of the annual negotiations that will take place shortly. We will keep you updated shortly.

In the meantime drivers colleagues can let the company know their feelings on this matter, this will assist your GMB reps.

Anyone can join GMB Union go online now at www.gmb.org.uk/join

COMMUNITY GUIDELINES

Members will recall from our previous messages that we have raised at the GMB/ Uber JCNF national meetings the increase in abuse, and racist abuse and assaults on drivers by riders. Members will recall that we issued a survey in earlier this year where many drivers quoted very distressing and graphic accounts of rider's bad behaviour.

As a result, Uber have agreed to update its Community Guidelines and will focus on getting drivers and riders to re-accept from this week. This will require all users to say they agree to abide by the behavioural standards set out in the guidelines and agree to treat each other with respect.

We are sure everyone will agree that respect and tolerance are the hallmarks of good behaviour and practice please see new **Community Guidelines**

Research reveals that over half (56%) of the UK population feel that being respectful to others is now the most important trait that we wish to see in others

If users do not recommit, they will eventually lose access to the app.

GMB and Uber is committed to eliminating racism from the platform and the Community Guidelines explicitly prohibit the use of any racist or discriminatory language or behaviour.

Mick Rix at GMB Union said: "We have long called for companies such as Uber to make their platform as safe and respectful as possible, and we are pleased we have been listened to. This new campaign is one of the ways that GMB is working with Uber to make the platform as safe as possible, and we call on all operators, including Bolt, to follow their lead, raise the bar and treat all drivers as workers."

Further Support for Drivers :

Uber have in place an Uber Support Representative where drivers can report these incidents to the Police, they can reach Uber dedicated team at LERT@uber.com, who will do their utmost to assist with any investigation.

GMB have in place a confidential contact system where drivers can contact GMB on these and other matters by clicking on this link [Need support? | Contact us | GMB](#) our dedicated teams are here to help



GMB members, please inform other drivers.

Anyone can join GMB Union go online now at www.gmb.org.uk/join

In Solidarity

Ali, Habib, Saman, Akbar, Azar & Mick

(GMB Union Uber driver Reps)

You can contact your GMB Uber driver representatives at [Need support? | Contact us | GMB](#)

| | | |
|---|---------------------------|--|
| GMB National Reps Uber Drivers Contact details (do remember these colleagues drive for a living the same as you) | | |
| Ali Haydor | National Chair | ali.haydor@gmbactivist.org.uk |
| Habib Rehman | National Vice Chair | habib.ur- rehman@gmbactivist.org.uk |
| Ali Akbar Mohamed | | akbar.ali@gmbactivist.org.uk |



| | | |
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Noticeboard Bulletin - 29-04-2022



Posted on: 29 April 2022

Dear Colleagues

Your GMB Union Taxi and Private Hire Drivers National Representatives have long campaigned for new 21st Century legislation to help increase Passenger Safety, and which promotes the best minimum national standards for operators and drivers in the sectors. GMB Union were instrumental in participating at the Task and Finish Group, and previously we campaigned tirelessly over the Law Commission's proposals and with the UK parliaments Transport Select Committee investigations.

The downside to all this was, despite all the activity at the Task and Finish group and its recommendations, the Government repeatedly promised legislation, but have failed miserably to bring such legislation forward to Parliament, and which if legislated would greatly benefit the public, the sectors, and drivers.

The Department for Transport have published a consultation on Best Practice Guidance for Taxi and Private Hire in England. Whilst this DfT consultation falls far short of the urgently needed legislation that will help create a more safe and secure industry, it may if handled correctly be a step in the right direction.

Your GMB Taxi and Private Hire National Representatives will be fully participating and responding back to the consultation in a timely manner. However we want to fully engage with members too, and to ensure that any response we submit on behalf of GMB and that such is fully reflective of our members



views in England. For any consultation response to be properly read and considered by the DfT, there will only be one response sent by GMB Union.

Members can participate by doing the following: 1.Address your email "draft DfT consultation" for the attention of GMB T&PH National Reps 2.Send to the following email address : CommercialServices@gmb.org.uk 3. You must also include the following information – Name, Mobile Number, Email, Town/City you are licensed, GMB Membership number. Your views will be treated confidentially

[Click here to view](#)

In solidarity

Mike Tinnion Mick Rix

President GMB T&PH Drivers Union National Officer GMB Trade Union

GMB @ Uber – Drivers Voice Newsbrief No12/ 2022



Posted on: 5 April 2022

GMB Drivers Voice Newsbrief No12/2022 5th April 2022

Dear Colleagues

Your GMB driver representatives/ team met with senior Uber representatives at the recent Joint Council National Forum (JCNF) with the agenda items received from drivers which we put forward to the company and which are on the [Uber Noticeboard | GMB](#) . **We will always keep GMB members up to date, so you know what your driver representatives are undertaking on your behalf.**

OVERVIEW OF MATTERS DISCUSSED

Fuel Crisis – We have kept members updated via these Drivers Voice Newsbriefs see here [Uber Noticeboard | GMB](#) . Your GMB Driver representatives/ team raised again the extra costs this is causing distress to drivers. We have made it very clear to Uber that delaying matters further and not addressing the situation could be damaging to their business overall and undo the good work on workers' rights. Drivers' earnings are different in whatever part of the country you work in. However, the prices at the fuel pumps are very much the same in every part of the country.



Action – The company agreed to take the issue back to discuss with senior stakeholders.

Uber Rating System – We have raised some serious issues with the rider rating system. Also, we have raised how easy it is for riders "to revenge" rate a driver. There are some issues that are beyond Uber control, which is to do with the licensing conditions that they have to accept. However, there are some very questionable issues regards the rating system, which if GMB drivers were involved in a review of the rating system, then we would start to see an element of fairness introduced.

Action – The company agreed to discuss this matter further internally and to look at GMB suggestions.

Document Processing – Drivers have come forward and said they have experienced problems with updating documents online with Uber systems. We have raised this matter with Uber, and whilst Uber would prefer drivers to upload using the systems. There are other ways to make life easier for drivers too.

Action – GMB want to encourage drivers who feel they have a problem using the online document software to make appointments at the Green Light Hubs, there to help those in need of assistance. *Drivers are perhaps not using the hubs as frequently when it comes to these matters.*

GMB members only – You can Contact one of your GMB Driver representatives (see contacts below) who can assist/ meet you at the Hub.

Multiple Stops Abuse by Riders – the company have been made aware that this is happening and is being abused by some riders, however the company are unclear if this is a big problem or a small problem for drivers. Either way they have agreed it should not be happening.

Action – We encourage drivers to send valid reports to the company on this matter in writing with screenshots etc, and to also raise with GMB Regional officers and Driver Reps by using the representation request (***representation is not just about deactivations***) so we can all sense check how serious an issue this is for drivers **click on the link [Need support? | Contact us | GMB](#)**

Pre Booked Jobs with Surge Price – We discussed with the company some issues raised with your GMB Team by drivers on the pre booked jobs that have a surge price that when the job has completed it reverts to base fare. The company have said there could be a glitch with the software, and they are aware this may have happened, but are very unclear as to the scale of the problem that this applies to.

Action – Your GMB reps need to know three things to assist drivers, when did this happen, the date and time, what part of the country. Screenshots would also be a help. If you have encountered this problem then contact your reps see contacts below, or **click on the link [Need support? | Contact us | GMB](#)**

Acceptance/ Cancellation – We have asked Uber to look into providing a safer option for acceptance/ rejection on the use of drivers' handhelds. Stronger rules have come into force with the use of handhelds



whilst driving, secondly because of the design of the App sometimes drivers inadvertently accept when they meant to reject, and which they end up having to cancel.

Action – GMB will have more discussions on this with Uber

Abuse at Work – We explained to the company the issues our members have reported to us in a survey of the horrendous abuse they receive sometimes from riders. Unfortunately, this has also led to attacks and assaults on drivers. We also recognise that a numbers of cases of abuse and physical attacks can racially motivated. Your GMB Team explained to the company that GMB is promoting a zero-tolerance policy and we want Uber to jointly work together on this matter to assist in protecting drivers. Members will know that we raised at the January meeting with Uber that we wanted drivers to be better trained and one aspect can be de-escalation training techniques that other customer passenger facing industries also use.

Action – to jointly look at a plan on looking at messaging to riders and the potential introduction of de-escalation training.

Vehicle colour – Another safety feature that some drivers encounter is that the company may receive complaints because the colour of the vehicle can give off a different shade in different lights qualities and settings.

Action – The company have given a facility for Uber drivers to seek representation and advice from GMB Union, if drivers encounter these issues and need assistance then if they are GMB member, then your GMB driver reps can make contact with the company to assist that driver.

NO WORKER RIGHTS at BOLT – DRIVERS VOICE

We know a number of drivers using the Uber App also use the Bolt App and other Private Hire operators App too. GMB took a decision when we beat Uber in the courts **Victory for Uber workers' rights | GMB** that we wanted an end to exploitation and bad treatment of drivers, our view is as self- employed drivers you too should have worker rights.

GMB obtained worker rights for drivers who use the Uber App after lengthy court battles that we initiated. GMB gave notice to Bolt some six months ago that if they did not put in place worker rights and a trade union collective agreement, then we will have no other option but to launch court cases to obtain the same rights for drivers who use the Bolt App. *We announced this approach via GMB Taxi and Private Hire drivers Twitter social media account some weeks ago.*

GMB have clear objectives to make work better for drivers. GMB have the legal know how and expertise to undertake such matters. We will be notifying our members in the Taxi and Private Hire Sector that use the Bolt App that they *may* have a claim for back pay on holiday pay and National Minimum Wage, plus the



legal cases if successful will provide drivers with an automatic pay rise of 12.07% per week for holiday pay, and they will be forced to provided pensions and other worker rights.

If you use the Bolt App you can contact your GMB Regional Organiser to register that you wish to take a claim (or click on the link [Need support? | Contact us | GMB](#)).

Don't keep this information to yourself, let other Uber drivers know of the good work that your GMB regional organisers and your GMB Drivers Reps are undertaking to make work better.

To take part and register in this legal action you will need to be a bona fide member of GMB Union. Anyone can join GMB Union go online now at www.gmb.org.uk/join

In Solidarity

Ali, Habib, Patrick, Saman, Akbar, Azar & Mick

(GMB Union Uber driver National Reps)

You can contact your GMB Uber driver representatives at [Need support? | Contact us | GMB](#)

| | | |
|---|-------------------|-------------------------------|
| GMB National Reps Uber Drivers Contact details (do remember these colleagues drive for a living the same as you) | | |
| Ali Haydor | National Chair | ali.haydor@gmbactivist.org.uk |



| | | |
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| Habib Rehman | National Vice Chair | habib.ur-rehman@gmbactivist.org.uk |
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FUEL CRISIS UPDATE



Posted on: 24 March 2022

To: ALL GMB Members on the Uber Platform

Following on from last week Drivers Voice Newsbrief No10/ 2022 (which you can read here [Uber Noticeboard | GMB](#)) your GMB National Representatives for Uber Drivers have met with senior Uber management to discuss the current fuel crisis and the associated costs for drivers.

Following our initial discussions and representations to the company we will meet with them again next week to carry on the discussions to try and find a solution to the increasing costs drivers are noticing because of the increase in fuel costs.



We will update drivers further shortly.

FUEL CRISIS, NO WORKER RIGHTS at BOLT – DRIVERS VOICE

We know a number of drivers using the Uber App also use the Bolt App and other Private Hire operators App too. GMB took a decision when we beat Uber in the courts that we wanted an end to bogus treatment of drivers, our view is as self- employed drivers you too should have worker rights.

GMB obtained worker rights for drivers who use the Uber App after lengthy and expensive court battles.

GMB gave notice to Bolt some six months ago that if they did not put in place worker rights and a trade union collective agreement, then we will have no other option but to launch court cases to obtain the same rights for drivers who use the Bolt App. *We announced this approach on GMB Taxi and Private Hire drivers Twitter social media account some weeks ago.*

GMB have clear objectives to make work better for drivers. GMB have the legal know how and expertise to undertake such matters. We will be notifying our members in the Taxi and Private Hire Sector that use the Bolt App, that they *may* have a claim for back pay on holiday pay and National Minimum Wage, plus the legal cases when successful will provide drivers with an automatic pay rise of 12.07% per week for holiday pay, and they will be provided pensions and other worker rights.

When we launch the contact details for our lawyers and how to join the claim, the driver must have been a member for at least three months before a claim is submitted on their behalf.

Anyone can join GMB Union go online now at www.gmb.org.uk/join

In Solidarity

Ali, Habib, Patrick, Saman, Akbar, Azar & Mick

(GMB Union Uber driver National Reps)

You can contact your GMB Uber driver representatives at [Need support? | Contact us | GMB](#)

GMB
National
Reps Uber
Drivers
Contact
details
(do
remember



these colleagues drive for a living the same as you)

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FUEL CRISIS



Posted on: 17 March 2022

To: ALL GMB Members on the Uber Platform

Your GMB National Representatives for Uber Drivers have written to senior Uber management demanding an urgent meeting to discuss the current fuel crisis and the associated costs for drivers. We will inform you of the outcome of this meeting.

Rest Assured we are taking this matter seriously and we are dealing with this matter urgently.

YOUR GMB REPS DEALING WITH THE ISSUES THAT CONCERN DRIVERS – DRIVERS VOICE

Your GMB National Representatives & GMB Regional Local Contacts just held their second quarterly network meeting. This is where all the GMB Reps from around the UK get together to report back on the national meetings with Uber at the Joint Consultation and National Negotiating Forum otherwise known as (JCNF). Your GMB national representatives took feedback from the GMB Regional Local Contacts on the issues that were of most concern to our members these issues will now be raised at our next JCNF meeting with Uber management, as follows:

- Fare increase
- Uber Rating system
- Document processing
- Multiple stops abused by riders .
- Touch screen to confirm trip
- "No excuse for abuse" GMB campaign to stop abuse by riders

Anyone can join GMB Union go online now at www.gmb.org.uk/join

MATTERS ALREADY RAISED ON BEHALF OF DRIVERS AT THE JANUARY MEETING – DRIVERS VOICE

Your GMB National Reps met with Uber at the January JCNF national meeting, the issues discussed were as follows:

*Move to merchant and change of business model for Uber UK wide (**this consolidates and protects your worker rights that GMB won**)



*Fare offers and the apparent discrepancy that make the longer distanced fares unviable **(GMB have put a system in place to raise evidence received from drivers)**

*Riders complaints and automatic suspensions/deactivations prior to investigation - **(GMB have an active system in place to assist and represent drivers)**

*Uber Eat accounts affecting Uber drivers accounts - **(this should now be modified)**

*Hackney Carriage drivers are now operating on Uber platform cannot operate in their licensed area - **(issues with surge that affects license conditions)**

*Practical training elements required to assist drivers with standards - **(ongoing discussions looking at de-escalation training)**

*Funding options for drivers to EV and make the switch - **(ongoing discussions to find alternation options to assist the switch being affordable)**

*CCTV/ Dash Cam introduction drivers becoming more supportive - **(ongoing discussions, more views needed from drivers)**

We will continue to keep GMB members updated and informed with Drivers issues and how your GMB Union Uber driver representatives are dealing with these matters.

Anyone can join GMB Union go online now at www.gmb.org.uk/join

In Solidarity

Ali, Habib, Patrick, Saman, Akbar, Azar & Mick

(GMB Union Uber driver Reps)

You can contact your GMB Uber driver representatives at [Need support? | Contact us | GMB](#)

GMB
National
Reps Uber
Drivers
Contact
details
(do
remember
these



| | | |
|--|---------------------|------------------------------------|
| colleagues drive for a living the same as you) | | |
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GMB @ Uber - Members Newsbrief No9/ 2022



Posted on: 2 March 2022

Your GMB Representatives have been meeting with the company to discuss the required changes that have arisen as a result of GMB court victories in winning worker rights for you, and the requirements to comply with licensing. The changes that are being made are agreed by GMB in that they help maintain drivers' legal entitlement to worker rights. What does it all mean in practice for you as a driver, see below,

Move to Merchant means

- Uber will implement the change on just before midnight 14 March
- Uber must *contract directly with the rider* for transportation services (rather than the rider contracting directly with drivers)
- Riders will pay Uber a fare, and Uber will separately pay drivers (Drivers are still paid weekly but an opt for instant payment)
- Improvement to up front prices for drivers
- Drivers *will continue to be workers* and can continue to use the app, if and when they choose

Changes for drivers

- The service fee will no longer exist, and it will be replaced by new fees which Uber will charge to riders.
- Drivers' rates are unchanged – their take home rates (base rate, per mile and per minute) are staying the same as they did before the change.
- Drivers will no longer receive a "fare" from the rider but will receive a "trip payment"
- Service fee rebates (NLW, Holiday) will become payments
- New driver term & community guidelines are available for review on the Uber website before the change on 14 March.
- The new Terms will be visible in the app on 14th March 2022 at 23.59 (pm), and will



replace existing Driver Terms.

- At that time, in order to continue to use the Uber app as a driver, *you will need to review and agree to the new Terms.*

Up Front Pricing

- For any trip that takes a detour or makes unexpected changes to the upfront route, Uber has lowered the thresholds at which a trip payment would be based on actual time and distance. These updated UFP thresholds will apply if:
 - - the change to the upfront route is 20% further (whilst being at least 0.5 miles further) AND 15% slower (whilst being at least 2 minutes slower)
OR
 - - the trip is 20% slower (whilst being at least 10 minutes slower)
- Previously the thresholds were set at 40% for distance (plus 20% for additive time) and 40% for single time variations in trips, Uber has halved these thresholds *due to GMB Reps and GMB members feedback to the company.*

No Changes and Drivers still will have

- Rate (tariff) base, per mile and per minute will remain
- Surge price will remain
- Dynamic adjustments will still be made to trips automatically (same as now)
- Minimum fare still will be paid as it is today.
- Payment process to drivers will remain the same(weekly)

Anyone can join GMB Union go online now at www.gmb.org.uk/join

If you require further help or assistance in understanding the "move to merchant" please contact your GMB National Representatives for Uber drivers see contact below,



In Solidarity

Ali Haydor, Habib, Patrick, Saman, Akbar & Mick Rix

| GMB National Reps Uber Contact details | | | |
|--|------------|------------------------------------|------|
| Ali Haydor | Chair | ali.haydor@gmbactivist.org.uk | 07 4 |
| Habib Rehman | Vice Chair | habib.ur-rehman@gmbactivist.org.uk | 07 2 |
| Patrick Masih | | masihpatrick8@gmail.com | 07 |
| Ali Akbar Mohamed | | akbar.ali@gmbactivist.org.uk | 07 |
| Mr Saman Radin | | saman.radin@gmbactivist.org.uk | 07 6 |

Anyone can join GMB Union go online now at www.gmb.org.uk/join

GMB Union Newsbrief No8/ 2022 for Uber drivers

Dear GMB Union Member,

Due to the thousands of Uber drivers who are members of GMB Union, the drivers voice is growing in influence internally within the company. The more drivers join and collectivise the more influence you will have in making work better. GMB have been winning in the workplace for members since 1889.



Drivers are sending great feedback, especially those we have assisted in having their suspensions/ deactivations lifted. You can see some testimonials from drivers we have helped here:

www.gmb.org.uk/uber

What are the benefits of joining GMB Union

GMB provides 24/7 emergency police station advice & representation/ Accountancy services/ Representation to licensing bodies/ Legal assistance and advice/ Insurance/ Credit Union/ Representation on suspension & deactivations with Uber and other representative matters/ and most regions have a GMB Regional Motor Fund.

NEW_UBER_A4_HUB_POSTER- UPDATED 19-11-21 (gmb.org.uk)

What is the membership fee for an Uber driver joining GMB?

There are two main rates for GMB membership.

Grade 2 is £8.40 per month and it is **the minimum default rate for a driver** because we work your hours out to be **"an average of paid driving hours when you have a fare – waiting time etc is not included"** so you may think you are working 40 hrs per week, but in effect you are earning only 20hrs per week, and if you divide your earning hours across the year most drivers will be on or around the 20hrs per week earning hours or less threshold which = **£8.40 per month for a 24/7 hrs a day premium service.**

Grade 1 is for those working and earning on average in excess of 20hrs a week, and for those who have multiple operators and your **membership covers you wherever and whoever you work for = £14.57 per month for a 24/7 hrs a day premium service.**

Most drivers appear to be joining GMB at the default rate of £8.40 per month.

Join today www.gmb.org.uk/join

Some other organisations are charging Uber drivers their hard earned money under the false pretence of getting them representation, but those organisations then get an MP to write a letter for that member. **That is not representation, that is taking your money and getting someone else to do the work that they should be doing.**

Some of these organisations are also charging members subscriptions, and then seek more money on top to take a legal case or are seeking donations via "crowdfunding" for legal cases. That is wrong on so many levels. It is also much more expensive for the individual with inferior representation, do be careful of expensive imitations who have no influence.



Your GMB National Reps Take the Campaign for Worker Rights and Making Work Better to Parliament

Your GMB National Reps took our campaign for worker rights to the legislative body in the UK by lobbying MP's and explaining in great detail the major benefits and advantages that GMB Union have brought to thousands of Uber drivers since we launched the court cases to get worker rights in 2016 for Uber drivers and the Supreme Court decision victory we achieved in 2021

Historic workers' rights win: Supreme Court rules in Uber drivers' favour | GMB

Thousands of Uber drivers have benefited by being members of GMB trade union as a result of our worker status victory in the UK courts, and with GMB the UK trade union that has a collective agreement with Uber, that gives drivers – representation, a voice, consultation & collective bargaining rights along with holiday pay, pensions, guaranteed payments above NMW.

<https://twitter.com/afzal4gorton/status/1496084309098344450?s=24>

We want worker rights to apply to all of the 177k private hire drivers in the minicab and platform sector. Lets make work better: See GMB meeting MP's and influencing:

<https://vm.tiktok.com/ZMLkFXtFk/>

<https://twitter.com/afzal4gorton/status/1496084311556112387?s=24>

<https://twitter.com/samtarry/status/1496120116613894152?s=24>

STOP PRESS – STOP PRESS – STOP PRESS

We will also be sending out further information to members in the next few days on Uber "move to merchant" and why GMB supports this important development to better the terms and conditions and protections for drivers.

Contacting GMB

Your GMB membership card contains an important telephone number should you need to call GMB if you require assistance or you can go:

Need support? | Contact us | GMB

GMB
National



| Reps Uber Contact details | | | |
|---------------------------|------------|--|----|
| Ali Haydor | Chair | ali.haydor@gmbactivist.org.uk | 04 |
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| Patrick Masih | | masihpatrick8@gmail.com | 07 |
| Ali Akbar Mohamed | | akbar.ali@gmbactivist.org.uk | 07 |
| Mr Saman Radin | | saman.radin@gmbactivist.org.uk | 06 |

Newsbrief No7/ 2022



Posted on: 24 February 2021

Dear GMB Union Member,

We are sure by now that you will have received an email from Uber explaining the policy on Covid. This is as a result of your GMB national reps raising the issues with senior Uber management.

Your GMB Union Uber drivers' local activist network from around the country also asked your national team to raise with Uber how its Covid policy was becoming unworkable and causing issues with riders.



Due to your GMB national reps raising this matter the company have now made changes to the policy on face coverings and front seat passenger policy.

Uber have now agreed the following:

Masks required during trip

-No longer applicable in England & Northern Ireland although it is to be encouraged to be worn.

Front seat restriction

No longer applicable in England & Northern Ireland although riders will be encouraged to use the back seats for personal space issues.

Uber will also remove the in-app checklists.

Uber will also strongly encourage riders to continue wearing masks and for all users to be considerate of others' choices.

You can keep up to date with what your GMB activists are doing to make work better by going to www.gmb.org.uk/uber

Please remember the pandemic is here to stay. It has not gone away.

Keep safe out there.

Yours in Solidarity

Ali, Hanib, Saman, Patrick, Akbar and Mick

Dear GMB Member,

Your Voice Matters. Each year your GMB National Team will consult with you via a Survey to find out what you and other members want to see GMB campaigning on industrially.

Your GMB Negotiating team is embarking on this consultation exercise because your voice matters and the agreement with Uber gives GMB members rights to have a say on your benefits, terms and conditions and treatment in your work.

We know that things are far from perfect in the world of work today, but by being part of the collective and having a voice means you are not alone and on your own. There are issues that affect you day in day out in your work, and we can raise these matters at the correct level with the company to try and rectify these matters. This helps to make your work better and more secure.



When some ill-informed people question the valuable role that GMB Trade Union has played in gaining Uber drivers legal and worker rights, 12.5% holiday pay, pay protections, other benefits and making drivers voices heard in the boardrooms of Uber, all this was achieved because of the collective strength of Uber drivers who have union power.

Please do not ignore this email: It is essential that all GMB Union members spend a couple of minutes of their time and respond back to this consultation survey exercise before it closes at 10.00 a.m. on 10th March. To access the survey please click on this link here: <https://forms.office.com/r/HLPa9e49a7> (you will require your membership number).

In Solidarity

Ali Haydor, Habib, Saman, Akbar, Patrick and Mick

Newsbrief No6/ 2022

11/02/2021

Dear GMB Union Member,

GMB is advising you of a survey that the TUC is undertaking on behalf of all affiliated British trade unions who want to know more about the experiences of Black* workers in relation to health and safety at work.

The TUC needs as many workers as possible to complete this survey, to help give the best and most reliable information, to help give trade unions stronger arguments for positive change and outcomes.

Please can you help us by completing this very important survey?

To go to and complete click on the SURVEY LINK:

https://greenwichuniversity.eu.qualtrics.com/jfe/form/SV_6DWQENMMhDQInQG

(*Black is a term the TUC uses to include all those of African, Asian, Arab, Caribbean heritage, BAME)

The survey will close on Thursday 3rd March.

Best wishes from your GMB Union national team of representatives

Mick, Ali, Habib, Patrick, Saman, Akbar

22/12/2021

Newsbrief No5 issued yesterday, contained a mistake on membership fees this has now been corrected. See below.



Dear Colleagues,

2021 will soon be behind us, and in its conclusion, we wanted to thank you for your continued support and membership in helping to create a growing network of GMB members and activists. It has been a long journey and some members have been right at the very start of our campaign to unionise and make work better at Uber.

We wanted to share with you a couple of important issues that perhaps you are not aware of. GMB members are able to access support and advice whilst driving on the Uber platform and other platforms too.

GMB Representation for Uber drivers

You may have noticed that GMB has a very good record in representing Uber drivers on deactivations. It is skilled GMB regional organisers/ GMB representatives that undertake this work. *There are some organisations promoting that they do this activity, but actually ask the member to then get in touch with their MP? Why are some drivers paying monies to these organisations when they then outsource their representations to someone who does not know the issues that Uber drivers are faced with day in and day out?*

GMB do not claim to win every case that comes our way, but we have a 98% success record with overturning suspensions and deactivations on the Uber platform. This is a major protection for Uber drivers that was previously denied them. GMB also has a 24/7 criminal advice representation scheme for all drivers. Further information is provided here [NEW_UBER_A4_HUB_POSTER- UPDATED 19-11-21 \(gmb.org.uk\)](#)

GMB Union has years of experience representing drivers from both the Hackney Carriage and Private Hire communities. We also have a very good track record representing members who appear before licensing officers/ regulators and magistrates' courts too.

If drivers want committed and effective representation then join GMB now at www.gmb.org.uk/join Do not wait until you need help to join, due to costs we may not be able to assist.

Take a Look at Eazitax

We recently launched a new personal taxation and accountancy scheme with Eazitax for our self-employed members. Hundreds of GMB members have made enquiries about this personal service. The offer can be assessed on Eazitax GMB page at <https://www.eazitax.co.uk/gmb/>

National Email Communication – Newsbriefs

Our rapidly growing membership means that our GMB National Reps rightly need help and assistance in helping to keep members on the ground informed. Also, it is sensible to be able to reach out to potential



members too. Our intention is to send out a monthly communication called a Newsbrief (just like tis one) to keep all members updated. GMB Newsbriefs will also be posted on our online drivers Hub at our Noticeboard area, click on [Uber Noticeboard | GMB](#) to view.

GMB Local Contacts

Our members need and want more GMB Local Contacts on the ground in towns and cities to assist and advise members. We want GMB members who are Uber drivers just like you to be part of this growing network. Want to know more? then contact GMB at this email uber@gmb.org.uk and address it for the attention of Mick.

What is the membership fee for an Uber driver joining GMB?

There are two main rates for GMB membership.

-Grade 1 for those working and earning over 20hrs a week (covers you wherever and whoever you work for = £14.57 per month

-**Grade 2 is the default rate for a driver** because we work your hours out to be "**an average of paid driving hours**" which across the year could be on or around 20hrs per week or less = **£8.40 per month.**

GMB membership covers you wherever and whoever you work for ie multiple jobs etc. ***Most drivers appear to be joining GMB an £8.40 per month.***

No other union offers private hire/ Uber drivers' advice, protection and representation 24hrs/ 7 days a week for as little as £8.40 per month.

Contacting GMB

Your GMB membership card contains an important number for you to call should you require representation. Or you can email a dedicated email address at uber@gmb.org.uk or you can click on [Need support? | Contact us | GMB](#)

GMB National Reps Contacts Details for our GMB regions/ nations as follows.

| | |
|---|--|
| GMB National Reps Uber Contact details | |
|---|--|



| | | | |
|--------------------------|-------------------|----------------------------------|----------------|
| Ali Haydor | Chair | Ali26@live.co.uk | 074 434 |
| Habib Rehman | Vice Chair | habibrehman75@icloud.com | 079 268 |
| Patrick Masih | | masihpatrick8@gmail.com | 079 |
| Ali Akbar Mohamed | | mohamedakbarali@gmail.com | 074 |
| Mr Saman Radin | | sam.radin33@yahoo.com | 077 664 |
| Vacancy | | | |

May we wish members a happy holiday over the festive season, and may we wish you all a healthy and happy New Year in 2022.

Mick Rix

GMB National Officer

21/12/2021

Dear Colleagues,

2021 will soon be behind us, and in its conclusion, we wanted to thank you for your continued support and membership in helping to create a growing network of GMB members and activists. It has been a long journey and some members have been right at the very start of our campaign to unionise and make work better at Uber.

We wanted to share with you a couple of important issues that perhaps you are not aware of. GMB members are able to access support and advice whilst driving on the Uber platform and other platforms



too.

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| | | | |
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| Patrick Masih | | masihpatrick8@gmail.com | 079 |
| Ali Akbar Mohamed | | mohamedakbarali@gmail.com | 074 |
| Mr Saman Radin | | sam.radin33@yahoo.com | 077 664 |
| Vacancy | | | |

May we wish members a happy holiday over the festive season, and may we wish you all a healthy and happy New Year in 2022

Mick Rix

GMB National Officer

06/12/2021

Dear Colleagues,

GMB are launching a new accountancy service for GMB members who are self – employed. The company providing this service for GMB members have years of experience of providing a professional and personal accountancy and taxation advice service. Many GMB members who are Hackney Carriage/ Private Hire already use this company's services. Eazitax are also offering to GMB members only a vastly reduced introductory offer rate.

You can click the link here to view the service www.eazitax.co.uk/gmb

The number to call is 020 8529 2600 and use this code GMB25, this will allow you to get the discount.

Eazitax also have training videos which help with record keeping and registration etc, and tax jargon booklets too. You may find these useful too.

Kind regards

Mick Rix



30/11/2021

Dear Colleagues,

We wanted to inform GMB members that we have introduced some new services for drivers, we will be explaining in more detail shortly. These involve an accountancy service for tax returns at a special GMB discounted rate, and a new 24/7 Emergency Police Station advice and representation service. Look out for GMB promotional materials on these new services.

From today GMB have launched a new bespoke and dedicated Hub for GMB members on our website. There is a contact area for drivers to contact GMB online in confidence, and there are QR codes which can be used for contact purposes too. We have also introduced a Noticeboard area where Newsbriefs like this one will be posted on the site, along with up to date press releases/ benefits and offers for drivers will also be on display. **The phone numbers for the 24/7 Emergency Police Station advice and representation service are also on display.**

Please check out the link for the GMB Hub for drivers, click on it, [The union for Uber drivers | GMB](#) keep this link is safe and stored so you can refer to it when needed.

You can also access the GMB Noticeboard for up to date information, click on this link [Uber Noticeboard | GMB](#)

It is Easy to Join GMB Union

You can also advise other drivers that GMB Union is their union and that by being a member of GMB, drivers have a collective voice. Your membership covers you wherever you work; give them this link [The union for Uber drivers | GMB](#)

Grade 2 is the nominal membership fee it costs £8.40 per month, which takes into account your average "fare working hours" as an Uber driver.

There are many ways to contact your GMB Union

GMB have set up a number of ways you can contact GMB for advice, support or to report a confidential matter, see below:

- click on the link [Need support? | Contact us | GMB](#)
- email us via our dediacted email: uber@gmb.org.uk,
- contact your GMB local office, the number to call is on your membership card,



- Go to GMB website at www.gmb.org.uk and click on this link **GMB Regions | GMB**

Do you want to become a GMB Local Contact?

GMB have a team of National Reps, and a growing team of Local GMB Contacts. If you wish to join our team of Local GMB Contacts and assist a growing GMB membership, we need you to come forward. You will receive training, you will be part of a team of Local GMB Contacts based in towns and cities in our regions and nations reporting in to your GMB National Reps and your regional organisers. GMB is a lay member led union, and it is essential that lay members Reps and Local GMB Contacts are in charge of their workplaces and should be the focal point of member contact and outreach. Interested? We hope you are? **Contact us using this email uber@gmb.org.uk.**

We hope you enjoy the new services, information systems, and contact points we have created. Do contact us and let us know.

Kind regards

Mick Rix

GMB National Officer

March 2021

Dear GMB Union members,

Since our last update to GMB members drivers for Uber a lot of changes have taken place. Firstly lots of new members have joined GMB Union, especially after our famous victories in the courts and then GMB Union helping to get that judgement applied equally for ALL Uber drivers. Secondly, we have been working hard to ensure that GMB landmark recognition agreement is settling in a starting to have GMB member who are Uber drivers Voices heard in the company boardroom.

Your GMB Representatives have formally met with Uber senior management on a range of issues. A number of good initiatives have come out of these meetings, which members may find of interest.

Public Health Office inbound suspensions: drivers will no longer be waitlisted upon receipt of track and trace inbounds but instead communication will be sent to affected drivers stating that they must follow government guidance (e.g only taking trips if they are satisfied, they have complied with the government guidance and will not pose risk to others).

Driver Documentation: We have raised with the company various individual driver cases raised by your GMB Reps. These were successfully resolved. However we believe there may still be a problem and we will continue to review. If drivers have problems get in touch with your GMB Rep or your GMB Officer.



Toilet Access: Your GMB reps have been looking at how Uber can improve access to toilet facilities for drivers. We know that drivers holding out and not going to the toilet can lead to public safety and personal health issues. TFL that provided a list of toilet facilities that drivers can use. You can view these at:

- <https://content.tfl.gov.uk/toilets-map.pdf>
- <https://tfl.gov.uk/help-and-contact/public-toilets-in-london>

Your GMB Reps will continue to look for other solutions with Uber, and other local authorities and in particular for locations outside of London.

Instadoc: A few members raised concerns with GMB regarding the potential impact of the new insurance requirements in London. Uber gave GMB a committed to allow drivers to continue to use any policy taken out before 31 December 2021 up to the point that it expires. Uber have also committed to reviewing cases with their insurance panel where drivers are disadvantaged by having to switch providers.

GMB Representation: In the last few months your GMB regional officials and reps have dealt with over 220 cases from GMB Uber drivers. Many for suspended accounts or deactivations. GMB representation to Uber on behalf of these members has so far had a 98% success rate. We know we will not win every case, but before GMB had an agreement with Uber, drivers had nowhere to go. GMB and our GMB members are creating a more secure workplace.

GMB National Reps & GMB Local Contacts: GMB have had a number of members come forward in our GMB Regions and they have asked to become GMB National Reps and GMB Local Contacts. GMB is a union run by the members and for the collective good of the members. That is why it is important to have solid lay member activists in control of their own organisation. We will be publishing more details of these fantastic GMB Uber drivers Reps shortly.

GMB Noticeboard and Website Hub: We are currently designing a website for GMB Uber drivers. There are a few tweaks to make, and it should be ready shortly. The site will include an area where Uber drivers can join, and also contact the union. The site will also provide useful information we send to members. There will also be space to showcase our GMB powerful representations and services that we provide for members. These services have only be achieved because of GMB drivers collective union power.

It is easy to contact GMB – send an email to uber@gmb.org.uk this will be dealt with in 24hrs.

It is easy like thousands of others to join GMB click on this link or tap it into Google [Join the union for Uber drivers | GMB](#)

With our very best wishes



Mick Rix

National Officer, GMB Union

