

## Best practice for equal opportunities for women and men in the transport sector

Fields marked with \* are mandatory.

Your organisation is committed to strengthening women's employment and equal opportunities for women and men in the transport sector? Please fill in this form to share your best practice example.

\* Name of your organisation

*200 character(s) maximum*

Uber

\* Country

France

\* Project title

*200 character(s) maximum*

Anti-discrimination campaign "Ni dehors, ni à bord"

\* Description of the project

*5000 character(s) maximum*

In March 2021, Uber launched an anti-harassment campaign in France, called “Neither outside, nor inside” (“Ni dehors, ni à bord”). The campaign showcases our commitment towards safer rides on our platform by fighting harassment and all forms of violence (sexual assault, LGBTI-phobia, discrimination, racism, sexism). Both passengers and drivers must accept an in-app pledge (“charter”) against all forms of violence to continue using the app.

We have built this 360° campaign in close cooperation with civil society. Anti-sexual assault NGO “Hands Away”, anti-homophobia organisation “SOS Homophobie”, rape prevention collective “Collectif Féministe contre le Viol” and anti-sexual harassment campaign “Stop Harcèlement de Rue” guided us in developing our charter and policies. We worked closely with these NGOs to create educational content (both for drivers and passengers), to add new safety features in our app and to review our internal processes. We also joined forces with them to provide support to any victims of discrimination, harassment or assault.

Useful links:

- Uber anti-discrimination campaign in France: <https://www.uber.com/global/fr/u/securite-engagement/>
- Riders and drivers mandatory in-app pledge: <https://www.uber.com/fr/fr/safety/uber-community-guidelines/>
- Hands Away: <https://www.handsaway.fr>
- SOS Homophobie: <https://www.sos-homophobie.org>
- Collectif Féministe contre le Viol: <https://cfcv.asso.fr>
- Stop Harcèlement de Rue: <http://www.stopharcèlementderue.org>

\* Impact / benefits

*5000 character(s) maximum*

This campaign is the latest in Uber's global actions to eliminate all forms of discrimination and harassment on our platform, and to ensure the safety of female drivers and passengers. In France, this included coming together as the private-hire sector to sign a French government charter for the protection of women in November 2020, with President Macron recognising Uber's efforts to provide safe transport for women.

As part of the campaign, posters in public spaces as well as online and in-print advertisements raise awareness about unacceptable behaviour which violates our community guidelines. They also explain Uber's safety features and complaint process which is easily accessible in the app both during (direct button that will directly call European emergency number 112) and after a trip (under past trip, direct button "report a security problem").

For instance, if a passenger flags an incident, we contact them via phone within 3 minutes and provide dedicated support throughout this process as well as when they are making a complaint to the authorities. In parallel, as a precaution, we also suspend the driver's account during the investigation.

Uber aspires to go beyond simply fulfilling our duty to protect those using our platform, be it as a driver or a passenger. We believe that safety and inclusion go hand-in-hand. Creating safe transport means and safe workplaces where everyone is treated with respect is vital to increase women's participation in the transport sector. We believe that education is a key element which is why drivers on the Uber app now follow mandatory anti-discrimination training, developed in close collaboration with the previously mentioned NGOs. We are also recommending that anti-harassment chapter be included in the exam required to become a Private Hire Vehicle (PHV) driver in France (all drivers on the Uber app must pass this exam and obtain a PHV license).

Useful links:

- Uber's global actions on female passengers safety: <https://www.uber.com/us/en/safety/womens-safety/>
- France's private-hire sector charter: <https://www.egalite-femmes-hommes.gouv.fr/cp-signature-charte-des-vtc/>
- Speech by President Emmanuel Macron on the 25 of November 2020, on the occasion of the International Day for the Elimination of Violence against Women: <https://twitter.com/EmmanuelMacron/status/1331525787514761218?s=20>

Please upload your logo or a photo

The maximum file size is 1 MB

**46179a60-477a-46a1-a796-9b92250b6140/Uber\_Logo.pdf**

## Useful links

[Women in Transport EU Platform for change \(https://ec.europa.eu/transport/themes/social/women-transport-eu-platform-change\)](https://ec.europa.eu/transport/themes/social/women-transport-eu-platform-change)

## Contact

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