

Our reference: MGLA100225-9918

2 April 2025

Dear

Thank you for your request for information which the Greater London Authority (GLA) received on 7 February 2025. Your request has been considered under the Freedom of Information Act (FOI) 2000.

You requested:

I would like to have information regarding any meetings by GLA staff, political appointees (including Deputy Mayor for Transport, Seb Dance) and/or the Mayor of London with any of the following Uber officials between January 10 2024 and November 30 2024:

- Andrew Brem, Uber UK Director
- Dara Khosrowshahi, Uber CEO
- Tony West, Uber General Counsel
- Jill Hazelbaker, Chief Marketing & Communications Officer

Please provide me with any correspondence within or between the parties, agendas, minutes, briefing notes prepared whether internal or shared between the parties relating to any such meeting

Our response to your request is as follows:

Please find attached the information that the GLA holds within the scope of your request.

Please note that some of the content within the attached disclosure is exempt from disclosure under s.40 (Personal information) of the Freedom of Information Act. This information includes names, contact details, and biographical information and could / will identify specific employees and as such constitutes as personal data which is defined by Article 4(1) of the General Data Protection Regulation (GDPR) to mean any information relating to an identified or identifiable living individual. It is considered that disclosure of this information would contravene the first data protection principle under Article 5(1) of GDPR which states that Personal data must be processed lawfully, fairly and in a transparent manner in relation to the data subject.

A small amount of information is also subject to the exemption to disclose at Section 43(2) of the Act. A commercial interest relates to a person's ability to participate competitively in a

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commercial activity and in this instance, disclosure of external media assessments could be taken out of context would prejudice the commercial interests of external parties by adversely impacting their reputation.

Section 43(2) constitutes a qualified exemption from our duty to disclose information under the FOIA and consideration must be given as to whether the public interest favours disclosure of the information covered by this exemption, outweighs the public interest considerations in favouring maintaining the exemption and withholding the information.

The GLA recognises the legitimate public interest in the transparency of its interactions with the private sector. In balancing the public interest in disclosure, we consider the greater good or benefit to the community if the information is released or not. The 'right to know' must be balanced against the need to enable effective government and serve the best interests of the public. In this case, we are able to disclose the majority of the information we hold, however it is felt that the public interest would not be met by revealing some content which could, for example, be used by competing organisations in a highly competitive market.

If you have any further questions relating to this matter, please contact me, quoting the reference MGLA100225-9918.

Yours sincerely

Information Governance Officer

If you are unhappy with the way the GLA has handled your request, you may complain using the GLA's FOI complaints and internal review procedure, available at:

<https://www.london.gov.uk/about-us/governance-and-spending/sharing-our-information/freedom-information>

From: [REDACTED]
To: [REDACTED]
Subject: RE: Tony West, Uber
Date: 26 January 2024 13:41:00

Hi [REDACTED]

Thanks for sharing, that's great. My number is [REDACTED]

Looking forward to the visit on Monday.

Best,

[REDACTED]

From: [REDACTED] <[REDACTED]@uber.com>

Sent: Friday, January 26, 2024 8:00 AM

To: [REDACTED] <[REDACTED]@london.gov.uk>

Subject: Re: Tony West, Uber

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Hi [REDACTED]

Just thinking that it might be sensible to give you my mobile number in case you have any difficulty finding the green light hub on Monday - appreciate you've been before but it can be a bit tricky to locate. On case helpful, it's [REDACTED]

See you on Monday.

Best wishes

[REDACTED]

On Wed, 24 Jan 2024, 13:29 [REDACTED] <[REDACTED]@uber.com> wrote:

Brilliant. Yes, it will be Tony, Andrew and myself.

Looking forward to seeing you again.

Best wishes

[REDACTED]

On Wed, Jan 24, 2024 at 12:53 PM [REDACTED] <[REDACTED]@london.gov.uk> wrote:

Hi [REDACTED]

The agenda sounds good and I have nothing further to add.

It'll be me accompanying Howard on Monday. Will Andrew be there from your side too?

Thanks,

[REDACTED]

From: [REDACTED] <[REDACTED]@uber.com>

Sent: Wednesday, January 24, 2024 11:38 AM

To: [REDACTED] <[REDACTED]@london.gov.uk>

Subject: Re: Tony West, Uber

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Hey [REDACTED]

That's great news. I'll send through an invite for 12-1.

In terms of agenda/plan, I was thinking that Tony and the team as the hub could show Howard round to explain what happens at the hub, how we support drivers through the onboarding process and provide other ad hoc support to them etc, and then take a meeting room to hear from Howard on his priorities in the new role and for Tony to update Howard on our progress in London and how we can continue to work together.

Let me know if that sounds OK to you and if there's anything else that you think Howard would like to specifically discuss. Also, will you be accompanying Howard on the day? Anybody else?

Best wishes

[REDACTED]

On Tue, Jan 23, 2024 at 4:25 PM [REDACTED] <[REDACTED]@london.gov.uk> wrote:

Hi [REDACTED]

Sorry for the delay, we were just making sure we could make it work.

Howard is able to do 12 on Monday and happy to visit your driver hub.

Could I ask that you send through a calendar invite directly to Howard and [REDACTED] and copy me in please?

Any other information you can share around agenda/plan for the meeting is helpful.

Best,

[REDACTED]

From: [REDACTED] <[REDACTED]@uber.com>

Sent: Tuesday, January 23, 2024 9:26 AM

To: [REDACTED] <[REDACTED]@london.gov.uk>

Subject: Re: Tony West, Uber

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Hi [REDACTED]

Apologies for the delay, I was unexpectedly out of the office yesterday.

12 on Monday would be perfect. Would Howard be interested in visiting our driver hub at St Katharine Docks (the same place that you came to with Rajesh) to have the meeting there? If he had around an hour free in his diary we could conduct a short tour of the hub and then have a sit down meeting.

Let me know your thoughts.

Best wishes

[REDACTED]

On Mon, Jan 22, 2024 at 12:48 PM [REDACTED] <[REDACTED]@london.gov.uk> wrote:

Hi [REDACTED]

I'm afraid Tuesday at 12 centrally won't be possible as Howard is at City Hall then.
Alternatively, we could make Monday at 12 work or we'll have to go with 3pm near Westminster?
Thanks,

From: [REDACTED] <[REDACTED]@uber.com>
Sent: Friday, January 19, 2024 1:56 PM
To: [REDACTED] <[REDACTED]@london.gov.uk>
Subject: Re: Tony West, Uber

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There's a few options we could explore - we could arrange a WeWork office or potentially one of our agencies might have a space we could take - obviously ensuring privacy for the meeting. Just to be clear, would 12 on the Tuesday be totally out of the question for Howard?

On Fri, Jan 19, 2024 at 1:25 PM [REDACTED] <[REDACTED]@london.gov.uk> wrote:

Hi [REDACTED]
That could work. Do you have any suggestions on where to meet in Westminster?
I'll check in with [REDACTED] on what she thinks.
Thanks,

From: [REDACTED] <[REDACTED]@uber.com>
Sent: Friday, January 19, 2024 12:01 PM
To: [REDACTED] <[REDACTED]@london.gov.uk>
Subject: Re: Tony West, Uber

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Hey [REDACTED]
Thanks so much - great news that he is keen to meet!
As you can imagine Tony has a busy schedule while he's in town, so while 3pm could work for him, it would be between meetings in Westminster so we would probably need to find a space there to hold the meeting. Would that be feasible for Howard? An alternative could be at 12/12.30 at our offices in Aldgate if that works any better?
Let me know what you think.
Thanks

On Fri, Jan 19, 2024 at 10:46 AM [REDACTED] <[REDACTED]@london.gov.uk> wrote:

Hi [REDACTED]
I've just heard back and Monday is difficult for Howard as is Tuesday morning. Would Tuesday afternoon work by any chance?
Howard could do any time between 3 – 5.
We'd be happy to host at City Hall or we could come over to your offices if that makes it easier.
Thanks,

From: [REDACTED] <[REDACTED]@uber.com>
Sent: Thursday, January 18, 2024 12:31 PM
To: [REDACTED] <[REDACTED]@uber.com>
Subject: RE: Tony West, Uber

Hi [REDACTED]
Thanks for sharing. We will take this through our process and I will aim to get back to you asap.
Best,

From: [REDACTED] <[REDACTED]@uber.com>
Sent: Tuesday, January 16, 2024 4:25 PM
To: [REDACTED] <[REDACTED]@london.gov.uk>
Cc: [REDACTED] <[REDACTED]@london.gov.uk>
Subject: Re: Tony West, Uber

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No worries, [REDACTED] Apologies for chasing!
I've just sent the formal letter and copied you. Happy to discuss.
Best wishes

On Tue, Jan 16, 2024 at 1:53 PM [REDACTED] <[REDACTED]@london.gov.uk> wrote:

Hi [REDACTED]
Sorry for the delay.
As [REDACTED] mentioned, if you could copy me in when sending to Howard and [REDACTED] that would be great.

Thanks,

From: [REDACTED] <[REDACTED]@uber.com>
Sent: Tuesday, January 16, 2024 10:35 AM
To: [REDACTED] <[REDACTED]@london.gov.uk>
Cc: [REDACTED] <[REDACTED]@london.gov.uk>
Subject: Re: Tony West, Uber

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and know the content is safe.

Hi [REDACTED]

Apologies for the chase, but if you were able to send across both Howard and [REDACTED] email addresses that would be hugely appreciated so I can get the letter seeking a meeting on 29 or 30 January sent in.

Best wishes

[REDACTED]

On Mon, Jan 15, 2024 at 4:19 PM [REDACTED] <[REDACTED]@uber.com> wrote:

Thanks [REDACTED] Would you be able to share Howard and [REDACTED] email addresses please?

Best wishes

[REDACTED]

On Mon, Jan 15, 2024 at 4:16 PM [REDACTED] <[REDACTED]@london.gov.uk> wrote:

Hi [REDACTED]

[REDACTED]

I am sure Howard will be happy for Tony to email him directly. You can also send it to [REDACTED] and cc [REDACTED] Howard's PA.

Best

[REDACTED]

From: [REDACTED] <[REDACTED]@uber.com>

Sent: Monday, January 15, 2024 2:26:41 PM

To: [REDACTED] <[REDACTED]@london.gov.uk>; [REDACTED] <[REDACTED]@london.gov.uk>

Subject: Re: Tony West, Uber

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Hi [REDACTED]

Getting in touch as [REDACTED] had you listed as his out of office contact. [REDACTED]

[REDACTED]

As per below our Chief Legal Officer, Tony West, is keen to write to Howard inviting him to meet. Could you please confirm Howard's email address (and that of his advisor or EA if appropriate?) so I can get the letter off to the right people? Would it be helpful to copy you, [REDACTED] also if you would be handling the request?

Best wishes

[REDACTED]

On Fri, Jan 12, 2024 at 4:53 PM [REDACTED] <[REDACTED]@uber.com> wrote:

Hi [REDACTED]

No problem at all! Hope you had a good period of leave and that things are going well at the GLA.

You'll remember Tony West, our Chief Legal Officer, from the meeting with Rajesh last year. He is visiting London again at the end of January (29 and 30) and is keen to meet Howard to introduce him to Uber and to understand his priorities as new Deputy Mayor for Business. We'll be sending a formal letter to Howard imminently, but I wanted to float the idea with you initially to see if it is something that you think he may be interested in and whether those dates are potentially workable from a diary perspective.

Happy to jump on a call with you to discuss if helpful. Look forward to hearing from you.

Best wishes

[REDACTED]

On Thu, Jan 11, 2024 at 9:25 AM [REDACTED] <[REDACTED]@london.gov.uk> wrote:

Hi [REDACTED]

Hope all's well. Sorry for the delay in responding to you I've been off on leave.

That's right, my team will be supporting Howard in his new role. Is there anything I can help with?

Thanks,

[REDACTED]

From: [REDACTED] <[REDACTED]@uber.com>

Sent: 08 January 2024 17:11

To: [REDACTED] <[REDACTED]@london.gov.uk>

Subject: Re: Tony West, Uber

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Hi [REDACTED]

Hope you are well. Wanted to get in touch to see if you are still working at the GLA and whether you are on the same brief since Rajesh has departed and Howard Dawber has taken up the Deputy Mayor Business position?

Best wishes

[REDACTED]

From: [REDACTED]
To: [REDACTED]
Subject: RE: Letter from Tony West, Uber Chief Legal Officer
Date: 19 January 2024 09:45:56

Hi [REDACTED]

I just saw an email from Seb saying yes Howard should meet Tony so let's sort a time. The only issue is Monday afternoon Howard is away in roundtables and evening events.

Tuesday morning is full of key meetings I can't change and that leaves Tuesday afternoon if they can adjust their timings we can go for 3.00 3.30 4.00 and 4.30 pm

Would this be in their offices or are they coming to CH? Happy for Howard to travel there too

Thanks

[REDACTED]

From: [REDACTED] <[REDACTED]@london.gov.uk>
Sent: Friday, January 19, 2024 9:27 AM
To: [REDACTED] <[REDACTED]@london.gov.uk>
Subject: RE: Letter from Tony West, Uber Chief Legal Officer

Thanks [REDACTED] that's great. I'm sharing below what Uber have followed up with just so you're aware.

Just to be transparent also - if Howard was interested in taking a meeting with Tony then we can probably make any time on 29/30 January work, but Monday late afternoon or Tuesday morning would definitely be preferential.

Thanks,

[REDACTED]

From: [REDACTED] <[REDACTED]@london.gov.uk>
Sent: Thursday, January 18, 2024 1:14 PM
To: [REDACTED] <[REDACTED]@london.gov.uk>
Subject: RE: Letter from Tony West, Uber Chief Legal Officer

Hi [REDACTED]

Yes a lovely evening and great to see so many colleagues I never get to see!

I had thought that as I recognised the name Tony West so I can't see it as a prob but sure I'll let you know what Howard is planning on this one.

Thanks

[REDACTED]

From: [REDACTED] <[REDACTED]@london.gov.uk>
Sent: Thursday, January 18, 2024 1:10 PM
To: [REDACTED] <[REDACTED]@london.gov.uk>
Subject: RE: Letter from Tony West, Uber Chief Legal Officer

Hi [REDACTED]

It was great to see you too and thought it was very fun!

Thanks, that's really helpful. You may remember that I accompanied Rajesh to a previous meeting with Tony West when he was in London.

If you could keep me updated on what Howard says that would be helpful.

Best,

[REDACTED]

From: [REDACTED] <[REDACTED]@london.gov.uk>
Sent: Thursday, January 18, 2024 1:00 PM
To: [REDACTED] <[REDACTED]@london.gov.uk>
Subject: RE: Letter from Tony West, Uber Chief Legal Officer

Hi [REDACTED]

Nice to see you last night hope you enjoyed the evening.

From what I've seen Howard's asked Seb about this meeting on whether he should attend.

What I'll do is ask Howard at least to see if we need to arrange the meeting.

Hope that helps,

[REDACTED]

From: [REDACTED] <[REDACTED]@london.gov.uk>
Sent: Thursday, January 18, 2024 12:32 PM
To: [REDACTED] <[REDACTED]@london.gov.uk>
Subject: RE: Letter from Tony West, Uber Chief Legal Officer

Hi [REDACTED]

Can I check please if you've spoken to Howard about this request or if I should take it through the grid process like normal?

Thanks,

[REDACTED]

From: [REDACTED] <[REDACTED]@uber.com>

Sent: Tuesday, January 16, 2024 4:24 PM

To: Howard Dawber <Howard.Dawber@london.gov.uk>; [REDACTED] <[REDACTED]@london.gov.uk>

Cc: [REDACTED] <[REDACTED]@london.gov.uk>

Subject: Letter from Tony West, Uber Chief Legal Officer

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Dear Deputy Mayor

I hope this email finds you well. Please find attached a letter from Tony West, Uber's Chief Legal Officer, requesting an opportunity to meet.

I look forward to hearing from you.

Best wishes

[REDACTED]

--



[REDACTED]
Public Policy Manager - UKI
[REDACTED]@uber.com

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Uber Technologies, Inc.
1515 3rd Street
San Francisco, CA 94158

Howard Dawber
London Deputy Mayor for Business
City Hall, Kamal Churchie Way
London E16 1ZE
15 January 2024

Dear Mr Dawber,

I hope you are well. I am writing to congratulate you on your recent appointment as London's Deputy Mayor for Business, and to introduce myself as Uber's global Chief Legal Officer. My experience in this role, and previously as Associate Attorney General of the United States under President Barack Obama, has given me a global perspective on the nexus between the technology sector and government, and I would very much welcome the chance to discuss how business and government can continue to work together to pursue shared goals. My remit also covers safety and compliance across all of Uber's markets globally, so I see first-hand the way innovations in our London team – which relate to the established regulatory framework – are setting an example for our operations in other markets.

London is one of our most important cities globally and I will be visiting on 29 and 30 January. I last visited in July 2023 and held a productive discussion with your predecessor, so I am very interested in gaining your insights as well as understanding how Uber might be able to support your priorities.

I would also like to update you on Uber's investment in London. This includes our £5m funding to install 700 electric vehicle chargers in Newham, Brent and Redbridge, the first of which have already gone live. In planning our pipeline of innovations, we find it extremely valuable to work closely with public transport authorities across the world. I know our team in London has worked productively with City Hall and TfL officials to share learnings from our EV charger investment, and to assess how our data could potentially be used to inform infrastructure investment more widely. I'd be very happy also to discuss relevant learnings from other global cities, in case they are helpful to you in London.

If your schedule permits a meeting, [REDACTED] ([REDACTED]uber.com) from our UK team would be very happy to liaise with your office to find a convenient time and location. I look forward to hearing from you.

Sincerely,

Tony West
Senior Vice President and Chief Legal Officer
Uber Technologies, Inc.

From: [REDACTED]
To: [Howard Dawber](#); [Seb Dance](#); [REDACTED] [EDMT](#); [Business Engagement](#); [REDACTED]
Cc: [REDACTED]
Subject: Howard meeting with Tony West & Andrew Brem, Uber - readout
Date: 29 January 2024 19:18:29
Attachments: [1.jpg](#)

Hi all,


Howard met with Tony West, Global Chief Legal Officer and Andrew Brem, General Manager UK at Uber's driver hub in St Katharine Docks. Tony's Chief of Staff Jodie was also there as was [REDACTED] UK Public Policy.

Howard was given a brief tour of Uber's drivers hub and how they use the space to support the onboarding process and other issues drivers may have. Overall, the meeting was positive and went well. Key points below:

- The UK and London is a very important market for Uber (second largest market).
- Uber highlighted that demand has grown in London in the last 18 months with driver numbers also rising. Uber's focus is on encouraging demand.
- UK is also an innovation hub for Uber, particularly on sustainability and safety. London is used as a model in these areas to be replicated in other markets.
- Uber reiterated their support for City Hall's environmentally focused policies (ULEZ, Congestion Charge etc) and the impetus it has given them to make business decisions (e.g. EV growth of drivers' cars).
- Tony highlighted Uber's £5m investment in rolling out EV charging infrastructure across London boroughs.
- Over 10,000 Uber vehicles are electric already. Ambition to be fully electric by 2025.
- Tony highlighted that Uber are committed to 'continuous improvement' in their engagement with TfL.
- Tony highlighted Uber's licence renewal is in September and that they are working towards that date.
- Howard highlighted his new role as DM for Business and that he was not there on behalf of the regulator.
- Howard emphasised the important role Uber plays in London, both from a mobility perspective but also for creating opportunities for Londoners.
- Uber highlighted that 8/10 of the most popular destinations for rides are train stations. They see Uber and public transport as complementary.
- Howard highlighted TfL's recent decision to pause enforcement of SERU requirements. Uber welcomed this intervention.
- Howard raised feedback he had received from drivers and general driver sentiment on the issues they were having. Howard agreed to share more feedback and driver concerns directly with Andrew.
- Howard highlighted recent TfL announcements (fares frozen + off-peak Fridays) to encourage getting people into and moving around the city, and supporting Londoners with the cost of living.
- Howard highlighted a potential gap in the market for an organisation to provide affordable flexible EV rental/leasing opportunities for Uber/other platform drivers.

Any questions, please let me know and do share with anyone I may have missed.

[REDACTED]
[REDACTED]
Senior Manager, Business Engagement

GREATER**LONDON**AUTHORITY
City Hall, Kamal Chunchie Way, London, E16 1ZE
 [london.gov.uk](https://www.london.gov.uk)

Meeting briefing: Tony West, Global Chief Legal Officer, Uber

To: Howard Dawber, Deputy Mayor for Business
From: [REDACTED] [REDACTED] Business Engagement Team

Date: 29 January, 12.00 – 12.45

Location: Building 2, Moretown, 4 Thomas More St, London, E1W
1YW

Overview

You are meeting with Tony West, Uber's Chief Legal Officer who heads up Uber's global legal, compliance and ethics functions. Tony is the former Associate Attorney General to the Obama Administration.

This meeting was proposed by Tony who is visiting London in January. Tony previously met with your predecessor in July last year. This meeting will be taking place at Uber's driver hub at St Katharine Docks and is an opportunity for Tony to provide an update on Uber's priorities for London and for you to update Tony on your priorities as the new Deputy Mayor.

The meeting should avoid engaging in discussions on regulatory matters or other specific matters relevant to TfL.

External Attendees:

- Tony West, Global Chief Legal Officer, Uber
- Andrew Brem, General Manager, Uber UKI
- [REDACTED] Public Policy Manager, Uber UKI

GLA Attendees:

- [REDACTED] [REDACTED] Manager, Business Engagement

Agenda

There is no formal agenda for this meeting. Its main purpose is as an introduction between yourself and Tony and an opportunity to learn more

about Uber's priorities for London. You could use the following to structure the conversation.

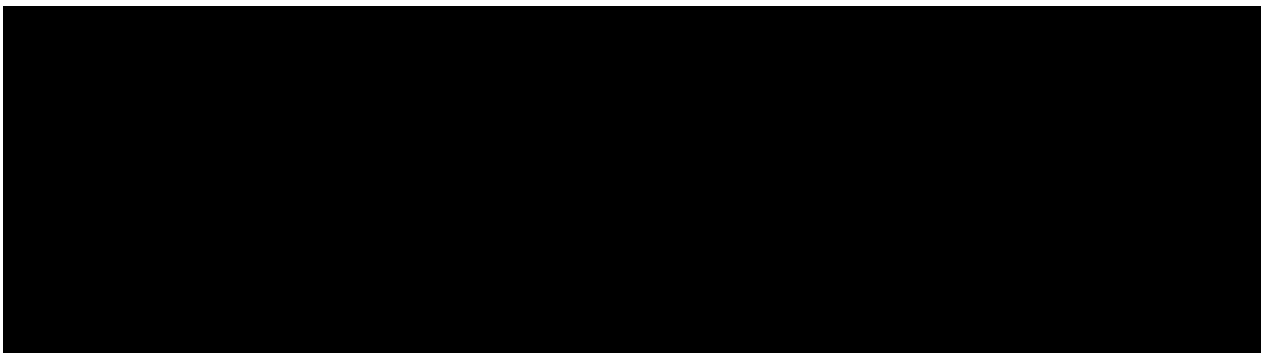
Key points

- You welcome the opportunity to meet with Tony and to hear about Uber's priorities for London. You are keen to hear more about Uber's contribution to business in London and their investment plans.
- You could outline your priorities as the new Deputy Mayor for Business.
- You could highlight the importance of the technology sector to the economy and London's recovery.
- You could highlight London's strong recovery. You could highlight that London's world-leading hospitality sector surpassed pre-pandemic levels last year as it grew to £46bn and the recovery of ridership across the London transport network.
- You are keen to hear more about Uber's zero-emission plans and thank them for their proactive steps to support the Mayor's goals.
- You welcome Uber's steps to become better corporate citizens, for example by working with trade unions and offering worker protections to Uber Ride drivers. You appreciate the involvement of the UK Uber team in the Mayor's efforts to champion good work in the gig economy.

Media Plan:

This is a private meeting.

Biography





Uber background

- Dara Khosrowshahi (Uber CEO) was in London between 15-16 Jan and requested to meet with SK. Due to diary constraints this meeting didn't go ahead.
- Tony met with Rajesh in July 2023. It was a positive meeting that covered London's business environment, tech, investment, EV charging infrastructure and worker's rights.
- Uber highlighted their £5million investment in three London boroughs (Newham, Brent and Redbridge) to provide more than 700 electric vehicle chargers.
- Dara declared London a "leader in electrification" in June this year which has inspired Uber.
- In 2022 Uber announced it will install over 700 fast EV chargers on streets in Newham, Brent, and Redbridge, boosting London's overall charging network by over 7%. Uber announced they will work closely with boroughs to determine where chargers should be installed.
- Uber has targeted a fully electric fleet in London by the end of 2025 which has been partly facilitated by a £145m clean air fund Uber banked from levies on trips between 2019 and 2022 into individual pots for drivers to buy or subsidise renting an EV.
- Uber has had an uneasy past with TfL but Andrew Brem, General Manager of Uber UK, acknowledged the wider context of City Hall policies as being the major factor in EV growth. The congestion charge and the ultra-low emission zone (ULEZ) have been significant incentives to electrify – and since the start of 2023, Transport for London has only licensed private hire vehicles that are zero-emissions capable.
- In June last year, Uber and Uber Eats made an announcement:

- From 2025, when people take an Uber ride in London it will be a zero local emission vehicle
 - From 2030, when people order an UberEats delivery, it will only have sustainable packaging
 - From 2040, when clients order an UberEats delivery, it will be delivered by a zero local emission vehicle.
- All of these measures are part of tech and transport giant Uber's big push to make its business greener and will have a big impact here in London.
- Uber London Limited is a London licensed private hire vehicle (PHV) operator. ULL was first licenced in London in 2012 and is licensed in the highest tier, permitting it to operate more than 10,001 drivers and vehicles.
- ULL currently has a 30 month licence, which was issued on 28 March 2022 (it expires on 27 September 2024).
- ULL's licence is subject to 21 conditions. This enables TfL to ensure ULL's continued compliance with its regulatory obligations.
- The gig economy is a sector that is growing and is likely to be a feature of the working landscape for London for the foreseeable future.
- Uber Rides is the only major private hire (PHV) platform in the UK to have classified its drivers as workers, with all the protections that come with that status- including holiday pay, access to a pension plan, and earning at least the national living wage. This follows a Supreme Court judgment in Uber BV v Aslam.
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- In 2021 Uber entered a Trade Union recognition agreement with GMB which was welcomed by the Mayor.
- There continues to be protests and calls for further regulation of Uber and improvement of worker conditions.
- Fairwork, run out of the University of Oxford, provide an independent assessment of working conditions at UK Platforms (available here, [Fairwork | UK](#)). [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- Uber Eats couriers are self-employed and not offered 'worker' protections. Uber argue that this offers couriers flexibility. This status was confirmed in the Court of Appeal in 2021.

- You will be meeting with Geoff Symonds COO, Uber Boat by Thames Clippers on 15 February 2024.
- Oona King, previously MP for Bethnal Green and Bow, was recently appointed as Chief Diversity, Equity and Inclusion Officer at Uber.

Policy background

London as a tech hub

- London's tech sector is competitive on the global stage. London is Europe's largest tech hub and 2021 was a record year for VC investment into London, with \$25.5bn raised. London is home to over 1,200 VC firms, more than any other European city.
- Some of the world's fastest-growing companies are being born in London and the city is now home to 75 unicorns, making it the unicorn capital of Europe. The UK is home to 113 unicorns. The UK is also home to 248 potential future unicorns, valued over \$250M.
- Last year, London hosted London Tech Week's 10 year anniversary – the biggest one yet – and also hosted a hugely successful London Climate Action week.

London is back

- London's world-leading hospitality sector surpasses pre-pandemic levels as it grows to £46bn
- Hospitality sector in London outperforms the rest of the UK - growing on average 7.7 per cent a month, compared to 5.6 per cent nationally
- Mayor says despite ongoing challenges in the sector, the figures show a 'phenomenal resilience in London hospitality'
- Analysis shows entertainment sector also 'roaring back' in 2023, with sales the most in years.
- Millions watched live music at the capital's famous venues and festivals in 2023 with ABBA Voyage, Beyoncé and Harry Styles among those filling stadiums
- TfL continues to recover strongly from the pandemic. Ridership has recovered to 89 per cent of pre-pandemic levels across the week, with weekends now regularly busier than in 2019. More than

4 million journeys were recorded on a single day in November last year - the highest in 2023 and the highest since the start of the pandemic.

- A healthy hospitality, culture and tourism economy are vital to the continued economic recovery of London and the UK

The Mayor's EV Infrastructure Strategy

- Forecasts that London will need between 40,000 to 60,000 public charge points by 2030. Up to 4,000 of these will need to be rapid. This forecast considers the needs of high mileage essential road users, such as taxis, private hire, commercial vehicles and many others.
- London currently has 12,800 charge points in London, of which over 900 are rapid or ultra-rapid – a third of all the charge points in the UK and the highest volume and share of rapid charge points for any European city. 4,500 jobs are expected to be created to supporting charging infrastructure in London with thousands more across the country supporting London's electric future.
- The Mayor's climate action is also creating new green jobs for Londoners. The Mayor is committed to investing in these jobs and skills of the future to help double the size of London's green economy and establish good, green jobs within communities that need them most.

Good Work in the Gig Economy Charter

- The Mayor's 2021 manifesto committed to work with partners to produce a charter for gig economy work in London to promote good work and drive up standards.
- The aim is to improve practice on fair pay, contract terms, trade union engagement, transparency, protective rights and protections against worker exploitation.
- Uber have made valuable contributions throughout the development of this via [REDACTED] and [REDACTED] - Public Policy (attending this meeting).
- The GLA's aim is to have a set of principles for good work in the gig economy that both platforms and trade unions can support. These can be viewed by platforms as aspirational or a direction of travel, GLA does not intend to scrutinise the practice of platforms.

Uber are still reviewing the principles but the Uber team have suggested the pay, hours and trade union elements are the most challenging to support.

- Uber welcomed the Mayor's recognition of the role of the gig economy in London's labour market in recent years. They argue, that at its best, it empowers workers and offers them flexibility. They argue that they are good work leaders amongst their competitors, through for example, their work with GMB and the protections and benefits they offer drivers and couriers.
- Uber suggest there are things the Mayor could do to help couriers, such as provide facilities, improve cycle safety (Uber Eats signed TfL's [rider safety charter](#) last year) and use planning powers to provide rest places or charging points. They have supported the Night Hubs workshop, organised by Night Czar, Amy Lame.

Appendix A- Gig economy charter principle (in draft)

Principles

1. **FAIR PAY** - This is about securing a fair income that reflects the cost of living in London¹.

Ensure pay greater than the national living wage (minimum wage) after costs.

2. **WORKING HOURS AND CONTRACTS** - This is about providing genuine two-way flexibility and protecting against unsafe working patterns.

Provide written contractual terms that are clear and easy to access on or before starting work.

Do not use unnecessary forms of insecure employment and provide flexible hours that are mutually agreed.

3. **DIALOGUE AND TRANSPARENCY** - This is about providing clear and inclusive ways for those using platforms to engage and participate. It is also about following due process where decisions affect those using the platform.

Work with trade union/s to agree collective consultation arrangements and set minimum standards for pay and other conditions.

Adopt responsible algorithm use and ethical data protection.

¹ The Living Wage Foundation are exploring policy and accreditation tailored to the gig economy. These principles will be reviewed when this is available. We encourage platforms to engage with the Foundation on this work.

Enable your platform workforce to contribute to your direction and success by disclosing relevant data and taking a transparent and inclusive approach to workforce engagement.

4. EQUALITY AND DIVERSITY - This is about tackling discrimination and having measures in place to promote diversity, equality and inclusion on the platform.

Benefit from London's diversity by demonstrating inclusive engagement practice and taking practical steps to promote equality of opportunity.

Ensure decisions over work allocation are transparent and do not result in inequitable outcomes.

Take a zero-tolerance approach to discrimination, including from customers and the wider public.

5. SAFETY AND WELLBEING - This is about being aware of the risk involved in the work and taking steps to mitigate against those. It is also about going beyond the basic steps and providing support in the case of accident or injury.

Go beyond the basic steps - minimise the risk of sickness and injury and provide options for income protection for work missed due to sickness.

Identify risks involved in the work, implement protections and monitor and disclose incidents related to, for example, road-safety, night-time work and lone working.

Provide a safe environment by supporting regular breaks and protecting against excessive hours.