

Delivered in person and by E-mail

Uber Technologies, Inc.
Mr. Dara Khosrowshahi, Chief Executive Officer
1515 3rd St, San Francisco, CA 94158, United States



Amsterdam, 17 November 2023

Regarding: Treatment of Dutch Uber-drivers

Dear Mr. Khosrowshahi,

This letter will be handed to you by Mr. Brahim Ben Ali, a French driver representative, or hand delivered to your address in case you decline an encounter with him.

We support Mr. Ben Ali and the French drivers whom he represents in their request to lift the unjust blocking of their accounts. According to French law, they are a summary dismissal for which the legal procedures have not been followed. This is also the case for the British drivers who challenged their blocking in the Amsterdam Court of Appeals.

Dutch Uber drivers also get de-activated unlawfully and punished in other ways (because they take part in Union actions, for example). This is, of course, unacceptable; FNV will continue to address these matters with Uber and, if needed, take them to court. However, it would be preferable if you took responsibility and address these issues with Uber Netherlands. This shouldn't be how a large multinational company treats its drivers; this shouldn't be part of your public image, or should it be?

Providing a decent and stable income is essential to be a decent employer. This means Uber should at least adhere to the Dutch CLA for Taxi Drivers, but preferably pay a minimum wage of €16 after deducting all car-related and other operational costs that should be paid for by Uber. At the moment, Uber suggests high hourly rates to drivers, but after deduction of all costs and service fees, they earn less than a CLA wage and sometimes even less than the legal minimum wage. This is unacceptable.

Finally, the drivers would like to be treated as full-fledged interlocutors. Meaning polite and respectful communication. At the very least, this means a normal phone number where drivers can ask questions and receive decent answers from a real human being. Right now, they have to communicate by chatting on the app while driving. Only to receive automatically generated, useless FAQ answers. It usually takes a week—if Uber is even inclined to respond - before a driver gets to speak to a service employee. This will truly not do.

In short, Mr. Khosrowshahi, the reasonable demands of Dutch Uber drivers are:

- Stop the one-sided and unlawful (temporary) de-activation or other punishment of drivers.
- Pay a decent wage, in line with the Dutch Taxi-CLA, but preferably €16 per hour after costs.
- Respect, starting with a directly accessible means of contact, a normal phone number where drivers get their questions answered by a normal human being.

We look forward to your response on this letter and our demands.

Yours sincerely,

On behalf of the Dutch Uber drivers
FNV, Union for Gig Workers
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