



April 2, 2020

Jodie Auster
General Manager, ANZ, Uber Eats
Level 30, 580 George Street,
Sydney NSW 2000

Re: Urgent Coronavirus Demands of Food Delivery Workers

Dear Ms Auster,

We write to you in order to request that Uber Eats urgently acts to support and protect its food delivery workers and the wider public during the COVID-19 pandemic.

Food delivery workers are providing a vital service during the virus pandemic. Tens of thousands of workers are delivering meals to people isolated in their homes from restaurants that would otherwise be forced to close. This work is obviously not without risks.

Despite the importance of this contribution, Uber Eats food delivery workers are being provided little-to-no support.

Workers still do not have access to workers' compensation or sick leave if they contract the virus or need to self-isolate. There is no guarantee regarding the payment Uber has agreed to pay to delivery workers in this situation. We know of workers who have tried to access the scheme and have been paid very little or rejected outright.

Food delivery workers continue to earn below minimum wage, and many are living below the poverty line. Recently announced Government support provisions are failing many food delivery workers, most of whom are on temporary student and working-holiday visas and are as a result, unable to access financial and medical safety nets.

Food delivery workers are also not being provided basic safety equipment like masks and sanitisers or the ability to minimise the risks of contracting or spreading the virus during deliveries.

These issues are of utmost importance to the health of riders and drivers and the public. Workers must be able to take time off if they are unwell and not lose their income entirely.

Transport Workers' Union of Australia

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National Secretary
Michael Kaine

They must be able to minimise the risk of contracting and spreading the virus through the use of personal protective equipment.

The TWU and the Delivery Riders Alliance has in recent days consulted delivery workers across the industry and puts to you the following demands for your urgent consideration (see attached). We ask that you respect the contributions and lives of delivery workers in this time by urgently acting on these demands.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Michael Kaine', is positioned below the 'Yours sincerely,' text.

Michael Kaine
National Secretary | Transport Workers Union