

An update on coronavirus and Uber Eats

1 message

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Uber Eats

Given the concern about coronavirus (COVID-19), we want to give you an update on the steps Uber Eats is taking, working closely with public health authorities around the world.

We have a dedicated global team of Uber operations, security and safety executives, guided by the advice of a consulting public health expert, working to respond as needed in each market where we operate. We remain in close contact with local public health organizations and will continue to follow their recommendations.

Across Uber Eats:

- On Friday, February 28, we began sending information to delivery people across the globe with tips, based on Public Health Organization guidance, on how to help stay healthy.
- We have contracted directly with an epidemiologist who is guiding our efforts and strategy with Public Health Organizations globally, removing access to the app when there are confirmed cases of coronavirus.
- We have worked directly with local health authorities to help them identify and respond to specific cases of potential infection in several markets around the world.
- We have begun educating eaters and delivery people on the ability to reduce contact with “leave at door” drop off.

Current advice from public health authorities suggests that COVID-19 is not transmittable via food, and while you know best how to run operations and keep your employees and customers safe, we encourage you to follow best practices on food safety and packaging, and to review the [Uber Eats community guidelines](#). Specifically, we advise:

- Ensuring the proper sanitation of surfaces, food handlers, and food preparation environments.
- Ensuring all food is properly sealed in tamper-evident packaging.
- Ensuring that any locations where delivery people wait for orders are separate from any food prep areas.
- Contacting your local public health authority in the event of suspected coronavirus cases.

As this is a rapidly evolving situation, our response will be reevaluated on a regular basis, and we are committed to providing the most up-to-date guidance to the independent delivery people who use Uber to support our restaurant partners.

For questions about operations in your region, please contact your local public health authority.