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Auditor Training (Pt 1)

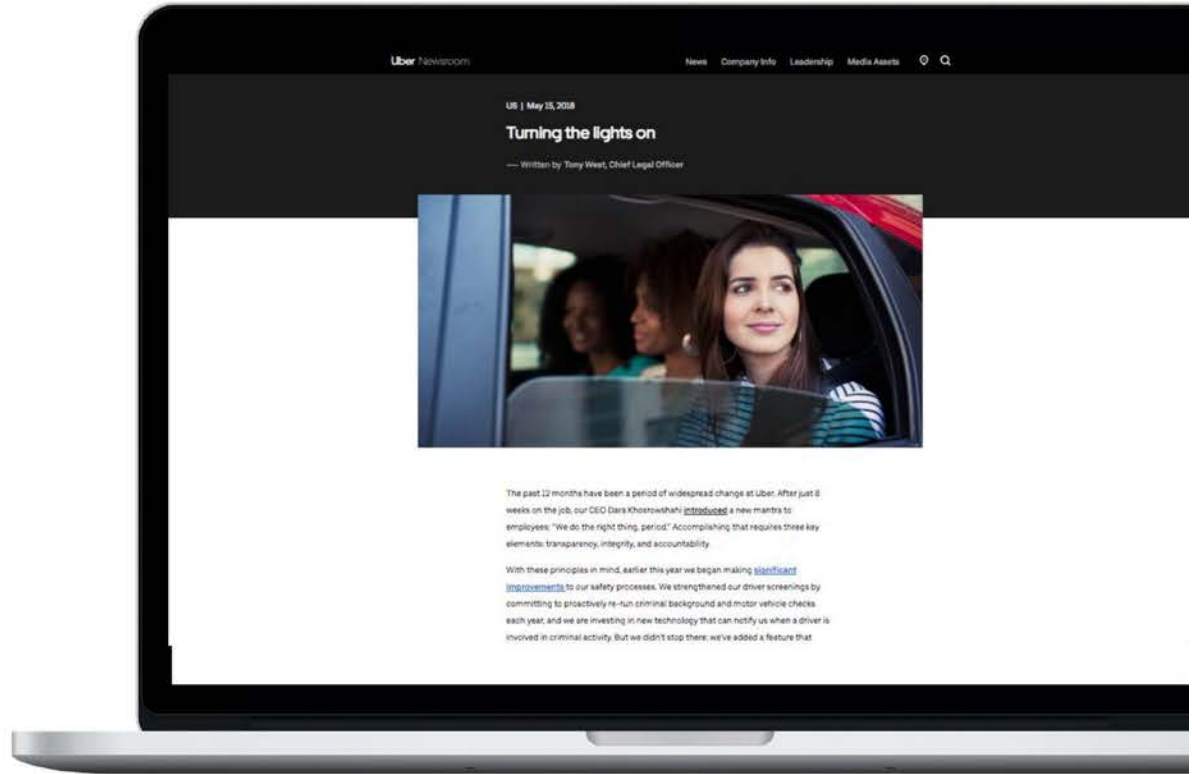
Policies, procedures, and manuals used by the specialized auditor team

- 01** Taxonomy Training
- 02** Defining Uber-related
- 03** Audit Tool Training
- 04** Wellness

01 Taxonomy Training

Learning Objective

By the end of this training, learners will be able to correctly categorize reports according to Project T requirements.



Consent: What it is and isn't

Consent: What it is and isn't

Consent means granting permission for something to happen or agreeing to do something. People often think consent is only important when it comes to sex. Really, consent is about always choosing to respect personal boundaries.

When something is consensual, whether it's a hug or sex, it means everyone involved has agreed to what they are doing and has given their permission. Nonconsensual sexual behavior, or sex without someone's agreement or permission, is sexual assault. Some important things to know about consent:

Consent: What it is and isn't

Only yes means yes. Consent is not the absence of a no. It is the presence of a clear, affirmative, expression of interest, desire, and wants. The exchange of consent involves all parties. Each person sets their boundaries or shares their desires. Consent is respectful, mutual decision-making.

Drugs and alcohol impact decision-making and blur consent. When drugs and alcohol are involved, clear consent cannot be obtained. An intoxicated person cannot give consent.

Consent needs to be clear. Consent is more than not hearing the word "no." A partner saying nothing is not the same as a partner saying "yes." Don't rely on body language, past sexual interactions, or any other nonverbal cues. Never assume you have consent. Always be sure you have consent by asking.

Consent is specific. Just because someone consents to one set of actions and activities does not mean consent has been given for other sexual acts. Similarly, if a partner has given consent to sexual activity in the past, this does not apply to current or future interactions. Consent can initially be given and later be withdrawn.

Understanding Taxonomy

Activity

Think, pair, share

What is taxonomy and why is it important for our transparency report?

Pro tip. First, think through as many scenarios as you can on your own. After 2-3 minutes of reflection, compare notes with a neighbor.

After about 10 minutes, we'll discuss as a class.



Sexual Assault

Physical contact that is reported to be sexual in nature and without the consent of the user.

What is a sexual body part?

Sexual body parts are defined as the mouth, female* breasts, buttocks, groin area or genitalia. The phrase "between the legs" is considered to reference a sexual body part. All other body parts are characterized as non-sexual.

*Based on stated or inferred sex, not gender

What is sexual in nature?

When a Non-Sexual Body Part is involved, either of the following provides context for the 'sexual nature' of the contact / attempted contact:

- Sexual Misconduct of any type
- Reporter's explicit perception that the contact was either flirtatious, romantic, or sexual

Sexual Assault

Non-consensual Sexual Penetration

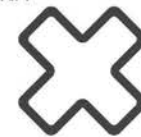
Without explicit consent from a user, someone penetrated, no matter how slight, the vagina or anus of a user with any body part or object. This includes penetration of the user's mouth with a sexual organ or sexual body part. This excludes kissing with tongue.

Non-Consensual Kissing: Sexual Body Part

Without consent from the user, someone kissed or forced a kiss on the mouth, female* breasts, buttocks, groin area or genitalia. The phrase “between the legs” is considered to reference a sexual body part. All other body parts are characterized as non-sexual.

*Based on stated or inferred sex, not gender

Note Non-consensual oral sex should be classified as Non-Consensual Sexual Penetration. This category is narrowly defined and does not include oral contact or attempted oral contact with genitalia.



Sexual Assault

Non-Consensual Touching Sexual Body Part

Without explicit consent from the user, someone touched or forced a touch on any sexual body part of the user.

Note Sexual body parts are defined as the mouth, female* breasts, buttocks, groin area or genitalia. The phrase "between the legs" is considered to reference a sexual body part. All other body parts are characterized as non-sexual.

*Based on stated or inferred sex, not gender

Attempted Non-consensual Sexual Penetration

Without explicit consent from a user, someone attempted to penetrate the vagina or anus of a user with any body part or object. Any attempted removal of another person's clothing to attempt to access a Sexual Body Part will be classified as 'Attempted Non-Consensual Sexual Penetration'. This also includes attempted penetration of the user's mouth with a sexual organ or sexual body part, however, excludes kissing with tongue or attempts to kiss with tongue.



Sexual Assault

Non-Consensual Kissing: Non-Sexual Body Part

Without consent from the user, someone kissed, licked, or bit or forced a kiss, lick, or bite on any non-sexual body part (hand, leg, thigh) of the user.

Note Sexual body parts are defined as the mouth, female* breasts, buttocks, groin area or genitalia. The phrase "between the legs" is considered to reference a sexual body part. All other body parts are characterized as non-sexual.

*Based on stated or inferred sex, not gender

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*Based on stated or inferred sex, not gender



Sexual Assault

Attempted Kissing Sexual Body Part

Someone attempted to kiss, lick, or bite but did not come into contact with, the mouth, female* breasts, buttocks, groin area or genitalia. The phrase “between the legs” is considered to reference a sexual body part. All other body parts are characterized as non-sexual.

Note Non-consensual oral sex should be classified as Non-Consensual Sexual Penetration. This category is narrowly defined and does not include oral contact or attempted oral contact with genitalia

Attempted Touching Sexual Body Part

Someone attempted to touch, but did not come into contact with, any sexual body part of the user and the user perceived the attempt to be sexual.

Note Sexual body parts are defined as the mouth, female* breasts, buttocks, groin area or genitalia. The phrase "between the legs" is considered to reference a sexual body part. All other body parts are characterized as non-sexual.

*Based on stated or inferred sex, not gender



Sexual Assault

Attempted Kissing Non-Sexual Body Part

Someone attempted to kiss, lick, or bite but did not come into contact with, any non-sexual body part (hand, leg, thigh) of the user and the user perceived the attempt to be sexual.

Note When a Non-Sexual Body Part is involved, either of the following provides context for the 'sexual nature' of the contact / attempted contact:

- Sexual Misconduct of any type
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- Sexual Misconduct of any type
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Sexual Assault

Insufficient Information

A vague ticket is defined as a ticket that is submitted without enough detail to get to the secondary category in Bliss.



Activity

Think, pair, share

What does it mean to attempt something?

Pro tip. First, think through as many scenarios as you can on your own. After 2-3 minutes of reflection, compare notes with a neighbor.

After about 10 minutes, we'll discuss as a class.



Sexual Misconduct

Non Physical Conduct (Verbal or Staring) of a sexual nature that is without consent, or has the effect of threatening or intimidating a user against whom such conduct is directed. This includes explicit or non explicit verbal comments (or non verbal non physical) such as flirting, personal comments on appearance, inquiries on relationship status.

Note: Any sexual conduct that involves physical contact is upgraded to Sexual Assault.

Sexual Misconduct

Verbal Threat of Sexual Assault

Someone directed verbal explicit / direct threats of sexual violence at a user.

Masturbation / Indecent Exposure

Someone has exposed breast, buttock, or genitals and / or is engaging in masturbation or sexual acts requiring exposed breast, buttock, or genitals in presence of a user. This excludes public urination where no breast, buttock, or genitals was viewed. This also excludes kissing, hand holding, or other signs of affection with no exposed breast, buttock, or genitals.

Specifically, this includes users who

- Engage in masturbation;
- Expose their breast, buttock, or genitals;
- Engage in sexual acts requiring exposed breast, buttock, or genitals; or
- Engage in conduct that to an ordinary observer would appear masturbation or sexual acts requiring exposed breast, buttock, or genitals;



Sexual Misconduct

Soliciting Sexual Act

Someone either directly asks for a kiss, displays of nudity, sex, or contact with a sexual body part (breast, buttock, genitals). This could be a direct solicitation or a solicitation in exchange for money or favors.

Note:

This would include the following

- Innuendos that could refer to a sexual act - e.g. "I'd love to come over" "I'd love to take you home," "Would you like to join me inside"
- Requests or solicitations to display nudity or masturbate
- One user asking the other if it is "okay to have sex" with a co-rider in the car, as it implies nudity

This would NOT include:

- Any reference of asking a rider out for a date or a specific romantic or non romantic activity – for example, "I'd love to take you out for dinner". This would be **Sexual Misconduct > Flirting**
- Getting phone number only. This would be classified as **Sexual Misconduct > Asking Personal Questions**



Sexual Misconduct

Indecent Photography / Videography Without Consent

Someone has taken, without consent, an inappropriate photograph of a user's sexual body part (e.g. down shirt, up skirt, etc.).

Displaying Indecent Material

Indecent material, including pornography or other sexual images, was seen by the user.

Comments or Gestures - Explicit Comments

Someone described or represented sexual activity or body parts in a graphic fashion.



Sexual Misconduct

Comments or Gestures - Explicit Gestures

Someone made sexually suggestive gestures at the user.

Comments or Gestures > Flirting

Someone makes verbally suggestive comments to the user about engaging in romantic or non-romantic activities. This also includes non-verbal, suggestive flirting, including becoming physically close to a person in a way the user felt was sexual or flirtatious way.

Comments or Gestures > Comments About Appearance

Someone makes uncomfortable comments on the user's appearance. This includes both disparaging or complimentary comments.



Sexual Misconduct

Comments or Gestures > Asking Personal Questions

Someone asks specific, probing, and personal questions of the user. This would include questions about the user's personal life, home address, contact information (e.g. phone, email, social media), romantic or sexual preferences.

Staring or Leering

Someone gazes at a user in an unpleasant, uncomfortable, prolonged, or sexual manner. Staring or leering is constant and unwavering. This includes viewing both sexual and non-sexual body parts.



Sexual Misconduct

Insufficient Information

A vague ticket is defined as a ticket that is submitted without enough detail to get to the secondary category in Bliss.



Activity

Issue Type Practice

What would the primary issue type be?

How many secondary category types are present?

According to the prioritization scheme, which would you select?



Inappropriate Post-Trip Contact / Media Upload

Post trip or delivery completion or cancellation, one party attempts to contact another party or uploads media contact to the internet (live-streaming or otherwise) against a reporter's will for non legitimate reason

Inappropriate Post-Trip Contact / Media Upload

Physical Stalking

Individuals are classified as stalking someone if the reporting party experienced at least one of the following behaviors from the accused party:

- Following or spying on the reporting party/ turning up at reporting party's home or place or work twice or more without a legitimate reason
- Showing up at the reporting party's home or place of work once without a legitimate reason AND initiated contact at least once using non physical mode (E.g. electronic communication, social media letters to address, leaving post-it on door)

Note:

- There should be a pattern of behavior which could be precluded by unwanted electronic communication
- "Leaving Gifts" is considered non physical mode of initiating contact



Inappropriate Post-Trip Contact / Media Upload

Post-Trip Text Messages/ Phone Calls/ Communication

Report when one user attempts to contact other user after the completion of a trip via electronic media — Phone calls, text, sms, social media (Facebook, Instagram, Snapchat, WhatsApp, etc.) — for non-legitimate reason. This would also include sending unwanted gifts, or leaving notes at person's home or place of work.

Note: This includes showing up at a user's home or place of work 1 time.

Live-Streaming/ Non-Consensual Media Upload

Cases of nonsexual media upload or live streaming to public forums without the consent of a user (rider, driver, eater, delivery partner)



Activity

Issue Type Practice

How would you describe Phoebe's movement?

What else would we need to know to determine whether or not this is stalking?



Vehicle Crash or Claim

Driver or Delivery Partner's vehicle (or self) collided / crashed with any other vehicle, pedestrian, living being or object. This category also includes non collision incidents that would result in an auto claim or request for compensation (E.g. Property Damage).

The following definitions are based on NHTSA and are applicable across sub definitions in these categories—

Motor Vehicle: A motor vehicle is any motorized (mechanically or electrically powered) road vehicle not operated on rails. This includes any car, scooter, electric bicycle

Pedalcycle: Any non-motorized road vehicle propelled by pedaling. This includes bicycle, tricycle, unicycle, pedal car

Pedestrian:

- Person on foot.
- Person walking, running, jogging, hiking, sitting or lying within the traffic-way or on private property, etc.
- Persons in buildings
- Person on personal conveyance (skateboards, wheelchairs, baby carriages, segways used for personal mobility)

Vehicle Crash or Auto Claim

Motor Vehicle Crash with a Pedestrian or Pedalcycle

Driver or Delivery Partner's Motor Vehicle involved in a crash with one or more pedal cycles and/or one or more pedestrians

Motor Vehicle Crash with One or More Motor Vehicles

Driver or Delivery Partner's Motor Vehicle involved in a crash with one or more Motor Vehicles while driver/delivery partner's vehicle was in motion, or at stop sign / traffic light or while driver was entering or exiting the motor vehicle. Note: This category excludes Rider causing crash due to opening doors

Motor Vehicle Crash with Animal or Non Vehicle Object

Driver or Delivery Partner's motor vehicle involved in a crash with animal / type of plant / inanimate object/ stationary object (building / wall / curb / sign) while DP's motor vehicle was in motion. Note: Any crash involving any type of vehicle or human will not qualify here. This category also excludes rider causing crash due to opening doors



Vehicle Crash or Auto Claim

Courier Pedestrian or Pedalcycle Crash

Courier who is a Pedestrian or operating a Pedalcycle involved in crash

JUMP Bike Crash

JUMP bike involved in crash with motor vehicle, pedestrian, pedalcycle. Any claim involving user of JUMP falls here

Injury or Property Damage while Rider Entering, Exiting, or Inside Vehicle

Injury or Property Damage occurred when rider was entering, leaving or in the vehicle due to non crash reasons.

This includes:

- 1) Injury occurs while a rider entered or exited vehicle that was not in motion. This would include "Doorings" (e.g. a bicyclist struck by a rider's open door while the rider was entering / exiting the vehicle)
- 2) Injury to a rider when a rider was inside a motor vehicle due to non crash reasons (e.g. Rider bumped head on a car's ceiling when car went over speed bump)
- 3) Rider's personal property damaged (e.g. rider's dry cleaning damaged)



Vehicle Crash or Auto Claim

Property Damage to Vehicle Not involving Rider

Non-crash (Non Collision) claims involving damage to the driver's vehicle.

This includes:

- Glass breakage due to non crash reason (rocks, tree branches falling on vehicle)
- Flat tire or other disablement of vehicles
- Damage from driving through water
- Weather-related damage to vehicles
- Damage to driver's vehicle caused by a third-party (e.g. taxi kicking/punching the car)

Note: This category excludes damage caused due to a vehicle crash.

Fatality

Death of any User (Rider, Driver, Delivery Partner, Eater, etc) or third party human being. This does not include fatality of third party animal or any animal transported in vehicle



Vehicle Crash or Auto Claim

Life Altering Injuries Alleged

Permanent mental or physical handicap including:

- Loss of limb/ amputation/ dismemberment
- Loss or impairment of senses eyesight, hearing, speech
- Severe burn or scarring - Loss of movement (paralysis)
- Miscarriage
- Traumatic Brain Injury and/or Coma

Hospitalization/ Ambulance

User or third party taken to hospital or/and transported via ambulance regardless of nature of injury.

This does not include:

- Ambulance called or/and dispatched, but no medical services were rendered to any participant in a crash or incident
- Only a Doctor's visit



Vehicle Crash or Auto Claim

Minor/ Moderate Injury

Any injury where the injured did not involve a visit to a hospital or use an ambulance.

This could refer to:

- Sprains and strains
- Wound infections
- Minor burns, cuts, bruises and scalds
- Minor head injuries

No Injury

No physical injury was reported by either party at the time of incident resolution



Activity

Was there an accident?

According to our safety Taxonomy, how many safety incidents do you count in this video?

How would you categorize this using our prioritization scheme?



Theft or Robbery

User or third party takes another user's property without permission or legal right, and has no intention of returning it / return only due to ransom.

Theft or Robbery

Weapon Involved

Usage of an object that is designed primarily to injure or kill.

This includes firearms, swords, club, grenades, daggers, bludgeon, razor blade fitted to a handle, knives, or tasers

Non Weapon Object

Usage of any object that is not classified as weapon was used to inflict injury/bodily harm

No Weapon Involved

Theft or Robbery where no weapon or object was used.



Theft or Robbery

Fatality

**Life Altering Injuries
Alleged**

**Hospitalization/
Ambulance**

**Minor/ Moderate
Injury**

No Injury

Tertiary injury definitions the same as Vehicle Crash or Auto Claim



Theft or Robbery

Vehicle Stolen

At time of report, vehicle was taken from driver

Driver Phone Stolen

At time of report, phone was taken from driver



05

Physical Altercation

Physical contact (or contact using weapons) between users or/and third party that is reported to be malicious or aggressive behavior. This excludes contact that is sexual in nature.

Note: This requires reporting party to report that behavior was violent / had intent to harm.

Physical Altercation

Weapon Involved

Usage of an object that is designed primarily to injure or kill.

This includes firearms, swords, club, grenades, daggers, bludgeon, razor blade fitted to a handle, knives, or tasers

Non Weapon Object Involved

Usage of any object that is not classified as weapon was used to inflict injury/bodily harm

No Weapon Involved

Unwanted physical contact with the intent to be malicious occurred, however no object was used to induce physical harm

Spitting on Person

Saliva ejected from mouth of user and made physical contact onto another user / third party, due to anger or contempt.

Note: This subcategory requires saliva contacts with the other user, and excludes situations where saliva was not in contact with the user



Physical Altercation

- Fatality
- Life Altering Injuries Alleged
- Hospitalization/ Ambulance
- Minor/ Moderate Injury
- No Injury

Tertiary injury definitions the same as Vehicle Crash or Auto Claim



Physical Altercation

Dispute over Cash

Cause of dispute was due to cash amount tendered

This could be due to result of UFP fallback, tolls/parkings, arrears, and cash solicitation in case of non-cash bounce trips

Dispute over Route

Cause of dispute was primarily due to route taken

Taxi-Related

Cause of dispute was due to taxi related individual or entities



Activity

Issue Type Practice

What would the primary issue type be?

Was a weapon used?

What, if any, injuries should we report?

What would the final taxonomy be?



02 Uber-Related Training

Key Concept: Uber-Related Incident

Uber-related

A report is defined as NOT Uber-related if the report is not related in connection with the app or the report has been falsified or rescinded by the reporting party, account holder, or account holder's guest.

Incidents after 48 hours

Safety incidents taking place 2+ days after the Uber paired trip.

The follow slides outline the concept which auditors were trained on.

Uber-related

Incidents need to meet one of the following criteria to be **Uber-related**:

1. The incident involved a driver while the driver was logged in to their Uber account and online (e.g. en route to pick-up, or on a trip)
2. The incident involved a rider or rider's guest while on an Uber trip.
3. The incident involved any combination of driver, rider, or rider's guest subsequent to their being matched on a trip (e.g. in a hotel room after trip ends)

If an incident is not **Uber-related**, we will respond to the report appropriately, but the incident should not be counted for safety data counting purposes.

Example: Some Reported Incidents May Not Be Relevant

Ticket Summary

Initial Report:

Rider's guest claims driver touched her inappropriately

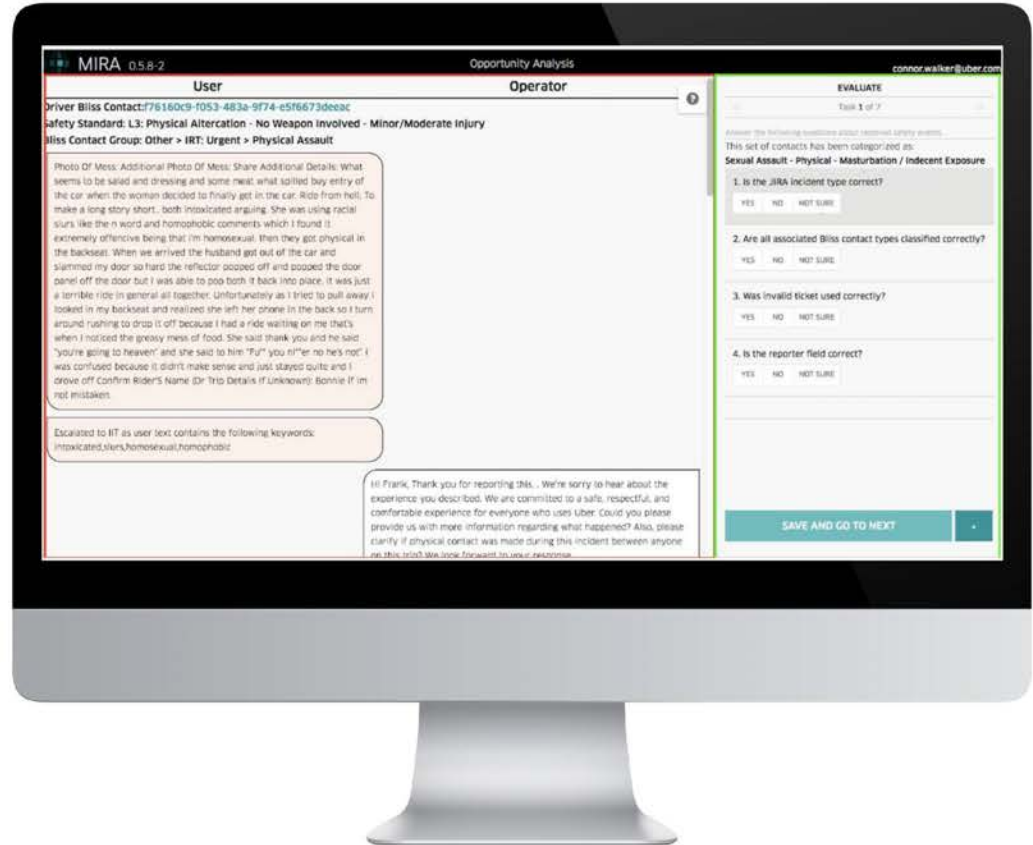
Follow Up from Reporting Party:

"Hello. I think there has been a mistake. If the complaint was made against [the driver] from early Friday morning it is false. My roommate had my phone and the incident took place in my LYFT ride. And I think she mistakenly wrote the feedback in my previous uber ride. [The driver] did nothing wrong. Please do not reprimand him. I was unaware of what happened until I went through my emails and talked to my roommate. She said she must have paid less attention because she was so upset after her incident with Lyft."

03 Audit Tool Training

Mira

- Contains the content of the user report and links to the case file
- Contains the review questions. Once all required questions are answered, the 'Save and Go to Next' button can be clicked



**Mira KB
Article**

From the Mira KB Article:

Mira Tool

Created by

Overview

Mira is the name of our special project auditing review tool.

The screenshot displays the Mira tool interface for a review. At the top, it shows 'MIRA 0.6.1.2' and 'Project C'. The interface is divided into two main sections: 'User' and 'Operator'. The 'User' section contains a 'Rider Bliss Contact' and a 'Safety Standard' (L2: Sexual Misconduct - Comments or Gestures - Flirting). The 'Operator' section contains a 'Miss Contact Group' (Rider > IRT: Incidents > Sexual Misconduct > Comments or Gestures - Flirting) and a '1' in a yellow box. Below the 'User' section, there are two text boxes: one with a question about driver behavior and another with a note about keywords. A '3' in a yellow box is positioned to the right of these boxes. Below the 'Operator' section, there is a text box with a note about the review process and a '4' in a yellow box. On the right side, there is an 'EVALUATE' panel with a 'Task 8 of 10' and a question: '1. What is the correct Category Type based on the one taxonomy?'. Below the question are three radio button options: 'INAPPROPRIATE ADVERTISING CONDUCT', 'SEXUAL MISCONDUCT', and 'SEXUAL ABUSE'. The 'SEXUAL MISCONDUCT' option is selected. Below the options is a 'View Of The Abuse' section with a 'NOT SURE' button.

CONFIDENTIAL

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From the Mira KB Article (cont'd)

Mira legend

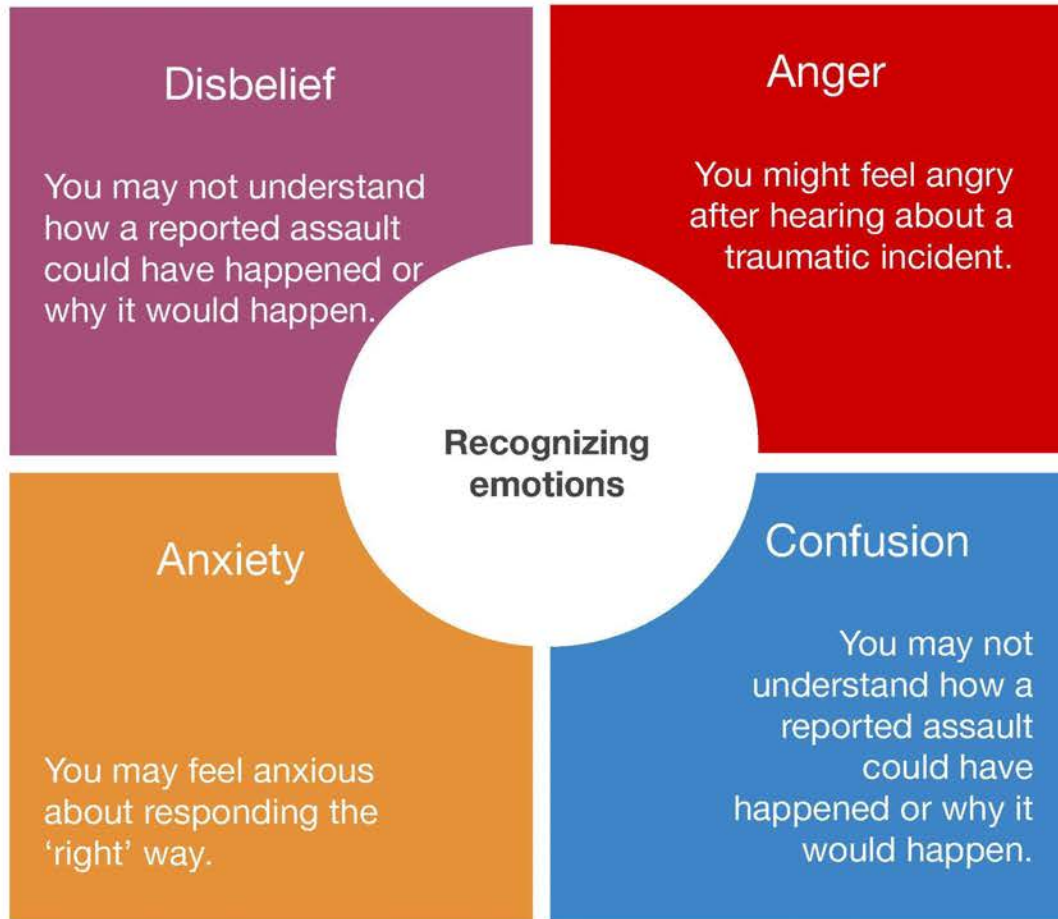
The live Mira tool can be accessed [HERE](#)

1. This section contains a link to the support contact submitted by the reporting party and the categorization selected by the support agent
 - a. If there is not enough information available in Mira and you need to access the case file, see the Accessing JIRA from Bliss section below
2. The colored bubbled to the left are messages sent by the user
 - a. Blue bubbles indicate Rider reports
 - b. Red bubbles indicate Driver reports
3. The white bubbles the the right are messages sent by the support agent
 - a. Yellow bubbles indicate internal notes not viewable by the customer
4. The right panel is where the audit questions will be completed. Also tracks audit job completion (i.e. Task 2/15, etc.)
5. After all required audit questions are submitted, click SAVE AND GO TO NEXT

 We have a practice audit queue, known as **Staging** Project T and the audit questions.

Use this queue to familiarize yourself with

03 Wellness





Maintain your lifestyle. Continue to do what you enjoy and keep a positive work-life balance.

Talking is OK. If you are experiencing challenges processing details of a sensitive conversation, resources are available.

Take time to relax. Set aside time to relax or meditate in whatever way works best for you.

"Every day, our technology puts millions of people together in cars in cities around the world. Helping keep people safe is a huge responsibility, and one we do not take lightly. That's why as CEO, I'm committed to putting safety at the core of everything we do."

DARA KHOSROWSHAHI, UBER CEO

The Uber logo, consisting of the word "Uber" in a bold, black, sans-serif font.