

Document Produced in Native

Trial Exhibit No.

03976

1 FEMALE: Let's talk about how our actions are not always
2 understood the way we hope. A joke that was only supposed to make
3 someone laugh might actually be seen as hurtful, while a question meant
4 to start a friendly conversation might actually be seen by some as
5 intrusive or even rude.

6 MALE: I have a great example of that. Personally, I don't like
7 when riders ask, "Hey, do you live around here?" I get that it's
8 probably just friendly conversation, but I like to keep where I live
9 private.

10 FEMALE: The same is true for many of our riders. When they get in
11 without even thinking, you might ask them if they're on their way home.
12 To you, it's an innocent question, but it could make your rider feel
13 like you're asking them to reveal personal information. Uber's heard
14 from riders that this actually makes many of them uncomfortable,
15 because they worry that if they answer yes, the drivers will know where
16 they live. It doesn't necessarily mean that they don't trust their
17 driver, just that they don't want to reveal personal information to
18 someone they just met.

19 MALE: What seems like friendly conversation to one person can
20 cross a line with someone else.

21 FEMALE: People also respond differently to different situations.
22 For instance, some people feel more nervous at night, and others more
23 anxious in a crowd or a tight space like a car. To take it a step
24 further, think about the conversations you have with family members.
25 They're probably very different from the conversations you would have

1 with a stranger. What might feel totally fine in one situation can make
2 us feel extremely uncomfortable in another.

3 MALE: Now imagine someone is already nervous when they get into
4 your car. Anything causing additional discomfort, like being asked a
5 question that feels too personal, can make them feel unsafe.

6 FEMALE: Uber has community guidelines that outline behaviors and
7 conversations to steer clear of, such as aggressive or harassing
8 behavior, comments on someone's appearance, perceived gender identity,
9 or their sexual orientation, personal questions unrelated to the ride,
10 and discussions about your own sex life or anyone else's.

11 MALE: Those are some good general guidelines, but let's talk
12 about some more specific examples of conversations that can make both
13 riders and drivers feel uncomfortable. These are the kind of
14 conversations we all know should be avoided.

15 FEMALE: One I get is, "Are you going home to your husband?"

16 MALE: Something like that is very personal, and it also assumes
17 sexual orientation.

18 FEMALE: Sometimes they'll comment on my appearance. Now don't get
19 me wrong, I put thought into how I look, but I don't want to talk about
20 it with someone I just met.

21 MALE: Then there's, "Hey, can I find you on social media?"

22 FEMALE: This is out of bounds. Contact with a rider should end
23 when the ride is over.

24 MALE: What about politics or religion?

25 FEMALE: I don't even like talking to my family about that.

1 MALE: Even if you feel you'd be comfortable answering these types
2 of questions, consider this, would you want your loved ones to have to
3 answer them?

4 FEMALE: Questions that ask for someone's personal information can
5 feel invasive, and riders may not understand the motives behind them,
6 even if the questions are meant to be harmless. That's why it's
7 important to stick to general topics that are less likely to be
8 misinterpreted or make someone feel uncomfortable.

9 MALE: I like to ask how someone's day is going, to see if they're
10 even interested in conversation. After all, some people like to talk,
11 some don't.

12 FEMALE: I like talking about the weather. It may be a cliché, but
13 whether it's good or bad, the weather is always something you could
14 talk about.

15 MALE: In my experience, people usually love talking about their
16 favorite music or movie, so that's another good topic you could try.

17 FEMALE: The bottom line is that we can't control how people
18 react, but we can control how we show up.

19 MALE: If you're unsure how someone might respond to a particular
20 question or comment, it's best not to say it at all.

21 FEMALE: And if a rider says something to us that makes us
22 uncomfortable, even if we think they didn't mean it, we can report it
23 to Uber by selecting Help in the app. Uber will review reports when you
24 feel uncomfortable or unsafe and will take appropriate steps. These
25 include sending educational videos developed by RAINN, waitlisting the

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

user's account while the report is reviewed, or deactivating the user's account.

1 I hereby certify that the foregoing is, to the best of my
2 knowledge and belief, a true and accurate transcription from English to
3 English.

4
5 Anders Nelson

6 Anders Nelson (Dec 19, 2025 12:45:38 EST)

7 Anders Nelson

8 Project Manager

9 TransPerfect Legal Solutions

10
11
12 December 19, 2025