

Appendices

Summary Table of Appendices

Appendix	Date	Address	Inspection type
1	19/11/2013	Aldgate Tower	Pre-Licensing
2	17/02/2014	Old Marylebone Road	Variation
3	24/03/2014	Old Marylebone Road	Compliance
4	09/07/2014	Caledonian Road	Variation
5	28/04/2015	Caledonian Road	Compliance
6	12/08/2015	Aldgate Tower	Variation
7	27/04/2016	Aldgate Tower	Compliance
8	11/08/2016	Aldgate Tower	Compliance
9	06/10/2016	Aldgate Tower	Variation
10	04/04/2017	Aldgate Tower	Compliance

Appendix 1		
Date	Address	Type
19/11/2013	Aldgate Tower	Pre-Licensing

7979, Start: 31/05/2012, Status: Active

New Options Operating Centres Compliance Activity Licence Conditions Operator Roles Licence A Licence B Actions

7979, Start: 31/05/2012

Operating Centres Activity...

3rd Floor, Room 316, 83, Baker Street, London, W1U 6AG

Uber London Ltd, 2nd Floor, Winchester House, 259 - 269 Old Marylebone Road, London, NW1 3RA

First Floor, Focus Point, 21 Caledonian Road, London, N1 9GB

1st Floor, Aldgate Tower, Whitechapel High Street, E1 8DX

2nd Floor, Aldgate Tower, 2 Leman Street, E1 8FA

Activity: Operator Compliance, Date Received: 27/02/2014, Status: Completed, Outcome: Cancelled

Activity: Operator Compliance, Date Received: 19/11/2013, Status: Completed, Outcome: Only Advisory

Operator Application/Licence

Organisation Name: Uber London Ltd

Operator Address: 1st Floor, Aldgate Tower, Whitechapel High Street, E1 8DX

Application

Application Number: 7979

Application Status: Approved

Date of Licence Application: 17/04/2012

Application Received Date: 17/04/2012

Licence

Licence Number: 7979

Licence Status: Active

Licence Start Date: 31/05/2012

Licence Expiry Date: 30/05/2017

Payments

Outstanding Balance: £0.00

Charge Statement: Operator add a centre: Paid
Operator remove a centre: Paid
Operator add and remove a centre: Paid
Operator remove a centre: Paid
Operator add a centre: Paid
Operator add and remove a centre: Paid
Operator add and remove a centre: Paid

Documents Options

Active Processes

Completed Processes

New Options Operating Centres Compliance Activity Licence Conditions Operator Roles Licence A Licence B Actions

7979, Start: 31/05/2012

7979, Start: 31/05/2012, Status: Active

Operator Application/Licence Details

Organisation Name: Uber London Ltd

Operator Address: 1st Floor, Aldgate Tower, Whitechapel High Street, E1 8DX

Application

Application Number: 7979

Application Status: Approved

Date of Licence Application: 17/04/2012

Application Received Date: 17/04/2012

Licence

Licence Number: 7979

Licence Status: Active

Licence Start Date: 31/05/2012

Licence Expiry Date: 30/05/2017

Licence Renewal Date:

Payments

Outstanding Balance: £0.00

Charge Statement: Operator add a centre: Paid
Operator remove a centre: Paid
Operator add and remove a centre: Paid
Operator remove a centre: Paid
Operator add a centre: Paid
Operator add and remove a centre: Paid
Operator add and remove a centre: Paid

Compliance Task Results

Activity Details

Activity Summary

Lead Officer: [Redacted]

Other Officers: [Redacted]

Start Date/Time: 19/11/2013 09:50:43

End Date/Time: 19/11/2013 09:51:33

Activity Type: Operator Compliance

Activity Subject: Operator Compliance

Outcome: Only Advisory Notice Given

Notes: rebooked

Activity Results

Supporting Images

Notes

No notes taken during activity.

Signatures

Scoring

Score: 0 Category: 1

Documents Options

Active Processes

Appendix 2		
Date	Address	Type
17-Feb-14	Old Marylebone Road	Variation

7979, Start: 31/05/12 3Rd Floor, Room 216, 83, Baker Street, London, W1U 6AG Uber London Ltd, 2Nd Floor, Winchester House, 259 - 269 Old Marylebone Road, London, NW1 5RA First Floor, Focus Point, 21 Caledonian Road, London, N1 9GB 1St Floor, Aldgate Tower, Whitechapel High Street, E1 8DX 2Nd Floor, Aldgate Tower, 2 Leman Street, E1 8FA		Activity Operator Compliance, Date Received: 27/04/2015, Status: Completed, Outcome: Compliant Activity Operator Compliance, Date Received: 27/04/2015, Status: Completed, Outcome: Compliant Activity Operator Compliance, Date Received: 25/03/2014, Status: Completed, Outcome: Only Advisory Notice Given Activity Operator Licence Variation, Date Received: 17/02/2014, Status: Completed, Outcome: Compliant																																								
Operator Application/Licence Organisation Name: Uber London Ltd Operator Address: 1St Floor, Aldgate Tower, Whitechapel High Street, E1 8DX																																										
Application Application Number: 7979 Application Status: Approved Date of Licence Application: 17/04/2012 Application Received Date: 17/04/2012																																										
Licence Licence Number: 7979 Licence Status: Active Licence Start Date: 31/05/2012 Licence Expiry Date: 30/05/2017																																										
Payments Outstanding Balance: £0.00 Charge Statement: Operator add a centre: Paid Operator remove a centre: Paid Operator add and remove a centre: Paid Operator remove a centre: Paid Operator add a centre: Paid Operator add and remove a centre: Paid Operator add and remove a centre: Paid																																										
Documents Options Active Processes Completed Processes Contact Links Links Notes	Activity Summary Lead Officer: [Redacted] Start Date/Time: 17/02/2014 15:10:40 End Date/Time: 17/02/2014 16:32:33 Activity Type: Operator Licence Variation Activity Subject: Operator Licence Variation Outcome: Compliant																																									
Activity Results Operator Checks <table border="1"> <tr><td>Trading without a licence</td><td></td></tr> <tr><td>Accepting bookings elsewhere</td><td></td></tr> <tr><td>Local authority contact</td><td>Compliant</td></tr> <tr><td>Applicant/representative identity verified</td><td>Compliant</td></tr> <tr><td>Applicant/representative present</td><td>Compliant</td></tr> <tr><td>No radio licence</td><td></td></tr> <tr><td>No VAT / proof of accounts</td><td>Compliant</td></tr> <tr><td>Operator licence invalid / not displayed</td><td>Compliant</td></tr> <tr><td>Lost property system</td><td>Compliant</td></tr> <tr><td>Complaints system</td><td>Compliant</td></tr> <tr><td>ELI invalid</td><td>Compliant</td></tr> <tr><td>PLI invalid</td><td>N/A</td></tr> <tr><td>Illegal activity</td><td></td></tr> <tr><td>Booking records</td><td></td></tr> <tr><td>Trading in incorrect capacity</td><td>Compliant</td></tr> <tr><td>Unlicensed vehicle/driver</td><td></td></tr> <tr><td>Trading names do not match</td><td>Compliant</td></tr> <tr><td>Person not identified</td><td>Compliant</td></tr> <tr><td>Trading illegally</td><td></td></tr> <tr><td>Trading</td><td></td></tr> </table>			Trading without a licence		Accepting bookings elsewhere		Local authority contact	Compliant	Applicant/representative identity verified	Compliant	Applicant/representative present	Compliant	No radio licence		No VAT / proof of accounts	Compliant	Operator licence invalid / not displayed	Compliant	Lost property system	Compliant	Complaints system	Compliant	ELI invalid	Compliant	PLI invalid	N/A	Illegal activity		Booking records		Trading in incorrect capacity	Compliant	Unlicensed vehicle/driver		Trading names do not match	Compliant	Person not identified	Compliant	Trading illegally		Trading	
Trading without a licence																																										
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Operator licence invalid / not displayed	Compliant																																									
Lost property system	Compliant																																									
Complaints system	Compliant																																									
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Person not identified	Compliant																																									
Trading illegally																																										
Trading																																										
History Update																																										
Supporting Images																																										
Notes No notes taken during activity.																																										
Signatures																																										

Appendix 3		
Date	Address	Type
24/03/2014	Old Marylebone Road	Compliance

4

Appendix 4

Date	Address	Type
09/07/2014	Caledonian Road	Variation

7979, Start: 31/05/201

7979, Start: 31/05/201

First Floor, Focus Point, 21 Caledonian Road, London, N1 9GB

1st Floor, Aldgate Tower, Whitechapel High Street, E1 8DX

2nd Floor, Aldgate Tower, 1 Lemna Street E1 8FA

Operating Centres Activity:

3rd Floor, Room 316, 83, Baker Street, London, W1U 6AG

Uber London Ltd, 2nd Floor, Winchester House, 129 - 209 Old Marylebone Road, London, NW1 3RA

Activity: Operator Unannounced, Date Received: 30/04/2015, Status: Completed, Outcome: Minor Non-Compliance

Activity: Operator Licence Variation, Date Received: 11/07/2014, Status: Completed, Outcome: Compliant

Operator Application/Licence

Organisation Name: Uber London Ltd

Operator Address: 1st Floor, Aldgate Tower, Whitechapel High Street

Application

Application Number: 7979

Application Status: Approved

Date of Licence Application: 17/04/2012

Application Received Date: 17/04/2012

Licence

Licence Number: 7979

Licence Status: Active

Licence Start Date: 31/05/2012

Licence Expiry Date: 30/05/2017

Licence Renewal Date:

Payments

Outstanding Balance: £0.00

Charge Statement: Operator add a centre; Operator remove a cen; Operator add and remo centre: Paid; Operator remove a cen; Operator add a centre; Operator add and remo centre: Paid; Operator add and remo centre: Paid

Activity Summary

Lead Officer:

Start Date/Time: 09/07/2014 13:08:27

End Date/Time: 09/07/2014 13:19:18

Activity Type: Operator Licence Variation

Activity Subject: Operator Licence Variation

Outcome: Compliant

Notes: at systems in place.

Activity Results

Operator Checks

Applicant/representative identity verified	Compliant
Local authority correct	Compliant
Trading without a licence	Not Witnessed
Accepting bookings elsewhere	
Applicant/representative present	Compliant
No radio licence	
No VAT / proof of accounts	Compliant
Operator licence invalid / not displayed	
Lost property system	Compliant
Complaints system	Compliant
ELI invalid	Compliant
PIT invalid	N/A
Illegal activity	
Booking records	Compliant
Trading in incorrect capacity	
Unlicensed vehicle/driver	
Trading names do not match	Compliant
Person not identified	Not-Compliant
Trading illegally	
Trading	

[History](#) [Update](#)

Supporting Images

Notes

No notes taken during activity.

Signatures

Documents

Options

Active Processes

Completed Processes

Contact Links

Links

Notes

Appendix 5		
Date	Address	Type
28/04/2015	Caledonian Road	Compliance

7979, Start: 31/05/2012, Status

Operator Application/Licence Details

Organisation Name	Uber London Ltd
Operator Address	1St Floor, Aldgate To Whitechapel High Str

Application

Application Number	7979
Application Status	Approved
Date of Licence Application	17/04/2012
Application Received Date	17/04/2012

Licence

Licence Number	7979
Licence Status	Active
Licence Start Date	31/05/2012
Licence Expiry Date	30/05/2017
Licence Renewal Date	

Payments

Outstanding Balance	£0.00
Charge Statement	Operator add a centr Operator remove a c Operator add and rer centre: Paid Operator remove a c Operator add a centr Operator add and rer centre: Paid Operator add and rer centre: Paid

Documents

Options

Active Processes

Completed Processes

Contact Links

Links

Notes

Activity Details

Activity Summary

Lead Officer:

Other Officers:

Start Date/Time:

End Date/Time:

Activity Type:

Activity Subject:

Outcome:

Notes:

28/04/2015 10:12:45

29/04/2015 14:45:49

Operator Unannounced

Operator Unannounced

Minor Non-Compliances

driver file 2529 for VRM

YE59RMY to be submitted by

RE: Suspect H&R Insurance as an

RFA.

Cat 2.

Activity Results

Operator Checks

Driver Checks

Vehicle Checks

Impact on law and order	
Secure storage for records	
Registration certificate visible	
Sub-contractor is licensed	
Local authority correct	
Impact on local public transport	
Compatible premises	
Public access and Safety	
RC Manager identity verified	
RC Manager present	Compliant
Applicant/representative identity verified	
Applicant/representative present	Compliant
No radio licence	
No VAT / proof of accounts	Compliant
Operator licence invalid / not displayed	
Lost property system	Compliant
Complaints system	Compliant
ELI invalid	Compliant
PLI invalid	Compliant
Illegal activity	
Booking records	Compliant
Trading in incorrect capacity	
Unlicensed vehicle/driver	
Trading without a licence	
Accepting bookings elsewhere	

History Update

Supporting Images

Notes

No notes taken during activity.

Signatures

Scoring

Score: 6

Category: 2

Appendix 7		
Date	Address	Type
27/04/2016	Aldgate Tower	Compliance

new Options Operating Centres Compliance Activity Licence Conditions Operator Roles Licence A Licence B Actions

979, Start: 31/05/201

7979, Start: 31/05/2012, Status

Operator Application/Licence Details

Organisation Name

Uber London Ltd

Operator Address

1St Floor, Aldgate To

Whitechapel High Str

Application

Application Number

7979

Application Status

Approved

Date of Licence Application

17/04/2012

Application Received Date

17/04/2012

Licence

Licence Number

7979

Licence Status

Active

Licence Start Date

31/05/2012

Licence Expiry Date

30/05/2017

Licence Renewal Date

Payments

Outstanding Balance

£0.00

Charge Statement

Operator add a centr

Operator remove a c

Operator add and rer

centre: Paid

Operator remove a c

Operator add a centr

Operator add and rer

centre: Paid

Operator add and rer

centre: Paid

Documents

Options

Active Processes

Completed Processes

Contact Links

Links

Notes

Compliance Task Results

Activity Details

Activity Summary

Lead Officer:

Other Officers:

Start Date/Time:

27/04/2016 09:33:49

End Date/Time:

27/04/2016 15:53:50

Activity Type:

Operator Unannounced

Activity Subject:

Operator Unannounced

Outcome:

Compliant

Officer Rejections

Officer

Rejection (Date/Time)

Rejection Reason

Michael Cartwright

26/04/2016 12:55:46

Day off.

Perry Kissin

28/04/2016 07:13:11

annual leave

Abdul Numin

05/05/2016 10:25:04

error

Activity Results

Supporting Images

Notes

No notes taken during activity.

Signatures

Scoring

Score:

0

Category:

1

Appendix 8		
Date	Address	Type
11/08/2016	Aldgate Tower	Compliance

View Options Operating Centres Compliance Activity Licence Conditions Operator Roles Licence A Licence B Actions

7979, Start: 31/05/201

7979, Start: 31/05/2012, Status

Operator Application/Licence Details

Organisation Name: Uber London Ltd
Operator Address: 1St Floor, Aldgate To Whitechapel High Str

Application

Application Number: 7979
Application Status: Approved
Date of Licence Application: 17/04/2012
Application Received Date: 17/04/2012

Licence

Licence Number: 7979
Licence Status: Active
Licence Start Date: 31/05/2012
Licence Expiry Date: 30/05/2017
Licence Renewal Date:

Payments

Outstanding Balance: £0.00
Charge Statement: Operator add a centr
Operator remove a c
Operator add and rer
centre: Paid
Operator remove a c
Operator add a centr
Operator add and rer
centre: Paid
Operator add and rer
centre: Paid

Documents Options

Active Processes

Completed Processes

Contact Links

Links

Notes

Compliance Task Results

Activity Details

Activity Summary

Lead Officer: [REDACTED]
Start Date/Time: 11/08/2016 16:49:04
End Date/Time: 11/08/2016 18:37:43
Activity Type: Operator Unannounced
Activity Subject: Operator Unannounced
Outcome: Non Compliant
Notes: inspection carried out as a result of revoked drivers showing up on the operator driver/vehicle web upload. [REDACTED] has confirmed all drivers have worked since since July this year. He confirmed Uber run licence checker every day and all drivers checked once every 30 days. [REDACTED] has provided /wrote on driver file the last date worked and the date they last used licence checker. Evidence produced that licence checker used and 3 of the drivers were already stopped from working. 2 drivers have self employment prohibited conditions - [REDACTED] said has now stopped those divers working and will put a flag on system to prevent this happening again. 4 drivers stopped from working as a result of this inspection - [REDACTED] showed evidence of this on their system.

Activity Results

Supporting Images

Notes

No notes taken during activity.

Signatures

Scoring

Score: **100** Category: **7**

Following further investigation into the issues identified with the Cat 7 outcome (the record of which can be found on Appx 8), we were satisfied that the operator took all reasonable steps to mitigate and respond to the issues and the investigation concluded that the non compliance identified was outside of the operators control. No further action was recommended as a result of this.

Appendix 9		
Date	Address	Type
06/10/2016	Aldgate Tower	Variation

View Options Operating Centres Compliance Activity Licence Conditions Operator Roles Licence A Licence B Actions

7979, Start: 31/05/2012

7979, Start: 31/05/2012, Status: Active

Operator Application/Licence Details

Organisation Name	Uber London Ltd
Operator Address	1St Floor, Aldgate Tower, Whitechapel High Street, E1 8D

Application

Application Number	7979
Application Status	Approved
Date of Licence Application	17/04/2012
Application Received Date	17/04/2012

Licence

Licence Number	7979
Licence Status	Active
Licence Start Date	31/05/2012
Licence Expiry Date	30/05/2017
Licence Renewal Date	

Payments

Outstanding Balance	£0.00
Charge Statement	Operator add a centre: Paid Operator remove a centre: Paid Operator add and remove a centre: Paid Operator remove a centre: Paid Operator add a centre: Paid Operator add and remove a centre: Paid Operator add and remove a centre: Paid Operator add and remove a centre: Paid

Documents

Options

Active Processes

Completed Processes

Contact Links

Links

Notes

Compliance Task Results

Activity Details

Activity Summary

Lead Officer: [REDACTED]
Other Officers: [REDACTED]
Start Date/Time: 06/10/2016 09:19:15
End Date/Time: 06/10/2016 09:50:18
Activity Type: Operator Licence Variation
Activity Subject: Operator Licence Variation
Outcome: **Compliant**

Activity Results

Operator Checks

Booking records	Compliant
Illegal activity	Compliant
PLI invalid	Compliant
ELI invalid	Compliant
Complaints system	Compliant
Lost property system	Compliant
Operator licence invalid / not displayed	Compliant
No VAT / proof of accounts	Compliant
No radio licence	Compliant
Applicant/representative present	Compliant
Applicant/representative identity verified	Compliant
Local authority correct	Compliant
Trading	Compliant
Trading illegally	Compliant
Person not identified	Compliant
Trading names do not match	Compliant
Trading in incorrect capacity	Compliant
Unlicensed vehicle/driver	Compliant
Accepting bookings elsewhere	Not Witnessed
Trading without a licence	Not Witnessed
Trading names do not match	Compliant

Supporting Images

Notes

No notes taken during activity.

Signatures

Appendix 10		
Date	Address	Type
04/04/2017	Aldgate Tower	Compliance

11

979, Start: 31/05/201

7979, Start: 31/05/2012, Status

Compliance Task Results

Activity Details

Activity Summary

Operator Application/Licence Details

Organisation Name

Uber London Ltd

Operator Address

1St Floor, Aldgate To

Whitechapel High Str

Application

Application Number

7979

Application Status

Approved

Date of Licence Application

17/04/2012

Application Received Date

17/04/2012

Licence

Licence Number

7979

Licence Status

Active

Licence Start Date

31/05/2012

Licence Expiry Date

30/05/2017

Licence Renewal Date

Payments

Outstanding Balance

£0.00

Charge Statement

Operator add a centr

Operator remove a c

Operator add and rer

centre: Paid

Operator remove a c

Operator add a centr

Operator add and rer

centre: Paid

Operator add and rer

centre: Paid

Documents

Options

Active Processes

Completed Processes

Contact Links

Links

Notes

Lead Officer:

Other Officers:

Start Date/Time:

04/04/2017 10:52:40

End Date/Time:

04/04/2017 15:17:38

Activity Type:

Operator Compliance

Activity Subject:

Operator Compliance

Outcome:

Compliant

Notes:

DBS checks not required no costomer

facing office staff.

booking confirmations include driver photo

licence number and vehicle VRM see

image.

Only one trading name.

operating model APP based.

Web uploads carried out.

records kept for 1 year.

Officer Rejections

Officer

Rejection (Date/Time)

Rejection Reason

03/04/2017 12:44:29

26/04/2017 08:03:39

unavailable

Activity Results

Supporting Images

Notes

Date

Note Text

04/04/2017

booking confirmations

Further Info

Signatures

Scoring

Score: 0 Category: 1