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Uber Eats announces efforts to support Florida restaurant industry amid COVID-19 concerns

Tallahassee, Fla. – March 16, 2020 – Uber Technologies, Inc. (NYSE: UBER) Uber Eats today announced efforts to support independent restaurant owners and operators as the hospitality industry faces unprecedented challenges amidst the COVID-19 state of emergency.

“We know the coming weeks will be challenging ones for many small business owners, and we want to help restaurants focus on food, not finances.” said **Janelle Sallenave, head of Uber Eats for the U.S. and Canada**. “That’s why we’re working to drive increased demand to more than 100,000 independent restaurants across the U.S. and Canada through free delivery and marketing efforts.”

Details of the support package include a waiving of delivery fees on all Uber Eats orders from independent restaurants across the U.S. and Canada, and dedicated marketing campaigns—both in-app and via email—to promote delivery from local restaurants, especially those that are new to the app.

Additional benefits include a new opt-in program for all restaurants in the U.S. and Canada using the Uber Eats platform to receive daily payouts, rather than the company’s standard weekly payout.

“We’ve heard from restaurants that they’re worried about what the health crisis will do to sales, and its impact on cash flow and their ability to pay suppliers or employees,” said **Therese Lim, head of restaurant product at Uber Eats**. “That’s why, from today we’ll provide restaurants with the option to receive daily payouts rather than waiting until the end of the week to see revenue from deliveries, which can be even more important as delivery becomes a bigger share of their sales during this time.”

To support first responders, Uber Eats has pledged 300,000+ free meals to be delivered to healthcare workers and other relief efforts in coordination with local and state governments.

“The economic impact of COVID-19 on restaurants across Florida has been significant,” said **Carol Dover, President & CEO of the Florida Restaurant and Lodging Association**. “As diners are choosing to stay home, it creates hardships for local businesses and their employees who need our support. We applaud Uber Eats for going above and beyond to help diners, business owners, employees, first responders, and local communities during this time.”

Uber Eats has also begun a user campaign to drive awareness of “contactless” delivery, provided CDC guidance to restaurants to ensure all delivery orders are properly sealed in tamper-evident

packaging, and are working to provide delivery people with sanitization materials in the most impacted markets.

Throughout the COVID-19 outbreak, Uber has acted across 60+ countries to support users including delivery people, restaurants, and drivers, led by Vice President of Platform Andrew MacDonald. Efforts include contactless delivery, the distribution of sanitization materials for drivers and delivery people and providing financial assistance to drivers and delivery people who are either diagnosed with COVID-19 or have been asked to self-isolate by a public health authority.

“We are always working to help keep everyone who uses Uber safe,” said Andrew MacDonald, Vice President of Platform at Uber and global head of the company’s global coronavirus response team to support users including delivery people, restaurants, and drivers. “We remain in close contact with local public health authorities and will continue to follow their guidance to help prevent the spread of the coronavirus.”

About Uber

Uber’s mission is to create opportunity through movement. We started in 2010 to solve a simple problem: how do you get access to a ride at the touch of a button? More than 15 billion trips later, we’re building products to get people closer to where they want to be. By changing how people, food, and things move through cities, Uber is a platform that opens up the world to new possibilities.

About Uber Eats

Uber Eats is an on-demand food delivery app and website that helps bring millions of people around the world the food they want, at the tap of a button. With over 400,000 restaurants in more than 6,000 cities across 45 countries Uber Eats offers millions of dishes while maintaining an average delivery time under 30 minutes.

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