

UAC Lots- Mid December Cleaning, Branding & Dress Code Report

Kelly Kalac AMR Los Angeles

December 21st 2015

Cleaning, Branding and Dress Code at the UAC Lots

Commenced Thursday November 5th

It is important that our Activation Specialists are aware of how important the cleanliness and branding of our lots are regardless of whether or not an AMR is present. This new program has been successful in tracking the effective implementation of:

- Welcome Kits
- Proper Dress Code
- Proper Event Set Up

Asking for quotes and lot needs also provides an effective way to transmit information about what the partners find pleasant about the lots as well as a check in with the Activation Specialists about what they need to be more effective in their position on a daily basis.

Cleaning, Branding and Dress Code at the UAC Lots

Purdue

Burbank

Glendale

Chatsworth

East Hollywood

Koreatown

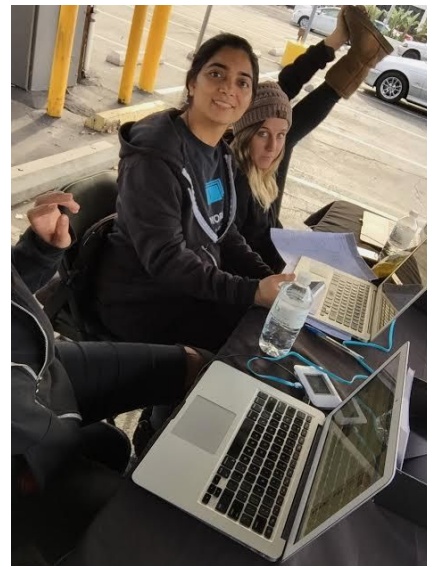
Dresscode

Purdue - Early December

AMR- Kelly Kalac

Quotes from partners:

- "With Uber I can finally quit my other job that I hated so much! I Love UBER! OMG!"
- "Making my own hours is awesome!"



Purdue - Early December

Location: 1633 Purdue Ave., Los Angeles, CA 90025

Hours: Monday to Friday 8am until 6pm

Partners Served per week: December Average: 337

Dress Code: We received some new Uber Shirts this month, which have been great, however it has been very cold. Most of the team wears heavy coats hats and gloves in black.

Special Events: We have been giving out coffee to partners every Friday this month. They have been thrilled!

Event Set Up: The issues at Purdue are wind and cold. On days when there is high wind, the tents, signage and even tables will blow away. We received some cinder blocks which helps to keep the tents down. On really windy days though even computers blow off the tables.

Welcome Kits: We have been pretty well stocked lately with kit supplies, and our team has been great at making complete welcome kits.

Cleaning and Storage: This lot is usually very tidy. Purdue keeps it very clean. The storage is a little small, however and needs to be reorganized and cleaned out on a weekly basis. The surrounding areas need to be cleaned of trash regularly as well.

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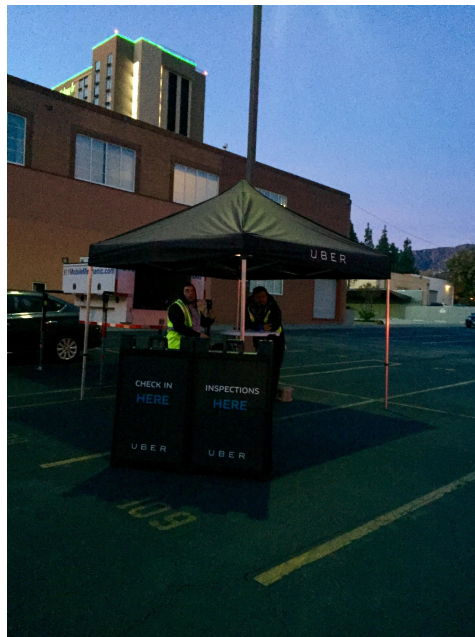
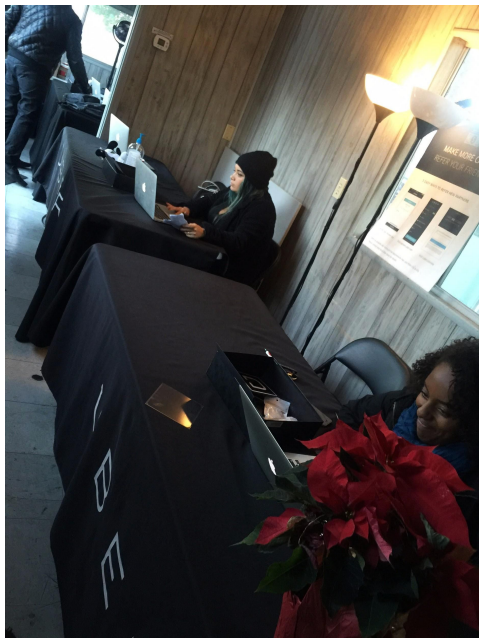
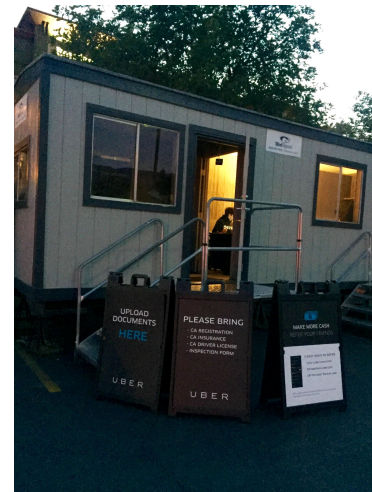
Dresscode

Burbank - Early December

AMR- Nick Ramsland

Quotes from partners:

- "I can buy all my children presents for Christmas because of Uber!!"
- "Taxi cabs are trying to ruin Uber, I love Uber! That pisses me off, this is America!!"



Burbank - Early December

Location: 103 E Verdugo Ave., Los Angeles, CA 90025

Hours: Monday to Friday 8am to 10pm, Saturday and Sunday 12pm to 6pm

Partners Served per week: December Average: 637

Dress code: We received some new uber shirts which have been great!

Special Events: We have been giving out coffee to partners every Friday and Saturday this month. They have been thrilled!

Event Set Up: The only issue at Burbank is cold. Specialists have asked for heaters, and some even bring their own space heaters in to work on cold days.

Welcome Kits: We have been pretty well stocked lately with kit supplies, and our team has been great at making complete welcome kits.

Cleaning and Storage: Burbank keeps it very clean. The modspace needs to be cleaned and mopped on a weekly basis. The surrounding areas need to be cleaned of trash regularly as well.

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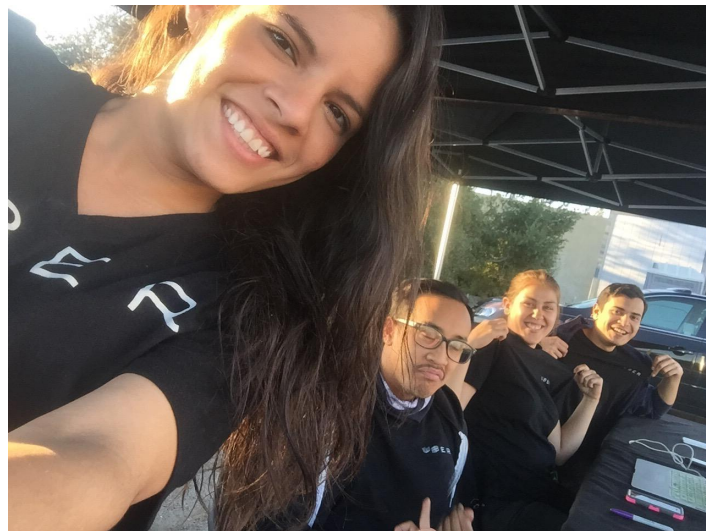
Dresscode

Glendale - Early December

AMR-Daniel Munoz

Quotes from partners:

- "Thanks for giving me this job!"
- "Oh yay! My background check passed. Thanks guys!"



Glendale - Early December

Location: 3035 Rosslyn St., Los Angeles, CA 90065

Hours: Monday to Friday 10am to 6pm, Saturday and Sunday 12pm to 6pm

Partners Served per week: December Average: 264

Dress code: We received some new uber shirts which have been great!

Special Events: We have been giving out coffee to partners every Friday and Saturday this month. They have been thrilled!

Event Set Up: The issues at Purdue are wind and cold. On days when there is high wind, the tents, signage and even tables will blow away. We received some cinder blocks which helps to keep the tents down. On really windy days though even computers blow off the tables.

Welcome Kits: Glendale is where kits components are stored and distributed for all lots except Purdue and Torrance. We have been pretty well stocked lately with kit supplies, and our team has been great at making complete welcome kits.

Cleaning and Storage: The issue with this lot is the lack of trash disposal. This lot produces more trash than most lots because most of the kit inventory for the lots is stored here. This means more cardboard boxes, etc. It is hard to find convenient and proper places for disposing of the volume of trash created at this location.

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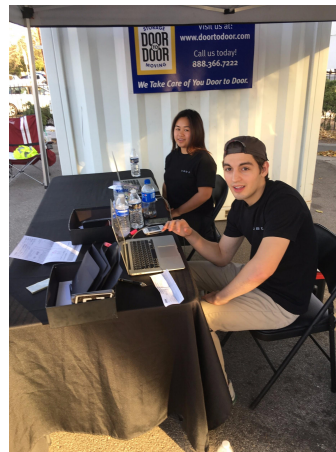
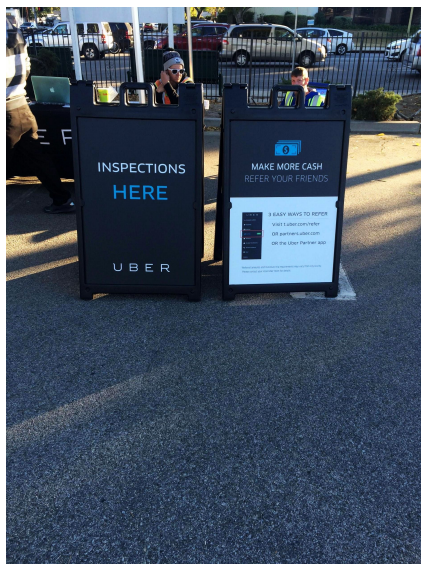
Dresscode

Chatsworth - Early December

AMR- Daniel Munoz

Quotes from partners:

- "Can't wait to refer my friends to make referral money!!"
- "I'm not getting any rides with Lyft, so that's why I'm coming and driving with Uber now."



Chatsworth - Early December

Location: 20525 Nordhoff St., Chatsworth, CA 91311

Hours: Monday to Friday 10am to 6pm

Partners Served per week: December Average: 223

Dress code: We received some new uber shirts which have been great!

Special Events: We have been giving out coffee to partners every Friday this month. They have been thrilled!

Event Set Up: At Chatsworth there are two issues, the wind and the lack of available restrooms. On days when there is high wind, the tents, signage and even tables will blow away. We did receive some cinder blocks to use as weights, this helps. This location could also benefit from a porta potty.

Welcome Kits: We have been pretty well stocked lately with kit supplies, and our team has been great at making complete welcome kits.

Cleaning and Storage: This lot is usually very tidy. Chatsworth keeps it very clean. There is no onsite location for them to throw away trash however.

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East Hollywood - Early December

AMR- Daniel Munoz

Quotes from partners:

- "Time to go make money!"
- "I quit my job to have my own schedule."



East Hollywood - Early December

Location: 5073 Fountain Ave., Los Angeles, CA 90029

Hours: Monday and Tuesday 10am to 6pm, Saturday and Sunday 12pm to 6pm

Partners Served per week: December Average: 155

Dress code: We received some new uber shirts which have been great!

Special Events: We have been giving out coffee to partners every Saturday this month. They have been thrilled!

Event Set Up: The only issue at East Hollywood is wind. On days when there is high wind, the tents, signage and even tables will blow away. We received some weights which helped with the tents.

Welcome Kits: We have been pretty well stocked lately with kit supplies, and our team has been great at making complete welcome kits.

Cleaning and Storage: This lot is usually very tidy. East Hollywood keeps it very clean. However, the lot is also a car repair shop, so it sometimes can be a bit crowded at this location.

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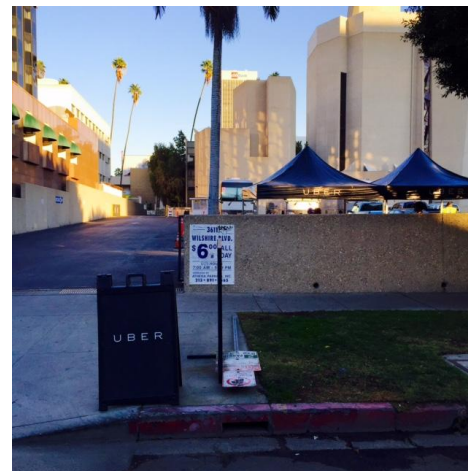
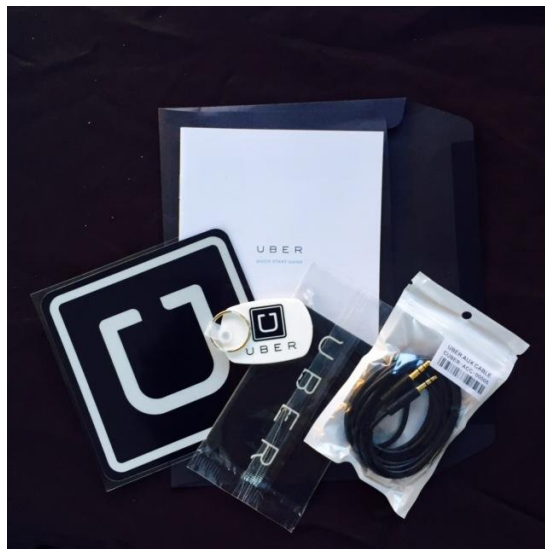
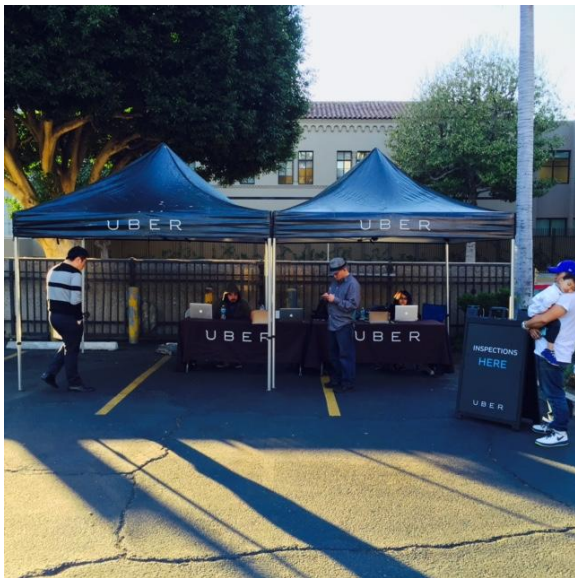
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Koreatown - Early December

AMR- Nick Ramsland

Quotes from partners:

- "Thank you for being here guys!!"
- "I'm really looking forward to being someone's personal driver this weekend!"



Koreatown - Early December

Location: 3611 Wilshire Blvd., Los Angeles, CA 90010

Hours: Thursday and Friday 10am to 6pm

Partners Served per week: December Average: 119

Dress code: We received some new uber shirts which have been great!

Special Events: We have been giving out coffee to partners every Friday this month. They have been thrilled!

Event Set Up: The only issue at Koreatown is wind. On days when there is high wind, the tents, signage and even tables will blow away. We received some weights which helped with the tents. It would be great to have tarps as well.

Welcome Kits: We have been pretty well stocked lately with kit supplies, and our team has been great at making complete welcome kits.

Cleaning and Storage: This lot is usually very tidy. Koreatown keeps it very clean. There is no onsite storage at this location, however, so every night all supplies must be taken home or shipped to another lot and then back again in the morning.

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Dress Code Enforcement UAC Lots

Now that all team members have been retrained on the dress code, it can be properly enforced. Reasons to send team members home to change:

- Undergarments showing
- Shirt branded with something other than Uber
- Leggings
- Colored shirt or pants

This will be a 3 strikes you're out policy. AMRs can help out by carrying extra shirts or jackets with them.

Dress Code UAC Lots

Hot Weather

•Top

- Black Uber Tee
- Black Uber Tank

•Bottom

- Black Shorts
- Black Pants
- Khaki Shorts

•Shoes

- Black Closed Toe Shoes
- Black Running Shoes

•Accessories

- Black Uber Hat
- Black Uber Visor
- Official Name Tag

•No other Accessories permitted

All Socks, etc. must be Black or White

- Uber Sunglasses may be worn when not facing a computer

Cold Weather

•Top

- Black Uber Tee
- Black Uber Long Sleeve
- Black Uber Sweatshirt
- Black Uber Fleece

•Bottom

- Black Pants
- Khaki Pants

•Shoes

- Black Closed Toe Shoes
- Black Running Shoes

•Accessories

- Black Uber Hat
- Black Uber Visor
- Official Name Tag

•No other Accessories permitted

All Socks, etc. must be Black or White

- Uber Sunglasses may be worn when not facing a computer

Dress Code UAC Lots - Style Guide

- **Dos:**

- Professional Appearance
- Clean and well maintained clothing
- Wear clothing that is properly fitted to one's frame
- Limited and tastefully stylish jewelry
- Well maintained and tasteful hairstyles
- Tasteful and tastefully applied makeup
- Wear well tailored leggings, jeans or shorts that are clean and without holes
- Keep shoes in good repair
- Facial hair must be groomed and well maintained
- Nails must be clean and well manicured

- **Donts:**

- Wear clothing that is in bad taste or revealing
- Wear stockings or tights
- Display any branding other than Uber
- Allow undergarments to be visible