

<b>Session 2019</b>	<b>Page 1/1</b>
<b>Examen : BTS Management des Unités Commerciales</b> <b>Épreuve orale de langue vivante étrangère : ANGLAIS (LV1)</b>	

## **Uber will block you if you are disrespectful**

Uber customers given a consistently low passenger rating by drivers will soon be blocked from using the ride railing app as part of a move designed to improve behavior.

5 The company said that its community guidelines were being updated and would soon impact users in Australia and New Zealand. The new policy coming into effect on September 19, will see riders who fall below four stars banned for six months.

A block would not be enforced immediately, however, with riders being sent warnings with tips for example on how to improve their minimum average rating, before any action is taken.

10 Though the company currently has no plans to inform users why they receive a negative rating, the Uber community guidelines clearly state a number of reasons why that may be the case, including physical contact with the driver, vehicle damage and use of abusive language or gestures.

15 Nine out of ten Australian Uber riders have a rating of 4.5 or above but, according to Susan Anderson, Uber's regional manager for Australia and New Zealand, there is still room for improvement and the changes should help to « foster mutual respect ».

20 When driver-partners use Uber they do more than simply drive: they're sharing their own car, their space, their time and a slice of who they are with passengers. Therefore, preventing disrespectful riders from having access to the Uber App after several notifications is a vital step in maintaining an enjoyable experience for both riders and driver-partners.

However, it is unclear if the policy will expand further. Indeed, the company did not immediately respond to a request for comment on its blog.

By Jason Murdoch, adapted from *www.newsweek.com*, September 5<sup>th</sup>, 2018