Uber London Ltd
Office G.01
Ground Floor, Centurion House
129 Deansgate
Manchester
M3 3WR

17 January 2014

To Whom It May Concern:

I am writing this additional letter to help define the key functions for which Uber employees propose to use Unit G.01, Ground Floor, Centurion House, 129 Deansgate, Manchester, M3 3WR (the **Office**). The proposed use for the Offices as the base for a Private Hire Operator Base (Section 24 of Manchester City Council Development Control Policies (September 2010). This planning permission is required by Manchester City Taxi Licensing authority for Uber London Ltd to be granted a Private Hire Operating License.

Uber London Ltd has been operating in London for the last 18 months with a full private hire operating license (under Transport for London). Manchester is the first city we are moving to in the UK.

Although we operate within the transportation sphere, we are a technology company that supplies a smart phone application that is used to connect clients and drivers by the most efficient means.

We provide a separate application for both client and driver, which can be downloaded to a smart phone. Whenever a client wants a driver, a request is sent through the app to the nearest driver. It is important to note that we have no bearing on which driver gets which trip, it is purely which ever driver is closest to the client and has their app switched on. In this way, the network is able to operate independently, with the clients able to phone the driver directly through the application. Therefore the office acts as a base from which to operate administrative and organisational support to drivers, while our outgoing interaction with drivers is limited to a weekly email. There is an option for drivers to email us or send us a text message within our working hours of 8-6, if they have any queries that need personal input.

The driver's fees and client receipts are all calculated automatically by the application and only requires administrative support from the Manchester office.

We will begin with one full time employee at the site, and expect to have a total of four full time employees working from the site in the next 6 months. The below list shows the primary functions which will be performed from the office space:

- Marketing
- Strategy development
- Remote customer support
- Managing operations
- Record-keeping
- Administrative tasks
- Organisational planning

In order to be clear on specific points presented in the pre-application guidance:

1) Floor plans are attached to the application – there will be no change to the size of the planned office. It has previously been used as office space.

2) The site will not provide any waiting areas for members of the public. We also will not be operating a radio system as all bookings are passed to the driver through their smart phone device. Therefore, no radio license or equipment will be required for the site.

3) We will operate normal office hours from 8am to 6pm. However, we will have 24 hour access to the site and may use it outside of office hours in extreme circumstances. Outside of these hours, bookings will be taken through the system and employees will work remotely.

4) There will be no designated facilities for driver vehicles, nor will there be drivers regularly on-site. Drivers will visit the site for a one-off induction session when they first partner with Uber. We have agreed with the landlord that we can rent 8-10 person meeting rooms adjacent to our office for these training sessions. We have identified paid parking sites within 5 minutes walk of our offices at which visiting drivers will park. Other than this, drivers will only visit to resolve issues that cannot be fixed remotely, such as providing a replacement phone (which is rare).

5) Our planned fleet will eventually be >100 vehicles in size which will operate mostly around the Manchester City Centre area.

6) All vehicles will work remotely. There will be no need for vehicles to wait in the area of the site as all communications with drivers are by phone or SMS.

7) The base will have a phone line and online computers which will manage the operations. We will not be operating a radio system as all bookings are passed to the driver through their smart phone device. Therefore, no radio license or equipment will be required for the site.

8) As our offices will operate normal office hours (8am to 6pm) and outside of that time support will be provided remotely, we do not see any issues with noise or nuisance in the area. We have made our operations very clear to our landlord, and they have no issues with the use of our site, despite them having many other tenants in the building. If you would like to contact the landlord, the contact is Charlie Beck (0161 238 7171)

9) Refuse will be collected and disposed of by the landlord (Bruntwood). We expect there to be minimal waste created by our premises.

10) Waste collections will be inline with the current collections carried out for Centurion House

11) There is direct and level access for disabled persons to the site. We are a ground floor office, with no steps into the building or between the building entrance and our office as can be seen in the site plan

12) There will be no additional air-conditioning added to the building.

I hope this makes clear our role and responsibilities in Manchester.

Regards

17/01/2014

Max Lines

General Manager for Manchester, Uber London Ltd