

UN Guiding Principles (UNGP) Reporting Framework

The UN Guiding Principles Reporting Framework provides comprehensive guidance for companies to report on human rights issues in line with their responsibility to respect human rights. This is an index of Amazon's public content related to each subsection of the UNGP Reporting Framework.

Part A: Governance of Respect for Human Rights

Section	Indicator/Question	Links
Policy Commitment	A1 What does the company say publicly about its commitment to respect human rights?	<ul style="list-style-type: none"> • 2020 Proxy Statement • Code of Business Conduct and Ethics (IV. Discrimination and Harassment, V. Health and Safety, IX. Questions/Reporting Violations) • Global Human Rights Principles • Modern Slavery Statement (Introduction, Our Policies, Governance, Assessing Our Risk, Responsible Sourcing, Our Progress, Our Commitments and Progress, Modern Slavery in the Context of COVID-19) • Our Positions • Supplier Manual • Supply Chain Standards • Sustainability Report, People section (<i>Human Rights</i>: Strong Policies, Embedding Human Rights Throughout Our Company, Transparency and Stakeholder Engagement, Mechanisms to Address Risk; <i>Employees</i>: Diversity and Inclusion, Employee Engagement; <i>Supply Chain</i>: About Our Supply Chain, Our Approach to Responsible Sourcing, Our Sourcing Footprint, Supplier Assessments, Assessment Results, Progress in 2019, Supply Chain Commitments, COVID-19)
Policy Commitment	A1.1 How has the public commitment been developed?	<ul style="list-style-type: none"> • Global Human Rights Principles • Modern Slavery Statement (Introduction, Our Policies, Governance) • Sustainability Report, People section (<i>Human Rights</i>: Strong Policies, Embedding Human Rights Throughout Our Company)

Section	Indicator/Question	Links
Policy Commitment	A1.2 Whose human rights does the public commitment address?	<ul style="list-style-type: none"> • Code of Business Conduct and Ethics • Global Human Rights Principles • Modern Slavery Statement (Introduction, Our Policies, Assessing Our Risk, Responsible Sourcing, Modern Slavery in the Context of COVID-19) • Supplier Manual (p. 1) • Supply Chain Standards (p. 1, 5) • Sustainability Report, People section (<i>Human Rights</i>: Strong Policies, Embedding Human Rights Throughout Our Company, Transparency and Stakeholder Engagement, Mechanisms to Address Risk; <i>Employees</i>: Diversity and Inclusion, Employee Engagement; <i>Supply Chain</i>: About Our Supply Chain, Our Approach to Responsible Sourcing, Our Sourcing Footprint, Supplier Assessments, Assessment Results, Progress in 2019, Supply Chain Commitments, COVID-19)
Policy Commitment	A1.3 How is the public commitment disseminated?	<ul style="list-style-type: none"> • 2020 Proxy Statement • Global Human Rights Principles • Modern Slavery Statement • Supplier Manual • Supply Chain Standards • Sustainability Report, People section

Section	Indicator/Question	Links
Embedding Respect	A2 How does the company demonstrate the importance it attaches to the implementation of its human rights commitment?	<ul style="list-style-type: none"> • 2020 Proxy Statement • Corporate Governance Documents and Charters (Leadership Development and Compensation Committee, Nominating and Corporate Governance Committee) • Modern Slavery Statement • Supplier Manual (p. 1-5, 11-12) • Sustainability Report, People section (<i>Human Rights</i>: Embedding Human Rights Throughout Our Company, Mechanisms to Address Risk; <i>Supply Chain</i>: Our Approach to Responsible Sourcing, Public Goals)
Embedding Respect	A2.1 How is day-to-day responsibility for human rights performance organized within the company, and why?	<ul style="list-style-type: none"> • Corporate Governance Documents and Charters (Leadership Development and Compensation Committee, Nominating and Corporate Governance Committee) • Modern Slavery Statement (Governance) • Sustainability Report, People section (<i>Human Rights</i>: Embedding Human Rights Throughout Our Company, Mechanisms to Address Risk; <i>Supply Chain</i>: Our Approach to Responsible Sourcing)
Embedding Respect	A2.2 What kinds of human rights issues are discussed by senior management and by the Board and why?	<ul style="list-style-type: none"> • 2020 Proxy Statement • Corporate Governance Documents and Charters (Leadership Development and Compensation Committee, Nominating and Corporate Governance Committee) • Modern Slavery Statement (Governance) • Sustainability Report, People section (<i>Human Rights</i>: Embedding Human Rights Throughout Our Company)

Section	Indicator/Question	Links
Embedding Respect	A2.3 How are employees and contract workers made aware of the ways in which respect for human rights should inform their decisions and actions?	<ul style="list-style-type: none"> • Code of Business Conduct and Ethics • Global Human Rights Principles (Employee Communication, Our Suppliers, How We Do This) • Modern Slavery Statement (Introduction, Our Policies, Governance, Our Commitments and Progress) • Sustainability Report, People section (<i>Human Rights</i>: Embedding Human Rights Throughout Our Company; <i>Employees</i>: Diversity and Inclusion, Employee Engagement, Sustainability Ambassadors)
Embedding Respect	A2.4 How does the company make clear in its business relationships the importance it places on respect for human rights?	<ul style="list-style-type: none"> • Modern Slavery Statement (Our Policies, Responsible Sourcing, Our Progress, Engagement with Strategic Stakeholders) • Sustainability Report, People section (<i>Human Rights</i>: Strong Policies, Transparency and Stakeholder Engagement, Mechanisms to Address Risk; <i>Supply Chain</i>: About Our Supply Chain, Supplier Assessments, Assessment Results, Progress in 2019, Supply Chain Commitments, COVID-19) • Seller Central Policies • Supplier Manual (p. 1-5, 11-12) • Supply Chain Standards
Embedding Respect	A2.5 What lessons has the company learned during the reporting period about achieving respect for human rights, and what has changed as a result?	<ul style="list-style-type: none"> • Modern Slavery Statement (Assessing Our Risk, Responsible Sourcing, Our Progress, Our Commitments and Progress, Modern Slavery in the Context of COVID-19) • Sustainability Report, People section (<i>Human Rights</i>: Mechanisms to Address Risk; <i>Employees</i>: Diversity and Inclusion, Workplace Health and Safety, COVID-19; <i>Supply Chain</i>: Supplier Assessments, Progress in 2019, COVID-19)

Part B: Defining the Focus of Reporting

Section	Indicator/Question	Links
Statement of Salient Issues	B1 Statement of salient human rights issues associated with the company's activities and business relationships during the reporting period.	<ul style="list-style-type: none"> • Amazon France Logistique 2019 Duty of Vigilance Plan (Assessment of Priority Areas) • Global Human Rights Principles (Our Workplace) • Modern Slavery Statement (Assessing Our Risk) • Sustainability Report, People section (<i>Human Rights</i>: Mechanisms to Address Risk; <i>Supply Chain</i>: Supply Chain Commitments)
Explanation of Salient Issues	B2 Describe how the salient human rights issues were determined, including any input from stakeholders.	<ul style="list-style-type: none"> • Amazon France Logistique 2019 Duty of Vigilance Plan (Assessment of Priority Areas) • Modern Slavery Statement (Assessing Our Risk) • Partnerships • Sustainability Report, People section (<i>Human Rights</i>: Strong Policies, Transparency and Stakeholder Engagement, Mechanisms to Address Risk; <i>Supply Chain</i>: Our Approach to Responsible Sourcing, Assessment of Risk, Supply Chain Commitments)
Geographical Focus	B3 If reporting on the salient human rights issues focuses on particular geographies, explain how that choice was made.	<ul style="list-style-type: none"> • Modern Slavery Statement (Assessing Our Risk, Our Commitments and Progress) • Sustainability Report, People section (<i>Supply Chain</i>: About Our Supply Chain, Our Approach to Responsible Sourcing, Our Sourcing Footprint, Assessment Results, Progress in 2019, Supply Chain Commitments, Supply Chain Map)
Additional Severe Impacts	B4 Identify any severe impacts on human rights that occurred or were still being addressed during the reporting period, but which fall outside the salient human rights issues, and explain how they have been addressed.	<ul style="list-style-type: none"> • Amazon France Logistique Duty of Vigilance Plan (Addressing Health Impacts of Novel Coronavirus (COVID-19)) • Day One COVID-19 Blog: Daily updates on how we're responding to the crisis • Modern Slavery Statement (Modern Slavery in the Context of COVID-19) • Our Positions • Sustainability Report, People section (<i>Employees</i>: Investments in Our Employees, COVID-19; <i>Supply Chain</i>: Progress in 2019, Case Study, COVID-19)

Part C: Management of Salient Human Rights Issues

Section	Indicator/Question	Links
Specific Policies	C1 Does the company have any specific policies that address its salient human rights issues, and if so, what are they?	<ul style="list-style-type: none"> • Code of Business Conduct and Ethics • Global Human Rights Principles • Our Positions (The federal minimum wage in the U.S. is too low and should be raised; Diversity and inclusion are good for business—and more fundamentally—simply right; The inequitable treatment of Black people is unacceptable; The rights of LGBTQ+ people must be protected) • Supplier Manual (p. 4-5) • Supply Chain Standards (p. 1-4) • Sustainability Report, People section (<i>Human Rights: Strong Policies, Embedding Human Rights Throughout Our Company, Transparency and Stakeholder Engagement, Mechanisms to Address Risk; Supply Chain: Our Approach to Responsible Sourcing, Our Sourcing Footprint, Assessment of Risk, Progress in 2019, Supply Chain Commitments</i>)
Specific Policies	C1.1 How does the company make clear the relevance and significance of such policies to those who need to implement them?	<ul style="list-style-type: none"> • Modern Slavery Statement (Code of Business Conduct and Ethics, Our Progress, Our Commitments and Progress) • Supplier Manual (in 11 languages) • Supply Chain Standards (in 12 languages) • Sustainability Report, People section (<i>Human Rights: Strong Policies, Embedding Human Rights Throughout Our Company, Mechanisms to Address Risk; Employees: Diversity and Inclusion, Workplace Health and Safety, Employee Engagement; Supply Chain: About Our Supply Chain, Supplier Assessments, Assessment Results, Supply Chain Commitments</i>)

Section	Indicator/Question	Links
Stakeholder Engagement	C2 What is the company's approach to engagement with stakeholders in relation to each salient human rights issue?	<ul style="list-style-type: none"> • Day One COVID-19 Blog: Daily updates on how we're responding to the crisis • Global Human Rights Principles (Our Suppliers, Collaboration) • Modern Slavery Statement (Introduction, Our Policies, Assessing Our Risk, Responsible Sourcing, Our Progress, Engagement with Strategic Stakeholders, Our Commitments and Progress, Modern Slavery in the Context of COVID-19) • Partnerships • Sustainability Report, People section (<i>Human Rights</i>: Strong Policies, Embedding Human Rights Throughout Our Company, Transparency and Stakeholder Engagement, Mechanisms to Address Risk; <i>Supply Chain</i>: Our Approach to Responsible Sourcing, Our Sourcing Footprint, Assessment of Risk, Progress in 2019, Supply Chain Commitments, COVID-19)
Stakeholder Engagement	C2.1 How does the company identify which stakeholders to engage with in relation to each salient issue, and when and how to do so?	<ul style="list-style-type: none"> • Modern Slavery Statement (Introduction, Our Policies, Assessing Our Risk, Responsible Sourcing, Our Commitments and Progress, Modern Slavery in the Context of COVID-19) • Partnerships • Sustainability Report, People section (<i>Human Rights</i>: Strong Policies, Embedding Human Rights Throughout Our Company, Transparency and Stakeholder Engagement, Mechanisms to Address Risk; <i>Supply Chain</i>: Our Approach to Responsible Sourcing, Our Sourcing Footprint, Assessment of Risk, Progress in 2019, Supply Chain Commitments, COVID-19)
Stakeholder Engagement	C2.2 During the reporting period, which stakeholders has the company engaged with regarding each salient issue, and why?	<ul style="list-style-type: none"> • Modern Slavery Statement (Our Policies, Our Progress, Engagement with Strategic Stakeholders, Our Commitments and Progress, Modern Slavery in the Context of COVID-19) • Partnerships • Sustainability Report, People section (<i>Supply Chain</i>: Supply Chain Commitments, COVID-19)

Section	Indicator/Question	Links
Stakeholder Engagement	C2.3 During the reporting period, how have the views of stakeholders influenced the company's understanding of each salient issue and/or its approach to addressing it?	<ul style="list-style-type: none"> • Modern Slavery Statement (Our Policies, Assessing Our Risk, Our Progress, Engagement with Strategic Stakeholders, Our Commitments and Progress, Modern Slavery in the Context of COVID-19) • Sustainability Report, People section (<i>Human Rights</i>: Embedding Human Rights Throughout Our Company, Transparency and Stakeholder Engagement; <i>Supply Chain</i>: Progress in 2019, Supply Chain Commitments, COVID-19)
Assessing Impacts	C3 How does the company identify any changes in the nature of each salient human rights issue over time?	<ul style="list-style-type: none"> • Modern Slavery Statement (Assessing Our Risk, Responsible Sourcing, Our Progress, Our Commitments and Progress, Modern Slavery in the Context of COVID-19) • Sustainability Report, People section (<i>Human Rights</i>: Mechanisms to Address Risk; <i>Employees</i>: Diversity and Inclusion, COVID-19; <i>Supply Chain</i>: About Our Supply Chain, Our Approach to Responsible Sourcing, Our Sourcing Footprint, Assessment of Risk, Supplier Assessments, Assessment Results, Progress in 2019, Supply Chain Commitments, COVID-19)
Assessing Impacts	C3.1 During the reporting period, were there any notable trends or patterns in impacts related to a salient issue, and if so, what were they?	<ul style="list-style-type: none"> • Modern Slavery Statement (Responsible Sourcing, Case Study) • Sustainability Report, People section (<i>Employees</i>: Diversity and Inclusion, Employee Engagement; <i>Supply Chain</i>: Assessment Results, Progress in 2019, Case Study)
Assessing Impacts	C3.2 During the reporting period, did any severe impacts occur that were related to a salient issue and, if so, what were they?	<ul style="list-style-type: none"> • Modern Slavery Statement (Responsible Sourcing) • Sustainability Report, People section (<i>Employees</i>: Diversity and Inclusion, COVID-19; <i>Supply Chain</i>: Supplier Assessments, Progress in 2019, Case Study, COVID-19)

Section	Indicator/Question	Links
Integrating Findings and Taking Action	C4 How does the company integrate its findings about each salient human rights issue into its decision-making process and actions?	<ul style="list-style-type: none"> • Modern Slavery Statement (Responsible Sourcing) • Corporate Governance Documents and Charters (Leadership Development and Compensation Committee, Nominating and Corporate Governance Committee) • Global Human Rights Principles • Supplier Manual (p. 2-8, 11) • Sustainability Report, People section (<i>Human Rights</i>: Embedding Human Rights Throughout Our Company, Mechanisms to Address Risk; <i>Employees</i>: Diversity and Inclusion, Employee Engagement; <i>Supply Chain</i>: Our Approach to Responsible Sourcing, Assessment of Risk, Progress in 2019, Case Study, Supply Chain Commitments)
Integrating Findings and Taking Action	C4.1 How are those parts of the company whose decisions and actions can affect the management of salient issues, involved in finding and implementing solutions?	<ul style="list-style-type: none"> • Amazon France Logistique Duty of Vigilance Plan (Governance) • Modern Slavery Statement (Governance) • Sustainability Report, People section (<i>Human Rights</i>: Embedding Human Rights Throughout Our Company)
Integrating Findings and Taking Action	C4.2 When tensions arise between the prevention or mitigation of impacts related to a salient issue and other business objectives, how are these tensions addressed?	<ul style="list-style-type: none"> • Modern Slavery Statement (Responsible Sourcing) • Corporate Governance Documents and Charters (Leadership Development and Compensation Committee, Nominating and Corporate Governance Committee) • Global Human Rights Principles • Supplier Manual (p. 2, 6, 8, 11) • Sustainability Report, People section (<i>Supply Chain</i>: Our Approach to Responsible Sourcing, Supplier Assessments)

Section	Indicator/Question	Links
Integrating Findings and Taking Action	C4.3 During the reporting period, what actions has the company taken to prevent or mitigate potential impacts related to each salient issue?	<ul style="list-style-type: none"> • Modern Slavery Statement (Responsible Sourcing, Our Progress, Our Commitments and Progress, Modern Slavery in the Context of COVID-19, Engagement with Strategic Stakeholders) • Partnerships • Sustainability Report, People section (<i>Human Rights</i>: Embedding Human Rights Throughout Our Company, Transparency and Stakeholder Engagement, Mechanisms to Address Risk; <i>Employees</i>: Investments in Our Employees, Diversity and Inclusion, Workplace Health and Safety, Employee Engagement; <i>Supply Chain</i>: Our Sourcing Footprint, Supplier Assessments, Assessment Results, Progress in 2019, Case Study, Supply Chain Commitments, COVID-19)
Tracking Performance	C5 How does the company know if its efforts to address each salient human rights issue are effective in practice?	<ul style="list-style-type: none"> • Modern Slavery Statement (Responsible Sourcing, Our Progress, Our Commitments and Progress, Modern Slavery in the Context of COVID-19) • Sustainability Report, People section (<i>Supply Chain</i>: Supplier Assessments, Assessment Results, Progress in 2019, Supply Chain Commitments)
Tracking Performance	C5.1 What specific examples from the reporting period illustrate if each salient issue is being managed effectively?	<ul style="list-style-type: none"> • Modern Slavery Statement (Responsible Sourcing, Our Progress, Our Commitments and Progress, Modern Slavery in the Context of COVID-19) • Sustainability Report, People section (<i>Supply Chain</i>: Supplier Assessments, Assessment Results, Progress in 2019, Supply Chain Commitments)

Section	Indicator/Question	Links
Remediation	C6 How does the company enable effective remedy if people are harmed by its actions or decisions in relation to the salient human rights issues?	<ul style="list-style-type: none"> • Amazon France Logistique Duty of Vigilance Plan (Policies, Assessment of Priority Areas: Hours and Overtime, Workplace Discrimination, Trade Union Rights, Occupational Injury; Addressing Health Impacts of Novel Coronavirus (COVID-19)) • Code of Business Conduct and Ethics (IX. Questions; Reporting Violations) • Global Human Rights Principles (Employee Communication) • Modern Slavery Statement (Responsible Sourcing, Our Progress, Case Study, Engagement with Strategic Stakeholders) • Partnerships • Supply Chain Standards (p. 1, 5-6) • Sustainability Report, People section (<i>Employees</i>: Employee Engagement; <i>Supply Chain</i>: Case Study, Supply Chain Commitments)
Remediation	C6.1 Through what means can the company receive complaints or concerns related to each salient issue?	<ul style="list-style-type: none"> • Code of Business Conduct and Ethics (IX. Questions; Reporting Violations) • Global Human Rights Principles (Employee Communication) • Modern Slavery Statement (Responsible Sourcing, Our Progress, Case Study, Engagement with Strategic Stakeholders) • Supply Chain Standards (p. 1, 5-6) • Sustainability Report, People section (<i>Employees</i>: Employee Engagement; <i>Supply Chain</i>: Case Study, Supply Chain Commitments)
Remediation	C6.2 How does the company know if people feel able and empowered to raise complaints or concerns?	<ul style="list-style-type: none"> • Sustainability Report, People section (<i>Employees</i>: Employee Engagement)

Section	Indicator/Question	Links
Remediation	C6.3 How does the company process complaints and assess the effectiveness of outcomes?	<ul style="list-style-type: none"> • Code of Business Conduct and Ethics (IX. Questions; Reporting Violations) • Modern Slavery Statement (Engagement with Strategic Stakeholders) • Partnerships • Sustainability Report, People section (<i>Human Rights</i>: Transparency and Stakeholder Engagement; <i>Employees</i>: Health and Safety, Employee Engagement; <i>Supply Chain</i>: Supplier Assessments, Case Study)
Remediation	C6.4 During the reporting period, what were the trends and patterns in complaints or concerns and their outcomes regarding each salient issue, and what lessons has the company learned?	<ul style="list-style-type: none"> • Modern Slavery Statement (Responsible Sourcing) • Sustainability Report, People section (<i>Employees</i>: Employee Engagement; <i>Supply Chain</i>: Supplier Assessments, Assessment Results)
Remediation	C6.5 During the reporting period, did the company provide or enable remedy for any actual impacts related to a salient issue and, if so, what are typical or significant examples?	<ul style="list-style-type: none"> • Modern Slavery Statement (Our Progress, Case Study, COVID-19) • Sustainability Report, People section (<i>Supply Chain</i>: Case Study, Progress in 2019, Supply Chain Commitments, COVID-19)