

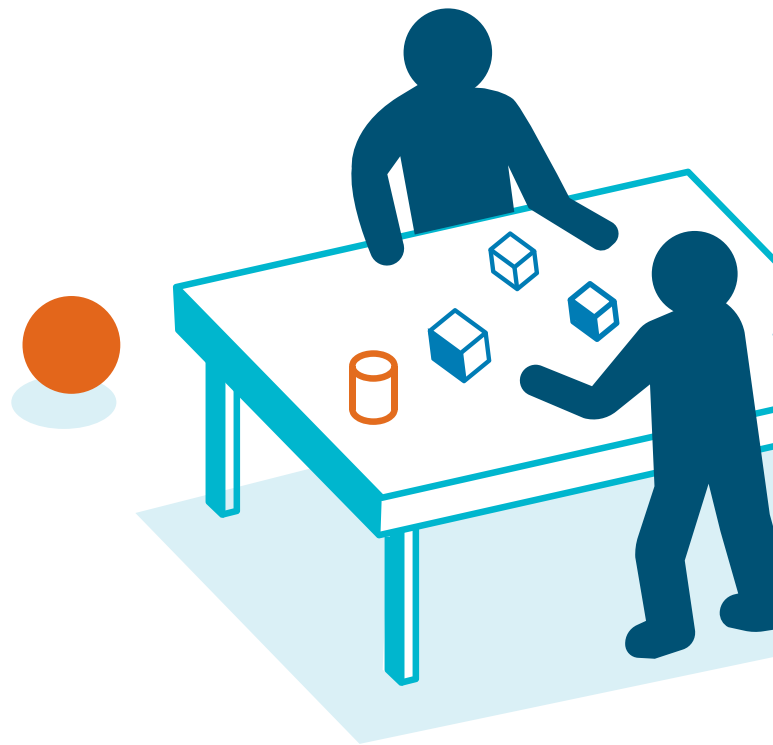
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amazon

Amazon is committed to ensuring the people and communities that support our entire value chain are treated with fundamental dignity and respect, and we strive to ensure the products and services we provide are produced in a way that respects internationally recognized human rights.



Our Approach to Human Rights

Our approach is informed by international standards: we respect and support the United Nations Guiding Principles on Business and Human Rights, the UN Universal Declaration of Human Rights, the Core Conventions of the International Labour Organization (ILO), and the ILO Declaration on Fundamental Principles and Rights at Work.

Our human rights strategy has four pillars:

1 Strong Policies

Our efforts are anchored in policies that apply across all aspects of our business—from our own operations, to our supply chain, to the communities in which we operate. In 2019, we codified our commitment to human rights in Amazon's Global Human Rights Principles, which underline the importance we place on embedding respect for human rights throughout our business.

- **Human Rights Principles**

From the associates in our fulfillment centers, to the drivers delivering packages to our customers, to the factory workers making the products we sell—people are critical to our mission of being earth's most customer-centric company. These values have been long-held at Amazon and codifying them into a set of Human Rights Principles demonstrates our support for fundamental human rights and the dignity of workers everywhere we operate around the world.

- **Supply Chain Standards**

We set a high bar for ourselves and our suppliers. Our [Supply Chain Standards](#) detail the requirements and expectations for suppliers in our supply chain and are grounded in principles of inclusivity, continuous improvement, and supply chain accountability. We engage with suppliers that are committed to these same principles; suppliers commit to these standards as a condition of doing business with us.

We are committed to consistently evolving and improving our approach. We continuously review our policies and, at least every other year, conduct an in-depth benchmarking of our policies against international standards and evolving industry best practices to identify areas for update and improvement.

2 Embedding Human Rights Into Our Business

In order to prevent and mitigate adverse impacts in the long run, we are committed to embedding human rights considerations into decision-making across the company and into our policy and governance framework. This governance starts with the Amazon Board of Directors, which appoints committees for oversight on specific issues. Among other duties, its Nominating and Corporate Governance Committee oversees Amazon's global environmental, corporate social responsibility, and corporate governance policies and initiatives, and its Leadership Development and Compensation Committee oversees Amazon's global human capital management strategies and policies.

We are also building an employee training and engagement program to raise awareness of important human rights topics across the company. For example, in 2019, we launched training on human trafficking and forced labor for employees in our logistics network—educating our employees on how to recognize the warning signs of this criminal behavior.

Human Trafficking Awareness

Amazon does not tolerate the use of child labor, forced labor, or human trafficking in any form—including slave labor, prison labor, indentured servitude, or bonded labor—in our operations or value chain. We have detailed the components of this commitment to combating human trafficking (also referred to as “modern slavery”) in our annual [Modern Slavery Statement](#), our [Supply Chain Standards](#), and our Global Human Rights Principles.

We’re raising awareness through employee training and partnerships. As a global retail and technology company employing hundreds of thousands of workers around the world, we recognize the responsibility and opportunity we have to raise awareness among our employees through education and training on relevant human rights and social responsibility issues. In 2019, we launched a human trafficking awareness program for employees around the world. In the program’s first phase, we trained fulfillment network managers in our UK operations. In 2020, we expanded this training to teach employees across our entire global fulfillment network to recognize signs of modern slavery using localized scenarios.

The training focuses on raising awareness and teaching employees how to identify indicators of modern slavery and report concerns to appropriate authorities in a way that puts the interests of victims first. To develop the training, we relied on input from organizations with expertise in modern slavery, including Verité, a recognized leader in global labor protections, and incorporated videos and materials from the Gangmasters and Labor Abuse Authority (GLAA), a UK public agency focused on investigating labor exploitation. In 2020, we expanded our English training module to cover more languages and are developing region-specific training for our global employees. Our global security operations team has immediate response protocols in the event of a suspected human trafficking related issue, regardless of where the issue arises.

In October 2019, we became an official corporate sponsor of Truckers Against Trafficking (TAT), an organization dedicated to combating human trafficking in the trucking industry, and began incorporating TAT training modules into trainings for our internal fleet of drivers to teach them how to identify and respond to potential victims of human trafficking. Our goal is to train 100% of our internal fleet of drivers on the Truckers Against Trafficking curriculum by the end of 2020.

Our social responsibility team regularly reviews and updates Amazon’s approach to human trafficking prevention and updates executive leadership on our progress throughout the year.



3 Transparency and Stakeholder Engagement

We are committed to driving industry-wide best practices in human rights due diligence through increased disclosures about our approach and expanding our stakeholder engagement.

In 2019, we published our first interactive [supplier map](#) that provides details on suppliers of Amazon-branded apparel, consumer electronics, and home goods products. We expanded the map in 2020 to include additional suppliers and product categories, and to include information on capacity building programs completed by individual suppliers. In 2020, we disclosed additional information about our supplier assessment process and audit results, about our approach to worker engagement, and about the goals we have set for ourselves on such topics as forced labor training and women’s empowerment. To continue to expand our disclosures and transparency on these issues, we report against the UN Guiding Principles on Business and Human Rights Reporting Framework.

Engagement with external stakeholders is key to our human rights due diligence approach. We rely on experts and affected rights holders to inform our approach and ensure our efforts have the intended impact. In the last year, we have built new relationships with: the Better Buying Initiative to promote improved purchasing practices; Nest to improve conditions in the handworker economy; the Amader Kotha Worker Helpline to provide access to grievance for workers in the Bangladesh garment sector; Truckers Against Trafficking to train our drivers on how to identify victims of human trafficking; and Unseen to support the UK Modern Slavery Helpline and Resource Centre. Through these partnerships we access invaluable expert input to our work, helping us achieve greater impact on working conditions around the world.

4 Mechanisms to Address Risk

We are committed to identifying, preventing, and mitigating adverse human rights impacts, and are continuously working to improve our approach.

In our supply chain, we assess and respond to risk by leveraging internal and external data, and guidance from external stakeholders including industry experts, civil society groups, and non-governmental organizations. We use independent auditors to verify compliance with our Supply Chain Standards through regular on-site inspections and confidential worker interviews. We also recognize that audits alone are insufficient to drive long-term change across industries. We are exploring new ways to encourage improvement in worker protections, including supplier capacity building programs, worker trainings, and collaborations with other brands and civil society.

Within our own operations, we have teams dedicated to assessing and addressing risk to our employees. Those teams focus on employee engagement—establishing open communication with our employees around the world and providing them with meaningful grievance mechanisms and avenues for dialogue with leadership. We are dedicated to building a diverse and inclusive workplace, where every employee feels comfortable sharing their unique perspectives and is supported in growing their career. And, we are obsessed with keeping our employees safe while on the job. We are working relentlessly to innovate and create new industry benchmarks for health and safety.

We know we have more to do—we are committed to continuously widening our lens to better understand the potential human rights impacts of our business. In 2020, we are partnering with sustainability and human rights consulting firm Article One Advisors to identify salient human rights risks across our business. The [UN Guiding Principles Reporting Framework](#) recommends this systematic review of risks as a way to prioritize a company's work on human rights. The results will help us prioritize and design human rights impact assessments—deep dives on specific products, regions, or risk areas, which we will communicate to customers and stakeholders.

OUR GOALS:

Launch a review of Amazon's salient human rights risks by the end of 2020.

Execute our first human rights impact assessment by the end of 2020.

Amazon Global Human Rights Principles

We are committed to ensuring the people, workers, and communities that support our entire value chain are treated with fundamental dignity and respect. We strive to ensure that the products and services we provide are produced in a way that respects human rights.

While it is the duty of governments to protect human rights, Amazon recognizes our responsibility to respect and uphold internationally recognized human rights through the ethical treatment of our workforce and those within our value chain. Guided by the United Nations Guiding Principles on Business and Human Rights, we commit to embedding respect for human rights throughout our business. We continuously evaluate our operations and value chain to identify, assess, and address salient human rights risks; engage key stakeholders; and prioritize key areas where we have the greatest opportunity to have a positive impact on workers and communities. Our approach on human rights is informed by international standards; we respect and support the Core Conventions of the International Labour Organization (ILO), the ILO Declaration on Fundamental Principles and Rights at Work, and the UN Universal Declaration of Human Rights.

We are committed to investing in our employees, the workers who make our products, and the communities in which we operate. These principles outline our approach to human rights across all aspects of our company.

Our Workplace

We endeavor to provide safe, inclusive, and respectful workplaces, in both our own operations and those throughout our value chain.

Safe and Healthy Workplaces: We strive to be the most safety-centric organization in the world. We provide a clean, safe, and healthy work environment. The health, wellness, and safety of our workers is our number one priority. Everyone has the right to a safe and healthy workplace with appropriate rules and practices for reporting and preventing accidents, injuries, and unsafe conditions, procedures, or behaviors.

Diversity and Inclusion: We are committed to diversity and inclusion throughout our business. We seek individuals from all backgrounds to join our teams, and we encourage people to bring their authentic, original, and best selves to work.

Equal Opportunity: We are committed to ensuring that all workers are treated equally, and we do not tolerate discrimination based on race, color, national origin, gender, gender identity, sexual orientation, religion, creed, the presence of any physical, sensory, or mental disabilities, age, political ideology, pregnancy, citizenship, migrant status, veteran status, ethnicity, ancestry, caste, marital or family status, or other legally protected status in hiring and working practices, such as job applications, promotions, job assignments, training, wages, benefits, and termination. Our aim is to ensure employment decisions and actions are based only on business-



related considerations—focused solely on an individual's ability to perform the work, not their personal characteristics. As outlined in our [Code of Business Conduct and Ethics](#), we do not tolerate discrimination, violent and threatening behavior, or harassment.

Freely Chosen Employment: We do not tolerate the use of child labor, forced labor, or human trafficking in any form—including slave labor, prison labor, indentured servitude, or bonded labor—in our operations or value chain.

Employee Communication: We value worker feedback. We firmly believe it is in our employees' and the company's best interests to continue our direct communications, and the best way to effect positive change is for our employees to continue working directly with their managers throughout the company. We respect freedom of association and our employees' right to join, form, or not to join a labor union or other lawful organization of their own selection, without fear of reprisal, intimidation, or harassment. We provide training to employees on topics covered within the Code of Business Conduct and Ethics, including how to submit anonymous complaints to Amazon's third-party Ethics Hotline. We are committed to providing our employees with appropriate access to grievance mechanisms and remedial action.

Our Suppliers

We promote safe, inclusive, and respectful workplaces with our third-party suppliers and service providers. We seek suppliers committed to these same principles. Amazon's Supply Chain Standards set forth requirements governing labor standards and working conditions. We implement this commitment through dedicated programs that communicate our expectations to the third-parties we work with, monitor working conditions where Amazon-branded products are made or services provided, implement plans to address issues and make improvements where necessary, and engage with stakeholders working to address specific and systemic issues.

How We Do This

Integration Throughout our Business: We expect and encourage everyone in our business to embed these principles into their everyday work and provide employee training to raise awareness on them. We strive to evaluate and understand the impact of each part of our business on human rights, to address and mitigate negative impacts, and to invest in the people behind the products and services we provide.

Continuous Improvement: To ensure we are continuing to hold the highest standards, we continuously review our policies and practices to ensure alignment with these principles and regularly provide updates on progress to senior leadership.

Collaboration: In support of these efforts, we value ongoing collaboration with a broad range of stakeholders, helping us remain vigilant and aware of the potential impacts—both positive and negative—of our products and services on the rights, interests, and well-being of our employees, customers, and communities around the world.



Our Business

Amazon seeks to be Earth's most customer-centric company. We are passionate builders guided by four principles: customer obsession rather than competitor focus, passion for invention, commitment to operational excellence, and long-term thinking. We bring these principles to everything we do, including how we approach human rights.

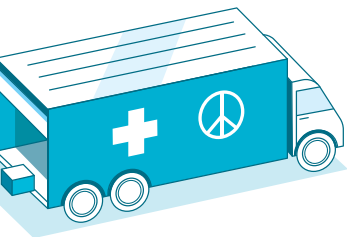
Our Operations: Amazon believes the people, workers, and communities who support our business should be treated with fundamental dignity and respect. As of July 2020, we employed approximately 876,800 full-time and part-time workers across the globe. We manage our operations, including the people working in them, in three segments: North America, International, and Amazon Web Services (AWS). Our online and physical stores enable hundreds of millions of unique products to be sold by us and by third parties. We source, manufacture, sell, and deliver millions of products to consumers.

Our Products: Amazon Consumer Private Brands and Amazon Devices offer our customers products spanning diverse categories including apparel, food and beverage, electronics, and home goods. Amazon's suppliers are located around the world and produce, manufacture, assemble, or provide goods or services that are sold and delivered to Amazon.

Third-Party Sellers: Third parties sell products directly to customers on Amazon.com spanning broad product categories. These orders are either fulfilled by Amazon using our operations or shipped directly by the seller to the customer.

Fulfillment and Logistics: More than 250,000 full-time associates support our global network of fulfillment centers. Amazon Fulfillment is where our employees, technology, and innovation come together every day to deliver for our customers. Fulfillment facilities run multiple shifts per day, and employees perform a number of roles—from leading teams to boxing up orders and shipping directly to our customers. We fulfill customer orders in a number of ways using our transportation supply chain. We operate North America and International fulfillment and delivery networks and have co-sourced and outsourced arrangements in certain countries. We also provide digital delivery and offer products in our physical stores as well.

AWS: AWS offers over 175 fully featured services from data centers globally. Ours is the largest global infrastructure footprint of any provider, and this footprint is constantly increasing. AWS teams around the world are building the future. Our people solve a wide variety of technical challenges, always focusing on the customer. Millions of customers—including the fastest-growing startups, largest enterprises, and leading government agencies—trust AWS to power their technology infrastructure. ➔ aws.amazon.com



Employees

From our software engineers, to the associates in our fulfillment centers, to the drivers delivering packages to our customers—our employees are critical to our mission of being Earth’s most customer-centric company. Our ranks are full of smart, passionate people who are building new products and services every day on behalf of our customers.



Workplace Health and Safety

Safety is a top priority throughout our fulfillment operations and on the roads in communities where we operate. Our vision is to synthesize leading health and safety expertise with Amazon's tech capabilities and relentless innovation to create new industry benchmarks for the health and safety of our employees. Leaders in our facilities set the example for the highest safety standards.



From coaching and ergonomic training to ensuring processes and equipment in work areas are safely operated, leaders proactively verify and validate that safety protocols are followed. The industry-leading safety technology we use every day is designed to protect and promote our employees' health, and we consistently test and refine processes to improve working conditions in our facilities.

Above all, safety at Amazon is about our people and partners. In 2019, we provided [more than 1 million hours of safety training](#) to employees. To make it all happen, we employ one of the largest health and safety organizations on the planet, with approximately 5,000 people worldwide focused on safety. Safety, however, is the responsibility of each and every person working at Amazon. In Amazon's dynamic, positive safety culture, every team is engaged and encouraged to look out for one another.

Some of Amazon's recent investments and technologies that support employees and make our workplaces safer include:

Safety Leadership Index (SLI): Amazon employees across the world are routinely surveyed through our innovative Connections program. Employees are asked the same series of questions each month, and those answers are used to measure employees' perception of safety at each of our facilities. An example of the kinds of questions which are asked include, "Does your manager care about the safety of you and your team?" Amazon employees have provided thousands of safety ideas, concerns, and suggestions since the program started, and Amazon has implemented more than 600 changes as a result of these responses. Last year, thanks to SLI feedback, we made personal safety equipment more easily available through free vending machines placed in fulfillment centers in several U.S. locations. Thanks to this improvement, employees can now get new equipment any time they want, which enhances safety for everyone.

WorkingWell: Over the past two years, we've developed WorkingWell, a program that uses academic research and certified athletic trainers to educate employees and leaders about health and wellness. WorkingWell is a training and conditioning program designed for new hires and tenured employees, which includes a new hire ramp-up schedule aimed at preventing musculoskeletal disorders (MSDs). It also includes a two-week classroom course about proper body movements, health, and wellness, as well as routine safety training engagements.

Mind and Body Moments: Piloted in 2019, this new program employs 30-second, guided physical and mental exercises, offered directly at an employee's workstation. The intent of these "moments" is to help reduce muscle fatigue and stress, thereby promoting wellness and mitigating injury risks. Employees at pilot sites have reported statistically significant reductions in discomfort. We've seen a nearly 13% improvement in employees who report no discomfort at all during their workday. We will continue to evaluate expansion of this program to other site types and countries, targeting the rest of North American and European facilities with expanded language offerings.

Safety Capital Investments: Our facilities are purposefully designed to incorporate innovative technologies that enhance safety and improve efficiency. We don't stop there. In 2020, we are making a substantial investment in the safety of our people and facilities, with \$296 million earmarked for safety-related programs in the U.S. alone. As examples of past investments, in 2019, we invested \$14 million to further improve the safety of employee parking lots at our facilities; \$9 million to retrofit pallet racking with state-of-the art equipment; and \$1.6 million on pedestrian safety controls in some of our specialized distribution centers.

Powered Industrial Truck Technology: Powered Industrial Trucks (PIT) are an important part of any warehousing operation. Our goal of eliminating PIT incidents can only be met if we take a leadership role in innovating in this industry and developing technologies not currently available in the market. We are partnering with vendors and investing \$66.5 million to pilot PIT units that incorporate real time location systems (RTLS) and light detection and ranging technology (LiDAR). Additionally, we are augmenting telemetry controls on PITs we already own, which allows us to better monitor and control speeds in congested areas, implement access control, and ensure only certified operators are able to activate PITs.

Robotic Tech Vest: Several reports of near misses at our robotic sites, involving objects inadvertently falling into the path of drive units, led us to invest \$9.8 million into engineering controls that could significantly reduce these types of risk. These controls were implemented before any human injury occurred, which speaks to how seriously we take near misses and how we're constantly looking to improve safety. One example of such investment is the [Robotic Tech Vests](#) worn by employees at Amazon Robotics facilities, which allow robotic drive units to detect employees and plan alternative travel paths to avoid interactions.



Investments in Our Employees

We know that a strong culture and active investment in our people allows us to attract the diverse, innovative employees we need to understand and exceed our customers' expectations today and into the future. We are committed to providing the support, benefits, and opportunities our employees need to be successful, whether they are building their careers at Amazon or building skills with us to help them on their career journey.

876,800 full-time and part-time employees globally as of July 2020.

\$15 per hour minimum wage for 100% of full-time, part-time, and temporary U.S. employees

Comprehensive benefits from day one for 100% of full-time employees.

Up to **20 weeks paid parental leave**.

24-hour a day **free confidential counseling services**.

More than 30,000 veterans and military spouses employed by Amazon, surpassing our goal of 25,000 by 2021.

Upskilling 2025 commitment: a **\$700 million commitment to pilot, launch, and scale training programs for 100,000 Amazonians by 2025**.

Over the last decade, no other U.S.-based company has created more jobs than Amazon. Our investments have led to the creation of over **2 million direct and indirect jobs in the U.S. alone**.



For example, in the U.S., Amazon's minimum wage begins at \$15 an hour (in the UK at 9.50 GBP per hour and in Canada at 16 CAD per hour) for all full-time, part-time, temporary (including those hired by agencies), and seasonal employees. In addition to our \$15 minimum wage, we offer full-time employees industry-leading benefits starting on their first day of employment with Amazon. These include: comprehensive healthcare coverage with affordable premiums (paycheck contributions) that extend to eligible family members, including medical, prescription drug, dental, and vision coverage; a 401(k) with a 50% match up to 4% of compensation; a Flexible Spending Account for health and dependent care; 24-hour a day free and confidential counseling services; and paid time off and holiday overtime pay. In 2020, Amazon is collaborating with Crossover Health to establish convenient health centers in the communities where our fulfillment centers and operations facilities are located, starting in Texas, with additional centers planned for other states in the months ahead.

We are proud to offer generous, flexible paid leave for all parents—from our most senior executives to our hourly employees, including parents of all genders and adoptive parents. Birth mothers get up to 20 weeks of paid leave and non-birth parents have access to six weeks paid leave. We also offer Leave Share—an innovative program that allows Amazonians to share their parental leave with a partner whose employer does not provide paid parental leave. Additionally, Ramp Back enables employees to return to work on a flexible schedule for up to eight weeks after birth or adoption. Where possible we provide unlimited gender transition benefits, including gender affirmation. We have internal resources to help managers and team members support employees who are going through a gender transition.

For employees reaching their one-year employment mark, we offer our innovative [Career Choice Program](#), which prepays 95% of tuition for courses in high-demand fields. Since the program's launch eight years ago, more than 40,000 employees in 14 countries have pursued degrees in five broad fields of study: IT, Healthcare, Advanced Manufacturing and Skilled Trades, Administration and Business Services, and Transportation. We are also now offering graduate-school-level training for our employees through Machine Learning University, a program designed to give current Amazon employees the chance to develop expertise in machine learning, critical skills in an area of rapidly growing professional opportunities within and outside of Amazon.

Additional employee benefits include:

A free employee assistance program, which provides confidential 24/7 support, resources, and referrals for different aspects of work and personal life.

Online resources for parents whose children experience developmental disabilities, as well as help finding child and elder care referrals and assistance.

Financial counseling, estate planning, and other services in the event of a life-threatening illness or death.

Adoption assistance for qualified domestic and international adoption expenses including attorney fees, court costs, and travel.

Company-paid basic life and accidental death and dismemberment insurance, with the option to enroll in additional coverage for dependents.

Adoption benefits, including reimbursement for parents of up to \$5,000 per child associated with the domestic or international adoption of a child.

Fertility treatment coverage.

Company-paid **short-term and long-term disability.**

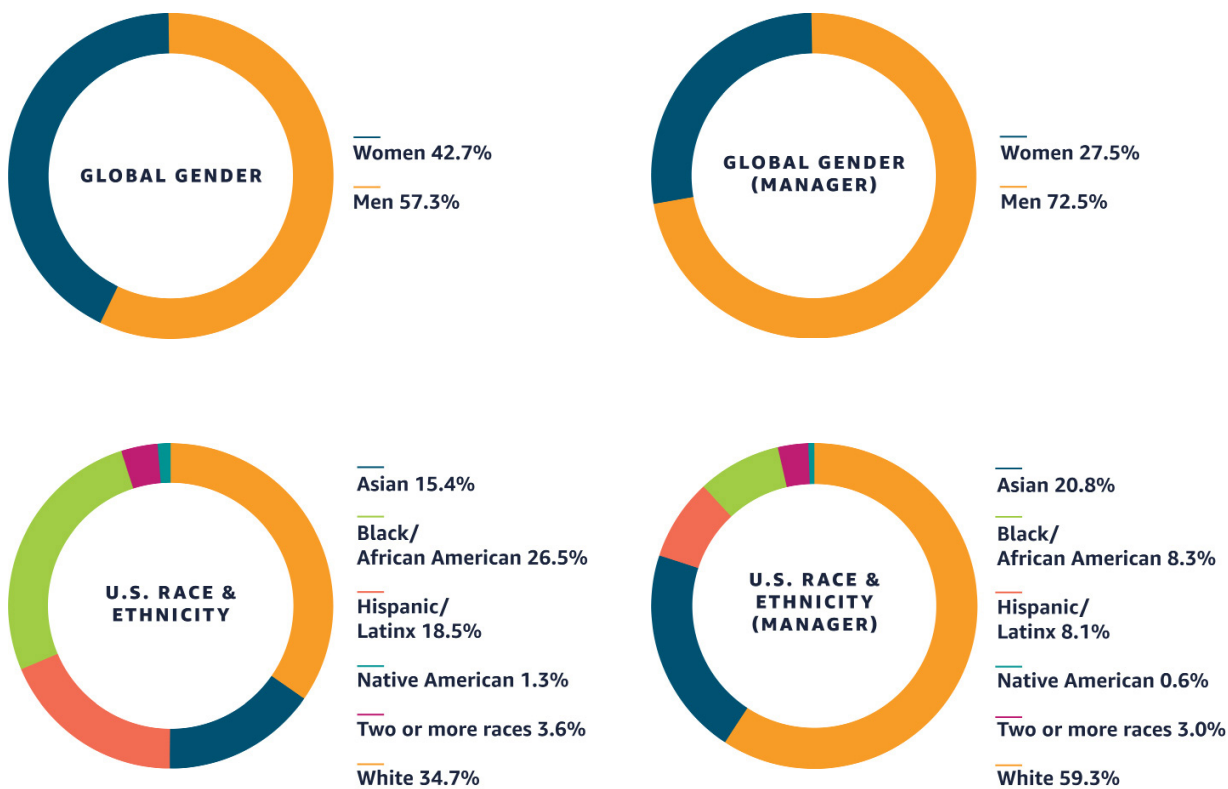


Diversity and Inclusion

Our customers represent diversity in many forms—and we serve them better with a diverse and inclusive team. Our diverse perspectives help us push each other to think bigger, and differently, about the products and services we build for our customers and the day-to-day nature of our workplace.

We want our employees and the communities we operate in to embrace that we are all human, we are all different, and we are all equal. Coming into work, every Amazonian should feel comfortable sharing their unique perspectives and seeking out the perspectives of others—this is reinforced within our [14 Leadership Principles](#), which remind team members to seek diverse perspectives, learn and be curious, and constantly earn others' trust.

Our Workforce Data



Data reflects metrics as of December 31, 2019. Among Amazon's global employees, 42.7% identify as women and 57.3% identify as men. Among managers globally, 27.5% identify as women and 72.5% identify as men. In the U.S., 15.4% of Amazon employees identify as Asian, 26.5% as Black/African American, 18.5% as Hispanic/Latinx, 1.3% as Native American, 3.6% as two or more races, and 34.7% as White. Among managers in the U.S., 20.8% identify as Asian, 8.3% as Black/African American, 8.1% as Hispanic/Latinx, 0.6% as Native American, 3.0% as two or more races, and 59.3% as White.

Gender Pay Gap

A review of the compensation awarded in 2019 at Amazon, including both base and stock, shows that **women earned 99.3 cents for every dollar** that men earned performing the same jobs, and **minorities earned 99.1 cents for every dollar** that white employees earned performing these same jobs. We continue to prioritize pay equity.

Diversity

We recognize we have room for improvement and we are not yet where we need to be. Increasing diversity in our workforce is a collective challenge that requires a team effort; it calls for both near-term and long-term strategies:

Building an Inclusive Culture

To better understand what inclusion means for our employees, we conducted a global internal survey which led to Amazon's definition of inclusion: "Being valued, trusted, connected, and informed so that we can deliver the best results for our customers." We use this definition to guide us as we create educational initiatives, continually improve our mentorship program, and deliver benefits for all of our employees. Amazon has 12 affinity groups created and led by employees—comprised of over 50,000 employees in over 190 chapters globally—who passionately and positively impact our company, each with an executive sponsor that ensures these groups are engaging at every level of the company. Groups such as Amazon People with Disabilities, Amazon Women in Engineering, the Black Employees Network, and Glamazon (for LGBTQIA+ employees and their allies) lead in community-building, mentorship, and programs to build awareness around customer inclusion. We engage and consult their leaders and seek their ideas to improve our inclusion efforts internally and externally. [Our efforts have received external recognition](#): we are proud to have been recognized on the NAACP Equity, Inclusion, and Empowerment Index and the Disability Equality Index.

Developing the Pipeline and Hiring the Best Talent

We recognize there is a diversity problem in tech. We are investing in solving this in our own company as well as building out the next generation of technical talent for the industry and expanding the opportunities for students from underrepresented backgrounds. Our efforts focus on two goals. First, contribute to changing the talent pipeline long-term. Last year we announced Amazon Future Engineer, a childhood to career program that will inspire and teach more than 10 million underprivileged and underrepresented students each year about computer science. And in 2017, we committed \$50 million over five years to STEM programs for diverse communities. Second, we want to immediately accelerate this change. To find the best talent now for technical and non-technical roles, we actively partner with organizations and academic institutions that reach underrepresented communities like Historically Black Colleges and Universities (HBCUs), Hispanic Serving Institutions (HSIs), and women's colleges. In addition, we've created non-traditional learning pathways, like the Amazon Veteran Technical Apprenticeship, which places transitioning members of the military into apprenticeships at Amazon with the intent to later hire them with the technical skills needed for a full-time role.

Obsessing Over Customer Inclusion

Amazon's focus on accessibility has made shopping and other daily experiences simpler for people with disabilities. From voice technology to Frustration-Free Packaging, Amazon's customer obsession for accessibility was recognized with the 2019 American Foundation for the Blind Helen Keller Achievement Award.



Racial Justice and Equity

The inequitable and brutal treatment of Black and African Americans is unacceptable. Black lives matter and Amazon stands in solidarity with our Black employees, customers, and partners. We are committed to helping build a country and a world where everyone can live with dignity and free from fear. We support the George Floyd Justice in Policing Act. We also support policies that protect and expand voting rights, as well as initiatives that provide better health and educational outcomes for Black people. As a part of that effort, Amazon and our employees—through a donation match program—were able to donate [more than \\$27 million to organizations](#) working to bring about social justice and improve the lives of Black and African Americans. Recipients—selected with the help of Amazon's Black Employee Network (BEN)—include groups focused on combating systemic racism through the legal system as well as those dedicated to expanding educational and economic opportunities for Black communities. BEN will also receive a grant to fund local organizations that support education and racial equity initiatives in communities across the country where our employees live and work. We plan to continue building our relationships with these organizations and supporting movements for racial equity around the world. Amazon is committed to being part of the strategies, solutions, and partnerships that will enable long-term, sustainable change.



LGBTQIA+ Rights

The rights of LGBTQIA+ people must be protected. We were early and strong supporters of marriage equality and will continue to advocate for protections and equal rights for transgender people. We stand together with the LGBTQIA+ community and are working at the U.S. federal and state levels on legislation, including supporting passage of the Equality Act. Amazon provides gender transition benefits based on the Standards of Care published by the World Professional Association for Transgender Health (WPATH). Amazon has held gender identity conferences since 2018 to build community, educate to those outside of the LGBTQIA+ community, and provide professional development opportunities for those at Amazon

while transitioning openly in the workplace. In 2017, Amazon released our Transgender Toolkit for Trans/NB identifying employees at Amazon and we provide trans-inclusive medical benefits for Amazon employees. We are proud to have our efforts recognized, scoring 100% on the Human Rights Campaign's Corporate Equality Index for LGBTQIA+ rights for the last three years.

Diversity Conferences

Building on our [Leadership Principle](#) of Learn and Be Curious, we organize conferences every year where employees can learn and exchange their ideas and experiences, several focused specifically on diversity issues:

AmazeCon is our largest internal conference at Amazon and has highlighted the benefits of gender diversity since 2015. At AmazeCon, Amazonians examine the intersection of gender with race, sexual orientation, disability status, veteran status, and other dimensions of diversity. This conference has included talks from external leaders in technology, entrepreneurship, entertainment, and leadership. It also includes Amazon-specific programs focused on personal and team development.

AmazeWIT is a conference we host in India bringing together women technologists, including Amazon's technical leaders and external guests. The day-long event focuses on technology deep dives (including voice technology, machine learning, Fire OS, and others) and leadership discussions from senior Amazonians and peer companies.

Conversations on Race and Ethnicity (CORE) is our internal conference that explores how race impacts our daily lives. Launched in 2018, the conference leads Amazonians through content on historical context, productive conversations, being an ally, and customer inclusion. At CORE, external scholars, activists, and writers dive deep on topics to educate Amazonians from all backgrounds on the experiences people of color have in the workplace, and how to create supportive and inclusive teams.

Global Accessibility Awareness Month has been recognized each May at Amazon since 2015. Around the world, the month is full of events, technical talks, experiential trainings, podcasts, and workshops that showcase accessibility best practices. Amazonians take time throughout the month to learn about accessibility, even if it is not a part of their day-to-day work. In 2018, participants attended events across 13 locations in six countries. In 2018, Amazon also hosted the first A11yCon, a conference focused on increasing visibility and awareness to accessibility challenges. The conference also included a multi-location accessibility hackathon focused on finding solutions to some of the biggest challenges facing people with disabilities in today's technology-focused world.

Learn more about our efforts to promote [diversity and inclusion](#) at Amazon.



Employee Engagement

Our more than 870,000 employees globally are the foundation of our success as a company. Consistent, honest, and open communication with our employees allows individuals to raise concerns and have them directly addressed by leadership; it allows us to continuously improve our workplace and employee experience. Our goal is to hear from and listen to everyone. Here are some of the many ways an employee can choose to communicate with management:



Open Door Philosophy

We believe candid and constructive communication in an environment of mutual respect is essential to our collective success. We have an “open door” policy, which means we welcome and encourage any employee to discuss suggestions, concerns, or feedback with their manager, a Human Resources team member, or any member of Amazon’s leadership team.

Voice of the Associate Boards

Voice of the Associate boards are in Amazon fulfillment centers around the globe—physically and virtually—providing employees a forum for expressing their concerns, offering suggestions, and asking questions on a daily basis to leadership. Leadership teams reply directly to questions, promoting dialogue and efficient remediation of issues. In 2019, our fulfillment center managers received and responded to over 225,000 comments, questions, and issues raised on the Voice of the Associates boards.



Connections

Connections is a real-time, company-wide employee feedback mechanism designed to listen to and learn from employees at scale to improve the employee experience. Each day, Connections questions are delivered to every Amazon employee on a computer, a workstation device, or hand scanner. Employees may choose to answer or not answer any question, and individual responses are aggregated and shared with managers at the team level to maintain confidentiality. Connections analyzes response data and provides insights to managers and leaders to review and take actions as they uncover issues or see opportunities to improve.

- **Connections generates over 500,000 responses from employees daily.**
- **Connections is live in 51 countries, at over 2,500 unique sites/locations, and questions are delivered in 21 languages.**



Executive Escalations

Suggestions or complaints sent to a member of the senior leadership team are considered "Executive Escalations." Any employee can utilize this method of providing a suggestion or raising a concern to leadership. All escalations are independently reviewed by Human Resources, used as a learning opportunity, and may be used to update our processes to prevent gaps in the future.



Appeals Process

In the U.S. and Canada, the Appeals Process is a dispute resolution mechanism for employees in our in-scope lines of business (such as customer service, customer fulfillment, and sort centers) to challenge certain disciplinary actions. A second level manager, General Manager, or a panel of peers may review the issues raised in an appeal, including management decisions, to determine if a policy or practice was applied properly and consistently. If not, we will remediate the issue in line with our policies and practices.



Ethics Hotline

Employees may raise questions or report suspected violations of our [Code of Business Conduct and Ethics](#) through Amazon's Ethics Line in over 20 languages. Calls to the Ethics Line are answered by an independent third party and may be made anonymously upon request. Our Business Conduct and Ethics team records, reviews, and investigates calls for potential violations of the Code and tracks cases through to remediation where necessary. Allegations of violations of the Code are also reported up to the Audit Committee.



Associate Insight Surveys and Pulse Surveys

Annual surveys ask employees to anonymously express opinions about issues in the workplace, and managers respond by remediating issues or making improvements.



Regular In-Person Meetings

Through all-hands meetings with General Managers, stand-up meetings with direct supervisors, and regular roundtables with senior leadership, employees have daily opportunities to engage with leaders, raise issues, and make suggestions to continually improve our workplace.



Freedom of Association

We respect freedom of association and our employees' right to join, form, or not to join a labor union or other lawful organization of their own selection, without fear of reprisal, intimidation, or harassment. These rights should be exercised in an informed and thoughtful manner. Amazon has associates represented by some form of collective bargaining in many countries. We value worker feedback, and are committed to providing our employees with appropriate access to grievance mechanisms and remedial action, regardless of collective bargaining presence. We firmly believe it is in our employees' and the company's best interests to continue our direct communications, and the best way to effect positive change is for our employees and us to continue working together directly.

Sustainability Ambassadors

At Amazon locations around the world, more than 4,500 employees join together as Sustainability Ambassadors—a grassroots organization of Amazonians working to expand the efforts of the global teams that work directly on managing Amazon’s environmental and social impacts. The Sustainability Ambassadors program started in 2017 with chapters in corporate offices and fulfillment centers in the U.S. and Europe. The program continues to expand, now with over 160 teams around the world.

Recognizing that global challenges require global participation, Sustainability Ambassadors seek opportunities to lead and collaborate, using their collective action to amplify and deliver on Amazon’s ambitious sustainability goals. Ambassadors raise awareness of sustainability as a practice for all Amazonians by delivering environmental education through on-site events. They lead projects and pilot initiatives within buildings and across communities, striving to make Amazon the most sustainable place to work.

Examples of initiatives include: diverting products from waste into donations for people in need; developing innovations in recycling programs to include new products and locations; setting up local commute options like carpool programs and bike to work challenges; conducting energy audits with local utilities and implementing new energy efficiency programs; organizing community cleanup events at local beaches, parks, and wetlands; and developing services aimed at helping customers meet their own sustainability goals.

Ambassadors based in our fulfillment centers and operations facilities focus on sustainability projects that help sites deliver on their carbon reduction goals. The program provides a community platform to share best practices and scale sustainability across our worldwide networks. In Poland, one Ambassador team collectively redesigned the waste segregation process in their fulfillment center, driving waste recycling rates up by over 40%.

Ambassadors in our corporate offices have a unique opportunity to launch ideas with data-driven analysis using Amazon technology. For example, after auditing waste at our global headquarters in Seattle, Ambassadors developed a proposal to improve waste sorting using DeepLens—a deep learning enabled video camera from Amazon Web Services. A team of Amazon employees built a dataset and model that used DeepLens’ object detection capabilities to identify the waste items being discarded and use built-in audio to tell people which bin to use for a given item.

The combination of ground-level action with scalable ideas and advanced technology makes Sustainability Ambassadors critical partners in achieving Amazon’s larger sustainability goals.



COVID-19

From the beginning of the pandemic, we have worked tirelessly to support and protect our employees, customers, and the communities we operate in during this time of crisis. Our top concern is ensuring the health and safety of our employees, and we expect to invest approximately \$4 billion on COVID-related initiatives getting products to customers and keeping employees safe.

We've made over 150 process updates—from enhanced cleaning and social distancing measures to new efforts like aerosol disinfectant spraying. We're spending over \$85 million redeploying team members, including some of our most talented software engineers, moving them from their typical roles onto teams where they can work on cutting-edge safety programs. We distribute personal protective equipment to our employees and require them to use face coverings while at work. We introduced and scaled temperature checks across our worldwide facilities. As of May 2020, we have:



Provided **100 million+ masks** to our fulfillment center and office sites.

Added **2,298 handwashing stations.**

Added **5,765+ janitorial staffers** to our typical teams.

Provided an additional **34 million gloves.**

Added **48 million ounces of hand sanitizer.**

Purchased **31,000+ thermometers and 1,115+ thermal cameras.**

Worked on building **scalable testing for coronavirus.**

We're continuing to innovate and find new ways to support the health and safety of our employees. One of the most promising opportunities we've discovered to improve workplace safety comes from artificial intelligence and machine learning. We are now using computer vision technologies in our buildings to help site leaders identify high traffic areas and implement additional measures to improve social distancing. This program, which we call "Distant Assistant," provides immediate feedback to our employees on whether they are maintaining six-feet of physical distance from one another. As people walk past the camera, a monitor displays live video with visual overlays. Individuals remaining six feet apart are highlighted with green circles, while those who are closer together are highlighted with red circles. The on-screen indicators are designed to remind and encourage employees to maintain appropriate distance from others. We are excited to open source the software and AI behind this innovation so that anyone can create their own Distance Assistant. Individuals and businesses large and small can download the package at no cost and get up and running with just a computer and camera.

Our colleagues are on the front lines, helping customers in communities around the world in a way very few can—delivering critical supplies directly to the doorsteps of people who need them, particularly the elderly and those with underlying health issues. Here are some of the things we are doing to support our employees:

- We gave our employees a special one-time Thank You bonus totaling over \$500 million. All front-line employees and partners who were with the company throughout the month of June 2020 will receive a bonus.
- If one of our employees is diagnosed with COVID-19, they will receive up to two weeks of paid time off. This time off is in addition to their other paid and unpaid time off options.
- We established a \$25 million relief fund for partners (e.g., delivery drivers) and seasonal employees facing financial hardship or quarantine.

Learn more about how we are responding to the COVID-19 pandemic on our [Day One blog](#).

Supply Chain

Amazon is strongly committed to conducting our business in a lawful and ethical manner, including engaging with suppliers who respect human rights, provide safe and inclusive workplaces, and promote a sustainable future.



About Our Supply Chain

Our mission is for our products to be made in a way that respects human rights and the environment. Our global teams work closely with suppliers to communicate our standards, and help suppliers build their capacity to provide working environments that are safe and respectful of human rights.

Our Approach to Responsible Sourcing

Our standards are derived from the United Nations Guiding Principles on Business and Human Rights, the UN Universal Declaration of Human Rights, the Core Conventions of the International Labour Organization (ILO), and the ILO Declaration on Fundamental Principles and Rights at Work. To ensure our policies and programs incorporate these internationally recognized human rights standards, we conduct formal benchmarking with industry peers and multi-stakeholder organizations to continually improve our program. We regularly review our Supply Chain Standards against policies developed by industry associations (such as the [Responsible Business Alliance](#) and the [Consumer Goods Forum](#)) in consultation with external stakeholders including [Nest](#), [Business for Social Responsibility](#), [Impactt Limited](#), and [Verité](#).

Our Sourcing Footprint

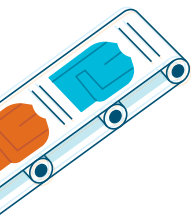
Hundreds of thousands of workers, employed by suppliers around the globe, make our Amazon-branded products. The suppliers that produce Amazon-branded apparel, consumer electronics, food and beverage, and home goods products are shown on our [supply chain map](#), which is updated regularly and is available to download. We believe supply chain transparency is crucial to our approach to human rights due diligence and ensuring worker protections. We publish our supplier list to provide customers and external stakeholders visibility into where we source and to contribute to transparency efforts across industries. When we receive information about potential issues in our supply chain we investigate and take appropriate action to remediate.

Assessment of Risk

We routinely evaluate our supply chain to understand the highest risks to workers and prioritize our efforts. To do this, we engage key internal and external stakeholders, analyze our risks using international risk indices such as the World Bank's Worldwide Governance Indicators, run worker surveys, and conduct assessments that include worker interviews, management interviews, document review, and on-site visits. We regularly consult industry experts to review our approach to risk assessment against globally recognized international standards and industry best practices.

Supplier Assessments

Our Responsible Sourcing Program focuses on suppliers of Amazon-branded products, consisting of Amazon [Private Brands](#) and [Devices](#) and a curated selection of brands exclusively sold on Amazon. Through this program, we engage in robust supplier due diligence, prioritizing mechanisms that drive continuous improvement. We are committed to working with our suppliers to remedy issues and establish systems to prevent future issues. We expect our suppliers to consistently monitor and enforce our standards in their own operations and supply chain as well as make improvements to meet or exceed our expectations. We use independent auditors to verify supplier compliance with our standards through regular on-site inspections and confidential worker interviews.



In 2019, we conducted a total of 4,082 assessments to help us determine which suppliers to work with and, for those we do engage, to help us continually understand and improve those suppliers' practices. We utilize three types of assessments:

Pre-Production Assessments

Suppliers must submit an Amazon-approved assessment of their facilities before beginning production of Amazon-branded products.

- **44% of assessments conducted in 2019 were Pre-Production Assessments.**

Ongoing Assessments

Suppliers must submit Amazon-approved assessments on an ongoing basis while producing Amazon products.

- **35% of assessments conducted in 2019 were Ongoing Assessments of active suppliers.**

Verification Assessments

Where issues are identified, suppliers must develop a corrective action plan detailing actions to address identified issues, a long-term plan to prevent reoccurrence, and where necessary, undergo a follow-up assessment to ensure issues are properly remediated.

- **21% of assessments conducted in 2019 were Verification Assessments to verify remediation.**

Our approach is based on a commitment to workers and to continuous improvement; we put the safety and interests of workers first. Suppliers are required to meaningfully participate in any investigation and take immediate action in the event that issues are found. An acceptable corrective action plan details the root cause of the issue and the steps, both short-term and long-term, that supplier management will take to fix it. In most situations, we will support suppliers through the remediation process, but where a supplier refuses to remediate, we may choose to terminate the relationship. Failure to meet our standards has been a factor in our decision to terminate hundreds of suppliers.

Supply Chain Standards and Supplier Manual

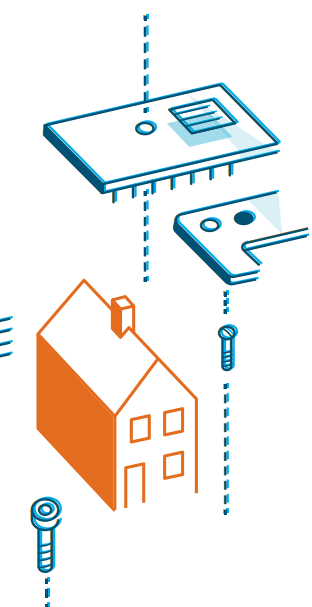
Our mission is for our products to be made in a way that respects human rights and the environment. Our global teams work closely with suppliers to communicate our standards and help suppliers build their capacity to provide safe and respectful working environments.

Supply Chain Standards

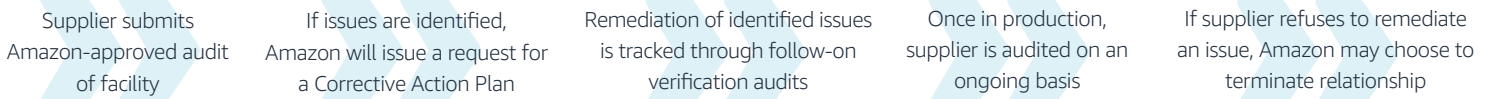
We set a high bar for ourselves and our suppliers. Our [Supply Chain Standards](#) detail the requirements and expectations for suppliers, vendors, and service providers throughout our supply chain, and suppliers must commit to these standards as a condition of doing business with us.

Supplier Manual

Our [Supplier Manual](#) provides guidance and resources to suppliers of Amazon-branded products on how to meet and exceed the expectations outlined in our Supply Chain Standards.



Key Stages of Supplier Assessment and Issue Remediation:



About Our Assessment Results:

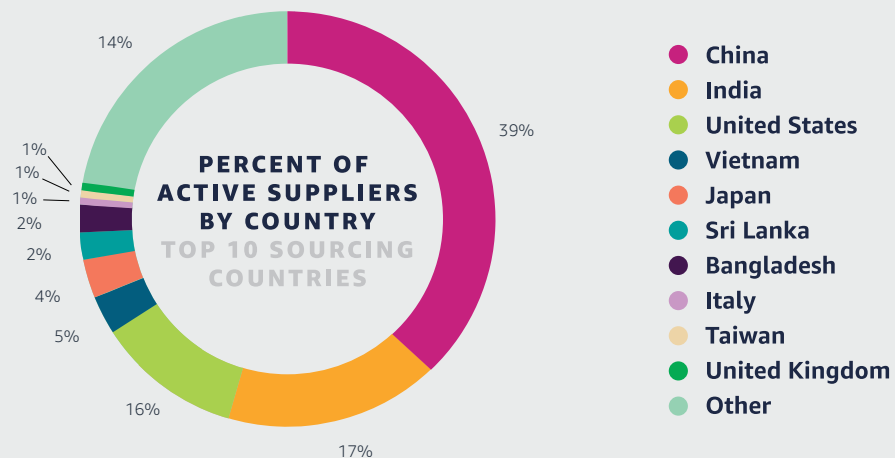
Suppliers are assessed across four main categories: 1) Labor, 2) Health and Safety, 3) Environment, and 4) Ethics. These categories are divided into subcategories, such as non-discrimination, emergency preparedness, hazardous substances, and transparency. Findings within each subcategory are flagged as High, Medium, or Low depending on the level of severity.

Over the last three years, Amazon has focused on setting a high bar for new suppliers and refusing to go to production until suppliers remediate all High level findings identified in our assessments. Since 2017, the proportion of audits with High and Medium level findings on Labor and Health and Safety has decreased (Labor decreased by 15.7 percentage points and Health and Safety decreased by 8.8 percentage points).

We recognize that some issues may take time to effectively remediate. For Medium level issues, we expect suppliers to show they are making meaningful progress toward remediation within a defined timeline. For Low level issues, we monitor suppliers for continuous improvement. We have dedicated teams based in key sourcing countries around the globe that work directly with our suppliers to identify solutions to challenging problems and promote open dialogue. We seek to create long-term relationships with suppliers who align with our values and who are committed to constantly improving conditions for workers. Where we see trends in issues beyond individual suppliers, such as widespread health and safety deficits or industry-wide failures to responsibly protect migrant workers, we work to define regional or global strategies to address underlying systemic challenges.

The most common High and Medium level finding in 2019 was the Wages and Benefits subcategory. Examples of findings in this subcategory are: failure to pay overtime at the appropriate overtime rate, wage payments were delayed, or required government deductions have not been properly paid. The second most common finding in 2019 was Emergency Preparedness and Response—for example, a malfunctioning fire detection system or a blocked emergency exit. We are committed to driving improvement in these areas.

Our Supply Chain Across the Globe



Progress in 2019

Beyond individual supplier improvements, in 2019, we invested in programs to address complex regional and systemic issues identified through assessment data, risk assessments, or by external stakeholders:



Addressing Wages and Benefits: Compliance with our standards on wages and benefits persists as a common issue across suppliers in our Responsible Sourcing Program, as evidenced by the frequency of this finding among our suppliers. In 2019, we updated our Supply Chain Standards to include language encouraging suppliers to pay a fair wage and announced that worker wages is one of our key commitments areas as a program. In 2020 and 2021, we will dive deeper in to the root causes of this issue and the actions that Amazon and our suppliers need to take to reduce future findings on wages.



Women's Empowerment: Women have the power to be agents of change in workplaces and society. Ensuring women workers in our supply chain have the resources and information to make choices on their health, their safety, and their finances empowers them to overcome structural and societal disadvantages and improves outcomes for all workers. We have committed to investing in women's empowerment and, in 2019, we began a partnership with the BSR HERproject, an initiative that brings together global brands, their suppliers, and local partners to create and implement workplace-based interventions on health, financial inclusion, and gender equality. Through our partnership with HERproject, we engage with suppliers in China, Bangladesh, Vietnam, and India. As of June 2020, we reached over 8,700 women, building the capacity of workers and factory management to combat gender-based discrimination in the workplace.



Emphasis on Supplier Transparency: Supplier transparency issues were one of our most common High and Medium severity findings in both 2017 and 2018. Over the last year, we focused on increasing our communication with suppliers through pre-assessment outreach and on-site engagements to explain our standards and expectations of suppliers. We also improved our supplier-facing materials—including publication of a Supplier Manual—detailing our process and the importance of transparency. Building on our Leadership Principle of *Earns Trust*, we seek to build solid, trusting relationships with our suppliers over time that lead to better sharing of information.



Increased Investment in Health and Safety Programs: Health and Safety subcategories continue

to be one of our most common assessment findings, particularly Emergency Preparedness and Response and Industrial Hygiene. In 2019, we began working with the SCORE Training Program, a lean manufacturing program focused on improving productivity and working conditions in small and medium-sized manufacturers. We enrolled suppliers in India and China to improve supplier management systems and their ability to effectively and efficiently meet health and safety standards. The program offers training and assistance in implementing improvement plans across five areas: workplace cooperation, health and safety, quality management, clean production, and human resources. In 2020, we will continue to enroll additional suppliers and develop a monitoring and evaluation mechanism for measuring impact on health and safety performance.



Responsible Recruitment: Forced labor is a complex and often hidden crime. Suppliers frequently lack basic awareness of the risks inherent in worker-paid recruitment fees or the importance of a process for responsibly managing migrant worker recruitment. Our standards require suppliers to reimburse in full any fees paid during the recruitment process. We are working to educate our suppliers on the issue, helping them develop the appropriate management systems, and ultimately minimizing the risks of forced labor. In 2020, we developed a Responsible Recruitment Guidebook in collaboration with labor rights nonprofit Verité. This guide provides suppliers with practical strategies to prevent forced labor risks and remediate worker-paid recruitment fees. In 2020, we will launch in-person trainings on responsible recruitment for our suppliers in Malaysia, Taiwan, and Japan. We are also working with the Responsible Labor Initiative to advance industry-wide approaches to ensuring responsible recruitment.

CASE STUDY

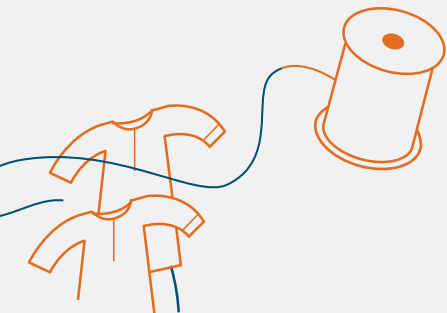
Enhancing Worker Safety and Well-Being in the Bangladesh Garment Industry

Health and safety in Bangladesh factories persists as an issue, particularly in the garment industry. In 2019, we learned that products sold by third-party selling partners in the Amazon Store were potentially linked to factories with unsafe working conditions in Bangladesh. We took immediate action to remind selling partners that Amazon's Supply Chain Standards apply to all products sold on Amazon and that under those standards, Amazon expects all products sold in the Amazon Store or provided to Amazon to be manufactured or produced in safe, healthy, and inclusive work environments.

We issued new guidance specifically prohibiting the selling of products made in factories deemed ineligible under the Bangladesh Accord or Alliance for Bangladesh Worker Safety, which evaluates Bangladesh garment factories for workplace safety. We removed any products connected with such factories from our Amazon Store. We also notified selling partners that we will evaluate all credible allegations or reports of selling partner violations of our Supply Chain Standards, including but not limited to those published by governments, reputable investigators, journalists, or human rights defenders.

In addition to engaging third-party selling partners at issue in the allegations, we went further to proactively engage all suppliers manufacturing Amazon-branded products in Bangladesh. We require verification of the safety of building structures and electrical and fire safety issues, and we conduct on-site inspections with certified engineers for the highest risk issues to track closure. We enhanced our pre-sourcing screening process for new Bangladesh suppliers to ensure that adequate building safety equipment and systems are in place as a pre-condition to being approved for Amazon production.

As a way to further support workers in the Bangladesh garment industry, we also invested in the [Amader Kotha Helpline](#) which provides workers throughout the region, including many of Amazon's own suppliers, with a grievance mechanism to report and quickly resolve factory concerns in the ready-made garment sector in Bangladesh.



The following table includes data from our assessments in 2019, including suppliers not currently producing for Amazon.

High and Medium Level Findings by Subcategory in 2019 (% of all assessment findings)

Subcategory	High/Medium Severity
Labor	
Freedom of Association	0.4%
Freely Chosen Employment	3.2%
Humane Treatment	0.1%
Non-Discrimination	0.4%
Subcontractor and Next-Tier Supplier Responsibility	0.1%
Wages and Benefits	40.7%
Worker Grievance/Complaint Mechanism	0.0%
Working Hours	7.9%
Young Workers	0.5%
Ethical Behavior	
Business Integrity	2.3%
Transparency	2.9%
Environment	
Hazardous Substances	0.0%
Pollution Management and Prevention	0.1%
Health and Safety	
Emergency Preparedness and Response	10.5%
Industrial Hygiene	9.5%
Machine Safeguarding	0.1%
Sanitation, Dormitory, and Canteen	2.3%

Supply Chain Commitments

We evaluate our supply chain to identify the industries, countries, and issues where we have the greatest opportunities to identify and address risks and have a positive impact on workers. In the event we identify an issue in our supply chain, we act fast and prioritize solutions from the workers' point of view.

We work with industry partners to tackle systemic issues and implement programs that support continuous improvement for our suppliers and workers. As a part of our due diligence efforts to identify, prevent, and mitigate adverse impacts, we leverage internal and external data and guidance from external stakeholders including industry experts, civil society groups, and non-governmental organizations.

We are committed to assessing our impact and focusing our efforts in the following key commitment areas:

Safe Workplaces: Safe and healthy workplaces are a top priority for Amazon. We have global teams who partner with suppliers to increase worker awareness of safety issues, promote worker participation in their facility's safety culture, and promote initiatives focused on the well-being of workers on issues that matter most to them.



Our suppliers must provide workers with a safe and healthy work environment; suppliers must, at a minimum, comply with applicable laws regarding working conditions. Additionally, we are committed to driving improvement in these key priority areas: (1) occupational safety, including adequate machine safeguarding, and ensuring suppliers continually identify, evaluate, and control physically demanding tasks to ensure that worker health and safety is not jeopardized; (2) emergency preparedness and response planning; and (3) sanitation and housing—if suppliers provide residential facilities for their workers, they must provide clean and safe accommodations.

We conduct on-site assessments of Amazon-branded suppliers to determine safety conditions throughout our business relationship. This includes assessments of protections such as adequate fire safety systems, sanitary dormitories and facilities, and adequate machine safeguarding.

We require that these suppliers address material safety issues prior to beginning production with Amazon. Assessment results are reviewed regularly by the leadership of our Amazon-branded businesses, and corrective action plans are implemented with suppliers as needed.

Freely Chosen Employment: We will not tolerate the use of forced labor in our supply chain. Our Supply Chain Standards prohibit all forms of forced labor and human trafficking; this includes charging workers recruitment fees, holding passports or personal documentation, and coercion to work through threats of deportation or contacting immigration authorities. During assessments of Amazon-branded suppliers, we track where workers migrated from and how much they paid in recruitment fees. If fees have been paid, we require the supplier to reimburse workers in full. Forced labor is a hidden crime that is hard to combat. We recognize real progress in this space will only be achieved through collaborative action—by companies, governments, and civil society—to spur system-wide change. Learn more about our approach to forced labor in our annual Modern Slavery Statement. Amazon is currently working with these organizations to devise holistic approaches to combating forced labor:

Polaris: Amazon supports Polaris, a nonprofit that assists trafficking victims and survivors. Through the U.S. National Human Trafficking Hotline, Polaris has identified and responded to over 63,000 cases of human trafficking and labor exploitation since 2007. AWS works with Polaris to infuse cutting-edge technology into its infrastructure to accelerate the development of the largest known U.S. data set on trafficking. Polaris uses that data to understand and improve the way trafficking is identified, how victims and survivors are assisted, and how to prevent this abuse.

Responsible Labor Initiative: The Responsible Labor Initiative is a multi-industry, multi-stakeholder initiative focused on ensuring that the rights of workers vulnerable to forced labor in global supply chains are consistently respected and promoted.

Tech Against Trafficking: Tech Against Trafficking (TAT) is a coalition of technology companies collaborating with global experts to help eradicate human trafficking using technology. Amazon sits on the TAT steering committee and has leveraged the expertise and resources of AWS to help scale tech solutions in the anti-trafficking field.

Thorn: Thorn, an organization that builds technology to defend children from sexual abuse, leverages AWS architecture and machine learning tools in their product Spotlight. Spotlight's sophisticated machine learning capabilities save time for investigators by automatically flagging ads likely to represent at-risk children. Investigators can set customized alerts and search Spotlight's constantly growing database of ads to aid in their investigations. Spotlight has helped identify more than 14,000 child sex trafficking victims.

Unseen: We have made a three-year commitment to work with Unseen, a UK anti-slavery charity that operates the UK Modern Slavery and Exploitation Helpline and provides immediate and long-term support to potential victims of modern slavery.

OUR GOALS:

100% of Amazon employees who drive trucks complete Truckers Against Trafficking training by the end of 2020.
Launch supplier improvement program focused on responsible recruitment by the end of 2020.

Empowering Women: Quality jobs for women translate to positive impacts for communities, and we are actively working to empower women to make their own decisions on health, finances, and career development. This includes collaborating with globally recognized programs such as Better Work and Business for Social Responsibility's HERproject. Through our partnership with HERproject, we engage suppliers in China, Bangladesh, Vietnam, and India. As of June 2020, we had reached over 8,700 women with training on health and financial skills, building the capacity of workers and factory management to combat gender-based discrimination in the workplace.

OUR GOAL:

Launch empowerment programs to reach over 25,000 women in our supply chain by 2023.



Fair Wages: We are committed to working closely with suppliers, business partners, and multi-stakeholder associations to monitor and promote continuous improvement in working conditions, including fair and on-time payment of wages. We have dedicated teams across the globe that work directly with suppliers to track and report performance against these standards.

Our suppliers are required to pay legally required compensation (including overtime and benefits) and we encourage our suppliers to continuously evaluate whether workers earn enough to meet their basic needs and the needs of their family.

We require Amazon-branded suppliers in a number of regions to enroll in Better Work—a partnership between the International Labor Organization and the International Finance Corporation focused on improving working conditions in the garment industry and making the sector more competitive. By working with suppliers and training workers on their rights, Better Work is able to help workers improve wages over time.

OUR GOAL:

Launch in-depth research into fair wages within our Amazon-branded products supply chains in 2021.

Environmental Protection: Our aim is to ensure that the manufacturing of our products does not cause unnecessary environmental harm, and positively impacts people and communities. We are a member of the Sustainable Apparel Coalition (Coalition), an industry-wide group of leading apparel and footwear brands, retailers, manufacturers, non-governmental organizations, academic experts, and government organizations working to reduce the environmental and social impacts of apparel products around the world. We encourage our Amazon-branded suppliers to evaluate their practices using the Coalition's Higg Index, a tool to help manufacturers measure the social and environmental performance of their facilities. We are committed to driving adoption of this assessment and helping our suppliers understand their environmental impact.

OUR GOAL:

Collect environmental performance data from 200 suppliers by the end of 2021.



COVID-19

Amazon is committed to supporting our suppliers, their workers, and their communities as they are impacted by the COVID-19 pandemic, and we have dedicated over \$1 million in initial investments to support response and recovery efforts in our supply chain.

We are continuing to monitor suppliers for compliance with our Supply Chain Standards and are making necessary modifications to supplier assessment procedures based on internal and external stakeholder recommendations. We are working to balance the need to limit the movement of people and allow suppliers time to support workers and prepare production schedules with the need to have our eyes and ears on the ground.

We have urged suppliers to take the following steps to mitigate risk to workers:

Follow all government safety recommendations before resuming or continuing to manufacture Amazon-branded products and take appropriate steps to ensure safe and clean workplaces.

Avoid ending worker contracts where workers are sick or caring for sick family members.

Ensure monitoring of worker hours and proper overtime notices as factories ramp up production.

We are partnering with organizations providing critical support to suppliers and workers during this devastating pandemic:

- In Bangladesh, we've partnered with the **International Organization for Migration (IOM)** to distribute medical supplies and COVID-19 related resources for front-line doctors, nurses, and medical workers operating in the largest refugee camp in the world. The contribution supports the procurement of lifesaving PPE for 23 IOM-managed health facilities, serving to benefit both refugee and host community populations in the region.
- Amazon is supporting the implementation of **SCORE Training** in 42 factories, which is helping factories plan their production schedule, reorganize production lines, and implement guidelines for more social distance and increased safety. Factories enrolled in the **SCORE Training Program** receive support implementing health and safety protocols and providing workers with training on health and sanitation, which has improved the working conditions of 20,000 workers, including 9,000 women.
- As part of our longstanding relationship with BSR's **HERproject**, we helped to launch HERessentials, a new venture that will digitize HERproject's and Empower@Work's learning modules into a six-module Digital Worker and two-module Digital Manager Toolkit curriculum for remote access. The toolkit covers topics like personal hygiene, reproductive health and breastfeeding, and financial planning, and offers local resources on mental health and domestic violence services. The toolkit will be available to 500,000 female workers by 2025 in Bangladesh, China, Ethiopia, India, Kenya, and Vietnam, and will be translated into local languages.



COVID-19

- Amazon partnered with **Nest**, a nonprofit building a hand-worker economy of artisans, to increase global workforce inclusivity, improve women's well-being, and preserve important cultural traditions around the world. As part of this partnership, we have been able to distribute over 100 economic relief grants to artisan businesses across the globe. We were also able to support the Nest's PPE Purchasing initiative—a program that purchased over 200,000 protective masks to be delivered to front-line workers. This program distributed over \$500,000 in economic relief value to 57 businesses, which altogether employed 10,510 skilled artisans.
- We are supporting the **Amader Kotha Helpline**, which provides workers with a grievance mechanism to report and resolve factory concerns in the ready-made garment sector. Our contribution will help support the organization's increased call volumes and the 24/7 factory grievance lines in regions impacted by COVID-19. The Helpline serves as a resource for 600+ factories, 30 of which are Amazon suppliers, reaching 1.5 million workers in Bangladesh, and supporting them in safely transitioning back into the workplace.
- In India, we partnered with **Swasti**—a global nonprofit committed to ensuring access to quality healthcare for workers and those in marginalized communities—to adapt their worker well-being program (Invest4Wellness) to provide support to workers in factories impacted by COVID-19. With our support, Swasti is setting up a worker helpline, developing health protocols for workers to return to work safely, establishing an emergency response team, and providing critical mental health, healthcare, and social entitlement support to workers, their families, and their communities. These services are available to seven factories in our supply chain, reaching 3,500 workers—including 1,400 women—and their families.

Learn more about how we are responding to the COVID-19 pandemic on our [Day One blog](#).



Community

We focus on building long-term and innovative programs that will have a lasting, positive impact in communities around the world.



At Amazon, we are committed to helping children and young adults have the resources and skills they need to build their best future. We build long-term and innovative programs that will have a lasting, positive impact in communities around the world, with a focus on supporting underrepresented and underserved communities.

A young woman with a headwrap and a polka-dot shirt, looking upwards with a smile, surrounded by colorful geometric shapes.

As part of our community focus, we work to increase access to high-quality computer science education. One of our primary programs is [Amazon Future Engineer](#), a childhood-to-career initiative aimed at increasing access to computer science education for hundreds of thousands of children and young adults from underserved and underrepresented communities each year. Amazon Future Engineer is part of Amazon's \$50 million investment in STEM education. Amazon Future Engineer has also invested an additional \$20 million in organizations that promote computer science and STEM education across the U.S. Each year, Amazon Future Engineer:

- ## Right Now Needs: Disaster Relief, Hunger, and Affordable Housing/Homelessness



Hunger and Affordable Housing:

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- **More than \$15 million** in in-kind and cash donations to one of our longtime neighbors in Seattle, FareStart, a nonprofit focused on helping individuals in poverty overcome barriers to getting and keeping a job through training on the work and life skills necessary to succeed in the foodservice industry. Since 2017, Amazon has provided in-kind and cash donations, contributed more than \$2 million in revenue to FareStart's catering business, and provided consultancy services and space to help FareStart optimize its growing catering business. Additionally, Amazon employees volunteer more than a thousand hours with FareStart each year. With Amazon's support, and the support of its donor community, FareStart helps more than 1,200 people locally each year.
- **\$2 million initial grant and creation of the Right Now Needs Fund**, stewarded by the Alliance for Education to help meet the urgent and basic needs (food, clothing, and supplies) of students in Seattle Public Schools and eliminate barriers to learning. Amazon has also provided additional grants to provide [extra support for summer programming and COVID-19 relief](#).
- A [collaboration with Share Our Strength's No Kid Hungry campaign](#), provided access to more than **9 million school breakfasts** for over 50,000 students in 450 schools across the U.S. by the end of 2019.



Supporting Communities Impacted by Natural Disasters:

Our [disaster relief and response efforts](#) leverage Amazon's vast operational excellence, innovative technologies, and worldwide logistics network to provide fast and effective support to worldwide operations fighting large-scale natural disasters. Amazon has filled cargo jets and shipped truckloads of Amazon-donated items for communities ravaged by hurricanes, sent solar powered lights to people living without power after tsunamis, enabled customers to easily donate products and cash on Amazon.com, and helped governments and nonprofits expedite response efforts at scale through our AWS cloud services.

- Between 2017 and 2019, Amazon and our customers donated an equivalent of more than **7.3 million relief items**, including more than 1 million bottles of water, 10,000 N95 respirator masks, and 5,000 solar lanterns.
- Amazon and our customers donated more than **\$17 million in cash and products** to support people impacted by 37 natural disasters.
- **More than 1,400 Amazon employees** supported disaster relief and response efforts and hundreds participated on the ground.
- Amazon's disaster relief and response teams have helped more than **40 nonprofit partners** deliver services to victims of disasters from around the world.
- Amazon Air cargo jets were packed with **more than 500,000 donated relief items** to support people affected by Hurricane Maria and Hurricane Dorian.
- We've supported victims of more than **37 natural disasters in over 10 countries**.



AWS Disaster Response Action Team: AWS enables disaster response organizations to access cloud services at the edge, even in the harshest conditions. The AWS Disaster Response Action Team (DRT) allows customers to focus on mission-critical functions, while AWS provisions critical data and applications, transports hardware to the base of operations, and implements deployable infrastructure based on customer need. For example, in 2019, in the wake of Hurricane Dorian (a Category 5 storm that struck the Bahamas), the DRT helped set up connectivity and communications networks at more than 40 medical facilities and shelters in the country. In 2019, AWS also launched AWS Project Resilience, offering up to \$2,000 in AWS credits to state and local governments, community organizations, and educational institutions to better prepare for natural and man-made disasters.

AWS and Community Outreach

AWS is committed to making a positive difference around the world. We are dedicated to inspiring future builders—especially those from underrepresented and underserved communities. To accomplish this, we established a program called AWS InCommunities which builds long-term and innovative programs that will have a lasting impact in individual communities around the world.

STEAM Events and Sponsorships

To help create the next generation of creative thinkers and future builders, AWS sponsors a variety of STEAM (science, technology, engineering, the arts, and mathematics) initiatives in the communities where we have a physical presence. This includes working hand-in-hand with nonprofit and nongovernment organizations, helping to advance their efforts through sponsorships, employee volunteers, and in-kind donations. Through our programming, we help increase thousands of students' access to STEAM education opportunities in fun and imaginative ways.

Here are a few examples of our efforts in communities:

- **AWS Tech Week** is a global initiative that inspires employees to participate in and lead tech-related community events, including “mapathons” to identify locations for disaster relief efforts, sessions on STEAM and cloud careers in schools, and other service activities.
- **Girls' Tech Day** is a workshop emphasizing STEAM for school-age girls and young women—designed to inspire future builders, showcase tech careers and women in the technology workforce, and introduce girls in underserved areas to STEAM.
- **Family Tech Days** are activities for our community neighbors emphasizing science and technology in a fun environment. The events are free and open to the entire community.
- **The AWS Think Big Experience** is all about encouraging innovation among students and encouraging them to Think Big to solve real world problems. To bring this to life, we have built physical Think Big Spaces and content for students around the globe.



COVID-19

The ongoing COVID-19 crisis has impacted communities across the world, including in the cities home to our U.S. corporate headquarters in Seattle, WA and Arlington, VA. To support those communities during this health crisis, we have quickly ramped up our response efforts and unique programs.

Investing in Communities Around the Globe



We launched the **\$20 million AWS Diagnostic Development Initiative** to accelerate COVID-19 research.

In Europe, we committed **€21 million (almost \$23 million USD)** to support those most affected by the COVID-19 pandemic.

We're working with food banks in 25 cities across the country to deliver **6 million meals to underserved and vulnerable populations.**

We committed to donating **\$5 million in Amazon devices** globally to those in need.

We're donating **8,200 laptops to Seattle Public Schools students** who do not have access to a device at home.

Through our Amazon Future Engineer program, we're donating **4,000 laptops to high school students across the U.S.** and making new online computer science resources, including exam prep, free.

Putting Amazon's Unique Assets to Work

- We believe Amazon has a unique role to play providing a critical service for families to get the items they need, without leaving their homes. Amazon partnered with food banks across the country to donate delivery services of shelf-stable groceries and pre-packaged foods to serve 6 million meals, using our robust network of Amazon Flex drivers. Amazon's food bank partners are responsible for providing, preparing and packaging all shelf-stable foods. Amazon Flex delivery partners collect the pre-packaged foods from food banks, and make "no-contact" deliveries directly to the doorsteps of vulnerable groups in their own communities.
- To enable remote learning while schools are closed, we have made [Amazon Future Engineer](#) STEM curriculum available to students in the U.S., UK, and France, reaching more than 9,000 students in the U.S. during the first week alone.
- AWS InCommunities, our AWS community engagement team, has reached out to the medical community and health workers in India to help those on the front-line by providing medical supplies and hygiene kits contributing to the fight against COVID-19. We have donated ventilators, masks, gloves, sanitizers, and other COVID-19 supplies to help the response effort. The COVID-19 pandemic has brought particular hardship to the migrant labor community in India, who depend on daily wages for essentials including food. AWS InCommunities provided over 3,600 kilograms of dry ration to migrant workers housed in Mumbai.

Learn more about how we are responding to the COVID-19 pandemic on our [Day One blog](#).