Check out this issue to see how ideas from Operations associates have come to life inside our sites!

Tweet, post, snap and share

Yes! You can share your Amazon experience on social media. Find your take-home tips on page 8.
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Prime members in Tokyo, Berlin and Potsdam can now pick from more than 100,000 items, including fresh foods, specialty gourmet foods, freshly picked vegetables and daily necessities. HND7 in Kawasaki City, Japan, opened in April, and BER6 in Berlin, Germany, opened in May, making them the third and fourth countries to get AmazonFresh sites.

"Invent and Simplify” at its finest
PHX6 Amazonians land a U.S. patent

Finding innovative solutions to issues is part of being an Amazonian. For two maintenance technicians at PHX6 in Phoenix, Arizona, their solution came with an unexpected bonus—a U.S. patent.

In 2013, Hal Mueller and Louis Smarzinski spotted an issue where smaller packages, called jiffy envelopes or “jiffies,” were mixing with boxes meant for a sort conveyor. Without a way to separate them, the jiffies got wedged under the belt and caused jams, which slowed production and created hazards.

"A wedged package creates a problem, often getting stuck and causing smoke and if not attended to, potentially causing a fire," Hal said. "This leads to damaged product and a delay in shipping to the customer.”

Fueled by Customer Obsession, Hal and Louis identified a solution to eject incorrect packages and push jiffies to the correct path to ship on time.

They submitted the design to the U.S. Patent Office, and in 2016, it was approved—a first for NACF Amazonians! The solution was implemented at PHX6 and is a best practice at many FCs throughout North America with the same conveyor.

Hal says the patent is the icing on the cake. "It’s pretty neat. Most of the time when you invent something, it’s just part of the job of continuous improvement.” But sometimes, it also makes history.

Your ideas, delivered
Amazonians have the ability to influence the work experience for ourselves, our sites and even the entire company. No matter how big or small, your ideas drive innovation every day.
Improving Amazon, one idea at a time

From new break-time food options to network-wide process improvements, associates around the world are taking ownership to create a better Amazon for each other and our customers.

“The most beneficial thing about the options offered was the amount of time we now have with our leave. It made this momma’s heart so glad not to have to leave my son so soon after having him!”

SARAH, SDFB, JEFFERSONVILLE, INDIANA

All eligible Amazon employees have access to a wide range of benefits designed to enrich well-being, including:

> MORE TIME WITH THE LITTLE ONES YOU LOVE
Soon-to-be parents in Operations voiced that they wanted to take more time off to be with their newborn or adopted child. Today, as a result of feedback, the maternity and parental leave options available to eligible Amazonians in 37 countries offer extended time off for moms and dads and more flexibility when returning to work. They even have the option to share paid time off with spouses who don’t have paid parental leave with their own employer.

> CONVENIENT CAREER DEVELOPMENT
It can be difficult to find the flexibility and resources to learn new skills or go to school. To help associates overcome those barriers, the Career Choice and Career Skills programs were created and onsite classrooms were added for convenience. Keep sharing feedback on these programs!

> EXPANDED EMPLOYEE ASSISTANCE PROGRAM
Based on positive feedback and interest, we’re making the Employee Assistance Program (EAP) available to all Amazonians. It’s currently in 31 countries and continuing to expand.

“Since Amazon introduced the Employee Assistance Program in Germany in 2016, it’s been an incredible resource for employees going through difficult periods. When I see or hear about an associate or their family dealing with a personal issue or life change, I remind them about the free, confidential support offered through the Amazon EAP.”

KATJA WILHELM, LEJ1, GERMANY

Bring your ideas to life!

There are lots of ways to share ideas and feedback to improve the Amazonian and customer experience.

> Birthday Roundtables
> Connections Advisors
> Voice of the Associate (VOA) board

...and early next year, you’ll be able to submit an idea to be considered for the Think Big Conference, where five teams are chosen to present to Amazon’s leadership team!
Tweet, post, snap and share

We want you to share your Amazon experiences on social media!

What do you love about our “peculiar” culture? How does your work help a customer or a coworker? Whether it’s a selfie with your Amazon swag or a photo while doing volunteer work, share the Amazonian experience through your eyes. Don’t forget to include #behindthesmile when posting!

Associate safety ideas spark change

Every day, Operations associates are committed to keeping an eye out for unsafe conditions in the workplace, and they’re diligent about reporting potential hazards. The global Safety Saves program helps them do just that. When associates submit a Safety Saves item, they’re reducing risk for everyone by identifying hazards and correcting them before there’s a near miss, an injury or property damage. Here’s a look at how a few associate Safety Saves led to immediate site improvements.

MDT1 Joe Black filled out a Safety Saves to bring attention to areas where stacks of pallets were blocking fire suppression piping. Site leadership immediately added 5S floor tape around the piping and installed bollards to provide a visual and physical barrier.

ONT9 Pack department associates submitted feedback through Safety Saves that the sleeves they were required to wear were uncomfortable and itchy. Site leadership partnered with a vendor to provide new options that satisfied the site’s safety requirement and were a huge hit with associates.

EUKS Ray Smith won the Safety Saves idea of the month when he suggested applying anti-slip paint to the floor of certain areas in the building that are prone to water buildup. The paint stops PT trucks from sliding when water gets in from outside after the bay doors open.

Our Amazonian champion

POZ1 associate takes first place at the 2017 World Indoor Rowing Championship

For years, Bartosz Zabłocki, an associate at the POZ1 fulfillment center in Poznan, Poland, has balanced work with training and international competitions for the sport he loves. Earlier this year, he represented Poland at the Rowing Indoor World Championships in Boston, Massachusetts, and returned home as the new world champion!

“In the Polish championships, there are around 40 people competing in my category. In the United States, I had to defeat 150,” Bartosz said of his experience. “It was hard, but made the victory even sweeter.”

POZ1 welcomed Bartosz back to work with a standing ovation from his coworkers and site leadership, complete with confetti and a custom-made trophy.

To submit a Safety Saves idea, talk to your Safety team.

LinkedIn recently announced that Amazon ranked #2 on its Top Companies list, which recognizes companies that attract and retain top talent.
TO THE RESCUE! 
FR3 opened up their site for the German Red Cross to train rescue dogs. A good nose saves lives, and an FC makes for the perfect training ground!

AMAZON ASSOCIATE PROVIDES PURE WATER
Amazon Logistics Transportation Specialist Naresh Veesam partnered with the Niswartha India Foundation to provide a permanent solution to sourcing pure drinking water in his village. Before, villagers used to walk up to nine miles to fetch drinking water. Naresh worked with local authorities for permission to use a nearby building to house a reverse osmosis plant.

SORTING AND PACKING AT A FOOD BANK
More than 40 Amazon associates from the PHX node recently volunteered at the St. Mary’s Food Bank Alliance sorting and packing emergency food boxes. Amazon also presented the food bank with a $10,000 donation.

WORLD BOOK DAY IN SPAIN
MAD4 celebrated World Book Day with local students. Children visited the fulfillment center and “picked” their favorite books to take home!

CELEBRATING PRIDE
Since our earliest days, Amazonians have been encouraged to be themselves. In June, Amazon recognized Pride Month around the world.

HONORING MEMORIAL DAY
ONT6 and CVG3 volunteered on Memorial Day in the U.S. to place flags on the headstones of nearby veteran cemeteries.

SNAA CLEAN-UP
Associates from SNAA recently volunteered at Frisbee Park to help pick up trash and pull weeds. Amazon also donated shovels, rakes, gloves and bags.

HONORING MEMORIAL DAY
ONT6 and CVG3 volunteered on Memorial Day in the U.S. to place flags on the headstones of nearby veteran cemeteries.

SURPRISE DONATION GIFTED TO ELEMENTARY SCHOOL STUDENTS
RIC1 and RIC2 associates surprised students at a local elementary school with a $7,500 donation of science, technology, engineering and mathematics (STEM) lab materials for the school to renovate its computer lab.

No matter where they are in the world, Amazonians make a difference in their communities every day. Here’s how.
Amazonians plant 12,000 trees across India

All of Amazon India’s 41 fulfillment centers (FCs), sortation centers and delivery stations celebrated World Environment Week in June with a wide-spread educational campaign and a commitment to plant more than 12,000 saplings across the country. The campaign raised environmental awareness about topics such as reducing energy consumption and food waste, conserving water, managing paper and the benefits of carpooling.

The campaign also included skits, posters and games, with the hope of engaging employees and spreading awareness about sustainability issues. As of July, 12,000 saplings had been planted across the country, and a commitment to plant more than 12,000 trees at nearby schools was made.

At Amazon.in, we are truly committed to protecting the ecosystem we operate in and [we] will continue to spread environmental awareness. — Akhil Saxena, Vice President of Customer Fulfillment in India, said.

FROM A TO Z

Scoring ‘triple wins’ for sustainability

Sustainability at Amazon has never been more exciting. With 11 renewable energy projects launched to date—including the Amazon Wind Farm—Texas and our commitment to install 50 rooftop solar systems on fulfillment centers worldwide by 2020—we’re showing the world how we’re using Amazon’s scale to make a positive impact for our customers and the planet.

We asked Amazon Director of Sustainability Kara Hurst a few questions to find out how the company chooses which projects we pursue and how employee ideas play a role in those decisions.

Are there any projects the Sustainability team has pursued that came from a specific employee idea?

Based on feedback from Amazonians in the Amazon Logistics network (AMZL), we created the Sustainability Ambassadors program, a voluntary program through which sustainability-minded Amazonians collaborate with Worldwide Sustainability subject matter experts to dive deeper into business opportunities.

The ONT8 Green Team is a great example of the bias for action that the Sustainability Ambassadors program unlocks. With representatives from throughout the building, the team uses the ACES scorecard to inform their 2017 sustainability plan for Amazon’s largest shipping volume cross-dock facility. To date, they’ve implemented one project per month and have more projects planned to divert waste and improve energy efficiency.

What factors do Sustainability and Amazon consider when deciding which projects or cities to invest in? Why do some get chosen over others?

In Sustainability, like everywhere else at Amazon, we start with our customer and work backwards. We’re looking for the biggest triple wins that drive efficiency for Amazon, cost-out for our customers and are good for people and the planet. For example, when we can deliver a package with minimal packaging materials, the customer is happy because they have a good, frustration-free packaging experience. It’s also more efficient for Amazon—we use less materials and ship less air, and we reduce waste, which is good for the environment.

In the last issue of From A to Z, we shared that the Career Choice program now includes solar industry certification as an eligible field of study. What would you say to an associate aspiring to work in the solar industry? Any future opportunities for associates to work on solar at Amazon?

Like many of the areas of study we offer in our Career Choice programs, solar and clean energy jobs are a rapidly-growing industry. With our goal of completing 50 Amazon rooftops by 2020, there should be plenty of opportunity to work with us and in all of the communities where we operate as the solar industry continues to grow.

In 2016 alone, the solar industry created one in every 50 new jobs in the U.S. What’s the last thing you ordered on Amazon? A resistance band to throw in my suitcase. I’m determined to get my workouts in even when traveling!
Vacationing Polish associates visit Japan FC

Curious to see how fulfillment centers (FCs) in Japan differ from their home FC in Poland, POZ1 associates Angelika Suchorab and Bartosz Poprawski decided to visit KIX1 while they were recently traveling in Osaka, Japan. The visitors joined the morning meeting and the KIX1 site leader led a tour. He showed the site’s highly automated shipping equipment, which differed considerably from POZ1, as did the cafeteria and presence of shops within the FC. Thank you to KIX1 for your hospitality!

“Now the robots facilitate the work; we don’t have to walk and it’s them who bring the products to us in the station.”
SANTIAGO SANTOS, BCN3

A wider shopping selection for customers in China

This April, Amazon.cn responded to its customers’ shopping preferences by launching the Global Store Japan—a Chinese-language version of its Japanese counterpart, Amazon.co.jp. Chinese customers who shop the new store have access to over 3 million items from more than 23,000 brands, and Prime members now also enjoy free, unlimited three-to-five day cross-border shipping on eligible ASINs. China Country Manager and Vice President Elaine Chang and President of Amazon Japan G.K. Jasper Cheung jointly unveiled the online store in a launch event in Beijing.

Peculiar performance: Sounds of the FC

Tour attendees at MX5 in Piacenza, Italy, recently experienced the sights and sounds of the fulfillment center (FC) in an entirely new way when associates shared a soundtrack they had created based on sounds from the building. The soundtrack, called Amazon Suite, played in sync with a video mapping tool that projected multimedia onto surfaces at the site, virtually modifying shape and structure for increased visual and sensory perception. More than 400 local visitors attended the two-day event in June, which raised donations for an association that helps children with learning disabilities.

“Now the robots facilitate the work; we don’t have to walk and it’s them who bring the products to us in the station.”
SANTIAGO SANTOS, BCN3

Amazon Robotics expands in Europe

Amazon Robotics (AR) recently arrived in BCN3, the fulfillment center in Castellbisbal, Spain, dedicated exclusively to AmazonPantry. BCN3 was joined by HAM2 in Germany, and FCO1 in Italy (set to open in Q4) will be another European site to use Amazon Robotics. BCN3 associate Santiago Santos says he’s already seen an improvement in his day-to-day job since the AR technology arrived.

“The change was very big because now the robots facilitate the work; we don’t have to walk and it’s them who bring the products to us in the station. So we wait here and pick up what we need,” he said.
HR Services and the Amazon Hub have your day-to-day needs covered

Have you ever wondered how Amazon manages the HR needs of over 300,000 employees all over the world? The HR Services (HRS) team works behind the scenes, innovating on your behalf to support you and your fellow associates in 45 countries! HRS has more than 2,000 team members in 11 countries dedicated to improving the employee experience. They get you set up in Amazon's systems for your first day of work, make sure your paycheck is accurate, answer your questions about policies and more.

HRS heard you loud and clear when you said you wanted to be able to access your personal information and schedule details anytime, anywhere. Check out a few of the ways they’ve partnered with the Hub to make your employee experience better. If the Hub isn’t available yet in your area, stay tuned! Hub Zones will be added to additional FC buildings in Europe throughout 2017 and 2018, and Amazon Hub functionality will continue to roll out to additional countries.

Can you spot the difference?

Let us know if you spot the six differences at peccysays@amazon.com.

Log on to hub.amazon.work today—you can even read this magazine from it! Find it under the ‘Resources’ tab.

Amazon Logistics delights on remote Andaman Islands

Amazon Logistics (AMZL) created a solution to better serve customers on the remote, palm-lined Andaman Islands, an Indian archipelago in the Bay of Bengal. Poor internet connectivity makes it difficult for customers to pre-pay for orders online, and delivery time for pre-paid orders was typically 10 – 15 days. An AMZL Operations team established in July 2015 allows customers to pay cash on delivery, and the extra help decreased delivery time to three to four days. Since then, the number of deliveries has jumped from 12 to more than 700 per day and 15 delivery associates were hired. Residents now have more delivery options than ever before, thanks to Amazon!
Thank you!

Amazon made history for the third year in a row, and we couldn’t have done it without you.

Pick up the next issue of From A to Z to learn the answer.