

amazon

Q3 2017

FROM

TO

PARKING
 COMPANY
 OPPORTUNITY
 SELF-SERVICE
 TOOLS
 CAREER
 BENEFITS
 ENHANCEMENTS
 VOA
 OPTIONS
HEARD
 INNOVATION
ROUNDTABLE
YOUR IDEAS, DELIVERED,

BREAK ROOM
 LISTEN
MY VOICE
 BIRTHDAY
 CAREER
 CHOICE
 DEVELOPMENT
 SUPPORT
 IMPROVEMENTS
BETTER PROCESS
 WORKPLACE



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.

What's inside

Q3 2017

COVER STORY



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amazonfresh expands!

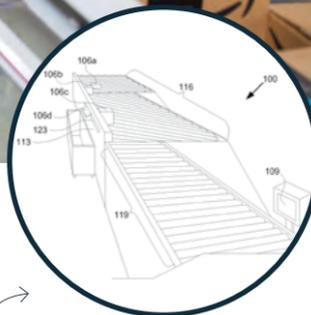
Prime members in Tokyo, Berlin and Potsdam can now pick from more than 100,000 items, including fresh foods, specialty gourmet foods, freshly picked vegetables and daily necessities. **HND7** in **Kawasaki City, Japan**, opened in April, and **BER6** in **Berlin, Germany**, opened in May, making them the third and fourth countries to get AmazonFresh sites.

my voice



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.



The original design for Louis and Hal's conveyor mechanism, as shown in the official patent document.

"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.



Amazon presented Hal and Louis with the Patent Award to recognize their work.



Your ideas, delivered

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.



SHARING FEEDBACK IN EUROPE: THE MY VOICE PROJECT

Amazonians asked to see actions taken as a result of voicing feedback. EU associates can share feedback in many ways, including Voice of the Associate, Connections, Gemba and birthday roundtables. FC leaders review all feedback and are introducing new **communication boards** in EU FCs, so associates can see all responses to each comment, question or idea.

In North America, **Voices in Action** is a similar initiative that shares changes that result from associate feedback.



PAID TIME OFF



LEAVE OF ABSENCE



UNPAID TIME



EXTRA TIME

SPEND LESS TIME MANAGING YOUR TIME

Associates want easier ways to manage their time and attendance, so Amazon created **self-service tools** on Amazon Hub and made them available in locations around the world. If the Hub isn't available yet in your area, stay tuned! Amazon's goal is to provide associates all around the world with fast, straightforward HR self-service tools throughout 2017 and 2018.

AMZL IN INDIA MAKES IT EASIER TO PAY ON THE GO

A delivery station team in **Gujarat, India**, invented a program to boost usage of the Mobile Point of Sale (MPOS) payment method. **Shakti Shekhawat** suggested a sticker reading "Safe Payment, Card Payment" to be placed on all MPOS devices.



Associates asked for safe handling training, so **STR1, DUS2** and **FRA1/3** brought in physiotherapists to walk the floor and give real-time coaching.

An **MSP1** associate suggested parking for expecting mothers, so the site reserved spots near the building entrance for moms-to-be.

Based on feedback from fireside chats, **AVP1** expanded its Swag Store to include Amazon gift cards.

LEX2 stations launched a barcode system based on associate feedback that barcodes were missing.

Hundreds of VOA comments requested a Hub feature for transfers, so Amazon launched the Hourly Internal Transfer System (HiTS) for **U.S.** associates.

Associates asked for more food options, so **RIC1** brought food trucks to the parking lot.

As a result of a **TPA2** associate idea to promote fitness, the site kicked off a 90-day fitness challenge with prizes.

A **PHX3** associate suggested adding a dome mirror near the facilities workshop so the team could check for pedestrians walking by.



"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, SDF8, 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!



@mossamillion_2000
BFI3
Amazon prime day is on #behindthesmile #bfi3



@smithkristy007
MGE1
Sporting my MGE1 swag while on vacation!



@chrome.comet
RDU5
Looking forward to another busy day serving smiles to all of our customers! #behindthesmile #rdu5amazon



@haleyjadey
MKE1
Shout out to this amazing company, teachers, and coworkers/classmates for such an amazing experience through #careerchoice. We graduated; we are EMTs!

DID YOU KNOW?

LinkedIn recently announced that **Amazon ranked #2** on its Top Companies list, which recognizes companies that attract and retain top talent.



CHECK OUT THE TEAR-OUT SOCIAL MEDIA CARD ON THE NEXT PAGE!

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!

EUK5

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 PIT trucks from sliding when water gets in from outside after the bay doors open.

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



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.

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!



TO THE RESCUE!

FRA3 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.

#deliveringsmiles

CELEBRATING PRIDE

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



SNA4 CLEAN-UP

Associates from **SNA4** 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.





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



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. Vehicles of FC associates were checked to meet Pollution Under Control regulations and sites were audited for water management. Associates will continue to expand the educational campaign to villages around the FCs through skits, posters and games, and through writing and drawing competitions at nearby schools.

"We are ensuring adoption of eco-friendly measures in everyday operations for a greener and healthier India," **Akhil Saxena**, Vice President of Customer Fulfillment in India, said. "At Amazon.in, we are truly committed towards protecting the ecosystem we operate in and [we] will continue to spread environmental awareness."



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?

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!

Q2 FOLLOW-UP



New gnomes make their debut in Wrocław

In the last issue, you read about the Wrocław gnomes in **Poland** and how they're finding more homes around the city. We told you that two new gnomes, designed by Amazon Operations associates, would soon be placed at the entrance of two Polish fulfillment centers.

We're excited to share that the new gnomes—Pakuś (Paccy) and Wromazonek (Wromazonan)—will soon be settling in at the entrance of **WRO1** and **WRO2**! To give them a warm welcoming, the sites have organized parties with the associate designers of each and other team members in the buildings.



If you can't get enough of the gnomes and want to learn how Wrocław sculpts them to life, check out the Amazon Stories EU channel on YouTube.



A welcoming site for people with disabilities

In the Q2 issue, we shared a story with you about an initiative launched in the Czech Republic that empowers people with disabilities to work in Amazon fulfillment centers. Building on the success of the program, **PRG2** in **Prague** now plans to hire 30 additional hearing-impaired associates who will join 20 others hired earlier this year. All will work in the Pack department, and some will become instructors for the new group and help them fully integrate into the site. One of the newly hired associates, **Tatjana Chalupová**, says, "I would recommend working at Amazon."





To hear for yourself, search *Amazon Suite* on broadcast.amazon.com while on the Amazon network.

Peculiar performance: Sounds of the FC

Tour attendees at **MXP5** 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.

MXP5 associates created a soundtrack called *Amazon Suite* based on sounds from the building.



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.

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



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.

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phone number



Access your
employee
discount code



Reset your
password



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and benefits
information

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own mobile phone
or computer!



45
Countries supported by
HR Services

14
Languages spoken by HR
Services/Employee Resource
Center representatives on the
phone

200,000
Amazonians who use the
Hub every month

3 million
Visits to the Hub every month

Simplifying self-service

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.**



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

amazon
news

The Amazon impact

Fall River, Massachusetts has a population of 89,000 people. In a different time, it was thriving with jobs provided by clothing factories and mills in the area. But when those shut down and moved south of the U.S. border in the 1960s, thousands of jobs disappeared with them.

The city's job market had struggled ever since—until Amazon came to town. In 2015, construction started on a new 1.2-million-square-foot fulfillment center with over a thousand jobs to go with it. Before the doors were even open for Amazon employees, businesses in the area started to feel a change in sales.

"Right away when they started building, I was there passing out menus," said local business owner Jesse Santos. He owns the Dunk 'n Munch restaurant just a few miles away from **BOS7**, which celebrated its official grand opening in March.

Once it was up and running, the FC brought 1,000 new jobs to the community. **Cathy Powell** was offered one of them as a Tier I fulfillment associate.

"I'm here, I'm doing it, I'm living it and this is it. This is it! And I totally love my job, ya know!" she said.

Jasiel Correia, the 25-year-old mayor of the city said the community is finally



Later this year, watch the full story at amazon.com/about.

back on its feet.

"Amazon really is the modern iteration of these mills here in the city of Fall River," he said. "It's a rebirth, absolutely."

Amazon Logistics delights on remote Andaman Islands

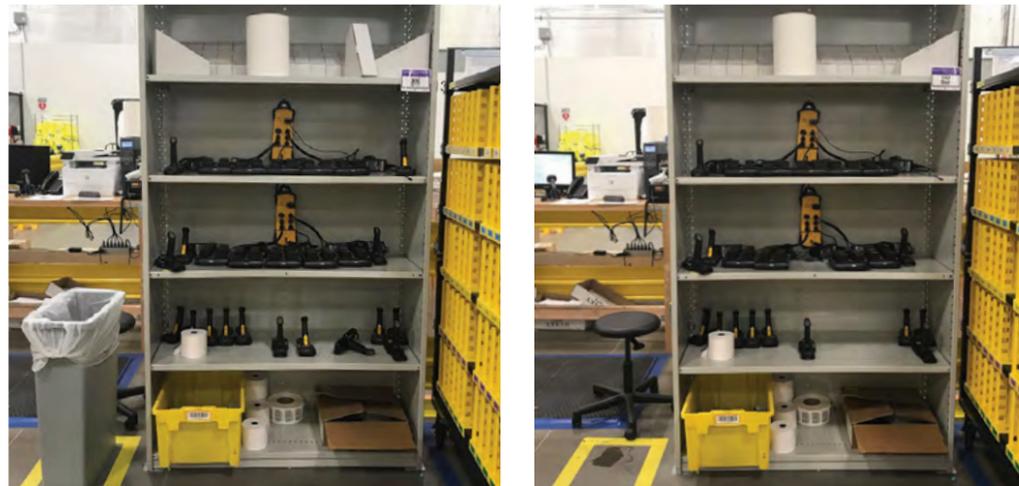
Amazon Logistics (AMZL) created a solution to better serve customers on the remote, palm-lined **Andaman Islands**, an Indian archipelago in the Bay of Bengal. Poor internet connectivity makes it difficult for customers to pre-pay for orders online, and delivery time for pre-paid orders was typically 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!

To watch the story online, visit broadcast.amazon.com on the Amazon network and search **Amazon in Andamans**.



Can you spot the difference?

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





Thank you!

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



primeday



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🔥 📺 ⬆️ 📱 , + 🇨🇦 ⬆️ 💰 🎧 .

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