

Sustainability Accounting Standards Board (SASB)

The Sustainability Accounting Standards Board is an independent standards board that is accountable for the due process, outcomes, and ratification of the SASB standards, which seek to identify financially material sustainability information. The table below lists topics classified as applicable to the [E-Commerce Industry](#).

SASB Metric	Code	Disclosure
Hardware Infrastructure Energy and Water Management		
(1) Total energy consumed, (2) percentage grid electricity, (3) percentage renewable	CG-EC-130a.1	In 2019, Amazon reached 42% renewable energy across our business. See Renewable Energy . See our Carbon Footprint .
Discussion of the integration of environmental considerations into strategic planning for data center needs	CG-EC-130a.3	Amazon Web Services (AWS) carefully chooses our data center locations to mitigate environmental risk, such as flooding, extreme weather, and seismic activity. See Sustainability in the Cloud .
Data Privacy and Advertising Standards		
Description of policies and practices relating to behavioral advertising and user privacy	CG-EC-220a.2	Interest-based ads are sometimes referred to as personalized or targeted ads. We show interest-based ads to display features, products, and services. Amazon offers all customers the choice to not receive interest-based ads and customers may go to Amazon Advertising Preferences and choose to stop receiving interest-based ads from Amazon. See Interest-Based Ads . See Privacy Notice . See Cookies Notice .

SASB Metric	Code	Disclosure
Data Security		
Description of approach to identifying and addressing data security risks	CG-EC-230a.1	We design our systems with customer security and privacy in mind. We work to protect the security of personal information during transmission by using encryption protocols and software. We maintain physical, electronic, and procedural safeguards in connection with the collection, storage, and disclosure of personal customer information. Our security procedures mean that we may occasionally request proof of identity before we disclose personal information to customers. Our devices offer security features to protect them against unauthorized access and loss of data. Users can control these features and configure them based on their needs. We follow the Payment Card Industry Data Security Standard (PCI DSS) when handling credit card data. See Privacy Notice . In addition, AWS architects our network, services, and data centers to protect AWS customers' information, identities, applications, and devices. See AWS Cloud Security .
Employee Recruitment, Inclusion, and Performance		
Employee engagement as a percentage	CG-EC-330a.1	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. Amazon has 876,800 full-time and part-time employees globally as of July 2020. See Employee Engagement .
Percentage of gender and racial/ethnic group representation for (1) management, (2) technical staff, and (3) all other employees	CG-EC-330a.3	As of December 31, 2019, among managers globally, 27.5% identify as women and 72.5% identify as men. Among managers in the U.S., 20.8% identify as Asian, 8.3% as Black/African American, 8.1% as Hispanic/Latinx, 3.0% as two or more races, 0.6% as Native American, and 59.3% as White. See Diversity and Inclusion .

SASB Metric	Code	Disclosure
Product Packaging and Distribution		
Total greenhouse gas (GHG) footprint of product shipments	CG-EC-410a.1	See our Carbon Footprint .
Discussion of strategies to reduce the environmental impact of product delivery	CG-EC-410a.2	<p>Shipment Zero is Amazon’s vision to make all Amazon shipments net zero carbon, with a goal of delivering 50% of shipments with net zero carbon by 2030 through sustainable process improvements, recycled materials, investments in electrification, and renewable energy initiatives.</p> <p>In 2019, Amazon ordered 100,000 electric delivery vehicles from Rivian, a U.S. electric vehicle manufacturer. In 2020, we announced that we are adding more than 1,800 electric vehicles from Mercedes-Benz Vans to our delivery fleet in Europe. In addition to our investments in vehicle electrification, we are maximizing efficiency on current vehicles, optimizing our delivery logistics, and using alternative delivery methods. See Sustainable Transportation.</p> <p>Since 2015, we have reduced the weight of outbound packaging by 33% and eliminated over 900,000 tons of packaging material, the equivalent of approximately 1.6 billion shipping boxes. In 2019, we launched a fully recyclable paper padded mailer that protects products during shipping while taking up less space in transit. In June 2020, Amazon India announced that it eliminated 100% of single-use plastic in packaging across fulfillment centers. See Reducing Packaging Waste.</p> <p>We are making these significant investments to drive our carbon footprint to zero despite the fact that shopping online is already inherently more carbon efficient than going to the store. Amazon’s sustainability scientists have found that, averaged across all basket sizes, online grocery deliveries generate 43% lower carbon emissions per item compared to shopping in stores. Smaller basket sizes generate even greater carbon savings. See 2019 Letter to Shareholders.</p>

SASB Metric	Code	Disclosure
Activity Metrics		
Entity-defined measure of user activity	CG-EC-000.A	More than 150 million paid Prime members as of December 31, 2019. See Q4 2019 Earnings Release .
Number of shipments	CG-EC-000.C	In 2019, we delivered more than 10 billion items worldwide. See 2019 Letter to Shareholders .

Task Force on Climate-Related Financial Disclosures (TCFD)

At Amazon, we take a science-based, customer-centric approach to climate. We use a structured life cycle assessment model to measure and map environmental hotspots across our value chain. We have conducted a sustainability materiality assessment to identify the most significant environmental topics across our business. We categorize climate risks and opportunities by taking into account customer and stakeholder expectations, regulations, business risks, industry best practices, and emerging news. Amazon embeds a variety of mechanisms in our business operations to address sustainability issues, including climate-related risks. We integrate sustainability practices into our everyday operations through goal-setting, metrics, and quarterly business reviews.

Governance

We have an established governance framework to help ensure that risks associated with climate change are considered at the most senior levels of our business.

- **Board Oversight:** The Nominating and Corporate Governance Committee of Amazon's Board of Directors oversees environmental, social, and corporate governance policies and initiatives, including our progress on The Climate Pledge, and risks related to our operations, supply chain, and customer engagement.
- **Management Oversight:** The Sustainability team works across Amazon to make operational changes that reduce or eliminate carbon in our business. Amazon developed a company-wide carbon accounting model that provides specific operational metrics to business teams on their emissions and allows them to track progress on decarbonization.

Assessment

We conduct regular materiality assessments and have developed a comprehensive carbon system of record to identify environmental hotspots across the business. We hold quarterly business reviews with Amazon leadership teams to track progress toward meeting The Climate Pledge—a commitment to be net zero carbon across our business by 2040, 10 years ahead of the Paris Agreement.

We are developing data and tools to address climate risks for both our business and our customers. The foundation of this work is the Amazon Sustainability Data Initiative (ASDI), a global and authoritative source for open-sourced weather, climate, and sustainability data. This data, together with AWS analytical tools, is enabling cutting-edge scientific work and helping us raise the bar for customers. For example, by using the NOAA weather data available in ASDI, Amazon transportation teams have been able to better predict how weather-related events (snowstorms, floods, heatwaves, etc.) impact customer package deliveries, and we have provided customers with more accurate delivery estimates as a result. The AWS Infrastructure team also leverages weather data from ASDI to better assess the impact of weather on AWS data centers. We carefully choose our data center locations to mitigate environmental risk, such as flooding, extreme weather, and seismic activity. We are developing a robust tool for assessing and managing weather and climate-related risks for our assets, people, and operations. Our ultimate goal is to enable customers and suppliers to use the tools we are developing in-house to improve climate resilience.

Climate-Related Risks and Opportunities

Teams across Amazon are working to make operational changes that reduce or eliminate carbon in our business. We are committed to minimizing our carbon emissions by optimizing our transportation network and investing in electric vehicles; improving product packaging to drive efficiency in the distribution of products; implementing energy efficiency measures in our operations; using renewable energy to run our business; and supporting global reforestation. We have also joined numerous industry partnerships including CERES, American Council on Renewable Energy, Advanced Energy Buyers Group, Carbon Leadership Forum, We Mean Business, and Renewable Energy Buyers Alliance to express support for action on climate change and to accelerate the transition to a low-carbon economy.

Climate-Related Risks:

We have identified the following climate-related risks based on [TCFD risk types and classifications](#). Physical risks are classified as either: 1) *Acute* (extreme weather events) or 2) *Chronic* (changing weather patterns and rising mean temperature and sea levels). Transition risks are classified as one or more of the following: 1) *Policy and Legal*; 2) *Technology*; 3) *Market*; and/or 4) *Reputation*.

Risk Type	Description	Classification
Physical	Increasing risk of flood or damages due to climate-related events could increase our physical and operational risks and the cost to insure our buildings. Repeated damage due to flooding could result in an inability to insure existing buildings.	Acute
Physical	Weather-related events such as hurricanes could cause asset damage to our buildings, prevent deliveries to customers, and negatively impact sales.	Acute
Physical	Extreme and prolonged weather events such as droughts could impact water availability for data center operations.	Acute
Physical	Weather-related events could impact our ability to access raw materials and deliver final products.	Acute
Physical	A warming climate could increase thermal stress and outdoor associate exposure to criteria air pollutants. These stresses could negatively impact the health of our employees, close sites, and delay customer deliveries.	Chronic
Physical	As temperatures increase and water availability decreases, we could experience rising costs for data center cooling.	Chronic
Transition	Increasing regulations and evolving public preference may require a faster transition to a low-carbon economy, which could increase operating costs and/or reduce demands for some products and services.	Policy and Legal; Market; Reputation

Climate-Related Opportunities:

We have identified the following climate-related opportunities based on **TCFD classifications**. Opportunities are classified as one or more of the following: 1) *Resource Efficiency*; 2) *Energy Source*; 3) *Products and Services*; 4) *Markets*; and/or 5) *Resilience*.

Description	Classification
<p>Renewable Energy</p> <p>Amazon is committed to powering our operations with 100% renewable energy by 2025 as part of our goal to reach net zero carbon by 2040. In 2019, we reached 42% renewable energy across our business. As of June 2020, Amazon has announced 31 utility-scale wind and solar renewable energy projects and 60 solar rooftops on fulfillment centers and sort centers around the globe. Together, these projects totaling over 2,900 MW of capacity will deliver more than 7.6 million MWh of renewable energy annually, enough to power 680,000 U.S. homes.</p>	Energy Source; Resilience
<p>Sustainable Transportation</p> <p>Transportation is a major component of Amazon's business operations and a key part of our plan to meet net zero carbon by 2040. We are committed to optimizing and transforming our transportation network through innovations in electrification, efficiency enhancements, and alternative delivery methods. In 2019, Amazon ordered 100,000 electric delivery vehicles from Rivian, a U.S. electric vehicle manufacturer. This order, the largest order ever of electric delivery vehicles, sends a strong signal that we are in need of new solutions and technologies to help accelerate our path to net zero carbon by 2040. In 2020, we announced that we are adding more than 1,800 electric vehicles from Mercedes-Benz Vans to our delivery fleet in Europe.</p>	Resource Efficiency; Energy Source
<p>Sustainable Buildings</p> <p>Amazon is working to reduce the carbon emissions associated with our buildings and facilities across the globe. We are transitioning our buildings to be net zero carbon, powered by renewable energy, and highly energy efficient, with demonstrated reductions in embodied carbon—the emissions associated with a building's construction materials. We are also working to improve the resource efficiency of our buildings beyond energy, with a focus on water and waste reduction strategies across our facilities. In 2020, Amazon began an in-depth study of our fulfillment centers, sortation centers, and delivery stations in order to transition these facilities to net zero carbon. The study examines the energy intensity of these buildings and identifies ways to meet zero carbon through energy efficiency enhancements, new technology pilots, and significant reductions in embodied carbon.</p>	Resource Efficiency; Energy Source; Resilience
<p>Water Efficiency</p> <p>AWS has multiple initiatives to improve our water use efficiency and reduce the use of potable (drinking) water for cooling data centers. AWS develops our water use strategy by evaluating climate patterns for each AWS Region, local water management and availability, and the opportunity to conserve drinking water sources. In Northern Virginia, AWS was the first data center operator to be approved to use recycled water with direct evaporative cooling technology.</p>	Resource Efficiency

Climate-Related Opportunities:

Description	Classification
<p>Reducing Packaging Waste</p> <p>Our customers want right-sized, recyclable packaging that minimizes waste and ensures damage-free delivery. We work to reinvent and simplify our sustainable packaging options using a science-based approach that combines lab testing, machine learning, materials science, and manufacturing partnerships to scale sustainable change across the packaging supply chain. Since 2015, we have reduced the weight of outbound packaging by 33% and eliminated more than 900,000 tons of packaging material, the equivalent of approximately 1.6 billion shipping boxes.</p>	Resource Efficiency
<p>Sustainable Products</p> <p>We are working to reduce the environmental impact of the products we manufacture and provide customers more information about the sustainability attributes associated with the items we sell. For Amazon-owned Private Brand products and Amazon devices, we work with many of the manufacturers and suppliers that produce our private-label selection to drive sustainability improvements through materials and ingredients, design, sourcing, and manufacturing technology.</p>	Products and Services
<p>Recycling</p> <p>Amazon is committed to reducing our environmental footprint through recycling initiatives in our own operations and for our customers. We are developing new recycling infrastructure, inventing recyclable packaging materials, and investing in initiatives that support the recycling industry across the U.S. Amazon is launching plastic film recycling at more than 55 fulfillment centers across our network. Through this program, we expect to recycle more than 7,000 tons of plastic film per year, in addition to the 1,500 tons of plastic already being recycled annually in Europe.</p>	Resource Efficiency
<p>The Climate Pledge Fund</p> <p>The Climate Pledge Fund, started with \$2 billion in funding from Amazon, will support the development of sustainable technologies and services that will enable Amazon and other companies to meet The Climate Pledge—a commitment to be net zero carbon by 2040. The Climate Pledge Fund will invest in companies in multiple industries, including transportation and logistics, energy generation, storage and utilization, manufacturing and materials, and food and agriculture.</p>	Resource Efficiency; Energy Source; Products and Services

Climate-Related Opportunities:

Description	Classification
<p>Amazon Sustainability Data Initiative</p> <p>The Amazon Sustainability Data Initiative (ASDI) seeks to accelerate sustainability research and innovation by minimizing the cost and time required to acquire and analyze large sustainability datasets. ASDI currently works with scientific organizations like NOAA, NASA, the UK Met Office, and The Queensland Government to identify, host, and deploy key datasets on the AWS Cloud, including weather observations, weather forecasts, climate projection data, satellite imagery, hydrological data, air quality data, and ocean forecast data. In 2020, Amazon became a founding member of the LF Climate Finance Foundation, a new initiative with the goal of empowering investors, banks, insurers, companies, governments, NGOs, and academia with AI-enhanced open source analytics and open data to address climate risk and opportunity. Through this collaboration, we are leveraging the AWS Cloud to make climate-relevant data available to the public.</p>	Products and Services

Metrics and Targets

Amazon's carbon footprint, including Scope 1, Scope 2, and Scope 3 greenhouse gas emissions, is available [here](#).

Our team of researchers and scientists has combined cutting-edge life cycle assessment (LCA) science and AWS technology to develop a robust software solution that processes billions of operational and financial records from Amazon's operations across the world to calculate our carbon footprint. The software estimates carbon emissions for all activities within our system boundary using a dollar-based environmental assessment model, then enhances the accuracy of carbon-intensive activities with detailed, process-based LCA models. We have a comprehensive understanding of the carbon emissions across our business and have done extensive analysis to develop science-based targets, strategies, and metrics to reduce them.

Under The Climate Pledge, Amazon's goals are:

- To reach net zero carbon by 2040;
- To deliver 50% of shipments with net zero carbon by 2030;
- To power our operations with 100% renewable energy by 2025.

Teams across Amazon are taking a broad, science-based approach to measuring, reducing, and eliminating carbon emissions in our operations. As part of our commitment to The Climate Pledge, we are proud to join the Science Based Targets Initiative (SBTi), reaffirming our commitment to reduce carbon emissions in line with our ongoing science-based approach to tackle climate change. SBTi is a collaboration between CDP, World Resources Institute (WRI), the World Wildlife Fund (WWF), and the United Nations Global Compact (UNGC); it is one of the We Mean Business Coalition commitments.

UN Guiding Principles (UNGP) Reporting Framework

The UN Guiding Principles Reporting Framework provides comprehensive guidance for companies to report on human rights issues in line with their responsibility to respect human rights. This is an index of Amazon's public content related to each subsection of the UNGP Reporting Framework. It represents information as of September 1, 2020.

Part A: Governance of Respect for Human Rights

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

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

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

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

Part B: Defining the Focus of Reporting

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

Part C: Management of Salient Human Rights Issues

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

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

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

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

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

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

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