

Amazon

Modern Slavery Statement

This statement addresses the period from January 1, 2019¹, to June 30, 2020, in compliance with the requirements of the United Kingdom Modern Slavery Act, the Australia Modern Slavery Act, and the California Transparency in Supply Chains Act².

*1. Metrics contained herein cover 2019 activities, unless otherwise indicated.
2. This statement excludes any entity that elects to report independently.*

Introduction

Modern slavery is one of the most complex and important human rights challenges of our time. According to the International Labour Organization (ILO), the term modern slavery covers a set of legal concepts, including forced labor, debt bondage, and human trafficking. It is an umbrella term to refer to situations of exploitation that an individual cannot refuse or leave because of threats, violence, coercion, deception, or abuse of power. At any given time there are more than 40 million people in situations of modern slavery worldwide, nearly 25 million of whom are trapped in forced labor, a condition that violates the human right to freely chosen employment³.

We do not tolerate modern slavery. It will take commitment, resources, and innovative solutions from governments, international organizations, the private sector, and civil society to prevent modern slavery from impacting so many. At Amazon, we understand the unique responsibility of the private sector in these efforts and are committed to expanding our work to understand and address any modern slavery risks that may arise in the course of our business.

Over the last year, we have strengthened our efforts to identify and prevent the risk of modern slavery. We enhanced our partnerships with industry associations and non-profit organizations to develop best practices in combating forced labor. We helped our suppliers increase their capacity to responsibly manage the recruitment of migrant workers. We expanded modern slavery training programs to raise awareness throughout our own operations, explored and implemented technology solutions, and published our Global Human Rights Principles to codify our commitment to international human rights and freely chosen employment. This statement assesses our risk, outlines our efforts, and sets commitments for the coming year.

Our Business

As of March 31, 2020, Amazon had 876,800 full and part-time workers across the globe. In each of our segments we serve our primary customer sets, consisting of consumers, sellers, developers, enterprises, and content creators. In addition, we provide services, such as advertising to sellers, vendors, publishers, and authors, through programs such as sponsored ads, display, and video advertising. We have organized our operations into three segments: North America, International, and Amazon Web Services (AWS).

We design our stores to enable hundreds of millions of unique products to be sold by us and by third parties across dozens of product categories. Customers access our offerings through our websites, mobile apps, Alexa, devices, streaming, and physically visiting our stores. We also manufacture and sell electronic devices, including Kindle, Fire tablet, Fire TV, Echo, Ring home security products, and other devices, and we develop and produce media content. In addition, we offer Amazon Prime, a membership program that includes unlimited free shipping and other benefits. We fulfill customer orders in a number of ways, including through: North America and International fulfillment and delivery networks that we operate; co-sourced and outsourced arrangements in certain countries; digital delivery; and through our physical stores. We operate customer service centers globally, which are supplemented through co-sourced arrangements. We offer programs that enable sellers to grow their businesses, sell their products in our stores, and fulfill orders through us.

We serve developers and enterprises of all sizes, including start-ups, government agencies, and academic institutions through our AWS segment, which offers a broad set of global compute, storage, database, and other service offerings. AWS is the world's most comprehensive and broadly adopted cloud platform; we sell over 175 fully featured AWS services from data centers globally. With operations and supply chains spanning the globe, we are committed to improving the working conditions of people who are connected to our business and recognize the need to monitor for conditions that put workers at risk of modern slavery. More information about Amazon can be found in our most recent [Annual Report](#) and our latest [Proxy Statement](#).

3. "Global Estimates of Modern Slavery," The International Labour Office, Walk Free Foundation, and International Organization for Migration, 9, https://www.ilo.org/wcmsp5/groups/public/---dgreports/---dcomm/documents/publication/wcms_575479.pdf. The respective laws that guide this statement also have references to relevant definitions and statutes related to modern slavery.

Our policies

Through our policies we communicate our values and expectations, setting a high bar for ourselves and our partners and making clear that we do not tolerate modern slavery.

Global Human Rights Principles

Amazon is committed to ensuring the people and communities that support our business are treated with fundamental dignity and respect. We strive to ensure the products and services we provide are produced in a way that respects internationally recognized human rights, including the right to 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. Our approach is informed by international standards: we respect and support the United Nations (UN) Guiding Principles on Business and Human Rights, the UN Universal Declaration of Human Rights, the Core Conventions of the ILO, and the ILO Declaration on Fundamental Principles and Rights at Work. Amazon has codified this position in our [Global Human Rights Principles](#), which underline the importance we place on human rights throughout our business.

Code of Business Conduct and Ethics

We are committed to conducting our business in a lawful and ethical manner. Our [Code of Business Conduct and Ethics](#) sets out guiding principles on professional conduct and establishes that in performing job duties Amazon employees must always act lawfully, ethically, and in the best interests of Amazon. 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 every call for potential violations of the Code and tracks cases through to remediation where necessary. All Amazon employees take mandatory compliance training courses on the Code of Business Conduct and Ethics, Anti-Bribery Compliance, and Workplace Harassment.

Supply Chain Standards

Amazon's [Supply Chain Standards](#) detail the requirements and expectations for suppliers in our supply chain, and suppliers contractually commit to these standards. They are derived from the UN Guiding Principles on Business and Human Rights, the UN Universal Declaration of Human Rights, the Core Conventions of the ILO, and the ILO Declaration on Fundamental Principles and Rights at Work. When interpreting these policies, we follow ILO guidance materials and definitions.

Our Supply Chain Standards focus on preventing situations that can put workers at risk of forced labor. They require that all work must be voluntary and workers must be free to leave work and terminate their employment or other work status with reasonable notice. Suppliers must not require workers to surrender government issued identification, passports, or work permits as a condition of work. Suppliers must provide workers with documentation clearly stating the terms of employment in a language the worker can understand. Our Supply Chain Standards make clear that workers cannot be charged recruitment fees at any point in the recruitment process. In 2019, we strengthened our Supply Chain Standards to reflect domestic and foreign migrant workers' unique vulnerability to forced labor situations. We also included that we expect our suppliers to analyze and monitor the practices of recruitment agencies and labor brokers and employ agencies that act ethically and in the best interests of workers when contracting labor. Amazon regularly reviews its Supply Chain Standards against policies developed by industry associations (such as the Responsible Business Alliance and the Consumer Goods Forum) and in consultation with external stakeholders.

Governance

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 (Board), which appoints committees for oversight on specific issues. Committees keep the Board informed of committee actions and assist the Board in fulfilling its oversight responsibilities. The Audit Committee assists the Board in oversight of Amazon's compliance with legal and regulatory requirements, such as issues relating to the Code of Business Conduct and Ethics. The Nominating and Corporate Governance Committee oversees Amazon's global environmental, corporate social responsibility (including as this relates to its operations and supply chain), and corporate governance policies and initiatives. Members of executive leadership formally approve Amazon policies, including those listed above. Executive leaders review social responsibility goals owned by each of our business teams on a quarterly basis to drive improvement. Review includes performance against these goals, such as supply chain audit and assessment results. Current goals reflect business-wide efforts to reduce supplier violations and ensure effective remediation of modern slavery indicators.

Assessing our risk

Understanding our modern slavery and forced labor risk is critical to targeting our actions and partnerships to prevent and address the issue. We analyze risk in our business by engaging in research, mapping our supply chain against existing human rights indices, analyzing internally-conducted and industry audit results, and partnering with key stakeholders.

In 2020, we are partnering with sustainability and human rights consulting firm Article One Advisors to identify salient human rights risks across our business, including risks associated with modern slavery. The UN Guiding Principles Reporting Framework recommends an assessment of salient risks as a systematic way to prioritize a company's work on human rights. The results will help us prioritize human rights impact assessments to deep dive on specific products, regions, or risk areas, which we will communicate to customers and stakeholders. Forced labor experts and leading non-governmental organizations play a key role in helping us identify modern slavery risks associated with our suppliers and operations.

While modern slavery can be found among any population, we recognize that certain groups are particularly vulnerable to the risks of modern slavery, including:

- Domestic and foreign migrant workers
- Contract, agency, and temporary workers
- Vulnerable populations (e.g., refugees)
- Young or student workers

In line with this, we understand that our manufacturing supply chain presents a strong need for focused efforts to assess and address modern slavery risk. We evaluate these risks using our staffed teams of experts, internal and external data, worker interview feedback, and guidance from external stakeholders including industry experts, civil society groups, and non-governmental organizations.

These assessments drive our identification of freely chosen employment as a key commitment area in our supply chain.

While modern slavery can be found in all countries, some suppliers operate in countries associated with a higher risk for modern slavery, for example, countries with large populations of migrant workers, weak labor law enforcement, countries where charging workers exorbitant recruitment fees is common practice, or countries where modern slavery prevalence has been well documented. Doing business with suppliers in these countries necessitates additional due diligence to help ensure workers are safe.

Based on globally accepted risk indices, including the Global Slavery Index and indices related to forced labor and migration, as well as internal and external consultant review of our supply chain footprint, we are able to understand which countries in our supply chain present a strong need for partnership and collaboration to address risks of modern slavery within that footprint:

- Malaysia
- Cambodia
- Philippines
- Thailand
- Turkey

As described in further detail below, we are working on regional and country-level strategies unique to these locations and have ongoing due diligence in place to address these risks.

Our relationships with our suppliers and monitoring of their practices for modern slavery indicators also allow us to better understand modern slavery risk in our supply chain. We look for site-specific modern slavery indicators that can point to heightened risk, including the presence of workers who are part of vulnerable populations, a supplier's failure to deliver on a promised term of employment, restriction of worker movement, a supplier's retention of identity documents, debt bondage indicators such as charging recruitment fees, and excessive overtime requirements. This information informs our efforts to respond to those risks.

Responsible sourcing of Amazon-branded products

Our goal is for our products to be made in a way that respects human rights and the environment. 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.

These suppliers produce, manufacture, assemble, or provide Amazon-branded products that are delivered and sold to Amazon. We publish a map of Amazon-branded product suppliers, including apparel, consumer electronics, food and beverage, and home goods. The map includes, where relevant, information on the number of workers, gender, and worker engagement programs. We also publish a corresponding list that includes factory-level detail, including locations.

Our global teams work closely with suppliers of Amazon-branded products to communicate our standards and help suppliers build their capacity to provide working environments that are safe, respectful of human rights, and free of modern slavery. Our responsible sourcing program works to prevent risks and ensure the rights of workers, especially those considered to be in a vulnerable population group or who work in countries associated with a higher modern slavery risk.

Supplier Due Diligence

We engage in robust due diligence of Amazon-branded product suppliers. We recognize the challenges suppliers face when working to meet our Supply Chain Standards and work closely with them to ensure best practices. We prioritize mechanisms that drive continuous improvement and are committed to working with our suppliers to remedy issues found and put systems in place to prevent issues in the future. In 2019, we launched our [Supply Chain Standards Manual](#) (Supplier Manual) to provide suppliers with an overview of our due diligence processes.

We use independent auditors to assess potential or current suppliers for forced labor indicators. To do this, auditors conduct regular on-site inspections and confidential worker interviews. When a specific audit finding requires a more hands-on approach, we also send Amazon teams or third-party experts to conduct further assessments. Our audits look for supplier findings based on indicators, including those associated with forced labor. When an employer does not communicate the full terms of employment, does not give clear documentation defining those terms to a worker in the worker's own language, does not give required notice of overtime, collects recruitment fees that can lead to debt bondage, or takes a worker's identification document, these may be signs of forced labor that leave workers vulnerable. In 2019, the following findings resulted from all audits conducted.

Table 1: 2019 Related Audit Findings

Data reflects all audits conducted in 2019, including audits of inactive suppliers and audits of suppliers we terminated a relationship with. Audits may have found more than one issue listed.

Related Findings	% of Audits where issue was found
Incomplete employment information <i>Employment documentation did not include relevant information on the nature of work, working hours, wages, leave, benefits, fees, or deductions</i>	9.95%
Ineffectively communicated employment information <i>Employment documentation was not communicated in the worker's native language or changes in terms of employment were not declared or were not negotiated</i>	2.79%
Mandatory overtime <i>Workers were not provided sufficient notice of overtime in advance or were unable to refuse overtime without penalty, against international standards</i>	1.94%
Worker-paid recruitment fees <i>Fees related to recruiting and hiring were not disclosed in advance or not reimbursed</i>	1.76%
Control of documents <i>Employers maintain possession or control over worker identity documents</i>	1.25%

Responsible sourcing of Amazon-branded products

We rely on our audit processes to provide us with important information about our responsible sourcing program so that we can respond to the needs of workers making Amazon-branded products. These insights help us understand how to tailor partnerships and programs, highlighted in detail below, to build supplier capacity and address and prevent these issues.

Audits also help us detect an issue before we engage with suppliers or during our relationship with them so that we can work with suppliers to remedy the issue. If audit findings require remediation, including those related to modern slavery, suppliers develop a corrective action plan detailing actions to address those findings. We closely track remediation efforts and may conduct announced or unannounced on-site verifications or request additional documentation from suppliers. During our investigations, we identify where vulnerable 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. We also expect suppliers of Amazon-branded products 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.

Operating on a policy of continuous improvement means that we work with suppliers to improve their practices to protect workers and improve working conditions – if we leave, we remove the incentive for the supplier to improve, which can have a detrimental effect on workers. However, because improvement is not always possible, we reserve the right to terminate our relationship with any supplier that violates our Supply Chain Standards or does not cooperate during assessments, refuses to change behaviors or practices, or does not make meaningful progress on remediation. Amazon will not enter into or continue a relationship with a supplier of Amazon-branded products in particularly egregious cases where an audit results in a confirmed case of human trafficking, debt-bonded labor, employer destruction of employee personal papers, or restriction of movement that prevents workers from accessing basic liberties.

We also know that a single audit report cannot catch every violation of our Supply Chain Standards. To respond to this challenge, we are actively pursuing new mechanisms, technology solutions, and pilot programs to better inform us of the critical information we need to make a difference in the lives of workers. Where issues are identified, remediation can also be a challenge, for example, working with our suppliers to remediate worker-paid recruitment fees—this is particularly true in countries where payment of recruitment fees is a part of accepted business practice, or even regulated by governments. As we discuss further below, we have developed materials and workshops to empower suppliers to develop their own responsible recruitment programs and have contributed to industry associations and multi-stakeholder initiatives that are working to address this practice at a systemic level. We continue to update our due diligence mechanisms to drive lasting change focused on benefiting workers in our supply chain.

Responsible Minerals Sourcing

Amazon also conducts due diligence for conflict minerals as part of its minerals sourcing program. We recognize that conflict minerals are often correlated with instances of forced labor. While we do not engage in direct sourcing from mine sites and smelters, we are committed to avoiding the use of minerals that have fueled conflict. We expect suppliers to support our efforts to identify the origin of high-risk minerals, including gold, tin, tungsten, and tantalum, used in Amazon-branded products. Our process for mapping and addressing our risks related to minerals sourcing can be found in our [most recent Conflict Minerals Report with the United States Securities and Exchange Commission](#).

Our progress

...with our suppliers of Amazon-branded products.

We strengthened our responsible recruitment standards to ensure that no worker pays for a job. Because of our efforts to ensure responsible recruitment of migrant workers, a recruitment fee-related finding in a supplier audit now constitutes a core breach of Amazon's supplier qualification requirements. This means, unless the supplier is engaged in active remediation of the recruitment fees issue, Amazon will not do business with that supplier.

We believe we can incentivize lasting change by working closely with suppliers to ensure that they pay back recruitment fees owed to a worker and training suppliers on responsible recruitment, including how to identify responsible labor agents for future use in hiring practices. However, a supplier's failure to remediate will result in business consequences. For example, in 2019, an audit of a supplier in a high-risk country resulted in modern slavery-related findings requiring remediation. The case revealed issues related to recruitment fee payments as well as passport retention. We investigated the supplier and required remediation of the issues. Ultimately, the investigation resulted in termination of the relationship when the supplier was unwilling to engage in necessary remediation.

We set suppliers up for success. Our teams located in China, India, Japan, Mexico, Netherlands, Singapore, United Arab Emirates, the United Kingdom (U.K.), and the United States (U.S.) cover our Amazon-branded product sourcing regions and help suppliers in strategic regions build their capacity to meet our Supply Chain Standards. We offer suppliers on-site and remote training to help them understand Amazon requirements before audits, effectively navigate the corrective action plan process, and design and implement sustainable management systems to encourage supplier monitoring down their supply chain. In 2019, we conducted Supply Chain Standards training for 292 factory representatives at 139 factories in 17 countries. We partner with suppliers on particular areas of concern and encourage suppliers to participate in external training programs, such as industry association tutorials related to recognizing and preventing forced labor and implementing high-quality management systems. We are continuously exploring ways to use Amazon's expertise to expand this support.

We strategically educate suppliers to deter harmful modern slavery practices. Amazon worked with Verité, a recognized leader in global labor protection, to develop a Responsible Recruitment Guidebook for our suppliers, including those engaged in recruitment fee remediation, in order to support responsible recruitment of migrant workers and communicate our guidelines and best recruitment practices. The guidebook helps facilitate supplier implementation of a zero worker-paid recruitment fee policy, instructs suppliers on how to calculate fee repayment and create an effective reimbursement plan for workers who paid recruitment fees, and provides strategies for engaging responsible labor agents.

The guidebook instructs suppliers on the specific requirements of worker terms of employment in order to address the issue of incomplete or poorly communicated employment documentation often faced by workers and considered to be an indicator of forced labor. The guidebook outlines certain provisions a supplier should include in their own policies, including that:

- Workers' terms of employment must clearly indicate in each worker's native language worker rights, responsibilities, and conditions of employment, including wages, benefits, working hours, location of the work, living conditions, housing and associated costs, work-related hazards, and other working and employment conditions.
- Foreign migrant workers shall be provided with a copy of their employment terms in their native language at least five days prior to deployment from their home country. Workers with difficulty understanding the written terms shall be given a verbal explanation of the terms and conditions of their employment.
- The use of supplemental terms of employment or substitution of terms by the recruitment agent or employer to replace an original term with one less favorable to the worker is strictly prohibited.

The guidebook also provides suppliers with sample language for terms of employment, including terms that ensure properly communicated, complete employment documentation between suppliers and workers.

We are developing a capacity-building program for suppliers around responsible migrant worker recruitment. Amazon will pilot a program for suppliers in Japan, Malaysia, and Taiwan in 2020 to address region-specific risks and build awareness of the inherent risks in migrant worker recruitment and employment. The program will include a two-day workshop where subject matter, industry, and regional experts will cover topics including risks and practical implementation of effective risk controls related to employment of migrant workers. Suppliers participating in the workshop will identify issues in their recruitment and hiring processes for migrant workers and will draft an implementation plan for addressing these issues.

Our progress

...with our operations.

In 2019, Amazon launched a modern slavery employee training program in our logistics network. As a best practice, we are working to educate and empower our employees on the ground to recognize the signs of modern slavery and know how to effectively respond if confronted with a suspected modern slavery issue. We have initiated a program to train fulfillment center managers so they know how to identify and report suspected instances of modern slavery to authorities in a way that puts the interests of victims first. To develop the trainings, we relied on input from organizations with expertise in modern slavery, including Verité. We incorporated videos and materials from the Gangmasters and Labor Abuse Authority, a U.K. public agency focused on investigating labor exploitation. The program was first implemented in 2019 with our U.K. fulfillment center managers. In 2020, we expanded this training to reach employees across our entire global fulfillment network, including in North America, the European Union, Australia, the Middle East, Latin America, and Asia Pacific. As of June 2020, we assigned the training to 100% of fulfillment center managers in Australia and the U.K. and we are launching localized versions in seven additional languages. Our global security operations team has developed immediate response protocols in the event of a suspected human trafficking-related issue.

We will train 100% of Amazon truck drivers on modern slavery prevention. In 2019, we became an official corporate sponsor of Truckers Against Trafficking, an organization dedicated to combating human trafficking in the trucking industry. By incorporating Truckers Against Trafficking training modules into trainings for our internal fleet of middle-mile drivers, we teach them how to identify and respond to potential victims of human trafficking. To date, we have trained 91% of our middle-mile drivers and are working toward reaching our 100% goal.

...with our selling partners

Amazon expects our selling partners to follow regulations and policies prohibiting modern slavery. In 2019, we clarified for our selling partners that Amazon expects all products sold in the Amazon Store or provided to Amazon to be manufactured or produced in accordance with Amazon's Supply Chain Standards, which require products to be manufactured in safe, healthy, and inclusive work environments. We will not allow products in the Amazon Store that are made using forced, indentured, or child labor, including products prohibited by U.S. Customs and Border Protection; by factories deemed ineligible under the Bangladesh Accord or Bangladesh Alliance; or with cotton sourced from Turkmenistan or Uzbekistan.

We include our Supply Chain Standards as part of our business relationship with selling partners. Selling partners contracting with Amazon for services, (including Selling on Amazon, Fulfillment by Amazon, Amazon Advertising, Transaction Processing Services, and Selling Partner API) agree to the terms of the Amazon Services Business Solutions Agreement. This requires the selling partner to represent that nothing it sells will be produced or manufactured, in whole or in part, by child labor or by convict or forced labor. It further requires that the selling partner and all of its subcontractors, agents, and suppliers involved in producing or delivering products will strictly adhere to all applicable laws regarding the operation of facilities and business and labor practices, including working conditions, wages, hours, and minimum ages of workers.

Our progress

...with our selling partners (cont.)

We increased due diligence of Amazon selling partners. We evaluate 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. If we have reason to suspect certain products do not meet our Supply Chain Standards, we may request that the selling partner demonstrate that its policies align with Amazon's Supply Chain Standards, provide evidence of auditing protocols, show processes for assessing factory working conditions, engage in unannounced audits, participate in an approved industry association that includes factory monitoring, or verify where the products are made.

We demonstrated our commitment to responsible cotton sourcing. In 2019 we signed the [Responsible Sourcing Network Cotton Pledge](#) to not source cotton from Turkmenistan and Uzbekistan until the government stops mandating use of forced labor. We then removed products from our global marketplace that were known to be made with cotton sourced from these countries and reserve the right to terminate seller accounts for non-compliance. In doing this, we lent Amazon's voice to demanding an end to forced labor in these two countries.

Case Study: Sinwah Industries

Emphasizing responsible recruitment of migrant workers

The issue: During an Amazon Social Responsibility factory visit, the owner of a supplier licensed to a third-party seller, Sinwah Industries, shared the challenges of finding ethical recruitment agencies and skilled labor pools to staff his company. The owner reported that a cycle of fear, deception, and exploitation makes it difficult for employers like Sinwah to detect when workers have paid recruitment fees. Labor agents frequently underreport or misrepresent to the employer the fees they collect in order to conceal unethical practices, and workers are often afraid to make a report.

Sinwah produces children's apparel for the third-party seller brand A for Awesome. With 10 production lines across two facilities in Malaysia and Vietnam, Sinwah can produce 250,000 pieces of apparel per month. Its factory in Malaysia employs around 75 workers, 19% of which are foreign migrant workers. Workers leave their homes in nearby countries Nepal, Myanmar, Vietnam, Bangladesh, and Indonesia in search of employment opportunities in Malaysia's growing economy. Recruitment agencies offer workers help with this process, but often charge workers recruitment fees that can equal more than several months of a worker's income. Workers are then forced to pay these debts, requiring them to stay in their work environment even if they wish to leave.

Responsible recruitment practices: Amazon's Social Responsibility team nominated Sinwah to participate in the Responsible Workplace Program (RWP), a multi-industry, multi-stakeholder initiative run by the Responsible Business Alliance that helps factories identify vulnerable workers, monitor recruitment agencies, and address underlying forced labor risks. Through its participation, Sinwah is helping identify responsible recruitment agencies and practices and gathering information directly from workers through anonymous surveys and grievance tools.

The outcome: Since joining RWP in 2018, Sinwah has improved factory working conditions by incorporating RWP practices and collecting worker feedback: Sinwah conducts Monthly Workers' Meetings; workers can email, call, or make an appointment with human resources; or workers can submit feedback in a suggestion box Sinwah makes available. Workers that make products in Sinwah's factories to sell on Amazon now have access to more communication tools and can anonymously share concerns with management.

"We always thought that our migrant workers would be satisfied with our working environment. However, we found out from the survey that in many areas, we ranked below the average. It revealed to Sinwah that we have been complacent in certain areas and that we can do better. The RWP survey was invaluable, as it gave us a clear idea on what to improve and which areas to focus on. Since then, we have learned from industry peers—and we are now measuring each metric every month, and taking action to improve. We are pleased that the RWP has helped increase our migrant workers' trust and satisfaction with Sinwah." - CL Tang, Sinwah Industries.



Our progress

...with AWS.

Amazon is actively using AWS technology to reduce and disrupt modern slavery. We work directly with NGOs to enhance their work with the communities they serve, including victims of human trafficking. Amazon is a member of the Tech Against Trafficking (TAT) steering committee, an initiative of Business for Social Responsibility. TAT is a coalition of technology companies collaborating with global experts to help eradicate human trafficking using technology. TAT works with civil society, law enforcement, academia, technologists, and survivors to advance and scale the use of technology to prevent, disrupt, and reduce human trafficking and increase and expand survivors' access to resources. In 2019, we worked with other TAT member companies to launch the first TAT Accelerator program – a six-month engagement with the Counter Trafficking Data Collaborative (CTDC), an initiative of the International Organization for Migration. Through the Accelerator, TAT worked to enhance CTDC's data standards and privacy-preserving methodology and refine its partnership engagement process. This helped the organization better meet its goal of making it easy to access, analyze, and safely share reliable, up-to-date data from the world's largest human trafficking dataset.

Our customers use AWS technology to combat modern slavery. 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.

Our customers use AWS technology to help victims of human trafficking. We support Polaris, a nonprofit working to combat human trafficking in North America. 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. Polaris also assists victims and survivors through the U.S. National Human Trafficking Hotline, which has identified and responded to over 63,000 cases of human trafficking and labor exploitation since 2007.

Engagement with strategic stakeholders

To ensure that our policies and programs incorporate internationally recognized human rights standards, we engage with industry and multi-stakeholder organizations to collaborate on training and other initiatives, align on modern slavery issues, and ensure that we are continually improving our efforts to address modern slavery. We also form strategic partnerships with organizations on the ground in areas where we operate in order to support their efforts to provide immediate, direct support to potential victims.

Amader Kotha	Amazon began working with the Amader Kotha Helpline in 2020. The Amader Kotha Helpline provides workers with a mechanism to report and resolve safety and other concerns in the ready-made garment sector in Bangladesh. The Helpline was initially established as a project of the Alliance for Bangladesh Worker Safety following the Rana Plaza tragedy. In July 2018, the Helpline became an independent initiative available to all garment workers with the support of factories and brands.
amfori	In 2019, Amazon began working with amfori, a leading global business association for open and sustainable trade. Amfori brings together over 2,000 retailers, importers, brands, and associations from over 40 countries to drive social performance and improvements across global supply chains.
Business for Social Responsibility	Amazon is a member of Business for Social Responsibility, a global non-profit that works with partners across business, civil society, and government sectors to build a just and sustainable world.
International Organization for Migration	In Bangladesh, we partnered with the International Organization for Migration (IOM) to distribute medical supplies and COVID-19 related resources for frontline 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.
Nest	In 2019, Amazon began working with Nest, a nonprofit focused on the handworker economy to increase global workforce inclusivity, improve women's well-being beyond factories, and preserve important cultural traditions around the world. Nest uses radical transparency, data-driven development, and fair market access to connect craftspeople, brands, and consumers in a circular and human-centric value chain.
Polaris	Polaris is a nonprofit working to combat human trafficking in North America. For more than a decade, Polaris has assisted thousands of victims and survivors through the U.S. National Human Trafficking Hotline and built the largest known U.S. data set on the crime.
Responsible Business Alliance	Amazon is a member of the Responsible Business Alliance (RBA), a nonprofit coalition of companies committed to supporting the rights and wellbeing of workers and communities worldwide affected by global supply chains.
Responsible Labor Initiative	Amazon is a member of the Responsible Labor Initiative (RLI), a multi-industry, multi-stakeholder initiative run by the Responsible Business Alliance. The RLI is focused on ensuring that the rights of workers vulnerable to forced labor in global supply chains are consistently respected and promoted.
Responsible Minerals Initiative	The Responsible Minerals Initiative (RMI), an initiative of the RBA, provides companies with tools and resources to make sourcing decisions that improve regulatory compliance and support responsible sourcing from conflict-affected and high-risk areas. Founded in 2008, the RMI has grown into one of the most utilized and respected resources for companies from a range of industries addressing responsible mineral sourcing issues in their supply chains.
Sedex	Amazon is a member of the Supplier Ethical Data Exchange (Sedex), a global nonprofit organization that provides manufacturers and retailers a platform to manage responsible sourcing data and monitor continuous improvement across their supply chains.
Sustainable Apparel Coalition	Amazon joined the Sustainable Apparel Coalition, an industry alliance focused on sustainable production for apparel, footwear, and textiles. The Coalition uses the Higg Index, a standardized value chain measurement suite of tools for all industry participants. These tools measure environmental and social labor impacts across the value chain. With this data, the industry can address inefficiencies, improve sustainability performance, and achieve the environmental and social transparency consumers are demanding.
Tech Against Trafficking	Tech Against Trafficking is a coalition of technology companies collaborating with global experts to help eradicate human trafficking using technology.
Truckers Against Trafficking	To further our commitment to preventing human trafficking, Amazon became an official corporate sponsor of Truckers Against Trafficking (TAT), an organization dedicated to combating human trafficking in the trucking industry.
United States Council for International Business	Amazon is a member of the United States Council for International Business (USCIB). USCIB engages with United States and international policymakers for policies that support respect for human rights under the UN Guiding Principles on Business and Human Rights, including on issues of forced labor and human trafficking.
Unseen	We have made a three-year commitment to work with Unseen, a U.K. anti-slavery charity that operates the U.K. Modern Slavery and Exploitation Helpline and provides immediate and long-term support to potential victims of modern slavery.

Our commitments and progress

We are proud of the significant progress we have made to further respect and advance human rights throughout our business, including actions to prevent and address modern slavery risks. We measure our effectiveness by assessing our progress to advance the commitments we have made. As our program grows, we look forward to further engaging in company-wide efforts to address risks posed by modern slavery.

Commitment	Progress Against Commitment
<p>Regularly review and update our policies and assessment processes</p>	<p>We strengthened our public-facing content and made commitments to codify our values:</p> <ul style="list-style-type: none"> • In November 2019, we published our Global Human Rights Principles, codifying our long-held support for fundamental human rights and the dignity of workers. • We updated our supplier map for Amazon-branded products, including apparel, consumer electronics, food and beverage, and home goods. • We updated our Supply Chain Standards to enhance our policies on modern slavery. • We published a Supplier Manual that details our due diligence and remediation approach for suppliers.
<p>Grow our partnerships with organizations that are combatting modern slavery</p>	<p>We invested in new partnerships and stakeholder collaborations:</p> <ul style="list-style-type: none"> • Truckers Against Trafficking • Tech Against Trafficking Steering Committee Membership • Unseen • International Organization for Migration
<p>Expand our training and capacity-building efforts</p>	<p>We expanded our modern slavery trainings:</p> <ul style="list-style-type: none"> • We incorporated anti-trafficking training into the onboarding requirements for all Amazon truck drivers. Our goal is to train 100% of our internal fleet of drivers on the Truckers Against Trafficking curriculum. • We initiated a training for managers in all of our fulfillment centers, beginning in the U.K. and Australia and expanding to fulfillment center managers globally, including those in North America, the EU, the Middle East, Latin America and Asia. We have the goal to train 100% of operations managers on modern slavery awareness. • We are launching a supplier improvement program focused on responsible recruitment.
<p>Regularly review and improve our due diligence efforts</p>	<p>We have strengthened our supplier audits.</p> <ul style="list-style-type: none"> • We have raised our minimum sourcing requirements to include full reimbursement of recruitment fees as a condition of production of Amazon-branded products in order to ensure responsible recruitment of migrant workers. <p>We have taken steps to increase supplier capacity.</p> <ul style="list-style-type: none"> • We worked with Verité to develop a Responsible Recruitment Guidebook. • We developed a capacity-building program in high-risk countries to train suppliers in responsible migrant worker recruitment.

Modern slavery in the context of COVID-19

We have been diligently working to take action to mitigate the toll COVID-19 has taken on people around the world. We know that suppliers and their workers are uniquely impacted by COVID-19. The ILO's most recent report⁴ states that COVID-19 will likely exacerbate underlying factors driving modern slavery, including poverty, limited access to decent work opportunities, social marginalization, discrimination, the lack of universal quality education, and the prevalence of the informal economy and weak social dialogue.

We are taking action to address heightened modern slavery risks in our supply chain due to COVID-19, focusing our efforts on mitigating the impact on workers. We are continuing to monitor suppliers for compliance with our Supply Chain Standards and making necessary modifications to auditing 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 are also pursuing alternative methodologies and technologies wherever feasible.⁵

We encourage our 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 to take appropriate steps to ensure safe and clean workplaces
- Provide more flexibility to workers impacted by Covid-19 either directly (if a worker or family member is sick) or indirectly (due to factory closures, disruption to supply chains, travel bans, or other factors); avoid ending worker contracts; and ensure monitoring of worker hours and proper overtime notices.

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

- In Bangladesh, we partnered with the **International Organization for Migration (IOM)** to distribute medical supplies and COVID-19 related resources for frontline 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 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 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 & 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.
- Amazon also partnered with **Nest**, a nonprofit building a hand-worker economy of artisans to increase global workforce inclusivity, improve women's wellbeing, 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 frontline workers. This program distributed over \$500,000 in economic relief value to 57 businesses, which altogether employed 10,510 skilled artisans.

4. "COVID-19 impact on child labour and forced labour: The response of the IPEC+ Flagship Programme," International Labour Organization, https://www.ilo.org/wcmsp5/groups/public/---ed_norm/---ipec/documents/publication/wcms_745287.pdf.

5. This statement is published in line with the extended deadline of up to six months, provided for in U.K. Guidance. We published at this time in order to more fully report on our efforts to address the COVID-19 pandemic and to prioritize the demands COVID-19 placed on our business.

Modern slavery in the context of COVID-19

- We are also 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.

Further efforts highlighting the ways we are supporting our employees and the broader global community during this crisis can be found on our [COVID-19 blog](#).

Approval and signature

Multiple internal stakeholders were consulted during the drafting of this Statement and were given the opportunity to review and provide feedback at several stages of the process.

This statement was approved by the Amazon European Board of Directors and covers all activities undertaken by Amazon's U.K. entities.

Amazon EU SARL, U.K. Branch
Doug Gurr



August 31, 2020

This statement was approved by Amazon Commercial Services Pty Ltd. and covers all activities undertaken by Amazon's Australian entities.

Amazon Commercial Services Pty Ltd
Matt Furlong



September 1, 2020