

2023

# Amazon Sustainability Report

Sustainability Reporting  
Framework Summary



# Overview

## About Amazon

Amazon is a global company with approximately 1.5 million full- and part-time employees worldwide and operations in Africa, Asia-Pacific, Europe, Latin America, the Middle East, and North America.

At Amazon, we combine data and science with passion and invention. We set big goals and work backward to achieve them, such as The Climate Pledge, our goal to reach net-zero carbon emissions by 2040, 10 years ahead of the Paris Agreement. We apply that same tenacity to how we address some of the world’s biggest environmental and societal challenges, striving to make every day better for our customers, employees, communities, and planet.




## About Amazon’s 2023 Sustainability Reporting Framework Summary

This 2023 Sustainability Reporting Framework Summary includes information on our approach to sustainability governance and 2023 reporting against the following frameworks: the Sustainability Accounting Standards Board (SASB), the United Nations Sustainable Development Goals (SDGs), the Task Force on Climate-related Financial Disclosures (TCFD), and the United Nations Guiding Principles on Business and Human Rights (UNGPs).

All financial figures are reported in U.S. dollars (\$), unless otherwise stated. Please note that data within this report reflects progress from January 1 through December 31, 2023, unless otherwise indicated.

### How to Navigate This Report

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### On the cover

The Baldy Mesa Solar and Storage Project (developed and operated by AES), located in Adelanto, California.

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# Reporting Index

## Data Summary, Sustainability Accounting Standards Board Index, and UN Sustainable Development Goals

Amazon’s business spans many industries, including but not limited to e-commerce, cloud computing, consumer goods, food and beverage, and logistics. We report progress in line with the requirements of the Sustainability Accounting Standards Board (SASB) for each of the following industry standards: E-Commerce, Internet Media & Services, Software & IT Services, Multiline and Specialty Retailers & Distributors, and Air Freight & Logistics. We also mapped our priority topics to the UN Sustainable Development Goals (SDGs) to indicate how our work aligns to the SDGs.

Metric	Disclosure	SASB	SDGs
<b>Reporting Topics</b>			
<b>How we identified our priority topics</b>	<p>Amazon’s business spans many industries, including but not limited to e-commerce, cloud computing, consumer goods, food and beverage, and logistics. This broad scope means we identify environmental, social, and governance topics and focus our efforts by assessing our business holistically. In 2022, Amazon conducted a comprehensive analysis to inform the sustainability topics that are relevant to our reporting.</p> <p>To guide our analysis, we leveraged Datamaran, a business intelligence platform, referencing data-driven insights from leading reporting frameworks, including SASB, TCFD, and the Global Reporting Initiative (GRI). The platform also analyzed the regulatory landscape, media, and company reports to inform the topics. We also consulted with key stakeholders, including internal decision-makers, employees, partner organizations, nongovernmental organizations, and academics, to capture their input and broad range of perspectives.</p>	N/A	
<b>Our reporting topics</b>	<p>As a result, we have included a number of topics in our reporting, listed below in alphabetical order. We view these topics as interconnected and know our progress in one area can often help solve for challenges in another.</p> <ul style="list-style-type: none"> <li>• Business Ethics</li> <li>• Carbon</li> <li>• Community Impact</li> <li>• Customer Practices</li> <li>• Data Privacy and Cybersecurity</li> <li>• Diversity, Equity, and Inclusion</li> <li>• Governance</li> <li>• Health and Safety</li> <li>• Human Capital</li> <li>• Human Rights</li> <li>• Packaging</li> <li>• Public Policy and Lobbying</li> <li>• Renewable Energy</li> <li>• Responsible Supply Chain and Sourcing</li> <li>• Waste and Circularity</li> <li>• Water</li> </ul>	N/A	



Metric	Disclosure	SASB	SDGs
<b>Business Ethics</b>			
<b>Our approach</b>	<p>Operating ethically and with integrity is a non-negotiable part of how we do business. Acting ethically and with integrity is essential in how our employees make decisions and interact effectively with one another; in how we develop, deploy, and support our product and service offerings; and in our ability to establish and maintain strong relationships with our customers, suppliers, and other stakeholders.</p> <p>We strive to be a company that customers and stakeholders trust. That starts with delivering on our company principles—customer obsession, passion for invention, commitment to operational excellence, and long-term thinking. It continues with our “Day 1” mentality of approaching every task with the energy and spirit of a new organization. And it’s underpinned by robust standards around acting ethically, lawfully, and in the best interests of our people and company.</p> <p>Amazon enforces strict adherence to local, state, federal, and international laws. Our <a href="#">Code of Business Conduct and Ethics</a> (Code of Conduct), associated policies, procedures, training, and communications outline our expectations of associates. All employees receive Code of Conduct training during onboarding, with regular refresher training thereafter. Depending on risks associated with job role and location, employees may receive additional anti-bribery training.</p> <p>The Business Conduct and Ethics program is led by the Vice President for Business Conduct and Ethics of Amazon.com, who reports to the Senior Vice President and General Counsel. Our Business Conduct and Ethics program includes an annual risk assessment and compliance goal-setting process that is gathered through leadership of each department and fed back to Legal, regular client interviews, a whistleblower hotline, centralized investigation and reporting of violations, due diligence processes designed to detect potential compliance issues with third parties before engaging in business transactions with those third parties, and a wide variety of online and in-person training about compliance-related topics and the company’s compliance policies.</p> <p><b>Whistleblowing</b></p> <p>Amazon provides various secure and accessible whistleblowing channels, with guidelines for reporting concerns and violations. Employees can reach out to anyone in their management chain or the Legal Department with questions about the application of the Code of Conduct or how to approach difficult workplace situations. Employees may also make reports online or via phone through the Amazon Ethics Line, which is managed by an independent third party, and remain anonymous on request. The Ethics Line is currently available in more than 60 countries in 165 languages.</p> <p>Any employee can email suggestions or complaints to senior leadership. All escalations are independently reviewed by Human Resources and may inform process updates to prevent future gaps.</p> <p>We prohibit retaliation and take all allegations seriously. Our Business Conduct and Ethics team records, investigates (or directs others to investigate), and reports alleged violations of the Code of Conduct to the Audit Committee of the Board. The Business Conduct and Ethics team also tracks any remediation required. Employees must cooperate in internal investigations of potential or alleged misconduct, with those who violate the Code of Conduct subject to disciplinary action up to and including discharge.</p> <p>Senior leadership receives regular updates on any allegations of unlawful harassment and discrimination against employees in director-level positions or above, and on investigation progress and findings. The Board of Directors’ Leadership Development and Compensation Committee receives detailed quarterly updates on any allegations of unlawful harassment and discrimination against employees in vice-president-level positions or above, or employees externally investigated on our behalf.</p>	N/A	
<b>Legal actions for anti-competitive behavior, anti-trust, and monopoly practices</b>	<p><a href="#">Code of Business Conduct and Ethics</a></p>	N/A	
<b>Operations assessed for corruption risks</b>	<p><a href="#">Code of Business Conduct and Ethics</a></p>	N/A	







Metric	Disclosure	SASB	SDGs
<b>Anti-corruption policy and procedure engagement</b>	<p>Amazon has zero tolerance for bribery and/or corruption in any form for any of our businesses. Our anti-corruption compliance program—part of a centralized global compliance program—is led by the Vice President for Business Conduct and Ethics and implemented through regional counsel. It is informed by our Code of Conduct and Anti-bribery Policy, which include outright prohibitions on bribery of any kind. We reinforce these policies through regular online and live trainings with employees.</p> <p>Amazon maintains extensive financial transaction controls. Through these, groups like accounting, finance operations services, accounts payable, and payroll own processes to identify, monitor, and evaluate risks including fraud, misappropriation of assets, corruption, and financial reporting integrity. Control functions like finance, procurement, and internal audit collaborate with the Business Conduct and Ethics team to detect and prevent corruption.</p> <p>Our gift reporting mechanism allows employees to disclose and seek approval for gifts or services received from third parties or given to a government official. We also provide a conflicts mechanism, which allows employees to disclose potential conflicts of interest and seek guidance on necessary remediation.</p> <p><a href="#">Code of Business Conduct and Ethics</a> </p>	N/A	
<b>Carbon</b>			
<b>Our approach</b>	<p><a href="#">2023 Sustainability Report</a>  (Carbon, pages 9–23)</p> <p><a href="#">Amazon Sustainability Website—Driving Climate Solutions</a> </p>		Discussion of long-term and short-term strategy or plan to manage Scope 1 emissions, emissions reduction targets, and an analysis of performance against those targets: Air Freight and Logistics (TR-AF-110a.2)
<b>Direct (Scope 1) emissions</b>	<a href="#">2023 Sustainability Report</a> (Carbon, pages 9–23)		Gross global Scope 1 emissions: Air Freight and Logistics (TR-AF-110a.1)
<b>Indirect (Scope 2) emissions from energy</b>	<a href="#">2023 Sustainability Report</a> (Carbon, pages 9–23)	N/A	
<b>Other indirect (Scope 3) emissions</b>	<a href="#">2023 Sustainability Report</a> (Carbon, pages 9–23)	N/A	
<b>Emissions intensity</b>	<a href="#">2023 Sustainability Report</a> (Carbon, pages 9–23)	N/A	
<b>Emissions reduction</b>	<a href="#">2023 Sustainability Report</a> (Carbon, pages 9–23)	N/A	




Metric	Disclosure	SASB	SDGs
<b>Delivery network and transportation types and fuel consumption</b>	<a href="#">2023 Sustainability Report</a> (Carbon, pages 9–23)		
<b>Emissions footprint across transportation and delivery modes</b>	<a href="#">2023 Sustainability Report</a> (Carbon, pages 9–23)		
<b>Emissions footprint of product shipments</b>	<a href="#">2023 Sustainability Report</a> (Carbon, pages 9–23) <a href="#">2023 Sustainability Report</a> (Packaging, pages 29–33)		
<b>Community Impact</b>			
<b>Our approach</b>	<a href="#">2023 Sustainability Report</a> (Community Impact, pages 67–73) <a href="#">Amazon Sustainability Website—Communities</a>	N/A	
<b>Significant indirect economic impacts</b>	<a href="#">2023 Sustainability Report</a> (Community Impact, pages 67–73)	N/A	
<b>Amazon business units with community engagement, impact assessments, and development programs</b>	<a href="#">2023 Sustainability Report</a> (Community Impact, pages 67–73)	N/A	
<b>Amazon business units with significant actual and potential negative community impacts</b>	<a href="#">2023 Sustainability Report</a> (Community Impact, pages 67–73) <a href="#">2023 Sustainability Report</a> (Human Rights, pages 45–49)	N/A	






Metric	Disclosure	SASB	SDGs
<b>Data Privacy and Cybersecurity</b> 			
<b>Our approach</b>	<p><a href="#">2023 10-K</a>  (Cybersecurity, pages 16–17)</p> <p>Learn more about our <a href="#">Advertising, Data Protection and Privacy</a> .</p> <p>Learn more about our <a href="#">Law Enforcement Information Requests</a> .</p>	<p>Description of policies and practices relating to targeted advertising and user privacy: E-Commerce (CG-EC-220a.2), Internet Media &amp; Services (TC-IM-230a.2), Internet Media &amp; Services (TC-IM-220a.1), Software &amp; IT Services (TC-SI-220a.1)</p> <p>Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards: E-Commerce (CG-EC-230a.1), Internet Media &amp; Services (TC-IM-230a.2), Software &amp; IT Services (TC-SI-230a.2), Multiline and Specialty Retailers &amp; Distributors (CG-MR-230a.1)</p> <p>1) Number of law enforcement requests for user information, 2) number of users whose information was requested, 3) percentage resulting in disclosure Internet Media &amp; Service (TC-IM-220a.4), Software &amp; IT Services (TC-SI-220a.4)</p>	



Metric	Disclosure	SASB	SDGs
<b>Diversity, Equity, and Inclusion</b> 			
<b>Our approach</b>	<a href="#">2023 Sustainability Report</a> (Inclusive Experiences, pages 86–92) <a href="#">Amazon Sustainability Website—Human Rights Principles</a>	N/A	
<b>Employee and Board of Directors diversity</b>	<p><a href="#">2023 Sustainability Report</a> (Inclusive Experiences, pages 86–92)</p> <p><b>Board Diversity</b>                      The Nominating and Corporate Governance Committee seeks out candidates with a diversity of experience and perspectives, including diversity with respect to race, gender, geography, and areas of expertise. The Nominating and Corporate Governance Committee includes, and has any search firm that it engages include, women, individuals from underrepresented racial/ethnic groups, and individuals who identify as LGBTQIA+ in the pool from which the Committee selects director candidates.</p> <p>When considering candidates as potential Board members, the Board and Nominating and Corporate Governance Committee evaluate the candidates' ability to contribute to such diversity. The Board assesses its effectiveness in this regard as part of its annual Board and director evaluation process. Our directors reflect our commitment to diversity, with four women and three directors from underrepresented racial/ethnic groups. Two of our four Board committees are chaired by women, and our lead independent director is a woman.</p> <p><b>Board Diversity Matrix</b> (as of the 2024 Annual Meeting of Shareholders)</p> <p>Total Number of Directors:</p> <div style="display: flex; align-items: center;"> <div style="width: 100px; height: 15px; background: linear-gradient(to right, #90EE90 80%, #008080 80%); margin-right: 5px;"></div> <div style="margin-right: 10px;">8</div> <div style="width: 100px; height: 15px; background: linear-gradient(to right, #008080 20%, #000000 20%); margin-right: 5px;"></div> <div>4</div> </div> <p style="font-size: small; margin-top: 5px;">● Men ● Women</p> <p>Number of Directors Who Identify in Any of the Categories Below:</p> <div style="display: flex; align-items: center;"> <div style="width: 100px; height: 15px; background: linear-gradient(to right, #008080 100%, #000000 100%); margin-right: 5px;"></div> <div style="margin-right: 10px;">1</div> <div style="width: 100px; height: 15px; background: linear-gradient(to right, #000000 20%, #FFFFFF 20%); margin-right: 5px;"></div> <div style="margin-right: 10px;">2</div> <div style="width: 100px; height: 15px; background: linear-gradient(to right, #000000 100%, #000000 100%); margin-right: 5px;"></div> <div>9</div> </div> <p style="font-size: small; margin-top: 5px;">● African American or Black ○ Asian ● White</p>	N/A	<p>Percentage of (1) gender and (2) diversity group representation for (a) executive management, (b) non-executive management, (c) technical employees, and (d) all other employees: E-Commerce (CG-EC-330a.3), Internet Media &amp; Services (TC-IM-330a.3), Software &amp; IT Services (TC-SI-330a.3)</p> <p>Percentage of (1) gender and (2) diversity group representation for (a) executive management, (b) non-executive management and (c) all other employees: Multiline and Specialty Retailers &amp; Distributors (CG-MR-330a.1)</p>
<b>Base pay ratio for women versus men</b>	<a href="#">2023 Sustainability Report</a> (Employee Experience, pages 75–80)	N/A	





Metric	Disclosure	SASB	SDGs
<b>Governance</b>			
<b>Our approach</b>	<p>Amazon’s Board of Directors is responsible for the control and direction of Amazon. The Board represents the shareholders, and its primary purpose is to build long-term shareholder value. The full Board regularly reviews reports from management on various aspects of our business, including related risks and tactics and strategies for addressing them. In addition, the Board has delegated responsibility related to certain risks to our standing Board committees, which are comprised solely of independent directors: the Nominating and Corporate Governance Committee, the Leadership Development and Compensation Committee, the Audit Committee, and the Security Committee.</p> <p>The Nominating and Corporate Governance Committee is responsible for overseeing management of risks related to our environmental, sustainability, and corporate social responsibility practices, including risks related to our operations and our supply chain.</p> <p>The Leadership Development and Compensation Committee is responsible for overseeing management of risks related to succession planning and compensation for our executive officers and our overall compensation program, including our equity-based compensation plans, as well as risks related to other human capital management matters, including workplace health and safety, culture, diversity, discrimination, and harassment.</p> <p>The Audit Committee is responsible for overseeing management of risks related to our financial statements and financial reporting process, assessment of risks related to business continuity, and operational risks, the qualifications, independence, and performance of our independent auditors, the performance of our internal audit function, legal and regulatory matters, our compliance policies and procedures, tax planning and compliance, and political contributions and lobbying expenses.</p> <p>The Security Committee oversees the company’s policies and procedures for protecting the company’s security infrastructure and for compliance with applicable data protection and security regulations and related risks. The Security Committee receives reports regarding such risks from management, including our Chief Security Officer, and reports to the Board at least annually. The committee also oversees the Board’s response to any significant cybersecurity incidents.</p> <p><a href="#">Learn more about Amazon's Management and Governance</a> </p> <p><b>Human Rights Governance</b></p> <p>The Board’s Nominating and Corporate Governance Committee is responsible for overseeing and monitoring Amazon’s policies and initiatives relating to corporate social responsibility practices, including risks related to human rights and ethical business practices and risks related to Amazon’s operations and engagement with customers, suppliers, and communities. In addition, the Board’s Leadership Development and Compensation Committee is responsible for overseeing and monitoring our strategies and policies related to human capital management within Amazon’s workforce, including with respect to our policies on diversity, equity, and inclusion, corporate culture, compensation and benefits, and retention.</p> <p><a href="#">Learn more about our committee charters on our Investor Relations website</a> </p>	N/A	



Metric	Disclosure	SASB	SDGs
Our approach	<p><b>Board and Committee Engagement in 2023</b></p> <p>The Board meets regularly during the year and holds special meetings and acts by unanimous written consent whenever circumstances require. During 2023, there were four meetings of the Board. All incumbent directors attended at least 75% of the aggregate of the meetings of the Board and committees on which they served occurring during 2023. All directors then serving attended the 2023 Annual Meeting of Shareholders. In addition, during 2023, the Board participated in regularly scheduled teleconference discussions on various topics, generally on a monthly basis.</p> <p>The Nominating and Corporate Governance Committee met with management in seven meetings during 2023 and reviewed matters that included:</p> <ul style="list-style-type: none"> <li>• The Board’s composition, diversity, and skills in the context of identifying and evaluating new director candidates to join the Board</li> <li>• The Board’s recruitment and self-evaluation processes</li> <li>• Board compensation</li> <li>• Board committee membership and qualifications</li> <li>• Consideration of the company’s policies and initiatives regarding the environment and sustainability, corporate social responsibility, and corporate governance</li> <li>• Review of recent public policy and public relations initiatives</li> <li>• Feedback from the company’s shareholder engagement</li> </ul> <p>The Leadership Development and Compensation Committee met with management in five meetings during 2023 and reviewed matters that included:</p> <ul style="list-style-type: none"> <li>• The design, amounts, and effectiveness of the company’s compensation of senior executives</li> <li>• Management succession planning</li> <li>• The company’s benefit and compensation programs</li> <li>• The company’s human resources programs, including review of workplace discrimination and harassment reports, worker health and safety and workplace conditions, and diversity, equity, and inclusion matters</li> <li>• Feedback from the company’s shareholder engagement, particularly with respect to the 2023 advisory vote approving the compensation of our named executive officers</li> </ul> <p>The Audit Committee met with management in six meetings during 2023 and reviewed matters that included:</p> <ul style="list-style-type: none"> <li>• The company’s risk assessment, including business continuity and operational risks, and compliance functions</li> <li>• Data privacy</li> <li>• Policies, procedures, and reports on political contributions and lobbying expenses</li> <li>• Treasury and investment matters</li> <li>• Tax matters</li> <li>• Financial statements and financial reporting</li> <li>• Accounting industry issues</li> <li>• The performance of our internal audit function</li> <li>• The reappointment of our independent auditor</li> <li>• Pending litigation and regulatory compliance</li> </ul> <p>The Security Committee met with management in three meetings during 2023 and reviewed matters that included:</p> <ul style="list-style-type: none"> <li>• The Amazon Security organization’s ongoing investments in the company’s security infrastructure and management of and response to cybersecurity risks as well as physical security risks</li> <li>• Cybersecurity-related internal audit findings and initiatives</li> <li>• Regulatory and governance updates related to cybersecurity</li> </ul>	N/A	



Metric	Disclosure	SASB	SDGs
<p><b>Our approach</b></p>	<p><b>Shareholder Engagement</b></p> <p>We believe that effective corporate governance includes year-round engagement with our shareholders. We have significantly expanded our shareholder engagement over the past several years, including by expanding our shareholder engagement team with employees whose full-time, year-round responsibilities include engaging with our investors, communicating with management and directly with our Board members to inform them on topics discussed and feedback received in the course of their engagement meetings, and coordinating and promoting the effectiveness of direct shareholder engagement meetings that our directors participate in.</p> <p>We meet regularly with our shareholders, including both large and small investors, to discuss business strategy, performance, compensation philosophy, corporate governance, and environmental and social topics. In a typical year, we will engage with dozens of shareholders, including our largest shareholders, two or more times a year. This outreach is complementary to the hundreds of touchpoints our Investor Relations team has with shareholders each year. We find it beneficial to have ongoing dialogue with our shareholders throughout the year on a full range of investor priorities (instead of engaging with shareholders only prior to our annual meeting on issues to be voted on in the proxy statement). Depending on the circumstance, our lead director or another independent director engage in these conversations with shareholders as well.</p> <p>From the beginning of 2023 through April 11, 2024, when we filed our 2024 Proxy Statement, we have engaged with 68 of our 100 largest unaffiliated shareholders, as well as with numerous other shareholders. Our lead independent director, the Chair of the Nominating and Corporate Governance Committee, or the Chair of the Leadership Development and Compensation Committee participated in meetings with shareholders owning more than 31% of our stock, including one-on-one or small group meetings with most of our 20 largest shareholders.</p> <p>In addition, the Board and Board committees receive a number of letters from investors, and our directors review our responses to such correspondence and provide direction as necessary. Our direct engagement with shareholders helps us better understand our shareholders' priorities, perspectives, and areas of concern while giving us an opportunity to elaborate on our many initiatives and practices and to address the extent to which various aspects of these matters are (or are not) significant given the scope and nature of our operations and our existing practices. We take insights from this feedback into consideration and regularly share them with our Board as we review and evolve our practices and disclosures.</p> <p><b>Oversight and Management of Climate-Related Issues</b></p> <p>The Nominating and Corporate Governance Committee is responsible for overseeing and monitoring the company's policies and initiatives relating to our environmental, sustainability, and corporate social responsibility practices, including the company's progress on The Climate Pledge—a goal to be net-zero carbon across our business by 2040, 10 years ahead of the Paris Agreement.</p> <p>The Vice President, Worldwide Sustainability oversees Amazon's Sustainability team, and provides updates to the Nominating and Corporate Governance Committee.</p> <p>Amazon's Sustainability team coordinates efforts across the company to oversee operational changes that reduce or eliminate carbon in our businesses. We developed a companywide carbon system of record that provides information to business teams on their emissions and allows them to track progress on decarbonization. The Sustainability team reports to the senior management team on various aspects of our environmental, sustainability, and other relevant corporate social responsibility practices on a quarterly basis. Amazon's senior management team also holds quarterly business reviews with the leadership teams of all our major businesses to track progress toward meeting our aspirations under The Climate Pledge.</p>	<p>N/A</p>	




Metric	Disclosure	SASB	SDGs
<b>Health and Safety</b>			  
<b>Our approach</b>	<a href="#">2023 Sustainability Report</a> (Health and Safety, pages 81–85) <a href="#">Amazon Sustainability Website—Human Rights Principles</a>	N/A	
<b>Occupational health and safety management system</b>	<a href="#">2023 Sustainability Report</a> (Health and Safety, pages 81–85)	Description of implementation and outcomes of a Safety Management System: Air Freight and Logistics (TR-AF-540a.1)	
<b>Hazard identification, risk assessment, and incident investigation</b>	<a href="#">2023 Sustainability Report</a> (Health and Safety, pages 81–85) <a href="#">About Amazon—Amazon’s safety performance continues to improve year over year</a>	Description of implementation and outcomes of a Safety Management System: Air Freight and Logistics (TR-AF-540a.1)	
<b>Occupational health services</b>	<a href="#">2023 Sustainability Report</a> (Health and Safety, pages 81–85)	N/A	
<b>Employee engagement on health and safety</b>	<a href="#">2023 Sustainability Report</a> (Health and Safety, pages 81–85) <a href="#">About Amazon—Amazon’s safety performance continues to improve year over year</a>	N/A	
<b>Employee health and safety training</b>	<a href="#">2023 Sustainability Report</a> (Health and Safety, pages 81–85) <a href="#">About Amazon—Amazon’s safety performance continues to improve year over year</a>	N/A	
<b>Promotion of employee health</b>	<a href="#">2023 Sustainability Report</a> (Health and Safety, pages 81–85) <a href="#">Amazon Sustainability Website—Employees</a> <a href="#">About Amazon—Amazon’s safety performance continues to improve year over year</a>	N/A	
<b>Employees covered by our health and safety management system</b>	<a href="#">2023 Sustainability Report</a> (Health and Safety, pages 81–85)	N/A	
<b>Work-related injuries</b>	<a href="#">2023 Sustainability Report</a> (Health and Safety, pages 81–85) <a href="#">About Amazon—Amazon’s safety performance continues to improve year over year</a>	N/A	
<b>Work-related health issues</b>	<a href="#">2023 Sustainability Report</a> (Health and Safety, pages 81–85)	N/A	



Metric	Disclosure	SASB	SDGs
<b>Human Capital</b>			    
<b>Our approach</b>	<a href="#">2023 Sustainability Report</a> (Employee Experience, pages 75–80) <a href="#">Amazon Sustainability Website—Employees</a>	N/A	
<b>Full-time employee benefits</b>	<a href="#">2023 Sustainability Report</a> (Employee Experience, pages 75–80)	(1) Average hourly wage: Multiline and Specialty Retailers & Distribution (CG-MR-310a.1)	
<b>Parental leave</b>	<a href="#">2023 Sustainability Report</a> (Employee Experience, pages 75–80) <a href="#">2024 Proxy Statement</a> , Pages 12, 44	N/A	
<b>Average annual hours of training per employee</b>	<a href="#">2023 Sustainability Report</a> (Employee Experience, pages 75–80) <a href="#">Upskilling 2025 Annual Report</a>	N/A	
<b>Employee training and development programs</b>	<a href="#">2023 Sustainability Report</a> (Employee Experience, pages 75–80) <a href="#">2023 Sustainability Report</a> (Health and Safety, pages 81–85) <a href="#">Upskilling 2025 Annual Report</a>	N/A	
<b>Percentage of employees receiving regular performance and career development reviews</b>	<a href="#">2023 Sustainability Report</a> (Employee Experience, pages 75–80)	N/A	
<b>Employee engagement channels</b>	<a href="#">2023 Sustainability Report</a> (Employee Experience, pages 75–80)	N/A	
<b>Number of employees</b>	<a href="#">2024 Proxy Statement</a> (page 50) <a href="#">2023 Sustainability Report</a> (Overview, pages 3–7) <a href="#">2023 Sustainability Report</a> (Employee Experience, pages 75–80) <a href="#">2023 Sustainability Report</a> (Inclusive Experiences, pages 86–92)	Number of employees: Air Freight & Logistics (TR-AF-000.C)	





Metric	Disclosure	SASB	SDGs
<b>Human Rights</b>			
<b>Our approach</b>	<p>We are committed to embedding human rights considerations into decision-making across our company and into our policy and governance framework. While human rights issues like modern slavery can be found among any population, we recognize certain groups are particularly vulnerable, including:</p> <ul style="list-style-type: none"> <li>• Domestic and foreign migrant workers</li> <li>• Contract, agency, and temporary workers</li> <li>• Refugees, asylum seekers, ethnic/religious minorities, and displaced persons</li> <li>• Young or student workers</li> </ul> <p>While modern slavery can be found in all countries, we take in to account region-specific risks associated with modern slavery; for example, countries with large populations of migrant workers, with weaker labor law enforcement, where charging workers recruitment fees is common practice, or where modern slavery prevalence has been well documented.</p> <p><a href="#">2023 Sustainability Report</a> (Human Rights, pages 45–49)  <a href="#">Amazon Sustainability Website—Advancing Human Rights</a>  <a href="#">Amazon Sustainability Website—Human Rights Principles</a></p>	N/A	
<b>Supporting freedom of association and collective bargaining rights</b>	<p><a href="#">2023 Sustainability Report</a> (Human Rights, pages 45–49)  <a href="#">2023 Sustainability Report</a> (Responsible Supply Chain, pages 50–57)  <a href="#">Amazon’s Human Rights Commitment, Policy and Practice: Freedom of Association and Collective Bargaining</a>  <a href="#">Supply Chain Standards</a></p>	N/A	
<b>Preventing child labor in our operations and supply chain</b>	<p><a href="#">2023 Sustainability Report</a> (Human Rights, pages 45–49)  <a href="#">2023 Sustainability Report</a> (Responsible Supply Chain, pages 50–57)  <a href="#">2023 Modern Slavery Statement</a>  <a href="#">Supply Chain Standards</a></p>	N/A	
<b>Preventing forced or compulsory labor issues</b>	<p><a href="#">2023 Sustainability Report</a> (Human Rights, pages 45–49)  <a href="#">2023 Sustainability Report</a> (Responsible Supply Chain, pages 50–57)  <a href="#">2023 Modern Slavery Statement</a>  <a href="#">Supply Chain Standards</a></p>	N/A	




Metric	Disclosure	SASB	SDGs
<b>Policy commitments</b>	<a href="#">2023 Sustainability Report</a> (Human Rights, pages 45–49) <a href="#">2023 Sustainability Report</a> (Responsible Supply Chain, pages 50–57) <a href="#">2023 Modern Slavery Statement</a> <a href="#">Supply Chain Standards</a>	N/A	
<b>Embedding policy commitments</b>	<a href="#">2023 Sustainability Report</a> (Human Rights, pages 45–49) <a href="#">2023 Sustainability Report</a> (Responsible Supply Chain, pages 50–57) <a href="#">2023 Modern Slavery Statement</a> <a href="#">Supply Chain Standards</a>	N/A	
<b>Processes to remediate negative impacts</b>	<a href="#">2023 Sustainability Report</a> (Human Rights, pages 45–49) <a href="#">2023 Sustainability Report</a> (Responsible Supply Chain, pages 50–57) <a href="#">2023 Modern Slavery Statement</a> <a href="#">Supply Chain Standards</a>	N/A	
<b>Mechanisms for seeking advice and raising concerns</b>	<a href="#">2023 Sustainability Report</a> (Human Rights, pages 45–49) <a href="#">2023 Sustainability Report</a> (Responsible Supply Chain, pages 50–57) <a href="#">2023 Modern Slavery Statement</a> <a href="#">Supply Chain Standards</a>	N/A	



Metric	Disclosure	SASB	SDGs
<b>Packaging</b>			
<b>Our approach</b>	<a href="#">2023 Sustainability Report</a> (Packaging, pages 29–33) <a href="#">Amazon Sustainability Website—Reducing Waste &amp; Packaging</a> <a href="#">Amazon Sustainability Website—Packaging Innovation</a>	Discussion of strategies to reduce the environmental impact of packaging: Multiline and Specialty Retailers & Distribution (CG-MR-410a.3)	 
<b>Reclaimed products and packaging materials</b>	<a href="#">2023 Sustainability Report</a> (Packaging, pages 29–33) <a href="#">About Amazon—Amazon Second Chance</a>	N/A	
<b>Public Policy and Lobbying</b>			
<b>Our approach</b>	<p>We operate globally and are committed to delivering the same standard of excellence everywhere. This includes engaging policymaking processes and informing public officials of Amazon's position on the issues that matter to our customers, stakeholders, and business.</p> <p>We engage with local, state, national, and international policymakers on a wide range of issues and also partner with multilateral organizations, industry associations, coalitions, and other stakeholders to advance our positions. Our Public Policy teams work with policymakers, multilateral organizations, industry associations, coalitions, and other partners across numerous regulatory and policy issues.</p> <p>Our policy issues are broad, forward-thinking, and guided by what is best for customers. Additional information on our public policy positions can be found <a href="#">here</a>.</p> <p><b>Supporting Our Principles</b>                      Addressing global challenges requires public-private sector collaboration, and in 2023, our sustainability-related policy and advocacy work focused on climate action and included partnerships with the public sector on policy development.</p> <p>In 2023, we continued to support the implementation of the bipartisan Infrastructure Investment and Jobs Act, a landmark U.S. law investing in clean energy infrastructure and innovative carbon-reduction technology. Throughout the year, Amazon also advocated for alternative-fuel vehicles, electric vehicle charging infrastructure, renewable electricity data, federal fleet electrification, domestic wind and solar energy production, research and development of low-carbon technologies, and high-quality corporate climate change disclosures.</p> <p>Learn more about our advocacy and public policy work on <a href="#">About Amazon</a>.</p> <p>We publish an <a href="#">annual political engagement statement</a> detailing our U.S. lobbying activities and disclosing spending on ballot initiatives and public organizations, as well as with state and local representatives. In the EU, we disclose our activities in the EU Transparency register and national registries where required.</p> <p>The company's Senior Vice President and General Counsel, who oversees our global public policy organizations, and the Audit Committee of the Board of Directors annually review this U.S. Political Engagement Policy and Statement, related procedures, and a report on all of the company's campaign contributions and lobbying expenses, including donations made to other organizations that may engage in indirect lobbying on behalf of the company.</p> <p>Learn more about Amazon's political engagement on <a href="#">About Amazon</a>.</p>		N/A







Metric	Disclosure	SASB	SDGs
<b>Our approach</b>	<p><b>Responsible Artificial Intelligence (AI)</b></p> <p>AI is the most transformational technology of our time, capable of tackling some of humanity’s most challenging problems. That is why Amazon is investing in the responsible development and deployment of AI across all of our businesses.</p> <p>Our cross-functional experts from engineering, science, product, legal, and policy backgrounds establish processes and procedures and continuously test and assess our products and services, giving our internal teams and business customers the tools, guidance, and resources they need to build and deploy AI responsibly.</p> <p>We are engaged across a number of organizations to promote the responsible development and deployment of AI technologies, as demonstrated by our involvement with the administration through the U.S. National AI Advisory Committee (NAIAC) and active participation with organizations and standards bodies including the National Institute of Standards and Technology (NIST), the International Organization for Standardization (ISO), the Responsible AI Institute, EqualAI, the Stanford Institute for Human-Centered Artificial Intelligence, and the Partnership on AI.</p> <p>Building on these efforts, in July 2023, we joined industry and government leaders at the White House to sign <a href="#">voluntary commitments</a> to foster the safe, responsible, and effective development of AI technology. In October 2023, we joined political and business leaders from around the world for a global AI Safety Summit in the UK. We continue to work with government, industry, and civil society to develop best practices around AI safety.</p> <p><a href="#">Amazon Sustainability Website—Management and Governance</a></p>	N/A	
<b>Political contributions</b>	<a href="#">Amazon Sustainability Website—Management and Governance</a>	N/A	
<b>Renewable Energy</b>			
<b>Our approach</b>	<p><a href="#">2023 Sustainability Report</a> (Carbon, pages 9–23)</p> <p><a href="#">2023 Sustainability Report</a> (Carbon-Free Energy, pages 24–28)</p> <p><a href="#">2023 Sustainability Report</a> (Water, pages 40–43)</p> <p><a href="#">Amazon Sustainability Website—Carbon-Free Energy</a></p>	Discussion of the integration of environmental considerations into strategic planning for data center needs: E-Commerce (CG-EC-130a.3), Internet Media & Services (TC-IM-130a.3), Software & IT Services (TC-SI-130a.3)	
<b>Total direct energy consumption</b>	<a href="#">2023 Sustainability Report</a> (Carbon-Free Energy, pages 24–28)		(1) Total energy consumed, (2) percentage grid electricity, (3) percentage renewable: E-Commerce (CG-EC-130a.1), Internet Media & Services (TC-IM-130a.1), Software & IT Services (TC-SI-130a.1)
<b>Energy consumption reduction</b>	<a href="#">2023 Sustainability Report</a> (Carbon, pages 9–23)	N/A	



Metric	Disclosure	SASB	SDGs
<b>Product and service energy requirement reductions</b>	<a href="#">2023 Sustainability Report</a> (Carbon, pages 9–23) <a href="#">2023 Sustainability Report</a> (Carbon-Free Energy, pages 24–28)	N/A	
<b>Responsible Supply Chain and Responsible Sourcing</b>			
<b>Our approach</b>	<a href="#">2023 Sustainability Report</a> (Sustainable Products and Materials, pages 58–63) <a href="#">2023 Sustainability Report</a> (Responsible Supply Chain, pages 50–57) <a href="#">Amazon Sustainability Website—Supply Chain</a>	Discussion of processes to assess and manage risks and/or hazards associated with chemicals in products: Multiline and Specialty Retailers & Distributors (CG-MR-410a.2)	
<b>Recycled materials used</b>	<a href="#">2023 Sustainability Report</a> (Sustainable Products and Materials, pages 58–63) <a href="#">2023 Sustainability Report</a> (Packaging, pages 29–33)	N/A	
<b>New suppliers screened for environmental criteria</b>	<a href="#">2023 Sustainability Report</a> (Responsible Supply Chain, pages 50–57) <a href="#">Supply Chain Standards</a>	N/A	
<b>Percentage of suppliers that completed Cascale's Higg Facility Environmental Module</b>	<a href="#">2023 Sustainability Report</a> (Responsible Supply Chain, pages 50–57)	Percentage of (1) Tier 1 supplier facilities and (2) supplier facilities beyond Tier 1 that have completed Cascale's Higg Facility Environmental Module (Higg FEM) assessment or an equivalent environmental data assessment (CG-AA-430-a.2)	
<b>Negative supply chain environmental impacts and actions taken</b>	<a href="#">2023 Sustainability Report</a> (Carbon, pages 9–23) <a href="#">2023 Sustainability Report</a> (Carbon-Free Energy, pages 24–28) <a href="#">2023 Sustainability Report</a> (Packaging, pages 29–33) <a href="#">Amazon Sustainability Website—Carbon-Free Energy</a>	Discussion of strategies to reduce the environmental impact of product delivery: E-Commerce (CG-EC-410a.2)	
<b>New suppliers screened for social criteria</b>	<a href="#">2023 Sustainability Report</a> (Responsible Supply Chain, pages 50–57) <a href="#">Supply Chain Standards</a>	N/A	
<b>Negative supply chain social impacts and actions taken</b>	<a href="#">2023 Sustainability Report</a> (Human Rights, pages 45–49) <a href="#">2023 Modern Slavery Statement</a> <a href="#">About Amazon—Update on Amazon's response to violations of our supply chain standards involving contracted workers in the Kingdom of Saudi Arabia</a>	N/A	



Metric	Disclosure	SASB	SDGs
<b>Proportion of spending on local suppliers</b>	<a href="#">2023 Sustainability Report</a> (Community Impact, pages 67–73)	N/A	
<b>Product certifications</b>	<a href="#">2023 Sustainability Report</a> (Carbon, pages 9–23) <a href="#">2023 Sustainability Report</a> (Waste and Circularity, pages 34–39) <a href="#">2023 Sustainability Report</a> (Sustainable Products and Materials, pages 58–63)		Revenue from products third-party certified to environmental and/or social sustainability standards: Multiline and Specialty Retailers & Distributors (CG-MR-410a.1)
<b>Waste and Circularity</b>			
<b>Our approach</b>	<a href="#">2023 Sustainability Report</a> (Waste and Circularity, pages 34–39) <a href="#">Amazon Sustainability Website—Reducing Waste &amp; Packaging</a>	N/A	
<b>Waste generation and significant related impacts</b>	<a href="#">2023 Sustainability Report</a> (Waste and Circularity, pages 34–39)	N/A	
<b>Management of significant waste-related impacts</b>	<a href="#">2023 Sustainability Report</a> (Waste and Circularity, pages 34–39)	N/A	
<b>Water</b>			
<b>Our approach</b>	<a href="#">2023 Sustainability Report</a> (Water, pages 40–43) <a href="#">Amazon Sustainability Website—Water Stewardship</a>	N/A	
<b>Approach to water as a shared resource</b>	<a href="#">2023 Sustainability Report</a> (Water, pages 40–43) <a href="#">Amazon Sustainability Website—Water Stewardship</a>	N/A	
<b>Management of water discharge-related impacts</b>	<a href="#">2023 Sustainability Report</a> (Water, pages 40–43)	N/A	
<b>Water withdrawal</b>	<a href="#">2023 Sustainability Report</a> (Water, pages 40–43)	N/A	



# Task Force on Climate-related Financial Disclosures (TCFD)

## Our Approach

We are driving progress within and beyond our company and in partnership with others to create lasting, systemic change for our planet.

We have organized our operations into three segments: North America, International, and AWS. In each segment, we serve primary customers, including consumers, sellers, developers, enterprises, content creators, advertisers, and employees. We also provide services to sellers, vendors, publishers, authors, and others.

At Amazon, we think long term, take on grand challenges, and invent solutions to complex problems. These are some of the reasons we co-founded and committed to The Climate Pledge in 2019—our goal to reach net-zero carbon emissions by 2040, 10 years ahead of the Paris Agreement. Amazon has a variety of businesses touching many sectors, some of which rely on carbon-intensive industries to provide critical goods and services to our customers. However, we believe the complexity of our business puts us in a unique position to be a leader in decarbonization strategies. We have an opportunity to demonstrate how achieving net-zero carbon emissions is possible across many sectors, while creating solutions that benefit our business as well as the industries in which we operate. We are taking various actions to minimize our emissions, including optimizing transportation logistics and investing in electric vehicles; improving product packaging efficiency; implementing operational energy efficiency measures; and transitioning to carbon-free energy.

To show our support for climate action, and to help accelerate the transition to a low-carbon economy, we are members of industry partnerships like Ceres, American Council on Renewable Energy, Advanced Energy Buyers Group, Carbon Leadership Forum, We Mean Business Coalition, First Movers Coalition, and Clean Energy Buyers Alliance.

## Governance

An established governance framework enables climate change-related risks to be considered at our most senior business levels.

**Board Oversight:** The Board of Directors' Nominating and Corporate Governance Committee is responsible for overseeing and monitoring our policies and initiatives relating to our environmental, sustainability, and corporate social responsibility practices. This includes overseeing progress on The Climate Pledge, risks related to human rights and ethical business practices, and risks related to our operations and supply chain and engagement with customers, suppliers, and communities.

- The Audit Committee is responsible for overseeing management of risks related to our financial statements and financial reporting process, business continuity, and operational risks, the qualifications, independence, and performance of our independent auditors, the performance of our internal audit function, legal and regulatory matters, our compliance policies and procedures, tax planning and compliance, and political contributions and lobbying expenses.
- Learn more about the Board of Directors in [Amazon's 2024 Proxy Statement](#).

**Management Oversight:** Amazon's Worldwide Sustainability team, along with dedicated teams across the company, is driving operational changes that reduce or eliminate emissions. Our companywide carbon accounting model provides emissions metrics to business teams and allows them to track decarbonization progress. We also hold quarterly reviews with Amazon leadership teams to monitor our progress.

## Metrics and Targets

We have a comprehensive understanding of emissions across our business and have performed extensive analysis to develop targets, strategies, and metrics. Learn more about the science and technology behind our carbon footprint in our [Carbon Methodology](#). Detailed disclosures of our carbon footprint, including Scope 1, 2, and 3 emissions are available on page 11 of our [2023 Sustainability Report](#).

In 2019, Amazon co-founded The Climate Pledge, a cross-sector commitment to net-zero carbon emissions by 2040. Reaching net-zero carbon emissions across our operations by 2040 will require progress in every part of our company.

As a step on our journey toward net-zero carbon emissions, we are rolling out 100,000 electric delivery vans from Rivian and other manufacturers on the road by 2030. Transitioning to carbon-free energy is also a priority for us. In 2023, 100% of the electricity consumed by Amazon was matched with renewable energy sources, up from 90% in 2022. In addition, we are investing in the development of breakthrough technologies through [The Climate Pledge Fund](#). Together with Climate Pledge signatories, we are building a cross-sector community of companies committed to using their scale, experience, and ingenuity to identify, invest in, and scale climate solutions.

## Strategy and Risk Management

We consider climate risks and opportunities by engaging with stakeholders and analyzing regulations, business risks, industry best practices, and emerging trends. We embed mechanisms to address sustainability issues, including climate-related risks, across operations. We also integrate sustainable practices through goal-setting, metrics, and leadership reviews.

Achieving our companywide goal of net-zero carbon emissions by 2040 will require sustained cross-business innovation and action. It's the same process of incremental innovation we apply to the overall development and growth of our business. We are developing business plans, investing in technologies, and exploring new approaches for transportation, packaging, and energy that will help address climate change—all without sacrificing the speed and service customers expect from Amazon.



# UN Guiding Principles Reporting Framework

The UN Guiding Principles (UNGPRF) Reporting Framework delivers comprehensive guidance for reporting on how they respect human rights. Here, we index Amazon's public content related to each subsection of the UNGPRF Reporting Framework, covering information up to June 2024.

Indicator and Question		References and Links	Indicator and Question		References and Links	
<b>PART A: GOVERNANCE OF RESPECT FOR HUMAN RIGHTS</b>						
<b>Policy Commitment</b>	A.1	What does the company say publicly about its commitment to respect human rights?		A.1.3	How is the public commitment disseminated?	
		<a href="#">2024 Proxy Statement</a> (pages 19–20) <a href="#">2023 Sustainability Report</a> (Human Rights, pages 45–49) <a href="#">2023 Sustainability Report</a> (Responsible Supply Chain, pages 50–57) <a href="#">2023 Modern Slavery Statement</a> <a href="#">Our Positions</a> <a href="#">Supply Chain Standards</a> <a href="#">Supplier Manual</a> <a href="#">Code of Business Conduct and Ethics</a> <a href="#">Amazon Sustainability Website—Human Rights Principles</a> <a href="#">Duty of Vigilance Plan</a>			<a href="#">2024 Proxy Statement</a> (pages 19–20) <a href="#">2023 Sustainability Report</a> (Human Rights, pages 45–49) <a href="#">2023 Sustainability Report</a> (Responsible Supply Chain, pages 50–57) <a href="#">2023 Sustainability Report</a> (Inclusive Experiences, pages 86–92) <a href="#">2023 Sustainability Report</a> (Health and Safety, pages 81–85) <a href="#">2023 Sustainability Report</a> (Supplier Diversity, pages 64–66) <a href="#">2023 Sustainability Report</a> (Community Impact, pages 67–73) <a href="#">2023 Modern Slavery Statement</a> <a href="#">Supplier Manual</a> <a href="#">Supply Chain Standards</a> <a href="#">Amazon Sustainability Website—Human Rights Principles</a> <a href="#">Duty of Vigilance Plan</a>	
	A.1.1	How has the public commitment been developed?		<b>Embedding Respect</b>	A.2	How does the company demonstrate the importance it attaches to the implementation of its human rights commitment?
		<a href="#">2024 Proxy Statement</a> (pages 19–20) <a href="#">2023 Sustainability Report</a> (Human Rights, pages 45–49) <a href="#">2023 Modern Slavery Statement</a> <a href="#">Amazon Sustainability Website—Human Rights Principles</a>				<a href="#">2023 Reporting Framework Summary</a> (Reporting Index, page 9) <a href="#">2024 Proxy Statement</a> (pages 19–20) <a href="#">Corporate Governance Documents and Charters</a> (Nominating and Corporate Governance Committee) <a href="#">2023 Modern Slavery Statement</a> <a href="#">Supply Chain Standards</a> <a href="#">Supplier Manual</a> <a href="#">Duty of Vigilance Plan</a>
	A.1.2	Whose human rights does the public commitment address?		A.2.1	How is day-to-day responsibility for human rights performance organized within the company, and why?	
		<a href="#">2023 Sustainability Report</a> (Human Rights, pages 45–49) <a href="#">2023 Sustainability Report</a> (Responsible Supply Chain, pages 50–57) <a href="#">2023 Sustainability Report</a> (Inclusive Experiences, pages 86–92) <a href="#">2023 Sustainability Report</a> (Health and Safety, pages 81–85) <a href="#">2023 Sustainability Report</a> (Supplier Diversity, pages 64–66) <a href="#">2023 Sustainability Report</a> (Community Impact, pages 67–73) <a href="#">2023 Modern Slavery Statement</a> <a href="#">Supplier Manual</a> <a href="#">Supply Chain Standards</a> <a href="#">Code of Business Conduct and Ethics</a> <a href="#">Amazon Sustainability Website—Human Rights Principles</a>			<a href="#">Corporate Governance Documents and Charters</a> (Nominating and Corporate Governance Committee) <a href="#">2023 Modern Slavery Statement</a> <a href="#">2023 Sustainability Report</a> (Human Rights, pages 45–49) <a href="#">2023 Sustainability Report</a> (Responsible Supply Chain, pages 50–57) <a href="#">Amazon Sustainability Website—Supply Chain</a> <a href="#">Amazon Sustainability Website—Human Rights Principles</a>	



Indicator and Question		References and Links
<b>Embedding Respect</b>	A.2.2 What kinds of human rights issues are discussed by senior management and by the Board, and why?	<a href="#">2023 Reporting Framework Summary</a> (Reporting Index, page 9) <a href="#">2024 Proxy Statement</a> (pages 19–20, 23) <a href="#">2023 Sustainability Report</a> (Human Rights, pages 45–49) <a href="#">2023 Modern Slavery Statement</a> <a href="#">Corporate Governance Documents and Charters</a> (Leadership Development and Compensation Committee) <a href="#">Amazon Sustainability Website—Human Rights Principles</a>
	A.2.3 How are employees and contract workers made aware of the ways in which respect for human rights should inform their decisions and actions?	<a href="#">2023 Sustainability Report</a> (Human Rights, pages 45–49) <a href="#">2023 Sustainability Report</a> (Health and Safety, pages 81–85) <a href="#">2023 Sustainability Report</a> (Employee Experience, pages 75–80) <a href="#">Code of Business Conduct and Ethics</a> <a href="#">2023 Modern Slavery Statement</a> <a href="#">Amazon Sustainability Website—Human Rights Principles</a>
	A.2.4 How does the company make clear in its business relationships the importance it places on respect for human rights?	<a href="#">2024 Proxy Statement</a> (pages 19–20) <a href="#">2023 Modern Slavery Statement</a> <a href="#">2023 Sustainability Report</a> (Human Rights, pages 45–49) <a href="#">2023 Sustainability Report</a> (Responsible Supply Chain, pages 50–57) <a href="#">2023 Sustainability Report</a> (Health and Safety, pages 81–85) <a href="#">Supplier Manual</a> <a href="#">Supply Chain Standards</a> <a href="#">Seller Central Policies</a>
	A.2.5 What lessons has the company learned during the reporting period about achieving respect for human rights, and what has changed as a result?	<a href="#">2023 Sustainability Report</a> (Human Rights, pages 45–49) <a href="#">2023 Sustainability Report</a> (Responsible Supply Chain, pages 50–57) <a href="#">2023 Modern Slavery Statement</a> <a href="#">Duty of Vigilance Plan</a>

Indicator and Question		References and Links	
<b>PART B: DEFINE THE REPORTING FOCUS</b>			
<b>Statement of Salient Issues</b>	B.1 Statement of salient issues: State the salient human rights issues associated with the company’s activities and business relationships during the reporting period.	<a href="#">2023 Sustainability Report</a> (Human Rights, pages 45–49) <a href="#">2023 Modern Slavery Statement</a> <a href="#">Duty of Vigilance Plan</a> <a href="#">Amazon Sustainability Website—Salient Risks</a> <a href="#">Amazon Sustainability Website—Human Rights Principles</a> <a href="#">Twitch—Human Rights Impact Assessment</a>	
	<b>Explanation of Salient Issues</b>	B.2 Determination of salient issues: Describe how the salient human rights issues were determined, including any input from stakeholders.	<a href="#">2023 Sustainability Report</a> (Human Rights, pages 45–49) <a href="#">2021 Sustainability Report</a> (page 42) <a href="#">2023 Modern Slavery Statement</a> <a href="#">Duty of Vigilance Plan</a> <a href="#">Twitch—Human Rights Impact Assessment</a>
	<b>Geographical Focus</b>	B.3 Choice of focal geographies: If reporting on the salient human rights issues focuses on particular geographies, explain how that choice was made.	<a href="#">2023 Sustainability Report</a> (Human Rights, pages 45–49) <a href="#">2023 Sustainability Report</a> (Responsible Supply Chain, pages 50–57) <a href="#">2023 Modern Slavery Statement</a> <a href="#">Amazon Sustainability Website—Supply Chain</a> <a href="#">Duty of Vigilance Plan</a> <a href="#">Twitch—Human Rights Impact Assessment</a>
	<b>Additional Severe Impacts</b>	B.4 Additional severe impacts: Identify any severe impacts on human rights that occurred or were still being addressed during the reporting period, but which fall outside of the salient human rights issues, and explain how they have been addressed.	<a href="#">Our Positions</a> <a href="#">2023 Sustainability Report</a> (Responsible Supply Chain, pages 50–57) <a href="#">2023 Modern Slavery Statement</a> <a href="#">Amazon Sustainability Website—Supply Chain</a>



Indicator and Question		References and Links
<b>PART C: MANAGEMENT OF SALIENT HUMAN RIGHTS ISSUES</b>		
<b>Specific Policies</b>	C.1 Does the company have any specific policies that address its salient human rights issues and, if so, what are they?	<a href="#">Our Positions</a> <a href="#">2023 Sustainability Report</a> (Human Rights, pages 45–49) <a href="#">2023 Sustainability Report</a> (Responsible Supply Chain, pages 50–57) <a href="#">Code of Business Conduct and Ethics</a> <a href="#">Supplier Manual</a> <a href="#">Supply Chain Standards</a> <a href="#">Amazon Sustainability Website—Human Rights Principles</a> <a href="#">Duty of Vigilance Plan</a>
	C.1.1 How does the company make clear the relevance and significance of such policies to those who need to implement them?	<a href="#">2023 Sustainability Report</a> (Human Rights, pages 45–49) <a href="#">2023 Sustainability Report</a> (Responsible Supply Chain, pages 50–57) <a href="#">2023 Modern Slavery Statement</a> <a href="#">Supply Chain Standards</a> <a href="#">Supplier Manual</a>
<b>Stakeholder Engagement</b>	C.2 What is the company's approach to engagement with stakeholders in relation to each salient human rights issue?	<a href="#">2024 Proxy Statement</a> (page 19) <a href="#">2023 Sustainability Report</a> (Human Rights, pages 45–49) <a href="#">2023 Sustainability Report</a> (Responsible Supply Chain, pages 50–57) <a href="#">2023 Modern Slavery Statement</a> <a href="#">Amazon Sustainability Website—Advancing Human Rights</a> <a href="#">Amazon Sustainability Website—Human Rights Principles</a> <a href="#">Duty of Vigilance Plan</a>
	C.2.1 How does the company identify which stakeholders to engage with in relation to each salient issue, and when and how to do so?	<a href="#">2023 Sustainability Report</a> (Human Rights, pages 45–49) <a href="#">2023 Sustainability Report</a> (Responsible Supply Chain, pages 50–57) <a href="#">2023 Modern Slavery Statement</a> <a href="#">Duty of Vigilance Plan</a>
	C.2.2 During the reporting period, which stakeholders has the company engaged with regarding each salient issue, and why?	<a href="#">2023 Sustainability Report</a> (Human Rights, pages 45–49) <a href="#">2023 Sustainability Report</a> (Responsible Supply Chain, pages 50–57) <a href="#">2023 Modern Slavery Statement</a> <a href="#">Amazon Sustainability Website—Employees</a> <a href="#">Amazon Sustainability Website—Customers</a> <a href="#">Amazon Sustainability Website—Communities</a> <a href="#">Duty of Vigilance Plan</a>

Indicator and Question		References and Links
<b>Stakeholder Engagement</b>	C.2.3 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?	<a href="#">2023 Sustainability Report</a> (Human Rights, pages 45–49) <a href="#">2023 Sustainability Report</a> (Responsible Supply Chain, pages 50–57) <a href="#">2023 Modern Slavery Statement</a> <a href="#">Amazon Sustainability Website—Advancing Human Rights</a>
<b>Assessing Impacts</b>	C.3 How does the company identify any changes in the nature of each salient human rights issue over time?	<a href="#">2023 Sustainability Report</a> (Human Rights, pages 45–49) <a href="#">2023 Sustainability Report</a> (Responsible Supply Chain, pages 50–57) <a href="#">2023 Modern Slavery Statement</a>
	C.3.1 During the reporting period, were there any notable trends or patterns in impacts related to a salient issue and, if so, what were they?	<a href="#">2023 Sustainability Report</a> (Human Rights, pages 45–49) <a href="#">2023 Sustainability Report</a> (Responsible Supply Chain, pages 50–57) <a href="#">2023 Modern Slavery Statement</a>
	C.3.2 During the reporting period, did any severe impacts occur that were related to a salient issue and, if so, what were they?	<a href="#">2023 Sustainability Report</a> (Human Rights, pages 45–49) <a href="#">2023 Sustainability Report</a> (Responsible Supply Chain, pages 50–57) <a href="#">2023 Modern Slavery Statement</a>
<b>Integrating Findings and Taking Action</b>	C.4 How does the company integrate its findings about each salient human rights issue into its decision-making processes and actions?	<a href="#">2023 Sustainability Report</a> (Human Rights, pages 45–49) <a href="#">2023 Sustainability Report</a> (Responsible Supply Chain, pages 50–57) <a href="#">2023 Modern Slavery Statement</a> <a href="#">Corporate Governance Documents and Charters</a> <a href="#">Supply Chain Standards</a> <a href="#">Supplier Manual</a> <a href="#">Amazon Sustainability Website—Human Rights Principles</a>



Indicator and Question		References and Links
<b>Integrating Findings and Taking Action</b>	C.4.1 How are those parts of the company whose decisions and actions can affect the management of salient issues, involved in finding and implementing solutions?	<a href="#">2023 Sustainability Report</a> (Human Rights, pages 45–49) <a href="#">2023 Modern Slavery Statement</a>
	C.4.2 When tensions arise between the prevention or mitigation of impacts related to a salient issue and other business objectives, how are these tensions addressed?	<a href="#">2023 Sustainability Report</a> (Responsible Supply Chain, pages 50–57) <a href="#">2023 Modern Slavery Statement</a> <a href="#">Corporate Governance Documents and Charters</a> <a href="#">Supplier Manual</a> <a href="#">Amazon Sustainability Website—Human Rights Principles</a>
	C.4.3 During the reporting period, what action has the company taken to prevent or mitigate potential impacts related to each salient issue?	<a href="#">2023 Sustainability Report</a> (Responsible Supply Chain, pages 50–57) <a href="#">2023 Modern Slavery Statement</a> <a href="#">Duty of Vigilance Plan</a>
<b>Tracking Performance</b>	C.5 How does the company know if its efforts to address each salient human rights issue are effective in practice?	<a href="#">2023 Sustainability Report</a> (Responsible Supply Chain, pages 50–57) <a href="#">2023 Modern Slavery Statement</a>
	C.5.1 What specific examples from the reporting period illustrate whether each salient issue is being managed effectively?	<a href="#">2023 Sustainability Report</a> (Human Rights, pages 45–49) <a href="#">2023 Sustainability Report</a> (Responsible Supply Chain, pages 50–57) <a href="#">2023 Modern Slavery Statement</a> <a href="#">Amazon Sustainability Website—Supply Chain</a>
<b>Remediation</b>	C.6 How does the company enable effective remedy if people are harmed by its actions or decisions in relation to a salient human rights issue?	<a href="#">2023 Sustainability Report</a> (Human Rights, pages 45–49) <a href="#">2023 Sustainability Report</a> (Responsible Supply Chain, pages 50–57) <a href="#">2023 Sustainability Report</a> (Employee Experience, pages 75–80) <a href="#">Amazon Sustainability Website—Advancing Human Rights</a> <a href="#">Duty of Vigilance Plan</a>

Indicator and Question		References and Links
<b>Remediation</b>	C.6.1 Through what means can the company receive complaints or concerns related to each salient issue?	<a href="#">2023 Sustainability Report</a> (Human Rights, pages 45–49) <a href="#">2023 Sustainability Report</a> (Responsible Supply Chain, pages 50–57) <a href="#">2023 Sustainability Report</a> (Employee Experience, pages 75–80) <a href="#">2023 Modern Slavery Statement</a> <a href="#">Supply Chain Standards</a> <a href="#">Supplier Manual</a> <a href="#">Amazon Sustainability Website—Advancing Human Rights</a> <a href="#">Amazon Sustainability Website—Human Rights Principles</a> <a href="#">Amazon Sustainability Website—Supply Chain</a> <a href="#">Duty of Vigilance Plan</a>
	C.6.2 How does the company know if people feel able and empowered to raise complaints or concerns?	<a href="#">2023 Sustainability Report</a> (Human Rights, pages 45–49) <a href="#">2023 Sustainability Report</a> (Responsible Supply Chain, pages 50–57) <a href="#">2023 Sustainability Report</a> (Employee Experience, pages 75–80) <a href="#">Amazon Sustainability Website—Advancing Human Rights</a>
	C.6.3 How does the company process complaints and assess the effectiveness of outcomes?	<a href="#">2023 Reporting Framework Summary</a> (Reporting Index, page 4) <a href="#">2023 Sustainability Report</a> (Human Rights, pages 45–49) <a href="#">2023 Sustainability Report</a> (Responsible Supply Chain, pages 50–57) <a href="#">Code of Business Conduct and Ethics</a> <a href="#">2023 Modern Slavery Statement</a>
C.6.4	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?	<a href="#">2023 Sustainability Report</a> (Human Rights, pages 45–49) <a href="#">2023 Sustainability Report</a> (Responsible Supply Chain, pages 50–57) <a href="#">2023 Modern Slavery Statement</a> <a href="#">Amazon Sustainability Website—Human Rights Principles</a> <a href="#">Amazon Sustainability Website—Supply Chain</a>
C.6.5	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?	<a href="#">2023 Sustainability Report</a> (Human Rights, pages 45–49) <a href="#">2023 Sustainability Report</a> (Responsible Supply Chain, pages 50–57) <a href="#">2023 Modern Slavery Statement</a>





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