

2024

Amazon Sustainability Report



Framework Summary



Overview

About Amazon

Amazon is a global company with over 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 innovation to tackle some of the world’s most urgent environmental and societal challenges. We set bold, long-term goals, such as The Climate Pledge—our commitment to reach net-zero carbon emissions by 2040—and create strategic, actionable plans to achieve them. This determined, solutions-focused approach guides our efforts to create lasting, positive impact for our customers, employees, communities, and the planet.

About Our 2024 Framework Summary

Our 2024 Sustainability Reporting Framework Summary provides cross-references between our 2024 reporting and informational materials with related disclosures in reference to the following sustainability frameworks: the Global Reporting Initiative (GRI), the Sustainability Accounting Standards Board (SASB), the Task Force on Climate-related Financial Disclosures (TCFD), the Task Force on Nature-related Financial Disclosures (TNFD), and the UN Guiding Principles (UNGP) Reporting Framework. All financial figures are reported in U.S. dollars (\$), unless otherwise stated. The data within this report reflects the period from January 1 through December 31, 2024, unless otherwise indicated.

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The Spheres, Amazon’s unique workspace in Seattle, contains plants from cloud forest regions worldwide.



Reporting Index: GRI, SASB, TCFD, TNFD

This index references GRI, SASB, TCFD, and TNFD frameworks according to the topics covered in our [2024 Sustainability Report](#) ↴. We reference SASB standards for the following industries: E-Commerce; Internet Media & Services; Software & IT Services; Multiline and Specialty Retailers & Distributors; and Air Freight & Logistics.

About Amazon		
Disclosure Topic	Related Framework	Reference
About Amazon <ul style="list-style-type: none">Organizational detailsActivities, value chain, and other business relationshipsEconomic value generated and distributed	GRI <ul style="list-style-type: none">2-12-6201-13-3: management approach for Economic Performance (202)	2024 Sustainability Report ↴ (Introduction, page 3) 2024 10-K ↴ (Business, pages 3-6) 2024 10-K ↴ (Financial Statements and Supplementary Data, pages 33-69)
<ul style="list-style-type: none">Business continuity risks related to disruptions of operations	SASB <ul style="list-style-type: none">TC-SI-550a.2	2024 10-K ↴ (Risk Factors, pages 6-16)

About Amazon’s Sustainability Reporting		
Disclosure Topic	Related Framework	Reference
About Amazon’s sustainability reporting <ul style="list-style-type: none">Entities included in sustainability reportingReporting period, frequency, and contact pointExternal assuranceStatement on sustainable development	GRI <ul style="list-style-type: none">2-22-32-52-22	2024 Sustainability Report ↴ (Introduction, page 3) 2024 Sustainability Report ↴ (A Letter from Our Chief Sustainability Officer, page 4) 2024 Sustainability Report ↴ (Assurance Statements, page 56) 2024 10-K ↴ (Business, pages 3-6)
<ul style="list-style-type: none">Process to determine priority topicsOur priority topics	GRI <ul style="list-style-type: none">3-13-2	2024 Sustainability Report ↴ (Priority Topics Assessment, page 54)

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Carbon and Energy		
Disclosure Topic	Related Framework	Reference
<ul style="list-style-type: none">Our approach	GRI <ul style="list-style-type: none">3-3: management approach for Emissions (305) TCFD	2024 Sustainability Report ↴ (Goals Summary, page 6) 2024 Sustainability Report ↴ (Carbon and Energy, pages 8-17) 2025 Proxy Statement ↴ (Sustainability Initiatives, pages 18-20) TCFD Response > About Amazon—Our Positions ↗ Carbon Methodology ↴
<ul style="list-style-type: none">Climate governance	GRI <ul style="list-style-type: none">3-3: management approach for Emissions (305) SASB <ul style="list-style-type: none">TR-AF-110a.2 TCFD	2024 Sustainability Report ↴ (Carbon and Energy, pages 8-17) 2024 Sustainability Report ↴ (Responsible Business Practices, pages 47-49) TCFD Response > Carbon Methodology ↴
<ul style="list-style-type: none">Climate strategy and risk management	GRI <ul style="list-style-type: none">3-3: management approach for Energy (302)3-3: management approach for Emissions (305) TCFD	2024 Sustainability Report ↴ (Carbon and Energy, pages 8-17) TCFD Response >
Climate Metrics and Targets		
<ul style="list-style-type: none">Metrics used to assess climate-related risks and opportunities in line with our strategy and risk management process	GRI <ul style="list-style-type: none">3-3: management approach for Energy (302)3-3: management approach for Emissions (305) TCFD	2024 Sustainability Report ↴ (Goals Summary, page 6) 2024 Sustainability Report ↴ (Carbon and Energy, pages 8-17)
<ul style="list-style-type: none">Direct (Scope 1) emissions	GRI <ul style="list-style-type: none">305-1 SASB <ul style="list-style-type: none">TR-AF-110a.1 TCFD	2024 Sustainability Report ↴ (Carbon and Energy, pages 8-17) 2024 Sustainability Report ↴ (Assurance Statements, page 56) Carbon Methodology ↴

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Carbon and Energy (continued)		
Disclosure Topic	Related Framework	Reference
Climate Metrics and Targets (continued)		
<ul style="list-style-type: none">Indirect (Scope 2) emissions from energy	GRI <ul style="list-style-type: none">305-2 TCFD	2024 Sustainability Report ↴ (Carbon and Energy, pages 8-17) 2024 Sustainability Report ↴ (Assurance Statements, page 56) Carbon Methodology ↴
<ul style="list-style-type: none">Other indirect (Scope 3) emissions	GRI <ul style="list-style-type: none">305-3 TCFD	2024 Sustainability Report ↴ (Carbon and Energy, pages 8-17) 2024 Sustainability Report ↴ (Assurance Statements, page 56) Carbon Methodology ↴
<ul style="list-style-type: none">Emissions intensity	GRI <ul style="list-style-type: none">305-4 TCFD	2024 Sustainability Report ↴ (Carbon and Energy, pages 8-17) Carbon Methodology ↴
<ul style="list-style-type: none">Emissions reduction	GRI <ul style="list-style-type: none">305-5	2024 Sustainability Report ↴ (Carbon and Energy, pages 8-17)
<ul style="list-style-type: none">Targets used to manage climate-related risks and opportunities and performance against targets	SASB <ul style="list-style-type: none">TR-AF-110a.2 TCFD	2024 Sustainability Report ↴ (Goals Summary, page 6) 2024 Sustainability Report ↴ (Carbon and Energy, pages 8-17)



Reporting Index: GRI, SASB, TCFD, TNFD

Carbon and Energy (continued)		
Disclosure Topic	Related Framework	Reference
Transportation		
<ul style="list-style-type: none">Energy and fuel consumption for transportation modes	GRI <ul style="list-style-type: none">302-1 SASB <ul style="list-style-type: none">TR-AF-110a.3	2024 Sustainability Report ↴ (Carbon and Energy, pages 8-17)
<ul style="list-style-type: none">Environmental impact of transportation and delivery	SASB <ul style="list-style-type: none">CG-EC-410a.2TR-AF-430a.2	2024 Sustainability Report ↴ (Carbon and Energy, pages 8-17) 2024 Sustainability Report ↴ (Appendix, page 50)
<ul style="list-style-type: none">Emissions footprint of product shipments	SASB <ul style="list-style-type: none">CG-EC-410a.1	2024 Sustainability Report ↴ (Carbon and Energy, pages 8-17) 2024 Sustainability Report ↴ (Appendix, page 50)
Energy Use		
<ul style="list-style-type: none">Our approach	GRI <ul style="list-style-type: none">3-3: management approach for Energy (302) SASB <ul style="list-style-type: none">CG-EC-130a.3TC-IM-130a.3TC-SI-130a.3	2024 Sustainability Report ↴ (Carbon and Energy, pages 8-17) 2024 Sustainability Report ↴ (Appendix, page 50)
<ul style="list-style-type: none">Energy consumption	GRI <ul style="list-style-type: none">302-1 SASB <ul style="list-style-type: none">CG-EC-130a.1CG-MR-130a.1TC-IM-130a.1TC-SI-130a.1	2024 Sustainability Report ↴ (Carbon and Energy, pages 8-17) 2024 Sustainability Report ↴ (Appendix, page 50)
<ul style="list-style-type: none">Energy consumption reduction	GRI <ul style="list-style-type: none">302-4302-5	2024 Sustainability Report ↴ (Carbon and Energy, pages 8-17) 2024 Sustainability Report ↴ (Appendix, page 50)

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Waste and Circularity		
Disclosure Topic	Related Framework	Reference
<ul style="list-style-type: none">Our approach	GRI <ul style="list-style-type: none">3-3: management approach for Materials (301)3-3: management approach for Waste (306)	2024 Sustainability Report ↴ (Waste and Circularity, pages 18-20) 2024 Sustainability Report ↴ (Packaging, pages 21-23) 2025 Proxy Statement ↴ (Sustainability Initiatives, pages 18-20) Amazon Sustainability Website— Reducing Waste & Packaging ↗
<ul style="list-style-type: none">Management of significant waste-related impactsWaste diverted from disposalRecovery, reuse, and recycling rates	GRI <ul style="list-style-type: none">306-2306-4 TNFD <ul style="list-style-type: none">A23.1A23.4	2024 Sustainability Report ↴ (Waste and Circularity, pages 18-20) 2024 Sustainability Report ↴ (Packaging, pages 21-23)
<ul style="list-style-type: none">Waste generation and significant related impacts	GRI <ul style="list-style-type: none">306-1	2024 Sustainability Report ↴ (Waste and Circularity, pages 18-20) 2024 Sustainability Report ↴ (Packaging, pages 21-23)

Packaging		
Disclosure Topic	Related Framework	Reference
<ul style="list-style-type: none">Our approachStrategies to reduce the environmental impact of packaging	GRI <ul style="list-style-type: none">3-3: management approach for Materials (301) SASB <ul style="list-style-type: none">CG-MR-410a.3	2024 Sustainability Report ↴ (Packaging, pages 21-23) 2024 Sustainability Report ↴ (Sustainable Products, pages 34-36) Amazon Sustainability Website— Reducing Waste & Packaging ↗ Amazon Sustainability Website— Packaging Innovation ↗
<ul style="list-style-type: none">Plastic packaging footprint	TNFD <ul style="list-style-type: none">C2.3	2024 Sustainability Report ↴ (Packaging, pages 21-23) Amazon Sustainability Website— Reducing Waste & Packaging ↗ Amazon Sustainability Website— Packaging Innovation ↗
<ul style="list-style-type: none">Reclaimed products and packaging materials	GRI <ul style="list-style-type: none">301-3	2024 Sustainability Report ↴ (Packaging, pages 21-23) Amazon Second Chance ↗

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Water		
Disclosure Topic	Related Framework	Reference
<ul style="list-style-type: none">Our approach	GRI <ul style="list-style-type: none">3-3: management approach for Water and Effluents (303)	2024 Sustainability Report ↴ (Water, pages 24-25) 2025 Proxy Statement ↴ (Sustainability Initiatives, pages 18-20) Amazon Sustainability Website— Water Stewardship ↗
<ul style="list-style-type: none">Interactions with water as a shared resourceWater replenished, reduced, reused, or recycled	GRI <ul style="list-style-type: none">303-1 TNFD <ul style="list-style-type: none">A3.1A3.2	2024 Sustainability Report ↴ (Water, pages 24-25) Amazon Sustainability Website— Water Stewardship ↗
<ul style="list-style-type: none">Management of water discharge-related impactsWastewater treated, reused, or recycledReduction in wastewater	TNFD <ul style="list-style-type: none">A2.0	2024 Sustainability Report ↴ (Water, pages 24-25)

Biodiversity		
Disclosure Topic	Related Framework	Reference
<ul style="list-style-type: none">Our approachMonitoring actions, policies, and strategies	GRI <ul style="list-style-type: none">3-3: management approach for Biodiversity (304) TNFD <ul style="list-style-type: none">Metrics and Targets: A-4Governance: B-2	2024 Sustainability Report ↴ (Biodiversity, pages 26-27) 2024 Sustainability Report ↴ (Responsible Business Practices, pages 47-49)
<ul style="list-style-type: none">Actions, policies, and strategies	TNFD <ul style="list-style-type: none">Metrics and Targets: B-5Strategy: B-4Strategy: B-5Strategy: B-6Strategy: B-7	2024 Sustainability Report ↴ (Biodiversity, pages 26-27)
<ul style="list-style-type: none">Partnerships and agreements	TNFD <ul style="list-style-type: none">A20.1	2024 Sustainability Report ↴ (Biodiversity, pages 26-27)



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Biodiversity (continued)		
Disclosure Topic	Related Framework	Reference
<ul style="list-style-type: none">Investment toward nature-related risk mitigation	TNFD <ul style="list-style-type: none">A21.1A23.5A24.0A24.2C7.3	2024 Sustainability Report ↴ (Biodiversity, pages 26-27)
<ul style="list-style-type: none">Habitats protected or restored	GRI <ul style="list-style-type: none">304-3 TNFD <ul style="list-style-type: none">A23.2A23.3A24.1C1.0C1.1	2024 Sustainability Report ↴ (Biodiversity, pages 26-27)
<ul style="list-style-type: none">High-risk commodities	TNFD <ul style="list-style-type: none">C3.1	2024 Sustainability Report ↴ (Biodiversity, pages 26-27) 2024 Sustainability Report ↴ (Sustainable Products, pages 34-36) 2024 Sustainability Report ↴ (Materials and Agricultural Commodities Sourcing data tables, pages 51-53)

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Human Rights		
Disclosure Topic	Related Framework	Reference
<ul style="list-style-type: none">Our approach	GRI <ul style="list-style-type: none">3-3: management approach for Child Labor (408)3-3: management approach for Forced or Compulsory Labor (409)	2024 Sustainability Report ↴ (Human Rights, pages 28-29) 2024 Sustainability Report ↴ (Responsible Supply Chain, pages 30-33) 2024 Sustainability Report ↴ (Responsible Business Practices, pages 47-49) 2025 Proxy Statement ↴ (Sustainability Initiatives, pages 18-20) Amazon Sustainability Website— Advancing Human Rights ↗ Amazon Sustainability Website— Global Human Rights Principles ↗ About Amazon— Our Positions ↗
<ul style="list-style-type: none">Policy commitments and how they are embedded	GRI <ul style="list-style-type: none">2-232-24 TNFD <ul style="list-style-type: none">GOV C-2	2024 Sustainability Report ↴ (Human Rights, pages 28-29) 2024 Sustainability Report ↴ (Responsible Supply Chain, pages 30-33) About Amazon— Amazon’s Human Rights Commitment, Policy and Practice: Freedom of Association and Collective Bargaining ↗ Modern Slavery Statement ↴ Supply Chain Standards ↴
<ul style="list-style-type: none">Avoiding child labor in our operations and supply chain	GRI <ul style="list-style-type: none">408-1	2024 Sustainability Report ↴ (Human Rights, pages 28-29) 2024 Sustainability Report ↴ (Responsible Supply Chain, pages 30-33)
<ul style="list-style-type: none">Avoiding forced or compulsory labor issues	GRI <ul style="list-style-type: none">409-1	2024 Sustainability Report ↴ (Human Rights, pages 28-29) 2024 Sustainability Report ↴ (Responsible Supply Chain, pages 30-33)
<ul style="list-style-type: none">Processes to remediate negative impacts	GRI <ul style="list-style-type: none">2-25 TNFD <ul style="list-style-type: none">GOV C-3	2024 Sustainability Report ↴ (Human Rights, pages 28-29) 2024 Sustainability Report ↴ (Responsible Supply Chain, pages 30-33)
<ul style="list-style-type: none">Mechanisms for seeking advice and raising concerns	GRI <ul style="list-style-type: none">2-252-26	2024 Sustainability Report ↴ (Human Rights, pages 28-29) 2024 Sustainability Report ↴ (Responsible Supply Chain, pages 30-33)

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Responsible Supply Chain and Sustainable Products		
Disclosure Topic	Related Framework	Reference
<ul style="list-style-type: none">Our approach	GRI <ul style="list-style-type: none">3-3: management approach for Procurement Practices (204)	2024 Sustainability Report ⬇ (Responsible Supply Chain, pages 30-33) 2024 Sustainability Report ⬇ (Sustainable Products, pages 34-36)
Environmental Screening and Impacts		
<ul style="list-style-type: none">New suppliers screened for environmental criteria	GRI <ul style="list-style-type: none">3-3: management approach for Supplier Environmental Assessment (308)	2024 Sustainability Report ⬇ (Carbon and Energy, pages 8-17) 2024 Sustainability Report ⬇ (Waste and Circularity, pages 18-20) 2024 Sustainability Report ⬇ (Packaging, pages 21-23) 2024 Sustainability Report ⬇ (Water, pages 24-25) 2024 Sustainability Report ⬇ (Biodiversity, pages 26-27) 2024 Sustainability Report ⬇ (Responsible Supply Chain, pages 30-33) 2024 Sustainability Report ⬇ (Sustainable Products, pages 34-36)
<ul style="list-style-type: none">Negative supply chain environmental impacts and actions taken	GRI <ul style="list-style-type: none">308-2 SASB <ul style="list-style-type: none">CG-EC-410a.2	2024 Sustainability Report ⬇ (Carbon and Energy, pages 8-17) 2024 Sustainability Report ⬇ (Waste and Circularity, pages 18-20) 2024 Sustainability Report ⬇ (Packaging, pages 21-23) 2024 Sustainability Report ⬇ (Water, pages 24-25) 2024 Sustainability Report ⬇ (Biodiversity, pages 26-27) 2024 Sustainability Report ⬇ (Responsible Supply Chain, pages 30-33) 2024 Sustainability Report ⬇ (Sustainable Products, pages 34-36)
Social Screening and Impacts		
<ul style="list-style-type: none">New suppliers screened for social criteria	GRI <ul style="list-style-type: none">3-3: management approach for Supplier Social Assessment (414)	2024 Sustainability Report ⬇ (Human Rights, pages 28-29) 2024 Sustainability Report ⬇ (Responsible Supply Chain, pages 30-33) Supply Chain Standards ⬇
<ul style="list-style-type: none">Negative supply chain social impacts and actions taken	GRI <ul style="list-style-type: none">414-2	2024 Sustainability Report ⬇ (Human Rights, pages 28-29) 2024 Sustainability Report ⬇ (Responsible Supply Chain, pages 30-33)
Products		
<ul style="list-style-type: none">Processes to assess and manage risks or hazards associated with chemicals in products	SASB <ul style="list-style-type: none">CG-MR-410a.2	2024 Sustainability Report ⬇ (Responsible Supply Chain, pages 30-33) 2024 Sustainability Report ⬇ (Sustainable Products, pages 34-36) Amazon Sustainability Website—Supply Chain ↗
<ul style="list-style-type: none">Recycled materials used	GRI <ul style="list-style-type: none">301-2	2024 Sustainability Report ⬇ (Waste and Circularity, pages 18-20) 2024 Sustainability Report ⬇ (Packaging, pages 21-23) 2024 Sustainability Report ⬇ (Sustainable Products, pages 34-36) Amazon Sustainability Website—Reducing Waste & Packaging ↗ Amazon Sustainability Website—Packaging Innovation ↗
<ul style="list-style-type: none">Product certifications	SASB <ul style="list-style-type: none">CG-MR-410a.1	2024 Sustainability Report ⬇ (Carbon and Energy, pages 8-17) 2024 Sustainability Report ⬇ (Waste and Circularity, pages 18-20) 2024 Sustainability Report ⬇ (Sustainable Products, pages 34-36)

Reporting Index: GRI, SASB, TCFD, TNFD

Employee Experience		
Disclosure Topic	Related Framework	Reference
<ul style="list-style-type: none">Our approach	GRI <ul style="list-style-type: none">3-3: management approach for Employment (401)3-3: management approach for Labor/Management Relations (402)3-3: management approach for Training and Education (404)3-3: management approach for Freedom of Association and Collective Bargaining (407)	2024 Sustainability Report ↴ (Responsible Supply Chain, pages 30-33) 2024 Sustainability Report ↴ (Employee Experience, pages 37-39) 2025 Proxy Statement ↴ (Sustainability Initiatives, pages 18-20) Amazon Sustainability Website— Employees ↗ About Amazon— Amazon's Human Rights Commitment, Policy and Practice: Freedom of Association and Collective Bargaining ↗ About Amazon— Our Positions ↗
<ul style="list-style-type: none">Number of employees	GRI <ul style="list-style-type: none">2-7 SASB <ul style="list-style-type: none">TR-AF-000.C	2024 Sustainability Report ↴ (Employee Experience, pages 37-39) 2024 Sustainability Report ↴ (Inclusive Experiences, pages 43-44) About Amazon— Our workforce data ↗
<ul style="list-style-type: none">Full-time employee benefits	GRI <ul style="list-style-type: none">201-3401-2	2024 Sustainability Report ↴ (Employee Experience, pages 37-39) 2025 Proxy Statement ↴ (Sustainability Initiatives, pages 18-20) About Amazon— Employee Benefits ↗
<ul style="list-style-type: none">Parental leave	GRI <ul style="list-style-type: none">401-3	2024 Sustainability Report ↴ (Employee Experience, pages 37-39) 2025 Proxy Statement ↴ (Sustainability Initiatives, pages 18-20) About Amazon— Employee Benefits ↗
<ul style="list-style-type: none">Payment practices: average hourly wage	GRI <ul style="list-style-type: none">202-1 SASB <ul style="list-style-type: none">CG-MR-310a.1	2024 Sustainability Report ↴ (Employee Experience, pages 37-39) 2025 Proxy Statement ↴ (Compensation Processes, pages 63-66)
<ul style="list-style-type: none">Employee training and development programs	GRI <ul style="list-style-type: none">404-2	2024 Sustainability Report ↴ (Employee Experience, pages 37-39) 2024 Sustainability Report ↴ (Health and Safety, pages 40-42) 2024 10-K ↴ (Human Capital, pages 4-5) 2025 Proxy Statement ↴ (Sustainability Initiatives, pages 18-20) Upskilling 2025 Report ↴
<ul style="list-style-type: none">Freedom of association and collective bargaining	GRI <ul style="list-style-type: none">2-30407-1	2024 Sustainability Report ↴ (Responsible Supply Chain, pages 30-33) 2024 Sustainability Report ↴ (Employee Experience, pages 37-39) About Amazon— Amazon's Human Rights Commitment, Policy and Practice: Freedom of Association and Collective Bargaining ↗

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Health and Safety		
Disclosure Topic	Related Framework	Reference
<ul style="list-style-type: none">Our approach	GRI <ul style="list-style-type: none">3-3: management approach for Occupational Health and Safety (403)	2024 Sustainability Report ↴ (Health and Safety, pages 40-42) 2025 Proxy Statement ↴ (Sustainability Initiatives, pages 18-20)
<ul style="list-style-type: none">Occupational health and safety management system: implementation and outcomes	GRI <ul style="list-style-type: none">403-1 SASB <ul style="list-style-type: none">TR-AF-540a.1	2024 Sustainability Report ↴ (Health and Safety, pages 40-42)
<ul style="list-style-type: none">Employees covered by our health and safety management system	GRI <ul style="list-style-type: none">403-8 SASB <ul style="list-style-type: none">TR-AF-540a.1	2024 Sustainability Report ↴ (Health and Safety, pages 40-42)
<ul style="list-style-type: none">Hazard identification, risk assessment, and incident investigation	GRI <ul style="list-style-type: none">403-2403-7403-9 SASB <ul style="list-style-type: none">CG-MR-410a.2TR-AF-430a.3	2024 Sustainability Report ↴ (Health and Safety, pages 40-42) About Amazon— Amazon’s safety performance continues to improve year over year ↗
<ul style="list-style-type: none">Occupational health services	GRI <ul style="list-style-type: none">403-3	2024 Sustainability Report ↴ (Health and Safety, pages 40-42)
<ul style="list-style-type: none">Employee engagement on health and safety	GRI <ul style="list-style-type: none">403-4	2024 Sustainability Report ↴ (Health and Safety, pages 40-42) About Amazon— Amazon’s safety performance continues to improve year over year ↗
<ul style="list-style-type: none">Employee health and safety training	GRI <ul style="list-style-type: none">403-5	2024 Sustainability Report ↴ (Health and Safety, pages 40-42) Amazon Sustainability Website— Employees ↗ About Amazon— Amazon’s safety performance continues to improve year over year ↗
<ul style="list-style-type: none">Promotion of employee health	GRI <ul style="list-style-type: none">403-6	2024 Sustainability Report ↴ (Employee Experience, pages 37-39) 2024 Sustainability Report ↴ (Health and Safety, pages 40-42) Amazon Sustainability Website— Employees ↗ About Amazon— Amazon’s safety performance continues to improve year over year ↗
<ul style="list-style-type: none">Work-related injuries	GRI <ul style="list-style-type: none">403-9 SASB <ul style="list-style-type: none">TR-AF-320a.1	2024 Sustainability Report ↴ (Health and Safety, pages 40-42) About Amazon— Amazon’s safety performance continues to improve year over year ↗

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Inclusive Experiences		
Disclosure Topic	Related Framework	Reference
<ul style="list-style-type: none">Our approach	GRI <ul style="list-style-type: none">3-3: management approach for Diversity and Equal Opportunity (405)3-3: management approach for Non-discrimination (406)	2024 Sustainability Report ↴ (Inclusive Experiences, pages 43-44) 2024 Sustainability Report ↴ (Responsible Business Practices, pages 47-49) 2024 10-K ↴ (Human Capital, pages 4-5) Amazon Sustainability Website— Global Human Rights Principles ↗ About Amazon— Our Positions ↗
<ul style="list-style-type: none">Employee demographics	GRI <ul style="list-style-type: none">405-1 SASB <ul style="list-style-type: none">CG-EC-330a.3CG-MR-330a.1TC-IM-330a.3TC-SI-330a.3	2024 Sustainability Report ↴ (Inclusive Experiences, pages 43-44) About Amazon— Our workforce data ↗
<ul style="list-style-type: none">Base pay ratio for women versus men	GRI <ul style="list-style-type: none">405-2	2024 Sustainability Report ↴ (Employee Experience, pages 37-39)

Community Impact		
Disclosure Topic	Related Framework	Reference
<ul style="list-style-type: none">Our approach	GRI <ul style="list-style-type: none">3-3: management approach for Local Communities (413)3-3: management approach for Indirect Economic Impacts (203)	2024 Sustainability Report ↴ (Community Impact, pages 45-46) 2025 Proxy Statement ↴ (Sustainability Initiatives, pages 18-20) Amazon Community Impact Report 2024—Puget Sound ↴ Amazon Community Impact Report 2024—National Capital Region ↴
<ul style="list-style-type: none">Economic impacts	GRI <ul style="list-style-type: none">203-1203-2	2024 Sustainability Report ↴ (Community Impact, pages 45-46)
<ul style="list-style-type: none">Operations with community engagement and development programs	GRI <ul style="list-style-type: none">413-1	2024 Sustainability Report ↴ (Community Impact, pages 45-46)

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Corporate Governance		
Disclosure Topic	Related Framework	Reference
<ul style="list-style-type: none">Our approachRole of the highest governance body in overseeing the management of impactsDelegation of responsibility for managing impacts	GRI <ul style="list-style-type: none">3-3: management approach for Corporate Governance2-122-13	2024 Sustainability Report ↴ (Responsible Business Practices, pages 47-49) 2025 Proxy Statement ↴ (Corporate Governance, pages 17-18) 2025 Proxy Statement ↴ (Board Meetings and Committees, pages 21-23) Code of Business Conduct and Ethics ↗ About Amazon— Our Positions ↗
Corporate Structure		
<ul style="list-style-type: none">Governance structure and compositionNomination and selection of the highest governance bodyChair of the highest governance body	GRI <ul style="list-style-type: none">2-92-102-11	2024 Sustainability Report ↴ (Responsible Business Practices, pages 47-49) 2025 Proxy Statement ↴ (Board Composition, pages 15-16) 2025 Proxy Statement ↴ (Corporate Governance, pages 17-20) 2025 Proxy Statement ↴ (Board Meetings and Committees, pages 21-24)
Board Effectiveness		
<ul style="list-style-type: none">Collective knowledge of the highest governance bodyEvaluation of the performance of the highest governance body	GRI <ul style="list-style-type: none">2-172-18	2024 Sustainability Report ↴ (Responsible Business Practices, pages 47-49) 2025 Proxy Statement ↴ (Board Composition, pages 15-16) 2025 Proxy Statement ↴ (Corporate Governance, pages 17-20) 2025 Proxy Statement ↴ (Board Meetings and Committees, pages 21-24)
<ul style="list-style-type: none">Board and committee engagement	GRI <ul style="list-style-type: none">2-16	2024 Sustainability Report ↴ (Responsible Business Practices, pages 47-49) 2025 Proxy Statement ↴ (Board Meetings and Committees, pages 21-24)
<ul style="list-style-type: none">Shareholder engagementCommunication of critical concerns	GRI <ul style="list-style-type: none">2-16	2024 Sustainability Report ↴ (Responsible Business Practices, pages 47-49) 2025 Proxy Statement ↴ (Shareholder Engagement, page 20)
Compensation		
<ul style="list-style-type: none">Remuneration policiesProcess to determine remunerationAnnual total compensation ratio	GRI <ul style="list-style-type: none">2-192-202-21	2025 Proxy Statement ↴ (Compensation of Directors, pages 24-25) 2025 Proxy Statement ↴ (Executive Compensation, pages 62-67) 2025 Proxy Statement ↴ (Pay Versus Performance Table, pages 79-82) 2025 Proxy Statement ↴ (Pay Ratio Disclosure, page 88)
Tax		
<ul style="list-style-type: none">Our approach	GRI <ul style="list-style-type: none">3-3: management approach for Tax (207)	2025 Proxy Statement ↴ (Corporate Governance, pages 17, 21-22, 27) Global Economic Impact and Tax Contribution ↗ Tax Principles ↗

Reporting Index: GRI, SASB, TCFD, TNFD

Business Ethics		
Disclosure Topic	Related Framework	Reference
<ul style="list-style-type: none">Our approach	GRI <ul style="list-style-type: none">3-3: management approach for Anti-corruption (205)3-3: management approach for Anti-competitive Behavior (206)	2024 Sustainability Report ↴ (Responsible Business Practices, pages 47-49) Code of Business Conduct and Ethics ↗ About Amazon— Our Positions ↗
<ul style="list-style-type: none">Operations assessed for corruption risks	GRI <ul style="list-style-type: none">205-1	2024 Sustainability Report ↴ (Human Rights, pages 28-29) 2024 Sustainability Report ↴ (Responsible Supply Chain, pages 30-33) 2024 Sustainability Report ↴ (Responsible Business Practices, pages 47-49) Code of Business Conduct and Ethics ↗
<ul style="list-style-type: none">Anti-corruption policy and procedure engagement	GRI <ul style="list-style-type: none">2-15205-2	2024 Sustainability Report ↴ (Responsible Supply Chain, pages 30-33) 2024 Sustainability Report ↴ (Responsible Business Practices, pages 47-49) Code of Business Conduct and Ethics ↗
<ul style="list-style-type: none">Legal actions related to business ethics	GRI <ul style="list-style-type: none">2-27205-3206-1	2024 Sustainability Report ↴ (Responsible Business Practices, pages 47-49) 2024 10-K ↴ (Legal Proceedings, pages 59-61)

Reporting Index: GRI, SASB, TCFD, TNFD

Data Protection and Security		
Disclosure Topic	Related Framework	Reference
<ul style="list-style-type: none">Our approachPolicies and practices relating to targeted advertising and user privacy	GRI <ul style="list-style-type: none">3-3: management approach for Customer Privacy (418)	2024 Sustainability Report ↴ (Responsible Business Practices, pages 47-49) 2024 10-K ↴ (Cybersecurity, page 17) Advertising, Data Protection and Privacy Policy ↗
<ul style="list-style-type: none">Risk management: approach to identifying and addressing data security risks	SASB <ul style="list-style-type: none">CG-EC-230a.1CG-MR-230a.1TC-IM-230a.2TC-SI-230a.2	2024 Sustainability Report ↴ (Responsible Business Practices, pages 47-49) 2024 10-K ↴ (Cybersecurity, page 17)
<ul style="list-style-type: none">Law enforcement requests	SASB <ul style="list-style-type: none">TC-IM-220a.4TC-SI-220a.4	2024 Sustainability Report ↴ (Responsible Business Practices, pages 47-49) Law Enforcement Information Requests ↗

Policy and Advocacy		
Disclosure Topic	Related Framework	Reference
<ul style="list-style-type: none">Our approachPolitical engagementMemberships and associations	GRI <ul style="list-style-type: none">3-3: management approach for Public Policy and Lobbying (415)2-28	2024 Sustainability Report ↴ (Responsible Business Practices, pages 47-49) About Amazon— Our Positions ↗ About Amazon— Policy News and Views ↗ 2024 U.S. Political Engagement Policy and Statement ↴
<ul style="list-style-type: none">Political contributions	GRI <ul style="list-style-type: none">415-1	2024 Sustainability Report ↴ (Responsible Business Practices, pages 47-49) 2024 U.S. Political Engagement Policy and Statement ↴

TCFD Response

Our Approach

Amazon is investing in new solutions to decarbonize our business using our size, scale, and resources to drive progress across our supply chain and the industries in which we operate.

Through The Climate Pledge, our goal is to reach net-zero carbon emissions across our global operations by 2040, while inspiring and inviting others to take action. We recognize that progress will not always be linear, but we remain focused on serving our customers better, faster, and with fewer emissions.

Our strategy is aligned with climate science and embeds decarbonization initiatives and efficiency improvements across our business and supply chain. Teams across Amazon are accountable for setting decarbonization plans that map back to Amazon’s worldwide strategy, as ownership and accountability are essential to operational success and managing complexity.

Learn more about our approach in our [2024 Sustainability Report](#) ↴

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 actively oversees Amazon’s sustainability and corporate governance policies and initiatives, receives periodic reports on and discusses our enterprise risk assessments, oversees and receives

regular reports on our regulatory compliance, and reviews shareholder feedback on these topics as we evolve our practices and disclosures.

- The Nominating and Corporate Governance Committee is responsible for overseeing management of risks related to our sustainability and other environmental and corporate social responsibility practices, including risks related to our operations and our supply chain.
- 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.

Learn more about Amazon’s Board of Directors in our [2025 Proxy Statement](#) ↴

Management Oversight: The Chief Sustainability Officer oversees Amazon’s Sustainability team and provides updates to the Nominating and Corporate Governance Committee. Amazon’s Sustainability team coordinates efforts across the company to oversee operational changes that help 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 decarbonization progress. The Sustainability team reports to the senior leadership team on various aspects of our environmental, sustainability, and other relevant practices on a quarterly

basis. Amazon’s senior leadership team also holds quarterly business reviews with the leadership teams of all our major businesses to track progress toward meeting our commitments under The Climate Pledge.

Learn more about our corporate governance in our [2024 Sustainability Report](#) ↴

Strategy and Risk Management

Our companywide goal of net-zero carbon emissions by 2040 will require sustained cross-business innovation and action. This is 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.

We consider climate risks and opportunities through our management of customer and stakeholder expectations, regulations, business risks, industry best practices, and emerging trends. We embed mechanisms to address sustainability issues, including climate-related risks, across operations. We integrate sustainability practices into our everyday operations by thinking through risks and opportunities related to projects and initiatives, as well as setting goals, developing metrics and conducting a regular cadence of leadership reviews.

We evaluate the potential impact of a risk or opportunity by considering, among other things, its implications for our stakeholders, our ability to leverage our scale to foster or advance progress, the expected time horizon,

the degree of uncertainty, the likelihood of occurrence, and the regulatory and technological landscape.

We also develop data and tools to address physical climate risks for both our business and our customers, like the Amazon Sustainability Data Initiative (ASDI), which helps researchers, scientists, and innovators around the world advance their work on sustainability-related research and collaboration.

Metrics and Targets

Regular and transparent reporting is an important part of our decarbonization strategy and a key expectation of The Climate Pledge. Measurement helps us, our customers, and our partners understand how efforts across our value chain are taking shape, especially for the longer term, as we progress toward our 2040 goal. We have a comprehensive understanding of emissions across our business and have performed extensive analysis to develop targets, strategies, and metrics to support our decarbonization initiatives.

Learn more about the science and technology behind our carbon footprint in our [Carbon Methodology](#) ↴

Learn more about our carbon footprint, including Scope 1, 2, and 3 emissions in our [2024 Sustainability Report](#) ↴



UNGP Reporting Framework Index

The UNGP Reporting Framework delivers comprehensive guidance for companies to report on how they respect human rights. Here, we index Amazon’s public content related to each subsection of the UNGP Reporting Framework, covering information up to June 2025.

Part A: Governance of Respect for Human Rights			
Disclosure Topic and Question			Reference
Policy Commitment	A1	What does the company say publicly about its commitment to respect human rights?	2024 Sustainability Report ↴ (Human Rights, pages 28-29) 2024 Sustainability Report ↴ (Responsible Supply Chain, pages 30-33) 2025 Proxy Statement ↴ (Sustainability Initiatives, pages 18-20) About Amazon— Amazon’s Human Rights Commitment, Policy and Practice: Freedom of Association and Collective Bargaining ↗ Modern Slavery Statement ↴ Supply Chain Standards ↴ Supply Chain Standards Manual ↴ Duty of Vigilance Plan ↴ About Amazon— Our Positions ↗ Amazon Sustainability Website— Global Human Rights Principles ↗
	A1.1	How has the public commitment been developed?	2024 Sustainability Report ↴ (Human Rights, pages 28-29) 2025 Proxy Statement ↴ (Sustainability Initiatives, pages 18-20) Modern Slavery Statement ↴
	A1.2	Whose human rights does the public commitment address?	2024 Sustainability Report ↴ (Human Rights, pages 28-29) 2024 Sustainability Report ↴ (Responsible Supply Chain, pages 30-33) 2024 Sustainability Report ↴ (Health and Safety, pages 40-42) 2024 Sustainability Report ↴ (Inclusive Experiences, pages 43-44) 2024 Sustainability Report ↴ (Community Impact, pages 45-46)
	A1.3	How is the public commitment disseminated?	Modern Slavery Statement ↴ Supply Chain Standards ↴ Supply Chain Standards Manual ↴ Duty of Vigilance Plan ↴ About Amazon— Our Positions ↗ Amazon Sustainability Website— Global Human Rights Principles ↗
Embedding Respect	A2	How does the company demonstrate the importance it attaches to the implementation of its human rights commitment?	2024 Sustainability Report ↴ (Human Rights, pages 28-29) 2024 Sustainability Report ↴ (Responsible Supply Chain, pages 30-33) 2025 Proxy Statement ↴ (Sustainability Initiatives, pages 18-20) Nominating and Corporate Governance Committee Charter ↗ Modern Slavery Statement ↴ Supply Chain Standards ↴ Supply Chain Standards Manual ↴ Duty of Vigilance Plan ↴

UNGP Reporting Framework Index

Part A: Governance of Respect for Human Rights (continued)			
Disclosure Topic and Question			Reference
Embedding Respect (continued)	A2.1	How is day-to-day responsibility for human rights performance organized within the company, and why?	2024 Sustainability Report ↴ (Human Rights, pages 28-29) 2024 Sustainability Report ↴ (Responsible Supply Chain, pages 30-33) 2024 Sustainability Report ↴ (Responsible Business Practices, pages 47-49) Amazon Sustainability Website—Global Human Rights Principles ↗ Modern Slavery Statement ↴ Nominating and Corporate Governance Committee Charter ↗
	A2.2	What kinds of human rights issues are discussed by senior management and by the Board, and why?	2024 Sustainability Report ↴ (Human Rights, pages 28-29) 2024 Sustainability Report ↴ (Responsible Business Practices, pages 47-49) 2025 Proxy Statement ↴ (Sustainability Initiatives, pages 18-20) Modern Slavery Statement ↴ Amazon Sustainability Website—Global Human Rights Principles ↗ Nominating and Corporate Governance Committee Charter ↗
	A2.3	How are employees and contract workers made aware of the ways in which respect for human rights should inform their decisions and actions?	2024 Sustainability Report ↴ (Human Rights, pages 28-29) 2024 Sustainability Report ↴ (Responsible Supply Chain, pages 30-33) 2024 Sustainability Report ↴ (Employee Experience, pages 37-39) Code of Business Conduct and Ethics ↗ Modern Slavery Statement ↴ Supply Chain Standards ↴ Supply Chain Standards Manual ↴
	A2.4	How does the company make clear in its business relationships the importance it places on respect for human rights?	2024 Sustainability Report ↴ (Human Rights, pages 28-29) 2024 Sustainability Report ↴ (Responsible Supply Chain, pages 30-33) 2025 Proxy Statement ↴ (Sustainability Initiatives, pages 18-20) Modern Slavery Statement ↴ Seller Central Policies ↗
	A2.5	What lessons has the company learned during the reporting period about achieving respect for human rights, and what has changed as a result?	2024 Sustainability Report ↴ (Human Rights, pages 28-29) 2024 Sustainability Report ↴ (Responsible Supply Chain, pages 30-33) Modern Slavery Statement ↴ Duty of Vigilance Plan ↴

UNGP Reporting Framework Index

Part B: Define the Reporting Focus			
Disclosure Topic and Question			Reference
Statement of Salient Issues	B1	State the salient human rights issues associated with the company’s activities and business relationships during the reporting period.	2024 Sustainability Report ⬇ (Human Rights, pages 28-29) Amazon Sustainability Website—Salient Human Rights Risks ↗ Twitch Human Rights Impact Assessment ⬇ Modern Slavery Statement ⬇ Duty of Vigilance Plan ⬇
Determination of Salient Issues	B2	Describe how the salient human rights issues were determined, including any input from stakeholders.	2024 Sustainability Report ⬇ (Human Rights, pages 28-29) Amazon Sustainability Website—Salient Human Rights Risks ↗ Modern Slavery Statement ⬇ Duty of Vigilance Plan ⬇ Twitch Human Rights Impact Assessment ⬇
Geographical Focus	B3	If reporting on the salient human rights issues focuses on particular geographies, explain how that choice was made.	2024 Sustainability Report ⬇ (Human Rights, pages 28-29) 2024 Sustainability Report ⬇ (Responsible Supply Chain, pages 30-33) Amazon Sustainability Website—Salient Human Rights Risks ↗ Modern Slavery Statement ⬇ Duty of Vigilance Plan ⬇ Twitch Human Rights Impact Assessment ⬇
Additional Severe Impacts	B4	Identify any severe impacts on human rights that occurred or were still being addressed during the reporting period, but which fall outside of the salient human rights issues, and explain how they have been addressed.	2024 Sustainability Report ⬇ (Responsible Supply Chain, pages 30-33) Modern Slavery Statement ⬇ Duty of Vigilance Plan ⬇ Amazon Sustainability Website—Supply Chain ↗ About Amazon—Our Positions ↗

UNGP Reporting Framework Index

Part C: Management of Salient Human Rights Issues				
Disclosure Topic and Question			Reference	
Specific Policies	C1	Does the company have any specific policies that address its salient human rights issues and, if so, what are they?	2024 Sustainability Report ↴ (Human Rights, pages 28-29) 2024 Sustainability Report ↴ (Responsible Supply Chain, pages 30-33) About Amazon—Amazon’s Human Rights Commitment, Policy and Practice: Freedom of Association and Collective Bargaining ↗ Modern Slavery Statement ↴ Supply Chain Standards ↴ Supply Chain Standards Manual ↴ Duty of Vigilance Plan ↴ About Amazon—Our Positions ↗ Amazon Sustainability Website—Global Human Rights Principles ↗	
	C1.1	How does the company make clear the relevance and significance of such policies to those who need to implement them?	2024 Sustainability Report ↴ (Human Rights, pages 28-29) 2024 Sustainability Report ↴ (Responsible Supply Chain, pages 30-33) About Amazon—Amazon’s Human Rights Commitment, Policy and Practice: Freedom of Association and Collective Bargaining ↗ Modern Slavery Statement ↴ Supply Chain Standards ↴ Supply Chain Standards Manual ↴ Duty of Vigilance Plan ↴ About Amazon—Our Positions ↗ Amazon Sustainability Website—Global Human Rights Principles ↗	
Stakeholder Engagement	C2	What is the company’s approach to engagement with stakeholders in relation to each salient human rights issue?	2024 Sustainability Report ↴ (Human Rights, pages 28-29) 2024 Sustainability Report ↴ (Responsible Supply Chain, pages 30-33) 2025 Proxy Statement ↴ (Environmental, Social, and Human Capital Initiatives, pages 18-20) Modern Slavery Statement ↴ Duty of Vigilance Plan ↴ Amazon Sustainability Website—Advancing Human Rights ↗ Amazon Sustainability Website—Global Human Rights Principles ↗	
	C2.1	How does the company identify which stakeholders to engage with in relation to each salient issue, and when and how to do so?	2024 Sustainability Report ↴ (Human Rights, pages 28-29) 2024 Sustainability Report ↴ (Responsible Supply Chain, pages 30-33) Modern Slavery Statement ↴ Duty of Vigilance Plan ↴	
	C2.2	During the reporting period, which stakeholders has the company engaged with regarding each salient issue, and why?	2024 Sustainability Report ↴ (Human Rights, pages 28-29) 2024 Sustainability Report ↴ (Responsible Supply Chain, pages 30-33) Modern Slavery Statement ↴ Duty of Vigilance Plan ↴	
	C2.3	During the reporting period, how have the views of stakeholders influenced the company’s understanding of each salient issue and/or its approach to addressing it?	2024 Sustainability Report ↴ (Human Rights, pages 28-29) 2024 Sustainability Report ↴ (Responsible Supply Chain, pages 30-33) Modern Slavery Statement ↴ Duty of Vigilance Plan ↴ Amazon Sustainability Website—Advancing Human Rights ↗	

UNGP Reporting Framework Index

Part C: Management of Salient Human Rights Issues (continued)			
Disclosure Topic and Question			Reference
Assessing Impacts	C3	How does the company identify any changes in the nature of each salient human rights issue over time?	2024 Sustainability Report ↴ (Human Rights, pages 28-29) 2024 Sustainability Report ↴ (Responsible Supply Chain, pages 30-33) Amazon Sustainability Website—Salient Human Rights Risks ↗ Twitch Human Rights Impact Assessment ↴ Modern Slavery Statement ↴
	C3.1	During the reporting period, were there any notable trends or patterns in impacts related to a salient issue and, if so, what were they?	2024 Sustainability Report ↴ (Human Rights, pages 28-29) 2024 Sustainability Report ↴ (Responsible Supply Chain, pages 30-33) Twitch Human Rights Impact Assessment ↴ Modern Slavery Statement ↴
	C3.2	During the reporting period, did any severe impacts occur that were related to a salient issue and, if so, what were they?	2024 Sustainability Report ↴ (Human Rights, pages 28-29) 2024 Sustainability Report ↴ (Responsible Supply Chain, pages 30-33) Twitch Human Rights Impact Assessment ↴ Modern Slavery Statement ↴
Integrating Finding and Taking Actions	C4	How does the company integrate its findings about each salient human rights issue into its decision-making processes and actions?	2024 Sustainability Report ↴ (Human Rights, pages 28-29) 2024 Sustainability Report ↴ (Responsible Supply Chain, pages 30-33) 2025 Proxy Statement ↴ (Sustainability Initiatives, pages 18-20) Modern Slavery Statement ↴ Amazon Sustainability Website—Advancing Human Rights ↗ Amazon Sustainability Website—Global Human Rights Principles ↗
	C4.1	How are those parts of the company whose decisions and actions can affect the management of salient issues, involved in finding and implementing solutions?	2024 Sustainability Report ↴ (Human Rights, pages 28-29) 2024 Sustainability Report ↴ (Responsible Supply Chain, pages 30-33) Modern Slavery Statement 2024 ↴
	C4.2	When tensions arise between the prevention or mitigation of impacts related to a salient issue and other business objectives, how are these tensions addressed	2024 Sustainability Report ↴ (Human Rights, pages 28-29) 2024 Sustainability Report ↴ (Responsible Supply Chain, pages 30-33) Modern Slavery Statement ↴ Amazon Sustainability Website—Advancing Human Rights ↗ Amazon Sustainability Website—Global Human Rights Principles ↗
	C4.3	During the reporting period, what action has the company taken to prevent or mitigate potential impacts related to each salient issue?	2024 Sustainability Report ↴ (Human Rights, pages 28-29) 2024 Sustainability Report ↴ (Responsible Supply Chain, pages 30-33) Modern Slavery Statement ↴ Duty of Vigilance Plan ↴

UNGP Reporting Framework Index

Part C: Management of Salient Human Rights Issues (continued)			
Disclosure Topic and Question			Reference
Tracking Performance	C5	How does the company know if its efforts to address each salient human rights issue are effective in practice?	2024 Sustainability Report ↴ (Human Rights, pages 28-29) 2024 Sustainability Report ↴ (Responsible Supply Chain, pages 30-33) Modern Slavery Statement ↴ Duty of Vigilance Plan ↴
	C5.1	What specific examples from the reporting period illustrate whether each salient issue is being managed effectively?	2024 Sustainability Report ↴ (Human Rights, pages 28-29) 2024 Sustainability Report ↴ (Responsible Supply Chain, pages 30-33) Modern Slavery Statement ↴ Duty of Vigilance Plan ↴
Remediation	C6	How does the company enable effective remedy if people are harmed by its actions or decisions in relation to a salient human rights issue?	2024 Sustainability Report ↴ (Human Rights, pages 28-29) 2024 Sustainability Report ↴ (Responsible Supply Chain, pages 30-33) 2024 Sustainability Report ↴ (Employee Experience, pages 37-39) Modern Slavery Statement ↴ Duty of Vigilance Plan ↴ Amazon Sustainability Website— Advancing Human Rights ↗
	C6.1	Through what means can the company receive complaints or concerns related to each salient issue?	2024 Sustainability Report ↴ (Human Rights, pages 28-29) 2024 Sustainability Report ↴ (Responsible Supply Chain, pages 30-33) 2024 Sustainability Report ↴ (Employee Experience, pages 37-39) Modern Slavery Statement ↴
	C6.2	How does the company know if people feel able and empowered to raise complaints or concerns?	2024 Sustainability Report ↴ (Human Rights, pages 28-29) 2024 Sustainability Report ↴ (Responsible Supply Chain, pages 30-33) 2024 Sustainability Report ↴ (Employee Experience, pages 37-39) Amazon Sustainability Website— Advancing Human Rights ↗
	C6.3	How does the company process complaints and assess the effectiveness of outcomes?	2024 Sustainability Report ↴ (Human Rights, pages 28-29) 2024 Sustainability Report ↴ (Responsible Supply Chain, pages 30-33) 2024 Sustainability Report ↴ (Employee Experience, pages 37-39) Modern Slavery Statement ↴ Code of Business Conduct and Ethics ↗
	C6.4	During the reporting period, what were the trends and patterns in complaints or concerns and their outcomes regarding each salient issue, and what lessons has the company learned?	2024 Sustainability Report ↴ (Human Rights, pages 28-29) 2024 Sustainability Report ↴ (Responsible Supply Chain, pages 30-33) 2024 Sustainability Report ↴ (Employee Experience, pages 37-39)
	C6.5	During the reporting period, did the company provide or enable remedy for any actual impacts related to a salient issue and, if so, what are typical or significant examples?	2024 Sustainability Report ↴ (Human Rights, pages 28-29) 2024 Sustainability Report ↴ (Responsible Supply Chain, pages 30-33) 2024 Sustainability Report ↴ (Employee Experience, pages 37-39)

Disclaimer and Forward-Looking Statements

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This report includes forward-looking statements within the meaning of the Private Securities Litigation Reform Act of 1995. All statements other than statements of historical or current facts, including statements regarding our plans, initiatives, projections, goals, commitments, expectations, or prospects, are forward-looking. These forward-looking statements are inherently uncertain

and difficult to predict. We use words such as aim, anticipate, believe, commit, drive, estimate, ensure, expect, goal, intend, may, mission, plan, project, seek, strategy, strive, target, will, or similar expressions to identify forward-looking statements. Forward-looking statements reflect management’s current expectations and inherently involve risks and uncertainties. Actual results and outcomes could differ materially for a variety of reasons, including, among others, assumptions not being realized, changing climate-related conditions and weather events, scientific or technological developments, evolving sustainability strategies, changes in carbon markets, evolving government regulations or policies, our expansion into new products, services, technologies, and geographic regions, or other changes in circumstances, as well as the factors set forth in the “Risk Factors” section of Amazon’s most recent Annual Report on Form 10-K and subsequent filings. The standards of measurement and performance contained in the report are developing and based on assumptions, and no assurance can be given that any plan, initiative, projection, goal, commitment, expectation, or prospect set forth in this report can or will be achieved.

On the cover

Image 1: Our Euclid, Ohio, fulfillment center is the first in the U.S. to replace plastic delivery packaging with paper packaging solutions that are curbside recyclable.

Image 2: In India, we collaborated with NeoMotion to expand our delivery fleet by incorporating electric wheelchairs, supporting associates who use wheelchairs to deliver packages.

Image 3: In Madison County, Ohio, we’ve enabled one of the first utility-scale solar projects in the U.S. that is intentionally integrating forage crop production between rows of solar panels.

