



# Building a Better Future Together

2022 Amazon Reporting Framework Summary



# 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, India, Latin America, the Middle East, and North America. We strive to be Earth's most customer-centric company, Earth's best employer, and Earth's safest place to work in the industries in which we operate. Everything we do to achieve these ambitions is guided by four principles:

- Customer obsession rather than competitor focus
- Passion for invention
- Commitment to operational excellence
- Long-term thinking

Our dedication to delighting customers drives us to constantly invent on their behalf and has led to the launch of many innovations, including 1-Click shopping, Alexa, Amazon Echo, Amazon Studios, Amazon Web Services (AWS), Career Choice, customer reviews, Fire tablets, Fire TV, Fulfillment by Amazon, Just Walk Out technology, Kindle, Kindle Direct Publishing, personalized recommendations, Prime, and The Climate Pledge.

Amazon was built on the belief that with understanding, ingenuity, and innovation, we can more effectively overcome any challenge we face. We believe addressing environmental and societal challenges requires the same mindset. We aim to have a net-positive impact on the world through sustainability because it's good for the planet, for our business, for our customers, and for our communities.

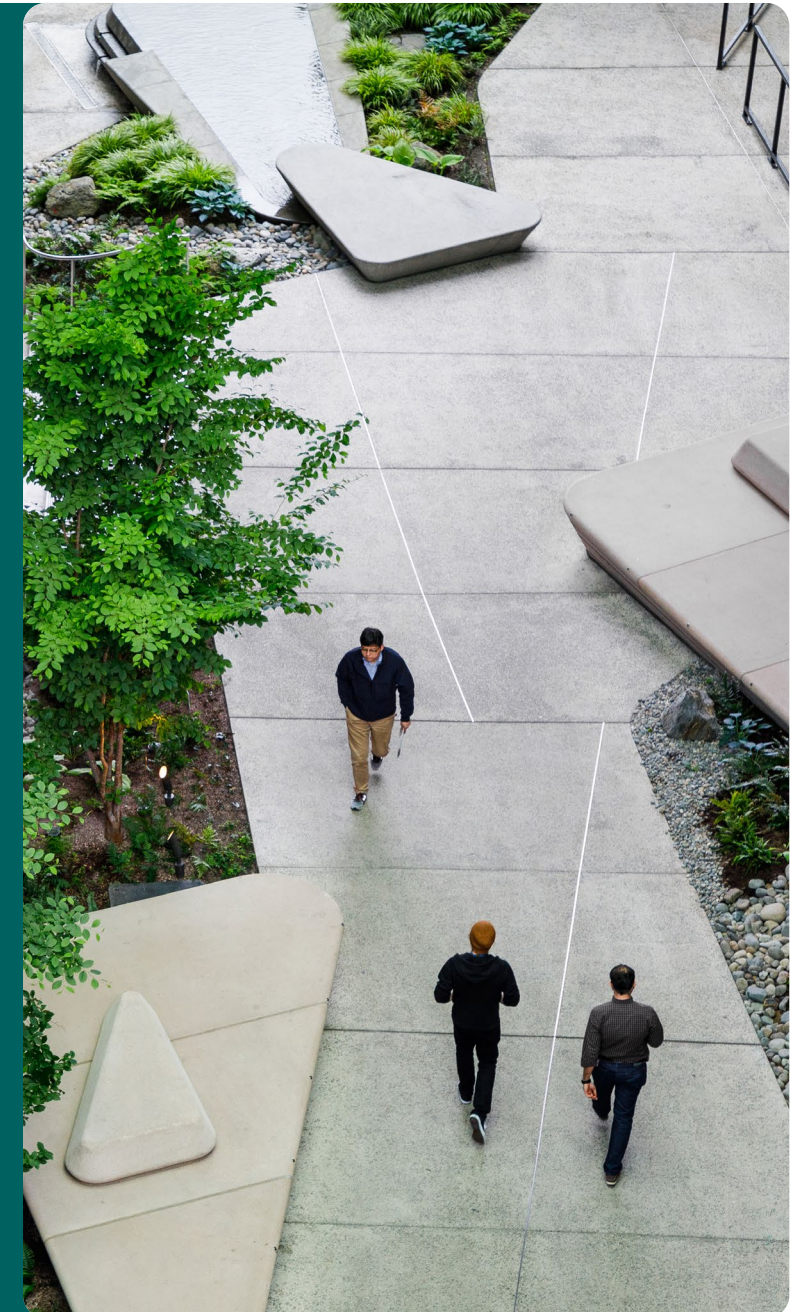
## About This Summary and Amazon's 2022 Sustainability Report

This 2022 Sustainability Reporting Framework Summary is a new document we are publishing this year. It includes information on our approach to sustainability governance and 2022 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 (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, 2022, unless otherwise indicated.

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# Reporting Framework Index

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


Amazon's operations span many industries, including e-commerce, cloud computing, consumer goods, food and beverage, and logistics, among others. 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>			
How we identified our priority topics	<p>Amazon's operations span many industries, including e-commerce, cloud computing, consumer goods, food and beverage, and logistics, among others. The broad scope of our business means we identify environmental, social, and governance issues and focus our efforts by assessing our operations holistically. In 2022, Amazon conducted a comprehensive analysis to determine the sustainability topics that matter most to our stakeholders and organization.</p> <p>To guide our analysis, we leveraged Datamaran, an environmental, social, and governance business intelligence platform, referencing data-driven insights from leading reporting frameworks, including the SASB, the Task Force on Climate-related Financial Disclosures (TCFD), and the Global Reporting Initiative (GRI). The platform also analyzed existing and upcoming regulations, and media and company reports to assess external risks and opportunities. We also consulted with key stakeholders, including internal decision-makers, employees, partner organizations, nongovernmental organizations (NGOs), and academics, to ensure we captured their input and broad range of perspectives.</p>	N/A	
Our reporting topics	<p>We have identified a number of topics for inclusion in our annual 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>			
Our approach	<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 employees. 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>	N/A	
Our approach	<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 do not allow 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, tracking 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> <p><a href="https://sustainability.aboutamazon.com—Management and Governance">sustainability.aboutamazon.com—Management and Governance</a></p>	N/A	
Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	<p><a href="#">Code of Business Conduct and Ethics</a></p>	N/A	




Metric	Disclosure	SASB	SDGs
Operations assessed for corruption risks	<a href="#">Code of Business Conduct and Ethics</a>	N/A	
Anti-corruption policy and procedure engagement	<p>Amazon has zero tolerance for bribery 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’s 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	
<div style="display: flex; justify-content: space-between; align-items: center;"> <span data-bbox="90 656 430 829"><b>Carbon</b></span>  </div>			
Our approach	<p><a href="#">2022 Sustainability Report (Carbon, pages 9–21)</a>  <a href="https://sustainability.aboutamazon.com/Driving-Climate-Solutions">sustainability.aboutamazon.com—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 & Logistics (TR-AF-110a.2)	
Direct (Scope 1) emissions	<a href="#">2022 Sustainability Report (Carbon, pages 9–21)</a>	Gross global Scope 1 emissions: Air Freight & Logistics (TR-AF-110a.1)	
Indirect (Scope 2) emissions from energy	<a href="#">2022 Sustainability Report (Carbon, pages 9–21)</a>	N/A	
Other indirect (Scope 3) emissions	<a href="#">2022 Sustainability Report (Carbon, pages 9–21)</a>	N/A	
Emissions intensity	<a href="#">2022 Sustainability Report (Carbon, pages 9–21)</a>	N/A	
Emissions reduction	<a href="#">2022 Sustainability Report (Carbon, pages 9–21)</a>	N/A	






Metric	Disclosure	SASB	SDGs
Delivery network and transportation types and fuel consumption	<a href="#">2022 Sustainability Report</a> (Carbon, pages 9–21)	Fuel consumed by (1) road transport, percentage (a) natural gas and (b) renewable, and (2) air transport, percentage (a) alternative and (b) sustainable: Air Freight & Logistics (TR-AF-110a.3)	
Emissions footprint across transportation and delivery modes	<a href="#">2022 Sustainability Report</a> (Carbon, pages 9–21)	Total greenhouse gas (GHG) footprint across transport modes: Air Freight & Logistics (TR-AF-430a.2)	
Emissions footprint of product shipments	<a href="#">2022 Sustainability Report</a> (Carbon, pages 9–21)	Total greenhouse gas (GHG) footprint of product shipments: E-Commerce (CG-EC-410a.1)	
<b>Supporting Global Communities</b> 			
Our approach	<a href="#">2022 Sustainability Report</a> (Supporting Global Communities, pages 72–76) <a href="https://sustainability.aboutamazon.com—Communities">sustainability.aboutamazon.com—Communities</a>	N/A	
Significant indirect economic impacts	<a href="#">2022 Sustainability Report</a> (Supporting Global Communities, pages 72–76)	N/A	
Amazon business units with community engagement, impact assessments, and development programs	<a href="#">2022 Sustainability Report</a> (Supporting Global Communities, pages 72–76)	N/A	
Amazon business units with significant actual and potential negative community impacts	<a href="#">2022 Sustainability Report</a> (Human Rights, pages 38–41)	N/A	




Metric	Disclosure	SASB	SDGs
<b>Data Privacy and Cybersecurity</b>			
<p>Our approach</p>	<p>Customers care how their information is collected, stored, and used. We aim to earn our customers' trust every day by demonstrating an unwavering commitment to data protection and security—supported by rigorous measures and protocols.</p> <p>Amazon knows that its customers care about where and why we collect data, and our Privacy Notice describes how we collect and store customers' data. We also design products, services, and systems with security in mind so people can rest assured their information is safely stored and can understand the customizable privacy settings we offer.</p> <p>We share details of policies, practices, and technologies through regularly updated public notices, including the <a href="#">Amazon.com Privacy Notice</a> and the <a href="#">AWS Privacy Notice</a>.</p> <p><b>Data Privacy</b></p> <p>All corporate employees complete yearly data privacy training, alongside other security courses. Select employees are required to complete additional data privacy training based on their roles and responsibilities. We refresh trainings annually to reflect evolving regulations.</p> <p>Alongside internal oversight, we engage external organizations to align with best practice protocols. AWS holds <a href="#">ISO 27018</a> certification, a standard that recognizes measures for protecting personal data in the cloud.</p> <p><b>Cybersecurity</b></p> <p>In 2022, we appointed an ad hoc Board committee that receives data protection and cybersecurity updates from management and reports to the full Board at least once a year. The committee also reviews measures for identifying and mitigating relevant risks. In the unfortunate event of a data breach, we comply with all legal obligations to notify customers.</p> <p>Overall security oversight sits with our Chief Security Officer. All businesses and subsidiaries are supported by security teams who work to continuously assess our systems, identify and evaluate risks, and relentlessly drive mitigations. Security Incident Response teams manage all issues raised, with guidance from Legal and Public Relations.</p> <p>We maintain a comprehensive security awareness program for employees, with annual trainings and engagement opportunities to help employees identify and avoid cybersecurity threats. We also offer resources to educate other businesses and customers on protecting against online security threats, from <a href="#">Cybersecurity Awareness training</a> to <a href="#">targeted AWS learning plans</a>.</p> <p>In 2022, we leveraged Cybersecurity Awareness Month in October as an opportunity to educate consumers on personal information protection. We worked with the National Cybersecurity Alliance to launch the <a href="#">Protect &amp; Connect PSA campaign</a> to encourage online safety using interactive quizzes and videos.</p> <p><a href="https://sustainability.aboutamazon.com—Management and Governance">sustainability.aboutamazon.com—Management and Governance</a></p>	<p>Description of policies and practices relating to behavioral 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>	



Metric	Disclosure	SASB	SDGs
<b>Diversity, Equity, and Inclusion</b>			
Our approach	<a href="#">2022 Sustainability Report</a> (Creating Inclusive Experiences, pages 63–69) <a href="https://sustainability.aboutamazon.com/Human-Rights-Principles">sustainability.aboutamazon.com—Human Rights Principles</a>	N/A	
Employee and Board of Directors diversity	<p><a href="#">2022 Sustainability Report</a> (Creating Inclusive Experiences, pages 63–69)</p> <p><b>Board Diversity</b></p> <p>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 it engages include—women, individuals from underrepresented racial/ethnic groups, and individuals who identify as LGBTQIA+ in the pool from which it 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. Currently, of our nine independent director nominees, five are women, and two are from underrepresented racial/ethnic groups.</p> <p><b>Board Diversity Matrix (as of April 13, 2023)</b></p> <p><b>Total Number of Directors</b></p>  <p>● Men ● Women</p> <p><b>Number of Directors who Identify in any of the Categories Below</b></p>  <p>● Black ● Asian ● White</p>	N/A	
Base pay ratio for women versus men	<a href="#">2022 Sustainability Report</a> (Creating Inclusive Experiences, pages 63–69)	N/A	





Metric	Disclosure	SASB	SDGs
<b>Governance</b>			
Our approach	<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, strategies, and actions for addressing them. While the full Board has overall responsibility for risk oversight, the Board has delegated responsibility of certain risks to the Audit Committee, the Leadership Development and Compensation Committee, and the Nominating and Corporate Governance 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 those associated with our operations and 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. It is also responsible for overseeing management of risks related to our overall compensation program, including equity-based compensation plans, as well as risks related to human capital management matters like 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, 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><a href="https://sustainability.aboutamazon.com—Management and Governance">sustainability.aboutamazon.com—Management and Governance</a></p> <p><b>Human Rights Governance</b></p> <p>While our Board of Directors has overall oversight of risks, oversight of our human rights policies and initiatives has been delegated to the Board’s Nominating and Corporate Governance Committee. The Committee oversees and monitors Amazon’s policies and initiatives related to corporate social responsibility, including human rights and ethical business practices. The Committee also oversees and monitors corporate social responsibility-related risks most relevant to Amazon’s operations and engagement with customers, suppliers, and communities. In addition to the Nominating and Corporate Governance Committee, human capital management matters is overseen by the Leadership Development and Compensation Committee, and compliance and controls matters is overseen by the Audit Committee.</p> <p>Learn more about our committee charters on our <a href="#">Investor Relations website</a>.</p>	N/A	



Metric	Disclosure	SASB	SDGs
Our approach	<p data-bbox="439 266 926 298"><b>Board and Committee Engagement in 2022</b></p> <p data-bbox="439 303 2149 423">The Board meets regularly during the year and holds special meetings, and acts by unanimous written consent whenever circumstances require. During 2022, there were eight 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 2022. All directors then serving attended the 2022 Annual Meeting of Shareholders. In addition, throughout the year, the Board participated in regularly scheduled teleconference discussions on various topics, generally on a monthly basis.</p> <p data-bbox="439 428 1974 461">The Nominating and Corporate Governance Committee met with management in five meetings during 2022 and reviewed matters that included:</p> <ul data-bbox="439 466 2079 695" style="list-style-type: none"> <li>• Board composition, diversity, and skills, in the context of identifying and evaluating new director candidates to join</li> <li>• Board recruitment and self-evaluation processes</li> <li>• Board compensation</li> <li>• Board committee membership and qualifications</li> <li>• Consideration of company 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 company shareholder engagement</li> </ul> <p data-bbox="439 699 2050 732">The Leadership Development and Compensation Committee met with management in seven meetings during 2022 and reviewed matters that included:</p> <ul data-bbox="439 737 2099 927" style="list-style-type: none"> <li>• The design, amounts, and effectiveness of senior executive compensation</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</li> </ul> <p data-bbox="439 932 1642 964">The Audit Committee met with management in seven meetings during 2022 and reviewed matters that included:</p> <ul data-bbox="439 969 1333 1256" style="list-style-type: none"> <li>• The company's risk assessment 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>• Accounting industry issues</li> <li>• The performance of our internal audit function</li> <li>• Reappointment of our independent auditor</li> <li>• Pending litigation</li> </ul>	N/A	




Metric	Disclosure	SASB	SDGs
Our approach	<p data-bbox="439 266 730 298"><b>Shareholder Engagement</b></p> <p data-bbox="439 310 2149 586">We believe that effective corporate governance includes year-round engagement with our shareholders and other stakeholders. 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. 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 touch points 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 may engage in these conversations with shareholders as well.</p> <p data-bbox="439 597 2149 821">From the beginning of 2022 through April 13, 2023, when we filed our 2023 Proxy Statement, we engaged with 69 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 29% of our stock, including one-on-one or small group meetings with most of our 20 largest shareholders. 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 issues 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 data-bbox="439 833 876 865"><b>Management of Climate-Related Issues</b></p> <p data-bbox="439 876 2149 954">Amazon's management team holds quarterly business reviews with the leadership teams of all our major businesses to track progress toward meeting our aspirations under The Climate Pledge—a goal to be net-zero carbon across our business by 2040, 10 years ahead of the Paris Agreement. The CEO of AWS is responsible for sustainability issues on behalf of the Senior Management Team ("S-Team").</p> <p data-bbox="439 966 2149 1097">The Vice President of Worldwide Sustainability, who reports to the CEO of AWS and provides updates to the Nominating and Corporate Governance Committee, oversees Amazon's Sustainability team. This 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 S-Team on various aspects of our environmental, sustainability, and other relevant corporate social responsibility practices on a quarterly basis.</p>	N/A	




Metric	Disclosure	SASB	SDGs
<b>Health and Safety</b>			
Our approach	<a href="#">2022 Sustainability Report</a> (Improving Employee Health and Safety, pages 60–62) <a href="#">2022 Safety, Health, and Well-Being Report</a> <a href="https://sustainability.aboutamazon.com">sustainability.aboutamazon.com</a> —Human Rights Principles	N/A	
Occupational health and safety management system	<a href="#">2022 Sustainability Report</a> (Improving Employee Health and Safety, pages 60–62) <a href="#">2022 Safety, Health, and Well-Being Report</a>	Description of implementation and outcomes of a Safety Management System: Air Freight & Logistics (TR-AF-540a.1)	
Hazard identification, risk assessment, and incident investigation	<a href="#">2022 Sustainability Report</a> (Improving Employee Health and Safety, pages 60–62) <a href="#">2022 Safety, Health, and Well-Being Report</a>	N/A	
Occupational health services	<a href="#">2022 Sustainability Report</a> (Improving Employee Health and Safety, pages 60–62) <a href="#">2022 Safety, Health, and Well-Being Report</a>	N/A	
Employee engagement on health and safety	<a href="#">2022 Sustainability Report</a> (Improving Employee Health and Safety, pages 60–62) <a href="#">2022 Safety, Health, and Well-Being Report</a>	N/A	
Employee health and safety training	<a href="#">2022 Sustainability Report</a> (Improving Employee Health and Safety, pages 60–62) <a href="#">2022 Safety, Health, and Well-Being Report</a>	N/A	
Promotion of employee health	<a href="#">2022 Sustainability Report</a> (Enhancing the Amazon Employee Experience, pages 55–59) <a href="https://sustainability.aboutamazon.com">sustainability.aboutamazon.com</a> —Employees	N/A	
Employees covered by our health and safety management system	<a href="#">2022 Sustainability Report</a> (Improving Employee Health and Safety, pages 60–62) <a href="#">2022 Safety, Health, and Well-Being Report</a>	N/A	
Work-related injuries	<a href="#">2022 Sustainability Report</a> (Improving Employee Health and Safety, pages 60–62) <a href="#">2022 Safety, Health, and Well-Being Report</a>	N/A	
Work-related health issues	<a href="#">2022 Sustainability Report</a> (Improving Employee Health and Safety, pages 60–62) <a href="#">2022 Safety, Health, and Well-Being Report</a>	N/A	






Metric	Disclosure	SASB	SDGs
<b>Human Capital</b>			    
Our approach	<a href="#">2022 Sustainability Report</a> (Enhancing the Amazon Employee Experience, pages 55–59) <a href="https://sustainability.aboutamazon.com—Employees">sustainability.aboutamazon.com—Employees</a>	N/A	
Full-time employee benefits	<a href="#">2022 Sustainability Report</a> (Enhancing the Amazon Employee Experience, pages 55–59)	(1) Average hourly wage and (2) percentage of in-store employees earning minimum wage, by region: Multiline and Specialty Retailers & Distribution (CG-MR-310a.1)	
Parental leave	<a href="#">Notice of 2023 Annual Meeting of Shareholders &amp; Proxy Statement</a> , pages 12, 44	N/A	
Average annual hours of training per employee	<a href="#">2022 Sustainability Report</a> (Enhancing the Amazon Employee Experience, pages 55–59) <a href="#">Upskilling 2025 Annual Report</a>	N/A	
Employee training and development programs	<a href="#">2022 Sustainability Report</a> (Enhancing the Amazon Employee Experience, pages 55–59) <a href="#">Upskilling 2025 Annual Report</a>	N/A	
Percentage of employees receiving regular performance and career development reviews	<a href="#">2022 Sustainability Report</a> (Enhancing the Amazon Employee Experience, pages 55–59)	N/A	
Employee engagement channels	<a href="#">2022 Sustainability Report</a> (Enhancing the Amazon Employee Experience, pages 55–59)	Employee engagement as a percentage: E-Commerce (CG-EC-330a.1), Internet Media & Services (TC-IM-330a.2), Software & IT Services (TC-SI-330a.2)	




Metric	Disclosure	SASB	SDGs
<b>Human Rights</b>			
Our approach	<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 into 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="#">2022 Sustainability Report (Human Rights, pages 38–41)</a>  <a href="https://sustainability.aboutamazon.com">sustainability.aboutamazon.com</a>—Advancing Human Rights  <a href="https://sustainability.aboutamazon.com">sustainability.aboutamazon.com</a>—Human Rights Principles</p>	N/A	
Supporting freedom of association and collective bargaining rights	<p><a href="#">2022 Sustainability Report (Human Rights, pages 38–41)</a>  <a href="#">Amazon’s Human Rights Commitment, Policy and Practice: Freedom of Association and Collective Bargaining Supply Chain Standards</a></p>	N/A	
Preventing child labor in our operations and supply chain	<p><a href="#">2022 Sustainability Report (Human Rights, pages 38–41)</a>  <a href="#">Modern Slavery Statement</a>  <a href="#">Supply Chain Standards</a></p>	N/A	
Preventing forced or compulsory labor issues	<p><a href="#">2022 Sustainability Report (Human Rights, pages 38–41)</a>  <a href="#">Modern Slavery Statement</a>  <a href="#">Supply Chain Standards</a></p>	N/A	




Metric	Disclosure	SASB	SDGs
<b>Packaging</b>  			
Our approach	<a href="#">2022 Sustainability Report (Packaging, pages 26–29)</a> <a href="https://sustainability.aboutamazon.com/Reducing-Waste-&amp;Packaging">sustainability.aboutamazon.com—Reducing Waste &amp; Packaging</a> <a href="https://sustainability.aboutamazon.com/Packaging-Innovation">sustainability.aboutamazon.com—Packaging Innovation</a>	N/A	
Reclaimed products and packaging materials	<a href="#">2022 Sustainability Report (Packaging, pages 26–29)</a> <a href="https://amazon.com/Amazon-Second-Chance">Amazon.com—Amazon Second Chance</a>	N/A	
<b>Public Policy and Lobbying</b> 			
Our approach	<p>We operate globally and are committed to delivering the same standard of excellence everywhere. This includes influencing policymaking processes and informing public officials of Amazon’s stance on the issues that matter to our customers, stakeholders, and business.</p> <p>We engage with local, state, national, and international authorities to confirm alignment with relevant legislation and compliance requirements. 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’s best for customers. Additional information on our public policy positions can be found <a href="#">here</a>.</p> <p><b>Supporting Our Principles</b></p> <p>Addressing global challenges requires public-private sector collaboration, and in 2022 our policy and advocacy work focused on climate action, as well as partnerships with the public sector on policy development.</p> <p>In 2022, we continued to support the implementation of the bipartisan Infrastructure Investment and Jobs Act, a landmark 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, and low-carbon research and development.</p> <p>Learn more about our advocacy and public policy work on <a href="#">About Amazon</a>.</p> <p>We publish an annual <a href="#">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.</p> <p>Learn more about Amazon’s political engagement on <a href="#">About Amazon</a>.</p> <p><a href="https://sustainability.aboutamazon.com/Management-and-Governance">sustainability.aboutamazon.com—Management and Governance</a></p>	N/A	
Political contributions	<a href="https://sustainability.aboutamazon.com/Management-and-Governance">sustainability.aboutamazon.com—Management and Governance</a>	N/A	



Metric	Disclosure	SASB	SDGs
<b>Renewable Energy</b>			
Our approach	<a href="#">2022 Sustainability Report</a> (Carbon, pages 9–21) <a href="#">2022 Sustainability Report</a> (Water, pages 35–37) <a href="https://sustainability.aboutamazon.com—Renewable Energy">sustainability.aboutamazon.com—Renewable Energy</a>	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.1), Software & IT Services (TC-SI-130a.3)	
Renewable electricity percentage	<a href="#">2022 Sustainability Report</a> (Renewable Energy, pages 22–25)	N/A	
Energy consumption reduction	<a href="#">2022 Sustainability Report</a> (Carbon, pages 9–21) <a href="#">2022 Sustainability Report</a> (Renewable Energy, pages 22–25) <a href="#">2022 Sustainability Report</a> (Product Sustainability, pages 48–53)	N/A	
Product and service energy requirement reductions	<a href="#">2022 Sustainability Report</a> (Carbon, pages 9–21) <a href="#">2022 Sustainability Report</a> (Renewable Energy, pages 22–25) <a href="#">2022 Sustainability Report</a> (Product Sustainability, pages 48–53)	N/A	





Metric	Disclosure	SASB	SDGs
<b>Responsible Supply Chain and Responsible Sourcing</b>			
Our approach	<a href="#">2022 Sustainability Report</a> (Product Sustainability, pages 48–53) <a href="#">2022 Sustainability Report</a> (Responsible Supply Chain, pages 42–47) <a href="https://sustainability.aboutamazon.com—Supply Chain">sustainability.aboutamazon.com—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)	
Recycled materials used	<a href="#">2022 Sustainability Report</a> (Product Sustainability, pages 48–53) <a href="#">2022 Sustainability Report</a> (Packaging, pages 26–29)	N/A	
New suppliers screened for environmental criteria	<a href="#">2022 Sustainability Report</a> (Responsible Supply Chain, pages 42–47) <a href="#">2022 Sustainability Report</a> (Product Sustainability, pages 48–53) <a href="#">Supply Chain Standards</a>	Revenue from products third-party certified to environmental and/or social sustainability standards: Multiline and Specialty Retailers & Distributors (CG-MR-410a.1)	
Negative supply chain environmental impacts and actions taken	<a href="#">2022 Sustainability Report</a> (Carbon, pages 9–21) <a href="#">2022 Sustainability Report</a> (Renewable Energy, pages 22–25) <a href="#">2022 Sustainability Report</a> (Packaging, pages 26–29) <a href="https://sustainability.aboutamazon.com—Renewable Energy">sustainability.aboutamazon.com—Renewable Energy</a>	Discussion of strategies to reduce the environmental impact of product delivery: E-Commerce (CG-EC-410a.2), Multiline and Specialty Retailers & Distributors (CG-MR-410a.3)	
New suppliers screened for social criteria	<a href="#">2022 Sustainability Report</a> (Responsible Supply Chain, pages 42–47) <a href="#">Supply Chain Standards</a>	N/A	
Negative supply chain social impacts and actions taken	<a href="#">2022 Sustainability Report</a> (Human Rights, pages 38–41) <a href="#">Modern Slavery Statement</a>	N/A	



Metric	Disclosure	SASB	SDGs
<b>Waste and Circularity</b>			
			    
Our approach	<a href="#">2022 Sustainability Report</a> (Waste and Circularity, pages 30–34) <a href="https://sustainability.aboutamazon.com—Reducing Waste &amp; Packaging">sustainability.aboutamazon.com—Reducing Waste &amp; Packaging</a>	N/A	
Waste generation and significant related impacts	<a href="#">2022 Sustainability Report</a> (Waste and Circularity, pages 30–34)	N/A	
Management of significant waste-related impacts	<a href="#">2022 Sustainability Report</a> (Waste and Circularity, pages 30–34)	N/A	
<b>Water</b>			
			  
Our approach	<a href="#">2022 Sustainability Report</a> (Water, pages 35–37) <a href="https://sustainability.aboutamazon.com—Water Stewardship">sustainability.aboutamazon.com—Water Stewardship</a>	N/A	
Approach to water as a shared resource	<a href="#">2022 Sustainability Report</a> (Water, pages 35–37) <a href="https://sustainability.aboutamazon.com—Water Stewardship">sustainability.aboutamazon.com—Water Stewardship</a>	N/A	
Management of water discharge-related impacts	<a href="#">2022 Sustainability Report</a> (Water, pages 35–37)	N/A	
<b>Additional SASB Activity Metrics</b>			
Number of employees	<a href="#">Notice of 2023 Annual Meeting of Shareholders &amp; Proxy Statement</a> , page 3 <a href="#">2022 Sustainability Report</a> (About Amazon, pages 2–6) <a href="#">2022 Sustainability Report</a> (Enhancing the Amazon Employee Experience, pages 55–59) <a href="#">2022 Sustainability Report</a> (Creating Inclusive Experiences, pages 63–69)	TR-AF-000.C	



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

## Our Approach

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

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, through programs like sponsored ads, display, and video advertising. Customer reviews, 1-Click shopping, personalized recommendations, Prime, Fulfillment by Amazon, AWS, Kindle Direct Publishing, Kindle, Career Choice, Fire tablets, Fire TV, Amazon Echo, Alexa, Just Walk Out technology, Amazon Studios, and The Climate Pledge are other offerings pioneered by Amazon.

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; procuring renewable energy; and supporting global reforestation.

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 the company's 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.

More information about the Board of Directors can be found in [Amazon's 2023 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 track progress.

## Metrics and Targets

We have a comprehensive understanding of emissions across our business and have done 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 12 of our 2022 Sustainability Report](#).

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

For example, Amazon announced a partnership with Rivian to bring 100,000 electric delivery vehicles to the road by 2030. We are also on a path to powering our operations with 100% renewable energy by 2025—five years ahead of our original 2030 target. In addition, we are investing in the development of breakthrough technologies through [The Climate Pledge Fund](#). Together with Pledge signatories, we are building a cross-sector community of companies that are collectively committed to using their scale, experience, and ingenuity to find, invest in, and scale climate solutions.

## Strategy and Risk Management

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 across operations to address sustainability issues, including climate-related risks. We also integrate sustainable practices through goal-setting, metrics, and leadership reviews.

Achieving our companywide goal of net-zero carbon emissions by 2040 requires 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 making business plans, investing in technologies, and thinking of 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 United Nations Guiding Principles (UNGPR) Reporting Framework delivers comprehensive guidance for reporting on how we respect human rights. The following index includes Amazon’s public content related to each subsection of the UNGPR Reporting Framework, covering information up to July 2023.

Indicator and Question		References and Links
<b>PART A: GOVERNANCE OF RESPECT FOR HUMAN RIGHTS</b>		
Policy Commitment	A.1 What does the company say publicly about its commitment to respect human rights?	<a href="#">2023 Proxy Statement</a> (pages 11–13) <a href="#">2022 Sustainability Report</a> (Human Rights, pages 38–41) <a href="#">2022 Sustainability Report</a> (Responsible Supply Chain, pages 42–47) <a href="#">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="#">sustainability.aboutamazon.com—Human Rights Principles</a> <a href="#">Duty of Vigilance Plan</a>
	A.1.1 How has the public commitment been developed?	<a href="#">2023 Proxy Statement</a> (pages 11–13) <a href="#">Modern Slavery Statement</a> <a href="#">sustainability.aboutamazon.com—Human Rights Principles</a>
	A.1.2 Whose human rights does the public commitment address?	<a href="#">2022 Sustainability Report</a> (Human Rights, page 38) <a href="#">2022 Sustainability Report</a> (Responsible Supply Chain, page 42) <a href="#">2022 Sustainability Report</a> (Creating Inclusive Experiences, page 63) <a href="#">2022 Sustainability Report</a> (Improving Employee Health and Safety, page 60) <a href="#">2022 Sustainability Report</a> (Increasing Supplier Diversity, page 70) <a href="#">2022 Sustainability Report</a> (Supporting Global Communities, page 72) <a href="#">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="#">sustainability.aboutamazon.com—Human Rights Principles</a>

Indicator and Question		References and Links
Policy Commitment	A.1.3 How is the public commitment disseminated?	<a href="#">2023 Proxy Statement</a> (pages 11–13) <a href="#">2022 Sustainability Report</a> (Human Rights, page 38) <a href="#">2022 Sustainability Report</a> (Responsible Supply Chain, page 42) <a href="#">2022 Sustainability Report</a> (Creating Inclusive Experiences, page 63) <a href="#">2022 Sustainability Report</a> (Improving Employee Health and Safety, page 60) <a href="#">2022 Sustainability Report</a> (Increasing Supplier Diversity, page 70) <a href="#">2022 Sustainability Report</a> (Supporting Global Communities, page 72) <a href="#">Modern Slavery Statement</a> <a href="#">Supplier Manual</a> <a href="#">Supply Chain Standards</a> <a href="#">sustainability.aboutamazon.com—Human Rights Principles</a> <a href="#">Duty of Vigilance Plan</a>
Embedding Respect	A.2 How does the company demonstrate the importance it attaches to the implementation of its human rights commitment?	<a href="#">2023 Proxy Statement</a> (pages 11–13) <a href="#">Page 9</a> <a href="#">Corporate Governance Documents and Charters</a> (Nominating and Corporate Governance Committee) <a href="#">Modern Slavery Statement</a> <a href="#">Supply Chain Standards</a> <a href="#">Supplier Manual</a> <a href="#">Duty of Vigilance Plan</a>



Indicator and Question		References and Links
Embedding Respect	A.2.1 How is day-to-day responsibility for human rights performance organized within the company, and why?	<a href="#">Corporate Governance Documents and Charters</a> (Nominating and Corporate Governance Committee) <a href="#">Modern Slavery Statement</a> <a href="#">2022 Sustainability Report</a> (Human Rights, page 38) <a href="#">2022 Sustainability Report</a> (Responsible Supply Chain, page 42) <a href="https://sustainability.aboutamazon.com—Supply Chain">sustainability.aboutamazon.com—Supply Chain</a> <a href="https://sustainability.aboutamazon.com—Human Rights Principles">sustainability.aboutamazon.com—Human Rights Principles</a>
	A.2.2 What kinds of human rights issues are discussed by senior management and by the Board, and why?	<a href="#">2023 Proxy Statement</a> (pages 11–13) <a href="#">2022 Sustainability Report</a> (Human Rights, page 38) <a href="#">Page 9</a> <a href="#">Modern Slavery Statement</a> <a href="#">Corporate Governance Documents and Charters</a> (Leadership Development and Compensation Committee) <a href="https://sustainability.aboutamazon.com—Human Rights Principles">sustainability.aboutamazon.com—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="#">2022 Sustainability Report</a> (Human Rights, pages 38–41) <a href="#">2022 Sustainability Report</a> (Enhancing the Amazon Employee Experience, pages 58–59) <a href="#">Code of Business Conduct and Ethics</a> <a href="#">Modern Slavery Statement</a> <a href="https://sustainability.aboutamazon.com—Human Rights Principles">sustainability.aboutamazon.com—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="#">Modern Slavery Statement</a> <a href="#">2022 Sustainability Report</a> (Human Rights, pages 38–41) <a href="#">2022 Sustainability Report</a> (Responsible Supply Chain, pages 42–47) <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="#">2022 Sustainability Report</a> (Human Rights, pages 38–41) <a href="#">2022 Sustainability Report</a> (Responsible Supply Chain, pages 42–47) <a href="#">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>			
Statement of Salient Issues	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 Proxy Statement</a> (page 12) <a href="#">2022 Sustainability Report</a> (Human Rights, pages 38–41) <a href="#">2021 Sustainability Report</a> (page 42) <a href="#">Modern Slavery Statement</a> <a href="#">Duty of Vigilance Plan</a> <a href="https://sustainability.aboutamazon.com—Human Rights Principles">sustainability.aboutamazon.com—Human Rights Principles</a>
Explanation of Salient Issues	B.2	Determination of salient issues: Describe how the salient human rights issues were determined, including any input from stakeholders.	<a href="#">2022 Sustainability Report</a> (Human Rights, pages 38–41) <a href="#">2021 Sustainability Report</a> (page 42) <a href="#">Modern Slavery Statement</a> <a href="#">Duty of Vigilance Plan</a>
Geographical Focus	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="#">2022 Sustainability Report</a> (Human Rights, pages 38–41) <a href="#">2022 Sustainability Report</a> (Responsible Supply Chain, pages 42–47) <a href="#">Modern Slavery Statement</a> <a href="https://sustainability.aboutamazon.com—Supply Chain">sustainability.aboutamazon.com—Supply Chain</a> <a href="#">Duty of Vigilance Plan</a>
Additional Severe Impacts	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="#">2022 Sustainability Report</a> (Responsible Supply Chain, pages 42–47) <a href="#">Modern Slavery Statement</a> <a href="https://sustainability.aboutamazon.com—Supply Chain">sustainability.aboutamazon.com—Supply Chain</a>



Indicator and Question		References and Links
<b>PART C: MANAGEMENT OF SALIENT HUMAN RIGHTS ISSUES</b>		
Specific Policies	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="#">2022 Sustainability Report (Human Rights, page 39)</a> <a href="#">2022 Sustainability Report (Responsible Supply Chain, pages 42–47)</a> <a href="#">Code of Business Conduct and Ethics</a> <a href="#">Supplier Manual</a> <a href="#">Supply Chain Standards</a> <a href="#">sustainability.aboutamazon.com—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="#">2022 Sustainability Report (Human Rights, pages 38–41)</a> <a href="#">2022 Sustainability Report (Responsible Supply Chain, pages 42–47)</a> <a href="#">Modern Slavery Statement</a> <a href="#">Supply Chain Standards</a> <a href="#">Supplier Manual</a>
Stakeholder Engagement	C.2	What is the company's approach to engagement with stakeholders in relation to each salient human rights issue?
		<a href="#">2023 Proxy Statement (page 13)</a> <a href="#">2022 Sustainability Report (Human Rights, page 40)</a> <a href="#">2021 Sustainability Report (pages 41–45)</a> <a href="#">Modern Slavery Statement</a> <a href="#">sustainability.aboutamazon.com—Advancing Human Rights</a> <a href="#">sustainability.aboutamazon.com—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="#">2022 Sustainability Report (Human Rights, page 40)</a> <a href="#">Modern Slavery Statement</a> <a href="#">Duty of Vigilance Plan</a>

Indicator and Question		References and Links
Stakeholder Engagement	C.2.2	During the reporting period, which stakeholders has the company engaged with regarding each salient issue, and why?
		<a href="#">2022 Sustainability Report (Human Rights, page 40)</a> <a href="#">Modern Slavery Statement</a> <a href="#">sustainability.aboutamazon.com—Employees</a> <a href="#">sustainability.aboutamazon.com—Customers</a> <a href="#">sustainability.aboutamazon.com—Communities</a> <a href="#">Duty of Vigilance Plan</a>
	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="#">2022 Sustainability Report (Human Rights, page 40)</a> <a href="#">Modern Slavery Statement</a> <a href="#">sustainability.aboutamazon.com—Advancing Human Rights</a>
Assessing Impacts	C.3	How does the company identify any changes in the nature of each salient human rights issue over time?
		<a href="#">2022 Sustainability Report (Human Rights, page 40)</a> <a href="#">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="#">2022 Sustainability Report (Human Rights, page 40)</a> <a href="#">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="#">2022 Sustainability Report (Human Rights, page 40)</a> <a href="#">Modern Slavery Statement</a>
Integrating Findings and Taking Action	C.4	How does the company integrate its findings about each salient human rights issue into its decision-making processes and actions?
		<a href="#">2022 Sustainability Report (Human Rights, page 40)</a> <a href="#">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="#">sustainability.aboutamazon.com—Human Rights Principles</a>



Indicator and Question		References and Links
Integrating Findings and Taking Action	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="#">2022 Sustainability Report</a> (Human Rights, page 40) <a href="#">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="#">2022 Sustainability Report</a> (Responsible Supply Chain, page 43) <a href="#">Modern Slavery Statement</a> <a href="#">Corporate Governance Documents and Charters</a> <a href="#">Supplier Manual</a> <a href="#">sustainability.aboutamazon.com—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="#">2022 Sustainability Report</a> (Responsible Supply Chain, page 45) <a href="#">Modern Slavery Statement</a> <a href="#">Duty of Vigilance Plan</a>
Tracking Performance	C.5 How does the company know if its efforts to address each salient human rights issue are effective in practice?	<a href="#">2022 Sustainability Report</a> (Responsible Supply Chain, page 46) <a href="#">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="#">2022 Sustainability Report</a> (Human Rights, page 40) <a href="#">Modern Slavery Statement</a> <a href="#">sustainability.aboutamazon.com—Supply Chain</a>
Remediation	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="#">2022 Sustainability Report</a> (Human Rights, page 40) <a href="#">2022 Sustainability Report</a> (Responsible Supply Chain, page 46) <a href="#">sustainability.aboutamazon.com—Advancing Human Rights</a> <a href="#">Duty of Vigilance Plan</a>

Indicator and Question		References and Links
Remediation	C.6.1 Through what means can the company receive complaints or concerns related to each salient issue?	<a href="#">2022 Sustainability Report</a> (Human Rights, page 40) <a href="#">2022 Sustainability Report</a> (Responsible Supply Chain, page 46) <a href="#">2022 Sustainability Report</a> (Enhancing the Amazon Employee Experience, page 58) Page 9 <a href="#">Modern Slavery Statement</a> <a href="#">Supply Chain Standards</a> <a href="#">Supplier Manual</a> <a href="#">sustainability.aboutamazon.com—Advancing Human Rights</a> <a href="#">sustainability.aboutamazon.com—Human Rights Principles</a> <a href="#">sustainability.aboutamazon.com—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="#">2022 Sustainability Report</a> (Responsible Supply Chain, page 46) <a href="#">2022 Sustainability Report</a> (Enhancing the Amazon Employee Experience, page 58) <a href="#">sustainability.aboutamazon.com—Advancing Human Rights</a>
	C.6.3 How does the company process complaints and assess the effectiveness of outcomes?	<a href="#">2022 Sustainability Report</a> (Human Rights, page 46) <a href="#">Code of Business Conduct and Ethics</a> <a href="#">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="#">2022 Sustainability Report</a> (Responsible Supply Chain, page 46) <a href="#">Modern Slavery Statement</a> <a href="#">sustainability.aboutamazon.com—Human Rights Principles</a> <a href="#">sustainability.aboutamazon.com—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="#">2022 Sustainability Report</a> (Human Rights, page 40) <a href="#">2022 Sustainability Report</a> (Responsible Supply Chain, page 46) <a href="#">Modern Slavery Statement</a>



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This document 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, scientific or technological developments, evolving sustainability strategies, changes in carbon markets, evolving government regulations, 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 document 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 document can or will be achieved.





