



March 22, 2020

The Honorable Cory A. Booker
United States Senate
717 Hart Senate Office Building
Washington, DC 20510

Dear Senator Booker,

This is in response to your letter dated March 20th, 2020. Any accusations that we are not properly protecting our employees are simply unfounded. Our employees are heroes fighting for their communities and helping people get critical items that they need in this crisis. Like all businesses grappling with the ongoing COVID-19 pandemic, we face many challenges, but we are working hard to keep our employees safe while serving communities, and especially the most vulnerable. We have taken extreme measures to keep people safe, tripling down on deep cleaning, procuring safety supplies that are available, and changing policies and processes to ensure that those in our buildings are keeping safe distances. Our top priority is the well-being and safety of our employees, communities, and customers.

As a global company, we are closely monitoring the impact of COVID-19, not only for those who are affected by the illness, but for many more in our communities who are indirectly dealing with changes in their work, school, and community environments. As communities institute social distancing or shelter-in-place policies, we recognize that our employees and delivery partners continue to come to work and serve the people in their communities in a way that very few can—delivering critical supplies directly to the doorsteps of people who need them during this difficult time. This is especially vital for the elderly, for people with underlying health issues, and for those who are sick or quarantined.

To help meet this need, we are temporarily prioritizing these products so that we can more quickly receive, restock, and deliver them safely and quickly to customers. In addition, we are actively working to increase capacity for customers while keeping our employees safe. Earlier this week, we announced that we are opening 100,000 new full and part-time positions in our fulfillment and delivery networks across the United States, including at Whole Foods Market locations. New employees that are scheduled to work at least 20 hours per week are eligible for benefits that begin on the date of hire. Amazon's medical plan covers doctor's visits and prescribed tests for COVID-19, as well as subsequent treatment. We are also adding an additional \$2 per-hour worked through the end of April to our current rate of \$15/hour or more, an investment of over \$350 million in increased compensation for hourly employees across the United States. As we continue to work around the clock to meet this challenge, associates will receive double their regular hourly rate for every overtime hour worked, a policy that took effect March 15th and will continue through May 9th.

At the same time, health and safety is the top priority in all of our buildings and stores. We continue to consult with medical and health experts, and take all recommended precautions in our buildings and stores to keep people healthy. We have implemented a number of preventive health measures to keep our buildings extremely clean and help employees practice important precautions such as social distancing and other measures.

601 New Jersey Ave NW
Washington, DC 20001

Specifically, we have:

- Increased the frequency and intensity of cleaning at all sites, including regular sanitization of all restrooms, work stations, break areas, door handles, stairway handrails, elevator buttons, lockers, and touch screens.
- Adjusted practices to ensure social distancing within our buildings, including:
 - Prohibiting stand-up meetings during shifts; all business essential information is being shared via message boards near main areas, digitally through screens at workstations, and through conversations with managers, or Human Resources team members;
 - Increasing social distancing protocols at work stations;
 - Moving chairs and spreading out tables in breakrooms and conference rooms to promote distancing;
 - Staggering shift starts and break times to alleviate queues;
 - Suspending exit screening until further notice to ensure ease of movement near main entrances; and
 - Requiring training to take place in small formats and with in-app training tools.
- Required employees to sanitize and clean their work stations and vehicles at the start and end of every shift with disinfectant/cleaning wipes.
- Moved to video-based interviews for the majority of our candidate interviews.
- Paused public guests to our buildings.
- Communicated to employees that everyone must wash their hands often with soap and water for at least 20 seconds, especially after going to the bathroom, before eating, and after blowing their nose, coughing, or sneezing. If soap and water are not readily available, employees are provided an alcohol-based hand sanitizer with at least 60% alcohol.

We require all employees to stay home and seek medical attention if they are feeling unwell, and we have thus adjusted our attendance policies. All employees, both salaried and hourly, who are diagnosed with COVID-19 or who are placed in quarantine will receive up to two weeks of additional paid sick leave that does not count against annual leave, to ensure that they can get healthy without worrying about lost pay. We also are offering all hourly employees unlimited unpaid time off through the end of March. Any employee may stay home without risk of losing their job, whether to care for children whose schools have closed or for any other reason.

We have also established the Amazon Relief Fund with a \$25 million initial contribution to support our independent delivery service partners and their drivers, Amazon Flex participants, and seasonal employees under financial distress during this challenging time.

As the COVID-19 situation continues to evolve, we continue to revisit policies to better serve customers and ensure the well-being and safety of our employees, communities, and customers. The health and safety of our employees is our top priority as they work to provide an essential service to our country.

My staff and I are available at any time to answer any questions you have about our workplace protections.

Sincerely,



Brian Huseman

Vice President, Public Policy