



Amazon EU SARL
38, Avenue J.F. Kennedy
L-1855 Luxembourg

8th June, 2020

Executive Vice President Margrethe Vestager
European Commission
Rue de la Loi 200
B-1049 Brussels
Belgium

Dear Executive Vice President,

I was pleased to have the opportunity to exchange with you during the recent video conference you hosted with DIGITALEUROPE member companies and of which I was part. I appreciated our exchange and your commitment to ensuring that all can share in the benefits of digitization.

In the short term, our focus at Amazon has been entirely on the medical and economic emergency that is the COVID-19 pandemic. Many in our communities have suffered greatly and society has had to adapt to the reality of confinement rapidly. This is also true at Amazon where we had to move quickly to change our operations; making more than one hundred and fifty changes to date in order to protect employees, continue serving customers, and help governments with their crisis response.

The health and safety of our employees, business partners and customers is our top priority. We follow the guidance provided by governments and local health authorities strictly to ensure we implement the right measures at all our sites. In the European Union, we have welcomed over 70 inspections at our sites since the beginning of the COVID-19 pandemic and the feedback has been largely positive. We continue working with authorities to assess any risks and in looking for improvements. We have quickly delivered all additional measures the authorities asked us to implement.

The proactive measures we have taken at our facilities include providing face masks (more than 100 million so far), increased cleaning, maintaining a safety distance of two metres, introducing contact free deliveries, conducting employee temperature checks, and changing break times and when shifts begin and end.

If any of our employees displays the symptoms of COVID-19, or comes into contact with someone who has contracted COVID-19, we support their self-isolation for 14 days to minimize the risk of exposure. To ensure peace of mind, we provide full pay for any employee for up to 14 days of self-isolation or illness.

For the first half of 2020, we expect to invest more than \$800 million in health and safety measures. In addition to the measures I have identified above we are also investing in



additional testing capacity so that we can test our employees frequently and react quickly if a case of Covid-19 is identified. Countries that have managed to keep new infections low have generally tested a greater proportion of their population and we believe this will help to protect our employees even further. We do not make these investments reluctantly, but because it is right thing to do to protect our workforce.

I am particularly proud of the contribution that Amazon employees and partners are making towards managing the COVID-19 pandemic. Their commitment, and that of all staff in the logistics and retail industries, ensures that people across the EU have another means to obtain the products they need during confinement and that manufacturers and small businesses that choose to benefit from our Store can continue to sell and pay their staff. At Amazon, we are showing this recognition by increasing pay in April and May and providing an overtime premium for every hour worked.

We have faced challenges as our operations ramp up. Following the judgment of a French court, we temporarily suspended operations at our Fulfilment Centres in France. It is important to note that the French court ruled that Amazon had not followed the correct risk assessment process, and did not comment on the adequacy of the health and safety measures we had put in place. Amazon Fulfilment Centres are safe places to work and we are delighted these French facilities are once again serving customers and helping French SMEs navigate the crisis.

In addition to ensuring customers have the products they need our ability to continue to operate also means we are able to help governments with their crisis response. We have accelerated deliveries to hospitals across Europe to support medical staff working long hours who are unable to collect important products at home. In France, Italy, Spain, and Germany we have launched a marketplace for medical supplies helping hospitals and government entities to procure urgently needed protective equipment from specialist manufacturers and distributors. In the UK, we are delivering COVID-19 test kits free of charge to NHS staff.

I look forward to the time when we will have overcome this situation and life can return to normal. When that time comes, I hope you will visit one of our Amazon facilities to see how they function first hand. If you would like to discuss this letter, or any other aspect of Amazon's response, I will be pleased to make myself available to discuss this and anyway in which we can help your response to the crisis and the recovery.

Yours sincerely,



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