

## **Subject: Invitation to Respond - Amazon on our COVID-19 Tracker**

Amazon is committed to supporting our suppliers, their workers, and their communities as they are impacted by the COVID-19 pandemic, and we have dedicated over \$1 million in initial investments to support response and recovery efforts in our supply chain.

**Since the beginning of the COVID-19 pandemic, Amazon has honored all orders for our private-label apparel businesses in both the US and EU. Amazon has also supported organizations who are providing critical assistance to factories and workers across the globe. Amazon's contributions will help build additional capacity to ensure suppliers provide safe working environments, promote workers' wellbeing, and support job security during these challenging times.**

We are continuing to monitor suppliers for compliance with our [Supply Chain Standards](#) and are making necessary modifications to supplier assessment procedures based on internal and external stakeholder recommendations. We have urged suppliers to take the following steps to mitigate risk to workers:

- Follow all government safety recommendations before resuming or continuing to manufacture Amazon-branded products and take appropriate steps to ensure safe and clean workplaces.
- Avoid ending worker contracts where workers are sick or caring for sick family members.
- Ensure monitoring of worker hours and proper overtime notices as factories ramp up production.

We are partnering with organizations providing critical support to suppliers and workers during this devastating pandemic:

- In Bangladesh, we've partnered with the International Organization for Migration (IOM) to distribute medical supplies and COVID-19 related resources for front-line doctors, nurses, and medical workers operating in the largest refugee camp in the world. The contribution supports the procurement of lifesaving PPE for 23 IOM-managed health facilities, serving to benefit both refugee and host community populations in the region.
- Amazon is supporting the implementation of SCORE Training in 42 factories, which is helping factories plan their production schedule, reorganize production lines, and implement guidelines for more social distance and increased safety. Factories enrolled in the [SCORE program](#) receive support implementing health and safety protocols and providing workers with training on health and sanitation, which has improved the working conditions of 20,000 workers, including 9,000 women.
- As part of our longstanding relationship with BSR's HERproject, we helped to launch HERessentials, a new venture that will digitize HERproject's and Empower@Work's learning modules into a six-module Digital Worker and two-module Digital Manager Toolkit curriculum for remote access. The toolkit covers topics like personal hygiene, reproductive health and breastfeeding, and financial planning, and offers local resources on mental health and domestic violence services. The toolkit will be available to 500,000 female workers by 2025 in Bangladesh, China, Ethiopia, India, Kenya, and Vietnam, and will be translated into local languages.
- Amazon partnered with Nest, a nonprofit building a hand-worker economy of artisans, to increase global workforce inclusivity, improve women's well-being, and preserve important cultural traditions around the world. As part of this partnership, we have been able to distribute over 100 economic relief grants to artisan businesses across the globe. We were also able to support the Nest's PPE Purchasing initiative—a program that purchased over 200,000 protective masks to be delivered to front-line workers. This program distributed over \$500,000 in economic relief value to 57 businesses, which altogether employed 10,510 skilled artisans.
- We are supporting the Amader Kotha Helpline, which provides workers with a grievance mechanism to report and resolve factory concerns in the ready-made garment sector. Our contribution will help support the organization's increased call volumes and the 24/7 factory grievance lines in regions

impacted by COVID-19. The Helpline serves as a resource for 600+ factories, 30 of which are Amazon suppliers, reaching 1.5 million workers in Bangladesh, and supporting them in safely transitioning back into the workplace.

- In India, we partnered with Swasti—a global nonprofit committed to ensuring access to quality healthcare for workers and those in marginalized communities—to adapt their worker well-being program (Invest4Wellness) to provide support to workers in factories impacted by COVID-19. With our support, Swasti is setting up a worker helpline, developing health protocols for workers to return to work safely, establishing an emergency response team, and providing critical mental health, healthcare, and social entitlement support to workers, their families, and their communities. These services are available to seven factories in our supply chain, reaching 3,500 workers—including 1,400 women—and their families.

Learn more about how we are responding to the COVID-19 pandemic on our [Day One blog](#)