

US corporate human rights index: Tracking changes in company commitments to human rights

Amazon

Indicator	Finding	Source	Source Link
Policies and commitments			
<u>General</u>			
Human rights policy - UNGPs	Amazon is committed to respecting internationally recognized human rights as defined by international standards and frameworks developed by the United Nations (UN) and the International Labour Organization (ILO), including the UN Universal Declaration of Human Rights; the Core Conventions of the ILO; and the ILO Declaration on Fundamental Principles and Rights at Work.	Webpage - Global Human Rights Principles	https://sustainability.aboutamazon.com/human-rights/principles
Human rights policy - ILO Core Labor Standards	See above		
Forced labor & prison labor	We do not tolerate the use of child labor, forced labor, or human trafficking in any form—including slave labor, prison labor, indentured servitude, or bonded labor—in our operations or value chain.	Modern Slavery Statement	https://sustainability.aboutamazon.com/2021-modern-slavery-statement.pdf
Human rights defenders & civic space	We maintain an escalation process to evaluate credible allegations...including, but not limited to, those published by governments, human rights defenders.	Modern Slavery Statement	https://sustainability.aboutamazon.com/2021-modern-slavery-statement.pdf
Gender equality and women's empowerment	Diversity, equity, and inclusion are good for business—and more fundamentally—simply right. Our support of the United Nations Women's Empowerment Principles underscores our longstanding work to promote gender equality and empowerment in the workplace, marketplace, and communities, and we are encouraged to see other like-minded businesses coming together to drive positive change.	Webpage - WEPS	Amazon.com, Inc WEPS
Indigenous Peoples	See land rights		
<u>Natural resources</u>			
Responsible mineral sourcing	Responsible and Sustainable Material and Commodity Sourcing: 1. Minerals: Amazon is committed to avoiding the use of minerals that have fueled conflict. Suppliers should support our effort to identify the origin of designated minerals used in our products consistent with recognized due diligence frameworks. In line with this due diligence, Suppliers should source from smelters and refiners that have successfully completed a recognized thirdparty responsible minerals audit. We are also scoping expansion of our human rights due diligence beyond conflict minerals to other minerals with human rights risk. [Human Rights Risk Assessment]	Amazon Supply Chain Standards Human Rights Risk Assessment: Amazon Devices	https://sustainability.aboutamazon.com/amazon-supply-chain-standards-english.pdf https://sustainability.aboutamazon.com/amazon-devices-hria.pdf
Conflict minerals	See responsible mineral sourcing		
No deepsea mining	No evidence	Voices calling for a moratorium	https://deep-sea-conservation.org/solutions/no-deep-sea-mining/momentum-for-a-moratorium/companies-and-finance/
Land rights	Land and Natural Resource Rights: 1. Land and Natural Resource Rights Suppliers must respect the legal land rights of individuals, indigenous people, and local communities, inclusive of their established public, private communal, collective, indigenous, and customary rights over natural resources (e.g., fisheries, forests, and water). Suppliers may not engage in land grabbing or illegal use of land or natural resources in our supply chain. Supplier utilization of land and natural resources, including acquisition, development, or lease are subject to Free, Prior, and Informed Consent (FPIC) of the affected local communities, such as women, indigenous peoples, and other marginalized stakeholders. Upon Amazon's request, Suppliers are required to demonstrate a legal right to use land and/or natural resources.	Amazon Supply Chain Standards	https://sustainability.aboutamazon.com/amazon-supply-chain-standards-english.pdf
Free, Prior, and Informed Consent (FPIC)	See land rights		
<u>Technology</u>			
Responsible AI	This AWS Responsible AI Policy ("Policy") applies to your use of artificial intelligence and machine learning Services, features, and functionality (including third-party models) that we provide (collectively, "AI/ML Services"). This Policy supplements the AWS Acceptable Use Policy and AWS Service Terms. Prohibitions: - for intentional disinformation or deception; - to violate the privacy rights of others, including unlawful tracking, monitoring, and identification; - to depict a person's voice or likeness without their consent or other appropriate rights, including unauthorized impersonation and non-consensual sexual imagery; - for harm or abuse of a minor, including grooming and child sexual exploitation; - to harass, harm, or encourage the harm of individuals or specific groups; - to intentionally circumvent safety filters and functionality or prompt models to act in a manner that violates our Policies; - to perform a lethal function in a weapon without human authorization or control. Responsible AI Requirements: If you use the AI/ML Services to make consequential decisions, you must evaluate the potential risks of your use case and implement appropriate human oversight, testing, and other use case-specific safeguards to mitigate such risks. Consequential decisions include those impacting a person's fundamental rights, health, or safety (e.g., medical diagnosis, judicial proceedings, access to critical benefits like housing or government benefits, opportunities like education, decisions to hire or terminate employees, or access to lending/credit, and providing legal, financial, or medical advice). You agree to provide information about your intended uses of the AI/ML Services and compliance with this Policy upon request. You and your end users are responsible for all decisions made, advice given, actions taken, and failures to take action based on your use of AI/ML Services. AI/ML Services use machine learning models that generate predictions based on patterns in data. Output generated by a machine learning model is probabilistic, and generative AI may produce inaccurate or inappropriate content. Outputs should be evaluated for accuracy and appropriateness for your use case. It's your responsibility to ensure you comply with any laws, rules, and regulations applicable to your use of the AI/ML Services. This includes laws specific to artificial intelligence such as the EU AI Act. AWS may investigate and enforce violations of this Policy as noted in the AWS Acceptable Use Policy. AWS is committed to developing safe, fair, and accurate AI and ML services and providing you with tools and guidance to assist you in building and using AI and ML applications responsibly, see our Responsible Use of AI and ML page for additional tools and resources.	Webpage - Responsible AI Policy (lasted updated January 13, 2025)	https://aws.amazon.com/ai/responsible-ai/policy/

Human rights policy - freedom of expression and information and privacy	<p>Amazon is committed to respecting the human rights of our customers. We put our customers at the heart of everything we do and relentlessly innovate to meet their needs, enrich their lives, and make every day better. We approach our technology design with a focus on privacy, safety, security, access to information, and free expression. [Human Rights Principles]</p> <p>Amazon understands that customers care how their personal data is collected, used, and shared, and we work every day to earn and maintain customer trust. Across all of our products and services, our principled approach to privacy begins with transparency, customer control, and security." [Sustainability Report 2021, 71]</p> <p>"We know that you care how information about you is used and shared, and we appreciate your trust that we will do so carefully and sensibly. This Privacy Notice describes how Amazon.com and its affiliates (collectively "Amazon") collect and process your personal information through Amazon websites, devices, products, services, online and physical stores, and applications that reference this Privacy Notice." [Webpage - Privacy Notice]. We receive and store any information you provide in relation to Amazon Services. [...] You can choose not to provide certain information, but then you might not be able to take advantage of many of our Amazon Services. [...] We automatically collect and store certain types of information about your use of Amazon Services, including information about your interaction with content and services available through Amazon Services. [...] We might receive information about you from other sources, such as updated delivery and address information from our carriers, which we use to correct our records and deliver your next purchase more easily." [Webpage - Privacy Notice]. "We make available to you services, products, applications, or skills provided by third parties for use on or through Amazon Services [...]. You can tell when a third party is involved in your transactions, and we share customers' personal information related to those transactions with that third party. [...] We employ other companies and individuals to perform functions on our behalf. [...] These third-party service providers have access to personal information needed to perform their functions, but may not use it for other purposes. [...] As we continue to develop our business, we might sell or buy other businesses or services. In such transactions, customer information generally is one of the transferred business assets but remains subject to the promises made in any pre-existing Privacy Notice (unless, of course, the customer consents otherwise)." [Webpage Privacy Notice]. "You can access your information, including your name, address, payment options, profile information, Prime membership, household settings, and purchase history in the "Your Account" section of the website." [Webpage - Privacy Notice]</p>	Human Rights Principles Sustainability Report 2021 Webpage - Privacy Notice	https://sustainability.aboutamazon.com/global-human-rights-principles.pdf https://sustainability.aboutamazon.com/2021-sustainability-report.pdf https://www.amazon.com/gp/help/customer/display.html?modelId=GXT7NJQ4ZB8MHFRNJ
<u>Living wage</u>			
Living wage, own operations	<p>Our commitment to providing a fair wage extends across the globe. For example, in the UK, Amazon's starting wage for full-time, part-time, temporary, and seasonal employees—between £10 and £11.10 per hour, depending on location—is also above the national living wage." [Safety Report 2022, 4]</p> <p>"Amazon strives to be a great place to work, whether our employees are building lifelong careers with us or developing skills to help them on their professional journeys. This begins with offering competitive starting wages in locations around the world, and continues with benefits, support, and opportunities to help employees reach their full potential. [...] We're proud that our average starting wage has increased to \$18 per hour in the U.S. In the UK, Germany, and France, our minimum starting wages are 10 GBP, 12 EUR, and 10.88 EUR, respectively." [Sustainability Report 2021, 46]</p>	Safety Report 2022 Sustainability Report 2021	https://safety.aboutamazon.com/delivered-with-care.pdf https://sustainability.aboutamazon.com/2021-sustainability-report.pdf
Living wage in supply chain	No evidence	Fashion Checker	https://fashionchecker.org/brand-profile.html?q=11708
Human rights due diligence and supply chain			
Process for assessing human rights risks and impacts	<p>Within Amazon's own operations, we deploy a variety of mechanisms to conduct due diligence, assessing and responding to risks across the company. We use human rights saliency assessments to assess enterprise-wide risks and use both saliency assessments and human rights impact assessments to assess risks specific to Amazon businesses, including in the sectors and the countries where we operate. Amazon businesses work toward integrating these Principles into their operations and business relationships by conducting human rights risk assessments, remedying identified issues, and integrating human rights risk management systems.</p> <p>In our supply chain, we assess and respond to risk by leveraging internal and external data and guidance from stakeholders, including industry experts, civil society groups, and nongovernmental organizations. We engage directly with suppliers and their workers, and conduct independent audits to verify compliance with our Supply Chain Standards. We work with suppliers on appropriate remediation measures and offer partnerships and programs to help them address risks and invest in worker well-being.</p>	Webpage - Global Human Rights Principles	https://sustainability.aboutamazon.com/human-rights/principles
Heightened human rights due diligence in Conflict Affected and High Risk Areas (CAHRAs)	See conflict minerals		
Affected stakeholder engagement	Engaging with Stakeholders Human rights risks are systemic and complex, and addressing them requires us to reach outside of our own operations. Engagement with a range of external stakeholders (e.g., public, private, and civil society) is important to identifying positive outcomes for people across our business and key to our human rights due diligence approach.	Amazon Global Human Rights Principles	https://sustainability.aboutamazon.com/global-human-rights-principles.pdf
Human rights requirements in supplier code/requirements	<p>Amazon is committed to respecting and supporting the UN Guiding Principles on Business and Human Rights, the UN Universal Declaration of Human Rights, the Core Conventions of the ILO, and the ILO Declaration on Fundamental Principles and Rights at Work. These Standards are derived from the above internationally recognized principles, standards, and frameworks. When interpreting these Standards, we follow UN and ILO guidance materials and definitions...</p> <p>All products sold in the Amazon Stores or products or services provided to Amazon must be manufactured, produced, or provided in accordance with these Standards and all applicable laws. Suppliers are required to conform to our Standards, even when our Standards exceed the requirements of applicable law</p>	Amazon Supply Chain Standards	https://sustainability.aboutamazon.com/amazon-supply-chain-standards-english.pdf
Global Framework Agreement	No	Industrial-Union	http://www.industrial-union.org/global-framework-agreements
Access to remedy			
Grievance mechanism for own employees	Anyone who wishes to submit a concern about a human rights or environmental issue related to Amazon's business or supply chains may use Amazon's Human Rights and Environment Complaints webform, here, to report directly to Amazon.	Amazon Global Human Rights Principles	https://sustainability.aboutamazon.com/global-human-rights-principles.pdf
Grievance mechanism for workers - supply chain	See above		
Grievance mechanism for external individuals & communities	See above		
Governance and staffing			
Board and/or C-Suite-level oversight	Our human rights officer directs a central team that works across the company to conduct human rights due diligence and integrate respect for human rights into business decisions, and we offer training curricula to employees.	Amazon Global Human Rights Principles	https://sustainability.aboutamazon.com/global-human-rights-principles.pdf
Senior level responsibility for human rights	See above		
Reporting and transparency			
Human rights reporting (integrated or stand-alone)	Included in 2024 Sustainability Report	2024 Amazon Sustainability Report	https://sustainability.aboutamazon.com/2024-amazon-sustainability-report.pdf
Transparency Report	Yes	Webpage - Law Enforcement Information Requests	https://www.amazon.com/gp/help/customer/display.html?modelId=GYSDRGWQ2C2CRYEF

Transparency Pledge	No	Transparency Pledge	https://transparencypledge.org/aligned/	
Global Apparel Facilities in Open Supply Hub	3371	Open Supply Hub	https://opensupplyhub.org	
Memberships				
RBA	Yes	RBA	https://www.responsiblebusiness.org/about/members/	
RMI	Yes	RMI	Members	
GNI	No	GNI	https://globalnetworkinitiative.org/who-we-are/members/	
IRMA	No	IRMA	Members / Partners - IRMA - The Initiative for Responsible Mining Assurance	
RSPO	Yes	RSPO	https://rspo.org/search-members/	
WEPs (signatory)	Yes	WEPs (signatory)	Amazon.com, Inc WEPs	
Lobbying and ethics				
Public statement or endorsement in support of mandatory human rights and environmental due diligence	No evidence			
Anti-bribery and anti-corruption policy	<p>Employees may not bribe anyone for any reason, whether in dealings with governments or the private sector. The U.S. Foreign Corrupt Practices Act, and similar laws in other countries, prohibit offering or giving anything of value, directly or indirectly, to government officials in order to obtain or retain business. Employees may not make illegal payments to government officials themselves or through a third party. Employees who are conducting business with the government officials of any country must contact the Legal Department for guidance on the law governing payments and gifts to governmental officials. [Webpage - Code of Business Conduct]</p> <p>Our suppliers must not engage in bribery with anyone for any reason, whether dealings with government officials or the private sector. This includes offering, promising, giving, or accepting anything of value to obtain or provide undue or improper advantages to anyone for any reason. Our suppliers must not induce Amazon employees to violate our Code of Business Conduct and Ethics. [...] Suppliers are required to comply with applicable anti-corruption laws, including the United States Foreign Corrupt Practices Act and the United Kingdom Bribery Act, and never bribe a government official on Amazon's behalf. Suppliers must not offer, give, or promise anything of value, either directly or indirectly, to government officials to encourage them to act improperly or to reward them for doing so." [Supply Chain Standards 2019, 5]</p> <p>"Amazon operates a policy of continuous improvement, and we are committed to working with our suppliers to improve protections for their workers and workplace. We reserve the right to terminate a relationship at any time for failure to meet our Supplier Code of Conduct, however, we strive to always put the interests of workers first. Termination will be considered when a supplier refuses to cooperate with an assessment, refuses to change a required behaviour or practice, does not make timely progress on remediation, or engages in falsification or misrepresentation of records or other illegal or deceitful activity." [Supply Chain Standards 2019, 1]</p>		Webpage - Code of Business Conduct and Ethics Supply Chain Standards	https://ir.aboutamazon.com/corporate-governance/documents-and-charters/code-of-business-conduct-and-ethics/default.aspx https://sustainability.aboutamazon.com/amazon_supply_chain_standards_english.pdf

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