

2023

Amazon Sustainability Report

Executive Summary



A Letter from Our Chief Sustainability Officer

At Amazon, we are always looking for ways to move faster, deliver the best possible customer experience, and innovate. We regularly hear from our customers, corporate partners, and employees how much they care about sustainability and social responsibility. For a company as diverse as Amazon, embedding these values into all of our businesses, products, and services—as well as how we deliver for our customers—has been an incredible undertaking, with much of it taking place behind-the-scenes.

Progress is likely easiest to spot in our Stores business. Our customers let us know that their Amazon packages are now arriving at their doorsteps faster, with less packaging, and delivered by more electric delivery vehicles than ever before. By regionalizing our operations and transportation networks in the U.S., we can now deliver items faster and at lower costs. This also allows us to minimize or avoid extra packaging altogether, while reducing the distance a package has to travel, cutting back on the carbon emissions associated with deliveries.

We also know our customers look to Amazon to be a leader among our peers. On renewable energy, we set an ambitious goal to match 100% of the electricity consumed by our global operations with renewable energy by 2030, and we reached that goal in 2023—seven years early. As we look to the future, we are steadfast in our Climate Pledge commitment to be net-zero carbon across our operations by 2040. We will continue to lead and invest in creating carbon-free energy around the world at scale, including through solar, wind, nuclear, and other emerging energy technologies. Our progress toward a net-zero carbon business will not be linear, and each year as our various businesses grow and evolve, we will produce different results. These results will be influenced by significant changes to our business, investments in growth, and

meeting the needs of our customers. Through it all, we will remain steadfast as we invent, adapt, and will our way to meeting our commitment to The Climate Pledge.

We know that driving change means staying focused on bringing entire industries along with us. Over the past five years, we've done this by encouraging companies to join The Climate Pledge—and we're proud that over 500 have joined us and committed to be net-zero carbon 10 years ahead of the Paris Agreement. But we wanted to do more. Most recently, our sustainability team has been developing resources to share our expertise and help our suppliers build, measure, and act on their sustainability commitments. That's why we've launched the Amazon Sustainability Exchange, a free sustainability resource center that contains a number of Amazon's previously proprietary playbooks, templates, case studies, and science models, among other sustainability best practices.

Looking ahead, we know our customers look to us to be at the cutting edge of new and growing technologies and enable them for good. We're already deploying artificial intelligence (AI) in ways that benefit our customers directly, such as using it to right-size packaging and avoid waste. We're exploring a growing number of AI applications—whether it's monitoring and optimizing our energy use or helping combat deforestation in Brazil. We also see an opportunity to use AI to address sustainability challenges at an unprecedented scale, all while delivering new solutions for our customers. Much work remains, and we're excited that Amazon is uniquely positioned to figure out how AI can help us address climate change in a more efficient and responsible way.

Most importantly, we need to continue to invest in talent and hire employees who can lead on sustainability. We're proud

of the wide range of sustainability-focused career paths we offer at Amazon, including engineers, scientists, content creators, building architects, and more. And for those whose jobs aren't directly within a sustainability field, we offer upskilling programs and affinity groups where our employees can learn more and get involved. It's thanks to the thousands of professionals working behind-the-scenes across Amazon that we are able to bring all of this amazing work to life.

I'm proud of the work that's underway, and truly excited for what's to come.

With gratitude,

Kara Hurst
Chief Sustainability Officer



How We Work

Our Mission

To make customers' lives better and easier every day.

Our Business

We are committed to addressing sustainability at every stage of our value chain.

Our Operations

We offer products and services—both Amazon-branded and from many other brands and third-party sellers—in our Amazon stores, leveraging advanced transportation logistics to deliver globally. We also create entertainment content and, through AWS, provide the world's most widely adopted and comprehensive cloud offering.

Our Supply Chain

We procure materials, commodities, components, finished goods, and services from a complex supplier network. We engage suppliers globally to align our expectations for respecting human rights; maintaining safe, inclusive workplaces; and promoting sustainable practices.

Our Employees

The approximately 1.5 million people in Amazon's global workforce are the key behind our successes—from enabling global fulfillment to delivering on sustainability initiatives. To support them in advancing their own career goals, we offer competitive pay and benefits, upskilling and educational programs, and a workplace that promotes inclusion and diversity. Additionally, we use independent contractors and temporary personnel to supplement our workforce.

Our Communities

Amazon has a presence in communities around the world. We seek to be a good neighbor wherever we operate and to support local people and charitable organizations that meet on-the-ground needs. In particular, we leverage our scale, resources, and expertise to address issues where we can have the greatest impact—namely affordable housing, education, disaster relief, and food security.

Our Customers

We continually seek new and better ways to serve customers, offering lower prices, more convenient services, and a larger selection of more sustainable products. We also help customers advance their businesses and enable digital transformation through AWS, content development services, and advertising options. In addition, we support small businesses with access to Amazon's tools, resources, and network, helping them reach customers around the world.

Our Reporting Topics

We include a number of topics in our reporting. We view these topics as interconnected and recognize that our progress in one area can often help address challenges in another.

Carbon

Carbon-Free Energy

Packaging

Waste and Circularity

Water

Human Rights

Responsible Supply Chain

Sustainable Products and Materials

Supplier Diversity

Community Impact

Employee Experience

Health and Safety

Inclusive Experiences



Goals Summary

→ Making progress ✓ Achieved ○ Did not meet

| Goal | 2022 Progress | 2023 Progress | Status |
|---|--|--|--------|
| Carbon ↗ | | | |
| Reach net-zero carbon emissions by 2040 | 70.74M metric tons CO ₂ e* 93.0 g CO ₂ e/\$GMS [†] | 68.82M metric tons CO ₂ e 80.8 g CO ₂ e/\$GMS | → |
| Through The Climate Pledge, inspire and empower others to join us on a mission to reach net-zero carbon emissions by 2040 | 396 signatories | 473 signatories | → |
| At least 100,000 electric delivery vans on the road by 2030, from Rivian and other manufacturers | 2.6K+ electric delivery vans | 19K+ electric delivery vans | → |
| Deploy 10,000 electric vehicles (EVs) in India by 2025 | 3.8K+ EVs deployed | 7.2K+ EVs deployed | → |
| Carbon-Free Energy ↗ | | | |
| Match 100% of the electricity consumed by our global operations with renewable energy by 2025—five years ahead of our original target of 2030 | 90% matched | 100% matched | ✓ |
| Invest in wind and solar capacity equal to the energy used by all active Echo, Fire TV, and Ring devices worldwide by 2025 [‡] | 100% capacity procured | Achieved in 2022 | ✓ |
| Waste and Circularity ↗ | | | |
| Reduce food waste by 50% across U.S. and Europe operations by 2030 | 82M meals donated globally | 75% reduction in food waste intensity in Europe operations and 28% in U.S. operations compared to a 2021 baseline [§] | → |
| Water ↗ | | | |
| AWS will be water positive by 2030 | Goal set in 2022 | 41% progress toward meeting its water positive goal [#] | → |
| Packaging ↗ | | | |
| Make Amazon device packaging 100% recyclable by 2023 | Achieved for 79% of product launches | Achieved for 90% of product launches | ○ |

| Goal | 2022 Progress | 2023 Progress | Status |
|---|---|--|--------|
| Employee Experience ↗ | | | |
| Invest \$1.2 billion to upskill over 300,000 U.S. Amazon employees by 2025 | 110K employees upskilled** | 358K+ employees upskilled | ✓ |
| Inclusive Experiences ↗ | | | |
| Hire 100,000 U.S. military veterans and military spouses through 2024 | 78.5K veterans and spouses hired ^{††} | 100K+ veterans and spouses hired ^{††} | ✓ |
| Conduct a racial equity audit to evaluate the impacts of our policies, programs, and practices on hourly operations employees | Goal set in 2022 | On track to be completed in 2024 | → |
| Hire at least 5,000 refugees in the U.S. by the end of 2024 | Goal set in 2022 | ~18K refugees hired in the U.S. | ✓ |
| Provide training for 10,000 Ukrainians globally through the AWS program ITskills4U by 2024 | Goal set in 2022 | ~16.5K Ukrainians received training | ✓ |
| Community Impact ↗ | | | |
| Invest \$2 billion to create and preserve more than 20,000 affordable homes through 2025 | \$1.6B committed and 11K homes created or preserved | \$1.8B committed and ~16K homes created or preserved | → |
| Distribute up to \$60 million in AWS cloud computing credits to support organizations promoting health equity globally by the end of 2024 ^{§§} | \$14M+ in cloud computing credits distributed | \$32M+ in cloud computing credits distributed | → |
| Help 29 million people globally grow their technical skills by providing free cloud computing skills training by 2025 | 13M people helped | 21M people helped | → |
| Provide free artificial intelligence (AI) skills training to 2 million people globally by 2025 | — | Goal set in 2023 | → |

* Carbon dioxide equivalent.

† Grams of carbon dioxide equivalent per dollar of gross merchandise sales.

‡ To understand what this goal should encompass, we model and measure the energy consumed by our devices in different types of use, then project their total average global annual electricity consumption.

§ Food waste intensity is a measure of food waste as a percentage of total food handled by weight.

Water positive means AWS will return more water to communities than it uses in its direct operations. A number below 100% indicates AWS is still working to meet the water positive goal.

** In 2022, we reported progress for the Career Choice program in the U.S. In 2023, we expanded our reporting to include all in-scope upskilling programs in the U.S.

†† Progress from July 2021 through December 2022.

‡‡ Goal achieved in January 2024. Progress from July 2021 through January 2024.

§§ In January 2024, AWS announced an additional \$20 million in funding for the Health Equity Initiative, bringing the company's total commitment to \$60 million in cloud credits.



2023 Year in Review

As we reflect on 2023, we are proud of the progress we made. We worked hard to reduce our environmental footprint, drive progress throughout our value chain, and create a safer, more inclusive place for people to work.

Environment

- 3%** Reduction in absolute carbon emissions
- 100%** Of electricity consumed by Amazon matched with renewable energy sources, up from 90% in 2022
- 77** New signatories of The Climate Pledge, bringing the total to 473
- 13%** Decrease in carbon intensity
- #1** Largest corporate purchaser of renewable energy in the world for the fourth year in a row, according to BloombergNEF
- 75%** Reduction in food waste intensity—a measure of food waste as a percentage of total food handled by weight—in Europe operations and 28% reduction in U.S. operations compared to a 2021 baseline
- 680M** Packages delivered using more than 24,000 electric delivery vehicles globally
- 9%** Decrease in average single-use plastic packaging weight per shipment across Amazon's global operations network
- 12%** Of packages globally shipped without additional Amazon packaging as part of our Ships in Product Packaging program
- 41%** Of the way toward meeting our AWS water positive goal to return more water to the communities where AWS operates than is used in direct operations

Value Chain

- 3K** Assessments of suppliers of Amazon-branded products on their social and environmental performance
- \$4.3B** Spent with more than 500 certified U.S. Tier 1 diverse suppliers—certified diverse businesses that provide goods and services directly to Amazon to operate our businesses
- 1.16B** Items sold that are recognized by certifications in our Climate Pledge Friendly program, a 42% increase from 2022
- Nearly 16K** Affordable homes created or preserved and nearly 35,000 residents supported through the Housing Equity Fund
- \$20M** Catalyzed by founding members of U.S. Agency for International Development (USAID)'s Climate Gender Equity Fund, a public-private partnership that leverages funding to scale climate finance that advances gender-equitable climate action
- \$16.8M** In cloud computing credits distributed to 125 organizations globally to promote equal access to health resources, totaling more than \$32 million distributed to 229 organizations since 2021

People

- 358K+** U.S. employees have participated in upskilling programs since we announced our Upskilling Pledge in 2019
- 20K** Military veterans and military spouses hired in 2023, totaling over 100,000 hired through January 2024
- 76K** Amazon employees from 51 countries participated in our second Global Month of Volunteering
- \$1.3B** Invested toward pay increases for customer fulfillment and transportation employees in the U.S., bringing the average pay for those roles to over \$20.50 per hour
- 30%** Improvement in global Recordable Incident Rate in 2023 versus 2019
- Nearly 16.5K** Ukrainians globally, including refugees, received training through the AWS program ITSkills4U by the end of 2023
- 60%** Improvement in global Lost Time Incident Rate in 2023 versus 2019



Carbon

The science is clear. Significant carbon emission reductions are required to avoid the most severe effects of climate change, restore biodiversity, protect vulnerable communities, and ensure a habitable planet for future generations. Climate change also has the potential to disrupt global supply chains and change the ways businesses operate today. We have an opportunity—and responsibility—to use our size, scale, and resources to do our part to solve global challenges. In 2019, we co-founded and committed to The Climate Pledge—our goal to reach net-zero carbon emissions by 2040, 10 years ahead of the Paris Agreement. We are continually working to reduce emissions throughout our business, as well as partnering across our supply chain and the industries in which we operate to share and scale what we've learned.

Goal

Reach net-zero carbon emissions by 2040—10 years ahead of the Paris Agreement



3%

Reduction in absolute carbon emissions since 2022

13%

Decrease in carbon intensity since 2022

Goal

At least 100,000 electric delivery vans on the road by 2030, from Rivian and other manufacturers



19K+

Electric vans deployed in the U.S., Europe, and India



Goal

Deploy 10,000 electric vehicles (EVs) in India by 2025

7.2K+

EVs deployed in India



Goal

Inspire and empower others to sign The Climate Pledge and join us on a mission to reach net-zero carbon emissions by 2040

473

Signatories, up from 396 in 2022



The Climate Pledge signatories Amazon, Oak View Group, and National Hockey League (NHL) Seattle collaborated to build Climate Pledge Arena, the first International Living Future Institute zero-carbon certified sports and entertainment venue in the world.

Actions



100%

Of electricity consumed by Amazon was matched with renewable energy sources, up from 90% in 2022

Up to

50%

More energy efficiency and up to 40% in cost savings with Inferentia2 chips over other comparable Amazon Elastic Compute Cloud (EC2) chips

24K+

EVs globally, including over 11,800 in the U.S., over 7,200 in India, and over 3,000 in Europe

680M

Packages delivered by EVs globally

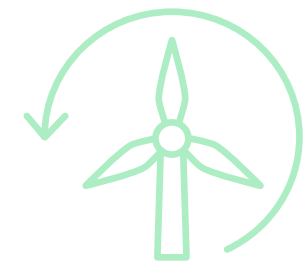
200M

Boxes and 226,000 metric tons of carbon dioxide equivalent (CO₂e) avoided with Amazon Day delivery—a shipping option whereby Prime members choose a specific day of the week to receive orders—up from nearly 115 million boxes in 2022



Carbon-Free Energy

Transitioning to carbon-free energy sources—which include renewable energy sources such as wind and solar as well as other sources such as nuclear power—is one of the most effective ways to lower Scope 2 emissions. It can also create real economic growth in communities where energy projects are built and operate, while helping advance the modernization and management of energy infrastructure. As our customers’ needs for computing power, products, and services grow, so does our demand for energy. That means we must diversify our energy portfolio with additional reliable carbon-free sources, so we remain on track to reach net-zero carbon emissions by 2040. Our goal to match 100% of the electricity consumed by our global operations with renewable energy by 2025 is a milestone that is now part of our broader carbon-free energy strategy.

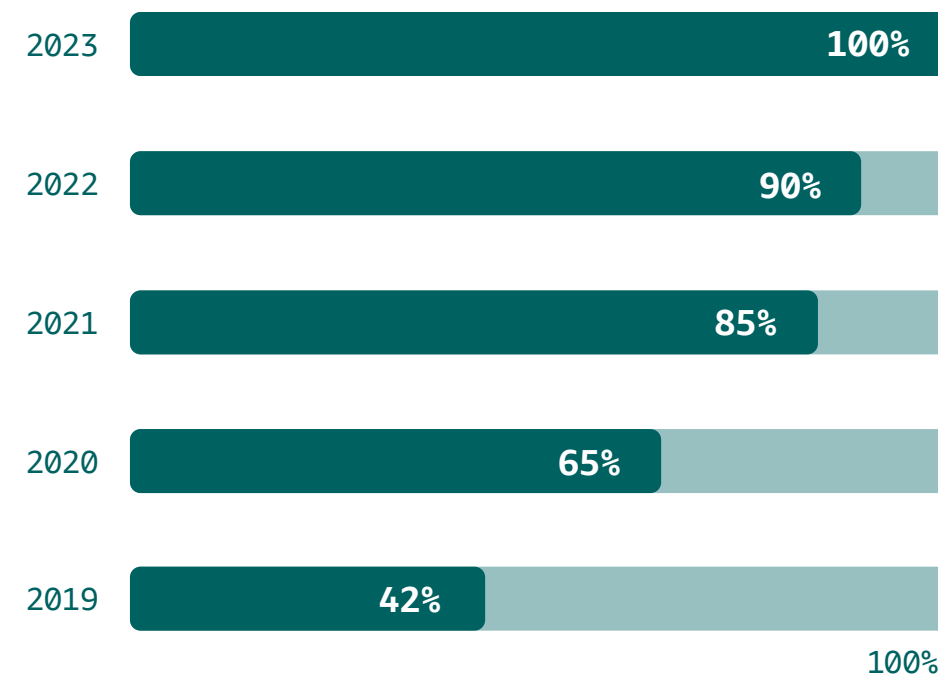


Goal

Match 100% of the electricity consumed by our global operations with renewable energy by 2025—five years ahead of our original target of 2030¹

100%

Of electricity consumed by Amazon was matched with renewable energy sources, up from 90% in 2022



Actions

#1

Largest corporate purchaser of renewable energy in the world for the fourth year in a row, according to BloombergNEF

500+

Renewable energy projects announced across 27 countries, representing more than 28 gigawatts (GW) of carbon-free energy capacity, up from 401 projects in 2022 and 274 in 2021

1.3 GW

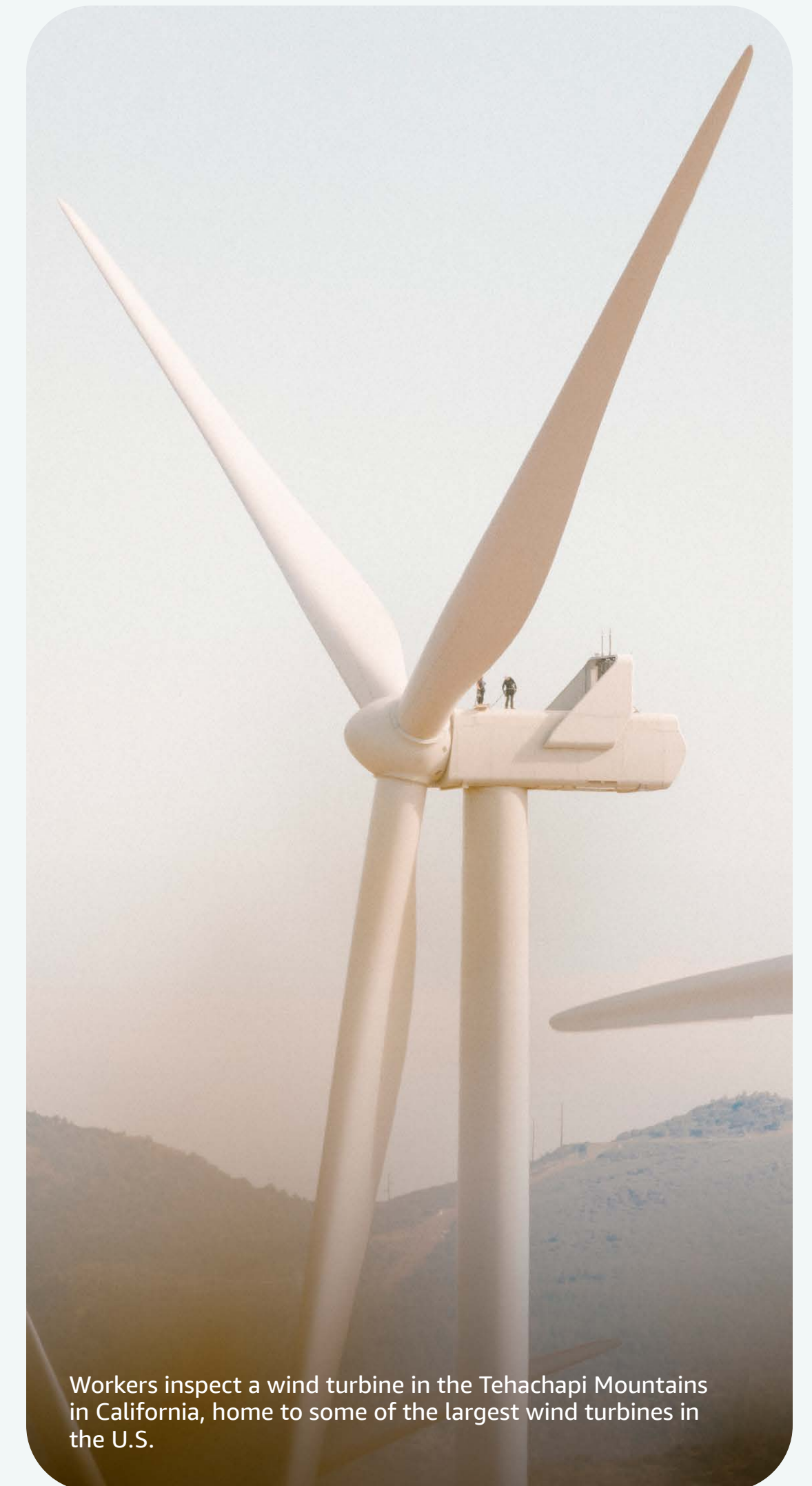
Energy storage capacity, up from 445 megawatts (MW) in 2022

\$12B

Economic value that Amazon’s solar and wind farm investments helped generate in communities around the world

39K+

Full-time-equivalent jobs created in 2022 as a result of Amazon’s global solar and wind farm investments



Workers inspect a wind turbine in the Tehachapi Mountains in California, home to some of the largest wind turbines in the U.S.

¹ As detailed in our Renewable Energy Methodology [link](#), to calculate the percentage of renewable energy powering Amazon’s operations, we evaluate both the amount of renewable energy from Amazon’s projects and the renewable energy in the grid. This total renewable energy is then compared to Amazon’s total energy use.



Packaging

Goal
Make Amazon device packaging 100% recyclable by 2023

90%
Of device packaging for products launched in 2023 is recyclable in the U.S., up from 79% in 2022



Stacks of our cardboard shipping boxes at a fulfillment center.

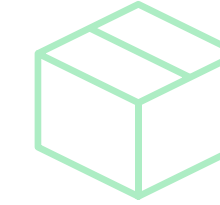
Every day, we ship millions of orders around the globe, working hard to make sure our products reach customers safely and with the least amount of packaging necessary. Our customers want right-sized, recyclable packaging that minimizes waste and ensures damage-free delivery, which is why we aim to avoid unnecessary packaging whenever possible. When this is not an option, we optimize the type, material, and weight of our packaging to increase circularity, avoid waste, and reduce carbon emissions—without sacrificing safety or functionality.

² In 2023, we included new programs in the scope for this metric. With inclusion of the new programs, the amount of packaging we avoided has increased. We previously reported saving more than 2 million metric tons from 2015 through 2022, but with the inclusion of the additional programs, actual savings was more than 3 million metric tons in 2022 and more than 4 million in 2023.

³ Global includes the following countries and regions: the U.S., Canada, the UK, Europe, India, Japan, and emerging countries.

⁴ Ships in Product Packaging was formerly called Ships in Own Container.

Actions



100%

Of outbound plastic delivery packaging, including plastic air pillows, was replaced with 100% household-recyclable paper filler at Amazon's first U.S. automated fulfillment center, in Euclid, Ohio, in October 2023

9%

Decrease in average single-use plastic packaging weight per shipment across Amazon's global operations network compared to 2022

43%

Reduction in average per-shipment packaging weight in the U.S., Canada, and the EU since 2015, representing 3 million metric tons of packaging material avoided²

80K+

Metric tons of single-use plastic packaging avoided globally since 2020

99.7%

Of mixed-material mailers, which contain both plastic and paper, replaced with recyclable paper alternatives in the U.S. and Canada

12%

Of packages globally shipped without additional Amazon packaging as part of the Ships in Product Packaging program^{3,4}

Nearly

12M

Products qualified for the Ships in Product Packaging program

100%

Of packaging material in Europe and India is household recyclable



Waste and Circularity

Around the world, natural resource extraction and waste generation have grown significantly. In the last six years alone, the global economy consumed over half a trillion tons of materials—nearly as much as the materials consumed throughout the entire 20th century.⁵ As resources continue to be extracted, it is imperative for businesses to do all they can to prevent and reduce waste. At Amazon, we strive to be a responsible steward of our planet’s finite resources. We know that contributing to a circular economy will help mitigate the effects of climate change, reduce biodiversity loss, and alleviate other global challenges by decoupling economic activity from resource consumption. With this in mind, we are working to increase what we resell, reuse, and recycle across our business and to reduce what we ultimately send to landfills.

⁵ Circularity Gap Report 2024 [🔗](#).

⁶ Goal scope covers food that is considered inventory. It is measured with a food waste intensity metric that calculates the amount of food waste generated as a percentage of total food handled within Amazon.

⁷ UL’s Zero Waste to Landfill methodology defines Silver level sites as those diverting 90%–94% and Gold level sites as those diverting 95%–99% of waste.

Goal

Reduce food waste by 50% across U.S. and Europe operations by 2030⁶

75%

Reduction in food waste intensity—a measure of food waste as a percentage of total food handled by weight—in Europe operations compared to a 2021 baseline

28%

Reduction in food waste intensity in U.S. operations compared to a 2021 baseline

Actions

452

Whole Foods Market locations and 62 Amazon Fresh stores have active organics diversion programs to divert food waste

All final assembly sites worldwide for Echo, Kindle, Fire tablet, Fire TV devices, cables, and adapters achieved UL’s Zero Waste to Landfill certification at Silver or better⁷



Where possible, we give inventory an extended life, including by repairing or reselling items—and we help our sellers do the same.

82%

Of all construction waste from the building of our second headquarters in Arlington, Virginia, was diverted from landfills

24%

More items were repaired worldwide in 2023 than in 2022

All device packaging sites in China achieved UL’s Zero Waste to Landfill certification at Silver or better

14.6M

AWS hardware components were diverted from landfills by being recycled or sold into the secondary market for reuse

Nearly

368M

Items were resold, liquidated, or donated in the U.S. and Europe by sellers with Amazon’s help, a 42% increase compared to 2022



Water

More than 2 billion people around the globe do not have access to safe drinking water, and roughly half the world's population experiences severe water scarcity for at least part of the year, due to climate change, population growth, and economic development.⁸ Amazon knows that responsible water management practices can mitigate water stress, which is a risk to not only our employees, customers, and communities, but also our business. We are committed to doing our part to help solve this rapidly growing challenge in the communities where we operate, as investment in local water resources is known to improve health, empower women, enable access to education, increase family income, and improve overall quality of life. To foster a more sustainable and resilient future, we are reducing our water footprint by conserving and reusing water across our on-site operations and throughout our communities. We're also working with nonprofit and public partners to increase fresh water availability in water-scarce regions.

⁸ UN Water [link](#).

⁹ Being water positive means AWS will return more water to communities and the environment than its direct operations use. AWS measures progress annually against this goal by adding together reused water and water from replenishment projects and dividing that number by total water withdrawal minus water from sustainable sources. As we improve water efficiency, we also reduce how much incoming water we use.

Goal

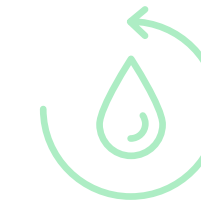
AWS will be water positive by 2030, returning more water to communities than it uses in its direct operations⁹

41%

Of the way toward meeting its water positive goal



Actions



690K

People provided with clean water and sanitation through AWS and Amazon partnerships with Water.org and WaterAid

15

Water replenishment projects around the globe invested in by AWS as of the end of 2023

700K

Cubic meters of water loss avoided through a two-year monitoring pilot at 53 sites in the UK in 2022 and 2023. In 2024, we are expanding this project into the EU

0.18

Liters of water per kilowatt-hour (L/kWh) water use effectiveness (WUE) for AWS data centers, a 5% improvement from 2022 and a 28% improvement from 2021, demonstrating AWS's leadership in water use effectiveness among cloud providers

3.5B

Liters of water returned to communities from replenishment projects in 2023, with additional volume contracted and replenishment expected to grow annually to reach the 2030 water positive goal

90%

Of our North American fulfillment centers, sort centers, and grocery logistics sites had faucet aerators—screens that screw into faucets, adding air to the water to reduce overall water flow—installed



In Northern Virginia, AWS collaborates with Stroud Water Research Center on stream-friendly projects that increase groundwater recharge and deliver better-protected water resources to more people in the Chesapeake Bay area.



Human Rights

Actions



Introduced a new responsible purchasing practices training to help our sourcing and procurement teams understand how their efforts can improve supplier working conditions and environmental performance

Launched a cross-functional initiative to help employees identify and proactively address forced labor and modern slavery risks, with a focus on ensuring the safety of potential human trafficking survivors

Launched an online training available to all Amazon employees intended to raise awareness of the importance of the company's commitment to human rights, as well as courses on forced labor awareness

Conducted a human rights saliency assessment for Amazon Private Brands to improve our understanding of human rights risks in the supply chain and how to address them through strategic actions and risk management plans

Completed a human rights due diligence management systems assessment for Whole Foods Market, which will inform a wider human rights saliency assessment of Amazon's global grocery business in 2024

Our activities affect millions of people around the globe, including those far beyond our direct operations. This means we have a critical role to play in respecting and promoting human rights. We believe everyone should be treated with fundamental dignity and respect and provided an equal opportunity to thrive, which is why at Amazon, respecting human rights is everyone's responsibility—one we are always working to embed into the business decisions we make every day. Our work is informed by the United Nations Guiding Principles on Business and Human Rights (UNGPs), and we have high standards in place that support our long-standing commitment to advancing the human rights of all people connected to our business—including our employees, people who work in our supply chain, customers, and people who live in the communities where we operate.



Employees at an Amazon supplier in Bengaluru, India.



Responsible Supply Chain

Actions



458

Suppliers across 14 countries/regions attended trainings on our Supply Chain Standards

Launched a new peer-learning workshop series, convening factory management to hear from industry experts and share best practices to solve common challenges

Launched i4Equality, a new Amazon-owned capacity-building program that helps suppliers achieve gender equity

100%

Of supplier employee grievances were investigated and resolved at supplier sites across seven countries using effective Amazon-operated worker grievance mechanisms

In early 2024, joined Nirapon to create and sustain a culture of workplace safety in Bangladesh factories, as well as Life and Building Safety (LABS) Initiative to support safety monitoring and workplace safety in our supply chain



Entered into a strategic collaboration with the International Organization for Migration (IOM) to promote respect for the human and labor rights of migrant workers in global supply chains

Amazon works with thousands of suppliers around the world. From the way our suppliers source materials to the way they treat their employees, we understand our opportunity and responsibility to support safe working conditions, fair pay, and environmental protection—well beyond our direct operations. To address supply chain challenges and enable safe, equitable, fair, and sustainable supply chains, we are building long-term relationships with suppliers that align with our values, partnering with them to consistently improve conditions for workers. We also engage business partners and industry peers to expand our efforts and drive improvements on a wider scale.



A worker at an apparel factory in Vietnam cuts fabric.



Sustainable Products and Materials

Customers want products that align with their values, and this often includes products created with sustainability in mind. We believe it is important to offer more sustainable products to our customers without compromising on quality, safety, or cost. We are working to do this within our own brands by incorporating sourcing and design practices that support responsible supply chains, circular economy principles, decarbonization, and the use of safer chemicals. At the same time, we're working closely with our selling partners to help them offer more products that qualify for at least one of the 55 certifications in our Climate Pledge Friendly program. To help them get started with Amazon's sustainability programs, we launched the Sustainability Solutions Hub. For our customers, this means access to more products recognized by certifications in the Climate Pledge Friendly program that meet their needs, as well as new ways to easily shop for and discover them.

Actions

Launched the [Sustainability Solutions Hub](#) [↗], a new resource to help Amazon selling partners accelerate progress on sustainability

1.16B

Items sold that are recognized by certifications in our Climate Pledge Friendly program, a 42% increase from 2022

1.4M+

Products recognized by certifications in our Climate Pledge Friendly program available to customers for purchase, a 157% increase from 2022

Nearly

37.6M

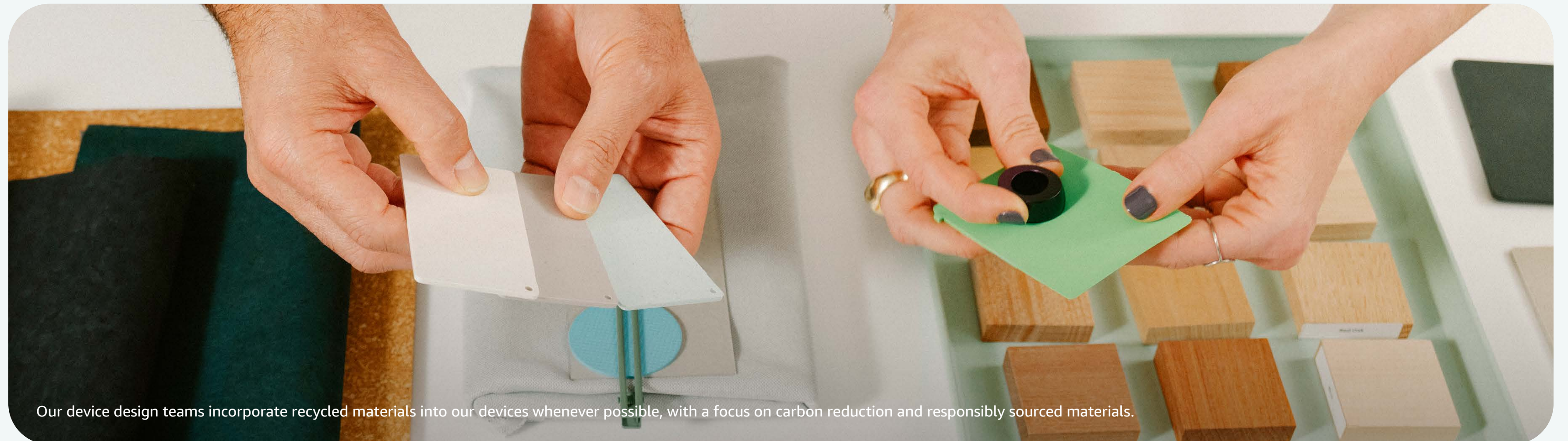
Amazon customers switched to a product recognized by certifications in our Climate Pledge Friendly program¹⁰

100%

Of Amazon private brands paper products in North America and Europe are either recycled or certified to Forest Stewardship Council, Sustainable Forestry Initiative, or Programme for the Endorsement of Forest Certification standards

28

Newly launched Echo, Fire TV, Fire tablet, Kindle e-reader, Ring, Blink, and smart home devices and accessories were recognized by certifications in our Climate Pledge Friendly program



Our device design teams incorporate recycled materials into our devices whenever possible, with a focus on carbon reduction and responsibly sourced materials.

¹⁰ A switch is defined as a customer who purchases a product recognized by certifications in the Climate Pledge Friendly program and has purchased only products not recognized by Climate Pledge Friendly within the past two years in the same product category.



Supplier Diversity

Building diverse and inclusive supply chains drives innovation, supports competitiveness, meets customers' expectations, and spurs local economic growth through community investment and job creation. For Amazon, a diverse and inclusive supply chain not only strengthens the resilience of our business but also drives the ability to innovate on behalf of our customers through the diverse perspectives and knowledge of people from all backgrounds. We are dedicated to advancing supplier diversity and inclusion (SDI) throughout our supply chain—engaging with diverse-owned and small businesses and driving long-term economic sustainability in the communities we serve.

Actions



\$4.3B

Spent with more than 500 certified U.S. Tier 1 diverse suppliers^{11, 12}

\$1.5B

Of Tier 2 certified diverse spend reported by more than 200 of Amazon's U.S. suppliers to drive economic impact^{13, 14}

30K

Jobs supported by Amazon's supplier diversity spend

\$2.8B

In wages earned from Amazon's certified U.S. Tier 1 supplier diversity spend



Kennedy Oates (right), Vice President of Amazon's Global Procurement Organization, accepts Amazon's induction into the Billion Dollar Roundtable (BDR) alongside Jeff Ball (left), Director of Finance at Amazon, and BDR co-founder Don McKneely (center).

1 of 7

Companies inducted in 2023 into the Billion Dollar Roundtable, an advocacy organization comprising corporations committed to spending \$1 billion annually with certified U.S. Tier 1 diverse suppliers

63

SDI events attended globally

Nearly
\$900M

In personal, business, and sales taxes generated from Amazon's certified Tier 1 diverse supplier spend

7

Countries (Australia, Brazil, Canada, Costa Rica, India, South Africa, and the UK) added to Amazon's SDI initiative—marking its first expansion beyond the U.S.

¹¹ A diverse supplier is a business at least 51% owned and operated by an individual or group that is part of a traditionally underrepresented or underserved group. Certified means the supplier holds a valid certificate from one of five major U.S. supplier diversity agencies: National Minority Supplier Development Council or regional affiliate, Women's Business Enterprise National Council or regional affiliate, National LGBT Chamber of Commerce, National Veteran Business Development Council, or Disability:IN. Certified Tier 1 diverse suppliers are companies that Amazon pays directly for goods and services and are certified by an Amazon-recognized agency.

¹² The total spend comprises the direct, indirect, and induced spend. Direct spend denotes spend at small and diverse suppliers. Indirect impact denotes spend to the businesses that suppliers (and their suppliers) purchase goods and services from. Induced spend denotes spend generated in communities of suppliers' employees. This measures the purchases through these employees and jobs supported through these purchases.

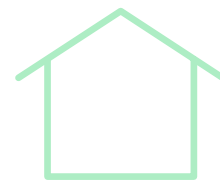
¹³ Certified Tier 2 diverse businesses are businesses that provide goods and services to Amazon's Tier 1 suppliers.

¹⁴ Amazon utilized a third-party provider to evaluate and report our 2023 economic impact, which included estimates of our engagement with diverse-owned



Community Impact

Companies have an important opportunity to create meaningful, tangible change in the communities where they operate. Locally driven programs for communities benefit both residents and businesses, spurring innovation and economic growth. Amazon has a presence in thousands of communities around the world, and with this broad scale comes broad responsibility. We strive to leverage our size, reach, and ability to innovate quickly to strengthen the communities where our employees live and work. An important part of this is collaboration, which is why we work side by side with local partners to find solutions to our communities' most pressing challenges and build long-term, innovative programs that have a lasting, positive influence.



Goal

Invest \$2 billion to create and preserve more than 20,000 affordable homes through 2025

\$1.8B

Invested at the end of 2023, up from \$1.6 billion at the end of 2022



Nearly

16K

Affordable homes created or preserved



Nearly

35K

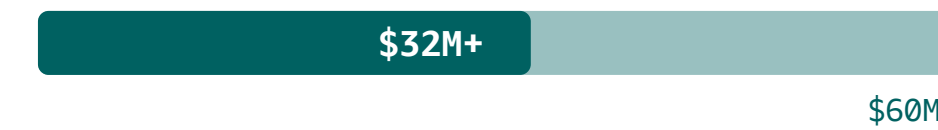
Residents supported through these efforts

Goal

Distribute up to \$60 million in AWS cloud computing credits to support organizations promoting health equity globally by the end of 2024

\$32M+

In cloud computing credits has been distributed to 229 global organizations since 2021 to promote equal access to health resources, with \$16.8 million in cloud computing credits distributed to 125 organizations in 2023



Goal

Help 29 million people globally grow their technical skills by providing free cloud computing training by 2025

21M

People supported since 2020, up from 13 million in 2022



Actions

76K

Amazon employees from 51 countries participated in our second Global Month of Volunteering, supporting more than 1,200 nonprofit and community organizations

3.9M

Students across seven countries completed 17.8 million learning hours through Amazon Future Engineer programs

74K

Students provided access to science, technology, engineering, and math (STEM) education through 72 AWS Think Big Spaces, physical spaces beyond standard classrooms that allow for hands-on exploration

26.6K

Microloans granted for the world's most vulnerable entrepreneurs by the Whole Planet Foundation and donors



Employee Experience

Passionate, engaged employees are an important part of what makes Amazon successful. We strive to be Earth's best employer, which is why investing in the physical, mental, and emotional well-being of our employees is a top priority. To achieve this ambition and ensure our workforce has the tools and support they need to succeed, we invest in our employees and their futures through comprehensive benefits, competitive compensation, prepaid education, and upskilling opportunities to help them build fulfilling careers. We listen to and learn from our employees through continuous engagement and communication channels that aim to improve their day-to-day experiences at work. We aim to ensure our benefits, compensation, and career development programs are equitable, empowering all employees to reach their full potential.

Goal

Invest \$1.2 billion to provide access to skills training and education to over 300,000 U.S. employees by 2025

358K+

U.S. employees have participated in upskilling programs since we announced our Upskilling Pledge in 2019



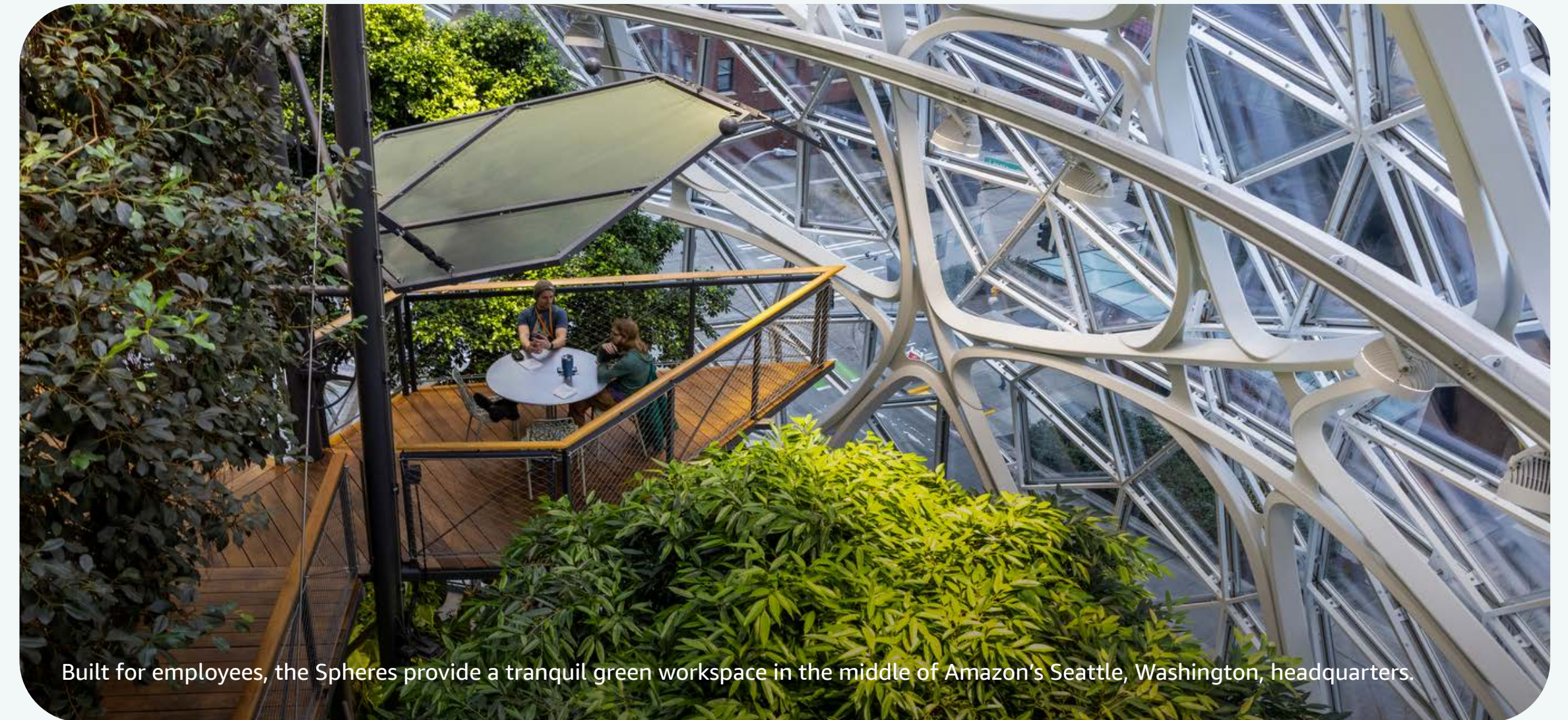
175K+

Global employees have participated in Career Choice since it launched in 2012, up from 110,000 global employees in 2022

Actions

54

New countries where we partner with Twill Therapeutics to offer employees self-guided tools for everyday mental health



Built for employees, the Spheres provide a tranquil green workspace in the middle of Amazon's Seattle, Washington, headquarters.

Nearly
\$1B

In supplementary retirement benefits provided by Amazon to over 1 million U.S. employees in 2023

\$1.3B

Invested toward pay increases for customer fulfillment and transportation employees in the U.S., bringing the average pay for those roles to over \$20.50 per hour



Nearly
1K

Apprentices from the Amazon Technical Apprenticeship Program converted to full-time roles since 2017



Health and Safety

Actions

30%

Improvement in global operations Recordable Incident Rate (RIR) over the past four years and 8% improvement from 2022. RIR includes any work-related injury that requires more than basic first aid treatment^{15, 16}

200K+

Employee safety observations successfully actioned to make our sites safer



Nearly

6.3M

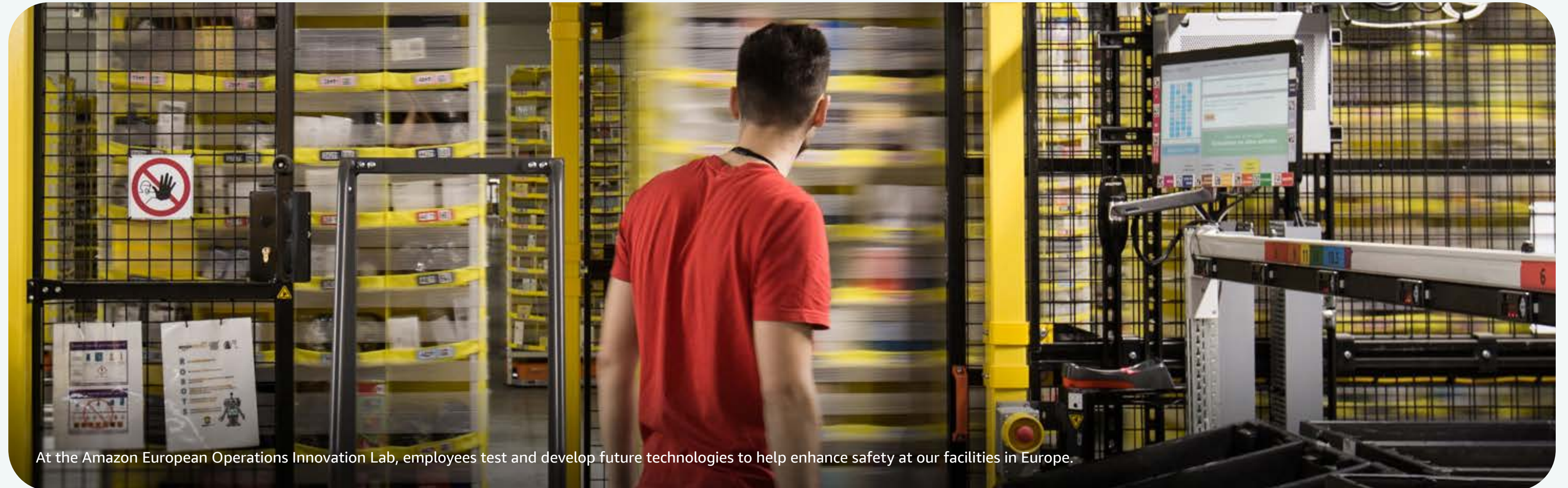
Site inspections conducted globally, a 152% increase from the 2.5 million conducted in 2020



60%

Improvement in global operations Lost Time Incident Rate (LTIR) over the past four years and 16% improvement from 2022. LTIR includes any work-related injury that requires someone to take time away from work (the most serious injuries)

Amazon's people are the heart and soul of our operations and the reason that safety is integral to everything we do. We strive to be the safest place to work in the industries in which we operate, and we're committed to making sure our employees' health and well-being are prioritized. We are continuously working to enhance our safety processes, leveraging technology to reduce risk, investing in areas where we must improve, partnering with others, and listening to our employees. The meaningful progress we've made so far would not be possible without the combined efforts of our more than 9,000 dedicated safety professionals and every one of our employees around the world.



At the Amazon European Operations Innovation Lab, employees test and develop future technologies to help enhance safety at our facilities in Europe.

¹⁵ All these numbers and other comparisons are based on the rates Amazon has reported to applicable regulators or are otherwise derived from the same tracking systems used for that reporting.

¹⁶ Global operations in reference to health and safety rates means fulfillment (Amazon Robotics sortable, traditional non-sort, in-bound cross dock), transportation (sort center, delivery station, and air), and Amazon Robotics operations facilities.



Inclusive Experiences

Goal

Hire 100,000 U.S. military veterans and military spouses by July 2024

100.4K+

U.S. military veterans and military spouses hired by the end of January 2024



Goal

Conduct a racial equity audit to evaluate the impacts of our policies, programs, and practices on hourly operations employees

The audit is on track to be completed in 2024. We will review the results to inform our approach to operational policies and practices moving forward

Goal

Hire at least 5,000 refugees in the U.S. by the end of 2024

Nearly

18K

Refugees hired in the U.S. in 2023



Goal

Provide training for 10,000 Ukrainians globally through the AWS program ITSkills4U by 2024

Nearly

16.5K

Ukrainians received training by the end of 2023

Actions



6

Funds supported by Amazon Catalytic Capital, an initiative to invest in venture capital funds, accelerators, incubators, and venture studios that support Black, Latino, and other historically marginalized entrepreneurs

For the first time, people with hearing loss can stream sound from their Amazon Fire TV directly to their cochlear hearing implants via the open-source Audio Streaming for Hearing Aids protocol

3.5M+

Candidates used our online assessment to help identify the best position for them at Amazon, which improves equity and fairness in the hiring process

Awards

100/100

Score on the Human Rights Campaign's Corporate Equality Index for the sixth year in a row

100/100

Score on the Disability Equality Index for the second year in a row

#1

On the LinkedIn Top Companies U.S. Edition for the third year in a row

Amazon creates inclusive technology and experiences that connect our diverse world. To guide our work, we set three companywide priorities. The first is to accelerate inclusive experiences globally, delivering initiatives for employees, customers, and communities around the world. The second is to build equity and inclusion into our talent strategies, with a greater focus on professional development, promotion, and retention. And the third is to advance diversity, equity, and inclusion (DEI) through technology.



Members of our Indigenous at Amazon employee affinity group organized a powwow for associates and their families as an opportunity to learn from diverse communities and celebrate Native American Heritage Month.



