



# Building a Better Future Together

2022 Amazon Sustainability Report  
Executive Summary





# Opening Letter From Kara Hurst



Reflecting on the last year, I'm proud of the work our teams around the world have accomplished and I'm excited about what's ahead. We have taken important steps forward in our social, community, and environmental work, while always expanding our vision for the future. At the center of it all is our customer obsession. Sustainability is an important issue for our customers around the world, and we are continually investing, inventing, and improving to make every customer interaction more sustainable than the last.

This isn't a distant vision for the future—this work is well underway now. Take our e-commerce business. From the moment a customer clicks "Buy Now" to when their package arrives on their doorstep, we have teams of scientists and engineers working to make that process more sustainable, all without compromising on speed, safety, or convenience. We are deploying new building technologies, such as low-carbon concrete, to make our facilities more sustainable—as seen in the launch of our second headquarters buildings, which set a new standard for sustainable design. We are investing in renewable energy around the world, and we are the largest corporate buyer of renewable energy in the world for the third year in a row. Our teams are analyzing routes and distances to build a logistics system that gets packages to customers faster, with fewer emissions. And we are transitioning our fleet to roll out 100,000 Rivian electric delivery vehicles by 2030, with thousands on the road now.

And that's just a small part of our story. While our most visible sustainability work may be in how we deliver orders to customers' doorsteps, we are more than an e-commerce company. Amazon is an entertainment studio, cloud provider, grocer, and more—and we are making sustainability a priority across all of our businesses.

For example, sustainability might not be top of mind when you tune in to watch your favorite Amazon Original series, but it is for us. We are reducing the use of fossil fuels from our production studios, deploying battery-electric generators, using solar-powered cast trailers, and scaling the use of electric

vehicles on our sets. We are doing all of this in the background while delivering exciting new shows for our customers.

Cloud computing also plays a role in reducing our customers' environmental impact. With Amazon Web Services (AWS), customers no longer run their own data centers, which often operate at low utilization rates, leading to a lot of wasted energy. Instead, customers can take advantage of the advanced engineering of AWS data centers that utilize some of the most highly reliable, secure, energy-efficient hardware in the world. AWS can lower customers' workload carbon footprints by nearly 80% versus on-premises computing workload, and we expect that number to increase once AWS is fully powered by renewable energy.

In the communities where we operate, we are also doing our part to help solve rapidly growing challenges facing the world today. Take water scarcity as an example. Amid unprecedented droughts around the world, we committed that by 2030, AWS data centers will return more water to communities than they use in their direct operations.

No matter the industry, from entertainment to grocery to cloud computing, we are determined to show the world that if we can do this, others can too. In many cases, our work sends important demand signals to the market, which helps drive more renewable energy, more-sustainable building materials, and other innovations that help businesses and organizations around the world reduce their own impact on the environment.

Scaling our positive impact is underpinned by The Climate Pledge—a commitment to be net-zero carbon by 2040—which we co-founded in 2019. The Pledge invites every sector that touches our business (and those that don't) to make their own ambitious climate commitments. We are creating a community that inspires each other to do more, and to out-innovate even ourselves as we know we can't do this alone. More than 390 companies across 36 countries signed the Pledge by the end of 2022, and we are determined to keep bringing on new partners to help combat climate change.

We are also committed to supporting third parties in their own decarbonization efforts. Amazon has one of the largest value chains in the world. As we know the first step in reducing emissions is to understand them, we will continue to work directly with our suppliers, and, starting next year, will update our Supply Chain Standards to require regular reporting and emissions goal setting. We'll also use our scale, investment, and innovation to date to provide our suppliers with products and tools that will help them reach their goals—whether those are transitioning to renewable energy or increasing access to sustainable materials.

We recognize that sustainability does not have an expiration date, and there will always be more to do. But today, we are taking on some of the hardest problems in the world to solve, with a long-term view, which involves no shortcuts or quick fixes. We remain confident in our approach. You might not see all of the large-scale changes that we are making reflected imminently; our company thinks in the long term. We are working tirelessly to deliver on our sustainability commitments with the impact and scale our customers have come to expect from us, while bringing entire industries along with us and transforming how we work on planet Earth.

When we look back at this moment in time, my hope is this: that our teams are immensely proud of the ambitious challenge we took on and the solutions we implemented, and that we have continued to build on our progress to keep thinking even bigger and moving even faster. That our customers see that we remained obsessed with tackling some of the world's biggest sustainability challenges on their behalf. And that we were willing to make the big bets necessary—even if we wouldn't see results for years to come—to ensure the next great climate solutions can scale fast to help set our planet back on the right track, and that all future generations can live in healthy, thriving communities.

With gratitude,  
**Kara Hurst**  
Vice President, Worldwide Sustainability, Amazon



# Our Business

Amazon is committed to addressing sustainability at every stage of our value chain.

## 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 Operations

We offer access to a wide selection of products sold by us and by third parties across dozens of categories. 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 Amazon Web Services (AWS), provide the world's most widely adopted and comprehensive cloud offering.

## 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 development programs, and a workplace that promotes inclusion and diversity.

## Our Communities

Amazon has a presence in communities throughout 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, basic needs, and disaster relief.

## 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 businesses and enable digital transformation through AWS, content development services, and advertising options. In addition, we support small businesses with access to Amazon tools, resources, and our network, helping them reach customers around the world.



# 2022 Year in Review

## Sustainability

**7%**

Decrease in carbon intensity

**14K**

Women supported through RISE since 2019

**818M**

Climate Pledge Friendly products sold



**39%**

Increase in Black executives (director or above) since 2021

**32%**

Increase in Latino/a/x executives (director or above) since 2021

**\$1B**

Invested in increased wages for U.S. front-line workers



**3.2M**

Students reached globally through Amazon Future Engineer, including more than 1.9 million in the U.S.

**\$1.6B**

Invested to preserve or create affordable homes across Washington state's Puget Sound region; Washington, D.C., and Arlington, Virginia; and Nashville, Tennessee

**0.4%**

Reduction in absolute carbon emissions, as year-on-year net sales grew 9%

**82M**

Meals donated in the U.S. and Europe

**396**

Signatories of The Climate Pledge

**2.4B**

Liters of water expected to be replenished per year through water-restoration projects completed or underway in 2022

**\$50M**

Committed to accelerate women's climate innovations by The Climate Pledge Fund

**66%**

Increase in women executives (director or above) in STEM-focused roles since 2021

**24%**

Improvement in global Recordable Incident Rate since 2019

**33.6K**

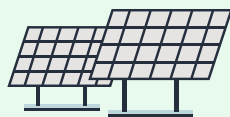
Microloans granted by the Whole Planet Foundation and donors

**13M**

People supported with free cloud computing skills training since 2020



**World's largest corporate purchaser of renewable energy for the third consecutive year**



**2M+**

Tons of delivery packaging avoided since 2015

**\$3M**

Committed to the U.S. Agency for International Development (USAID) Climate Gender Equity Fund

**~\$10B**

Invested in employee benefits in the U.S.



**53%**

Improvement in global Lost Time Incident Rate since 2019

**\$14M**

Awarded in cloud credits to approximately 90 health-equity-focused organizations globally since 2021



**50+**

Countries participated in Amazon's first Global Month of Volunteering

**401**

Global renewable energy projects announced, growing our capacity to 20 gigawatts of clean energy

**11%**

Packages shipped in their original packaging globally, up from 8% in 2021

**90%**

Electricity consumed across our operations attributable to renewable energy sources

**60K**

New participants in Career Choice, an Amazon benefit that offers skills training, professional certificates, language learning, and college degrees

**828K+**

Students from primarily low-income families in India reached through the Amazon Future Engineer program across 5,000 government schools



# Goals Summary

## Performance Key

Making Progress



Achieved



Goal	2022 Progress	Status
<b>Carbon</b>		
Reach net-zero carbon emissions across Amazon by 2040.	71.27M metric tons CO <sub>2</sub> e* 93.7 gCO <sub>2</sub> 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	
100,000 Rivian electric delivery vans on the road by 2030.	2,600+ Rivians	
10,000 electric vehicles (EVs) in our India delivery fleet by 2025.	3,800+ EVs	
<b>Renewable Energy</b>		
Power our operations with 100% renewable energy by 2030.	90% renewable electricity	
Invest in wind and solar farm capacity equal to the energy use of Echo, Fire TV, and Ring devices worldwide by 2025.	100% capacity procured	
<b>Packaging</b>		
Make Amazon device packaging 100% recyclable by 2023.	Achieved for 79.5% of product launches	
<b>Waste</b>		
Reduce food waste by 50% across U.S. and Europe operations by 2030.	82M meals donated globally	
<b>Water</b>		
Achieve water positivity for Amazon Web Services by 2030.	Goal set in 2022	

Goal	2022 Progress	Status
<b>Diversity, Equity, and Inclusion</b>		
Increase the number of women in executive (director or above) positions in STEM-focused roles globally by at least 35% in 2022.	66%	
Hire 100,000 U.S. military veterans and military spouses by 2024.	75,800 veterans and spouses hired <sup>†</sup>	
Increase hiring of veterans by at least 23% in the U.S.	12% 30,500 veterans hired	
Increase hiring of military spouses by at least 15% in the U.S.	5% 9,600 spouses hired	
Increase representation of Black and Latino/a/x executives (director or above) by at least 35% in the U.S.	Black: 39%	
	Latino/a/x: 32%	
Increase representation of Black and Latino/a/x corporate employees by at least 30% in the U.S.	Black: 25%	
	Latino/a/x: 27%	
<b>Training and Career Development</b>		
Invest \$1.2 billion to upskill over 300,000 U.S. Amazon employees by 2025.	110K employees	
Provide 29 million people globally with free skills training by 2025.	13M people	
<b>Community Impact</b>		
Deliver \$2 billion to preserve and create more than 20,000 affordable homes in three communities where we have a high concentration of employees: Washington state's Puget Sound region; Washington, D.C., and Arlington, Virginia; and Nashville, Tennessee.	\$1.6B committed	

\* Carbon dioxide equivalent.

<sup>†</sup> Progress from July 2021 through December 2022.

<sup>‡</sup> Incremental hiring was slower the second half of 2022, which impacted our overall hiring rates and progress toward our representation goals.



# Our Sustainability Approach



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. With our mission to be Earth's most customer-centric company comes an innate aspiration to address the environmental and social challenges our customers and communities face—from the impacts of climate change to social inequity. While these issues are increasingly complex, urgent, and interconnected, we believe in the potential for solutions driven by ingenuity and collaborative action.

As an organization serving global communities, we have a broad responsibility to mitigate the impacts of our business, while helping to address the environmental and social challenges we collectively face. We use our scale and culture of innovation to help create a more sustainable future for all.

## Driving Climate Solutions

We aim to reach net-zero carbon emissions by 2040 by investing in renewable energy, scaling solutions across our operations, and collaborating with partners to broaden our impact.

| [Carbon](#) ☞  
| [Renewable Energy](#) ☞

## Reducing Waste and Packaging

We continually innovate the processes and materials we use to eliminate waste and increase recyclability.

| [Packaging](#) ☞  
| [Waste and Circularity](#) ☞

## Protecting Natural Resources

We strive to use natural resources in a responsible way across our business and supply chain, while investing in conservation and restoration initiatives.

| [Water](#) ☞

## Advancing Human Rights

We promote the dignity and fundamental rights of the people connected to our business around the world.

| [Human Rights](#) ☞  
| [Responsible Supply Chain](#) ☞

## Innovating Our Products and Services

We invent, develop, and deliver products and services that help our customers on their sustainability journeys.

| [Product Sustainability](#) ☞





# Carbon

The science is clear: to avoid the most severe impacts of climate change, humanity needs to reduce emissions quickly. That's why we co-founded The Climate Pledge, a goal to be net-zero carbon by 2040—10 years ahead of the Paris Agreement.

## Goals

### Goal

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

### Progress

# 0.4%

Decrease in absolute carbon emissions, as year-on-year net sales grew 9%

# 7%

Decrease in carbon intensity. Carbon intensity measures emissions growth against the growth of the business



| Rivian electric delivery van on the road.

### Goal

100,000 Rivian electric delivery vans on the road by 2030

### Progress

# 2,600+

Rivians on the road in North America

### Goal

10,000 electric vehicles (EVs) in our India delivery fleet by 2025

### Progress

# 3,800+

EVs in Amazon's India delivery fleet

# 9,000+

Total EVs in Amazon's global delivery fleet

## Actions

# 90%

Electricity consumed by Amazon attributable to renewable energy sources, up from 85% in 2021

# 29%

Reduction in Scope 2 emissions from purchased electricity

# 7

New companies invested in through The Climate Pledge Fund to develop breakthrough low-carbon technologies to help transform the industry

# 145M

Packages delivered by EVs in the U.S. and Europe



# 111

New signatories of The Climate Pledge



# Renewable Energy

Transitioning to renewable energy is one of the most impactful ways to lower emissions. With 401 renewable energy projects representing over 20 gigawatts (GW) of clean energy capacity announced as of January 2023, Amazon is the world's largest corporate purchaser of renewable energy for the third year in a row. We are also on a path to powering our operations with 100% renewable energy by 2025—five years ahead of our original 2030 target—and we are asking our suppliers to switch to renewable energy as well. To reach this target, we want 100% of the electricity that we use to be attributable to renewable energy sources.

## Goals

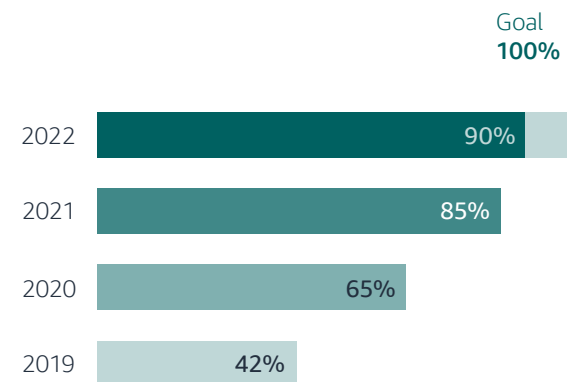
### Goal

On a path to power our operations with 100% renewable energy by 2025—five years ahead of our original target of 2030<sup>1</sup>

### Progress

# 90%

Of the electricity consumed by Amazon was attributable to renewable energy sources, up from 85% in 2021



<sup>1</sup> As detailed in our [renewable energy methodology](#), 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.

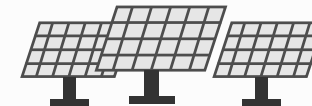
## Actions

# 445

Megawatts (MW) of energy storage capacity as of 2022 year-end

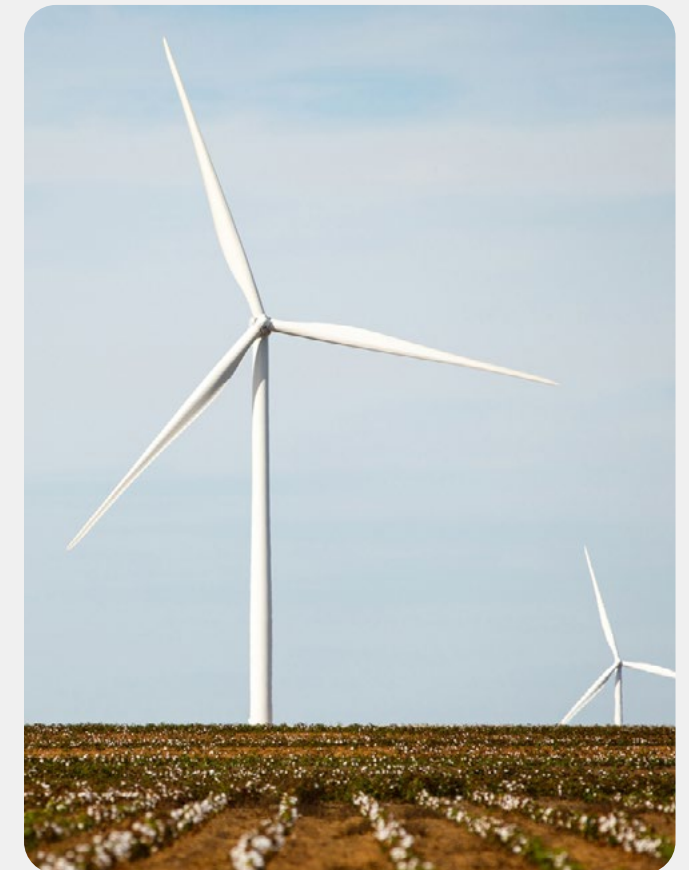
# 401

Renewable energy projects across 22 countries, comprising 164 wind farms and solar farms, and 237 rooftop solar projects on Amazon facilities



# #1

World's largest corporate purchaser of renewable energy for the third year in a row



| Wind turbines in Texas.





# Packaging

Packaging is one of the first things our customers experience when they receive an Amazon order. With millions of orders shipped globally every day, we have a responsibility to make sure products are safely delivered to our customers, while optimizing delivery packaging for sustainability and performance.

## Actions

### 41%

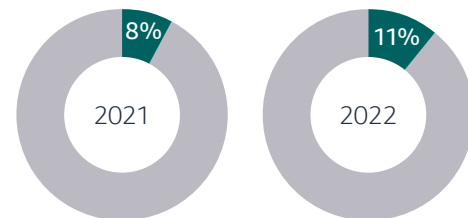
Reduction in per-shipment packaging weight on average since 2015 (an increase from 38% in 2021), representing more than 2 million tons of packaging materials avoided

### 37,150

Metric tons of plastic packaging avoided globally since 2020

### 11%

Of packages globally shipped without Amazon delivery packaging, also known as Ships In Own Container (SIOC) (an increase from 8% in 2021)



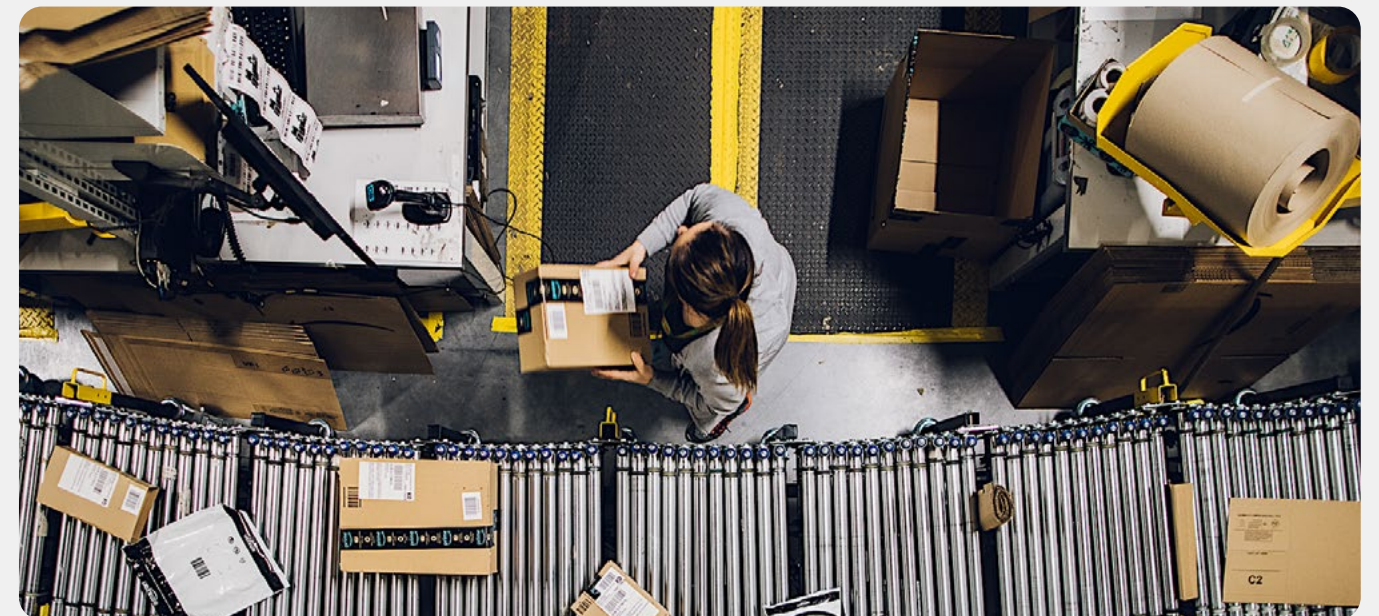
### Reducing Plastic Packaging Globally

### 99%

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

Eliminated single-use plastic delivery bags for orders shipped from European fulfillment centers and replaced them with curbside-recyclable alternatives

Eliminated single-use air pillows in Europe and Australia and replaced them with curbside-recyclable paper material



| An Amazon fulfillment associate processes an order using a curbside recyclable box.



# Waste and Circularity

Global natural resource extraction has more than tripled since 1970 and continues to increase, placing unsustainable pressure on the planet.<sup>2</sup> Creating a circular economy, where waste is eliminated, resources are circulated, and nature is regenerated, is critical to transitioning to a more sustainable future. Amazon is working to send more materials back into the circular economy loop. Most of our potential waste comes from customer fulfillment operations, from materials that become obsolete in our supply chain or from surplus inventory, including items that are overstocked, returned, cosmetically damaged, or near expiration. We work hard to reduce waste wherever possible.

<sup>2</sup> [UN Environment Programme](#).

<sup>3</sup> 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.

## Goals

### Goal

Reduce food waste by 50% across U.S. and Europe operations by 2030<sup>3</sup>

### Progress

# 82M

Meals donated globally—70M in the U.S. and 12M in Europe

## Actions

# 7.6M+

Products repaired in the U.S. and Europe through internal repair programs



# 449

Whole Foods Market locations with active organic diversion programs to divert food waste

# 12

Supplier sites that manufacture our most popular Echo, Kindle, Fire tablet, and Fire TV devices achieved UL's Zero Waste to Landfill certification at Silver or better

**Amazon United Kingdom (UK) signed on to the Waste and Resources Action Programme (WRAP) and Institute of Grocery Distribution (IGD) Food Waste Reduction Roadmap**



Robin Cywar, a researcher from BOTTLE consortium partner NREL, works to redesign nylon polymers that make recycling easier and more efficient through chemical processes.





# Water

Access to water is a fundamental human right, but the United Nations (UN) estimates that by 2050, 52% of the global population will live in water-stressed areas.<sup>4</sup> This poses potential health and economic risks for Amazon’s employees, customers, communities, and business. Amazon is taking action to address these risks across our operations and value chain.

## Goals

### Goal

Amazon Web Services (AWS) has committed to being water positive by 2030. That means returning more water to communities and the environment than it uses in direct operations

### Progress

Goal announced in 2022. Initial efforts are focused on connecting new data centers to recycled water, improving water efficiency, and developing new replenishment projects



| A wastewater clarification tank used in water recycling.

## Actions

### \$10M

Planned contribution to help launch the Water.org Water & Climate Fund to directly empower 1 million people with water access by 2025, providing 3 billion liters of water per year in areas facing water scarcity

### 2.4B

Liters of water to be replenished through community projects—some of which were already returning water at the end of 2022, with others due to start in 2023

### 212

Amazon operations facilities in India achieved water neutrality in 2022



### 0.19

Liters of water per kilowatt-hour (L/kWh) water use efficiency for AWS data centers, a 24% improvement from 0.25 L/kWh in 2021



### 20

AWS data centers globally use recycled water for cooling, up from 18 in 2021

### 38

Whole Foods Market stores installed new water-recycling defrosting systems, which have the expected potential to eliminate 98.5% of water use associated with defrosting

4 [UN-Water](#)



# Human Rights

A company's activities impact the lives of millions of people around the globe. Even small businesses can have value chains that span dozens of countries. While states are responsible for protecting human rights, the private sector has a critical responsibility to respect and promote human and labor rights through responsible business conduct. The United Nations Guiding Principles on Business and Human Rights (UNGPs) set the global standard for identifying and addressing business-related human rights risks. Embedding respect for human rights in how a company conducts business is essential for meeting the expectations of governments, shareholders, civil society, and customers.

## Actions

### 12,600

People supported with mental health screening through our work with PATH

### 6,300

People supported with occupational health screenings through our work with PATH

**Twitch published its human rights impact assessment (HRIA)**



**Learn more** by reading Twitch's [Human Rights Impact Assessment Report](#)

### 152

Global anti-trafficking leaders came together at the first annual Tech Against Trafficking Summit, hosted by Amazon

### \$3M

Committed to the U.S. Agency for International Development (USAID) Climate Gender Equity Fund





# Responsible Supply Chain

Amazon works with suppliers around the world. We understand our responsibility to support safe working conditions, fair pay, and environmental protection beyond our direct operations. These challenges are vast, impacting millions of people globally. To address them, we need to take action in our own supply chain while engaging business partners and industry peers to drive improvements on a wider scale.

## Actions

**Updated our Supply Chain Standards to align with current best practices regarding worker rights and safe, fair working conditions**

| [Learn more](#) about our [Supply Chain](#)

# 88

Sites our Worker Voice program partnered with across seven countries, with 95% of grievances verified and resolved

**Became a founding member of the Open Apparel Registry's new organization, Open Supply Hub**

# 21K

Workers supported since 2019 with health and financial skills training through BSR's HERproject, now called RISE (Reimagining Industry to Support Equality)



# Product Sustainability

Customers want products that align with their values, which include products created with sustainability in mind. We recognize the opportunity Amazon has to increase customer access to products that are more sustainable and efficient by design. We've started with our own Amazon Private Brands products and Amazon devices, adopting practices that support responsible supply chains, circular economies, decarbonization, and safer chemicals.

## Goals

### Goal

Invest in wind and solar farm capacity equal to the energy used by all Echo, Fire TV, and Ring devices worldwide by 2025<sup>5</sup>

### Progress

100%

Renewable energy capacity procured that is equal to the expected energy use of all Echo, Fire TV, and Ring devices globally in 2025

### Goal

Make Amazon device packaging 100% recyclable by 2023

### Progress

79.5%

Of devices launched in 2022 have 100% recyclable packaging



5 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.  
6 Includes using cotton from recycled sources, from farms certified as producing organic cotton, or through Better Cotton, a global nonprofit that aims to help cotton communities survive and thrive while protecting and restoring the environment.  
7 We use the nonprofit Canopy's tools and reports to help avoid fibers sourced from endangered forests, endangered species' habitats, or other controversial sources.

## Actions

### Amazon Private Brands and Devices

100%

Of cotton for Amazon Private Brands apparel products was procured from more-sustainable sources by the end of 2022<sup>6</sup>

100%

Of man-made cellulosic fibers—including rayon, viscose, lyocell, and modal—for Amazon Private Brands apparel products were procured from more-sustainable sources by the end of 2022<sup>7</sup>

60%+

Of devices in customers' homes had Low Power Mode, up from over 50% in 2021

**Committed to reducing deforestation risks for food, grocery, and consumable Private Brands products containing ingredients such as palm oil, paper, beef, cocoa, and tea**

### Climate Pledge Friendly



818M

Climate Pledge Friendly-certified products sold



550K

Climate Pledge Friendly products available, a 120% increase from 2021

52

Climate Pledge Friendly sustainability certifications, up from 36 in 2021

19

Customer experience enhancements highlighting sustainable products, such as new search functions and clearer digital badges

10%

More product views through search, detail pages, and recommendation widgets, when labeled Climate Pledge Friendly





# Enhancing the Amazon Employee Experience

Passionate, engaged employees are an important part of what makes Amazon successful. We want our employees to build fulfilling careers with resources and benefits that support them in reaching their full potential. It's why we are investing in attracting, retaining, and developing employee talent today and in the future, and why we are committed to listening and learning from our employees with communications channels that enable continual engagement and improvement.

## Goals

### Goal

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

### Progress

# 110K

Employees that have participated in Career Choice globally since it launched in 2012, a 120% increase from 50K in 2021

## Actions

# \$19

Average pay for employees in customer fulfillment and transportation roles in the U.S., up from \$18 an hour in 2021, representing a \$1B investment in increased wages in 2022



# 388K

Global responses received through MyVoice and Voice of the Associate (VOA) boards in 2022

# \$4K

Offered in travel and lodging reimbursement for non-life-threatening medical procedures not available within 100 miles of the patient's home for employees and covered dependents

# 1.6M

Responses received daily in 2022 through the Connections employee feedback program, which was expanded to 29 languages across 59 countries

# 55

New countries where we partner with Workplace Options to offer mental health benefits



# Improving Employee Health and Safety

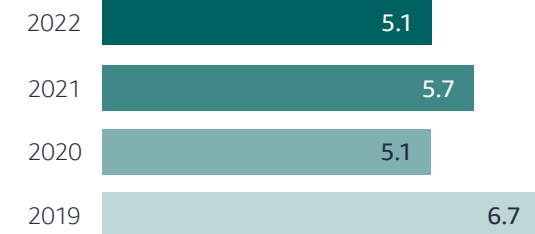
Our people are the heart and soul of our operations and the reason we prioritize safety in everything we do—every day, in every country, across every aspect of our business. Everyone working at Amazon is encouraged to embrace the mentality that safety starts with them. As a business, we continually enhance our safety processes, investing in key improvements and technologies to reduce and eliminate safety risks across our operations.

## Actions

### 24%

Improvement in global Recordable Incident Rate in 2022 versus 2019

#### Worldwide RIR



### 5.5M

Site inspections conducted globally in 2022



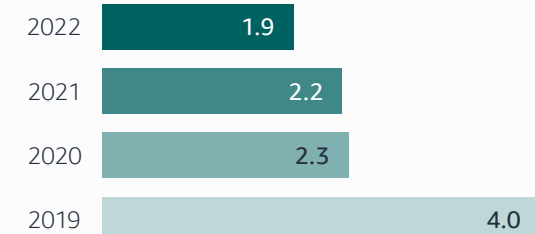
### 1.4M

Employees engaged through our Safety Leadership Index

### 53%

Improvement in global Lost Time Incident Rate in 2022 versus 2019

#### Worldwide LTIR



Customer orders being prepared for shipment at our Windsor, Connecticut, fulfillment center.





# Creating Inclusive Experiences

Amazon connects the world by breaking down barriers and delivering experiences that advance culture, information, business, and communities. Our ability to innovate on behalf of our customers relies on the perspectives and knowledge of people from all backgrounds.

<sup>8</sup> L8+ includes director-level positions or above.

<sup>9</sup> Corporate employees include L4–L7.

## Goals

Priority	Progress
<b>Global Priorities</b>	
Increase the number of women in executive (director or above) positions in science, technology, engineering, and math (STEM)-focused roles by at least 35% in 2022	<b>Increased representation by 66%</b>
Conduct deep dives by region to inform our operational planning and establish priorities in 2023	<b>Goal achieved. We set new goals for 2023 and published them on our <a href="#">global diversity, equity, and inclusion (DEI) website</a></b>
Increase global engagement with students from underrepresented communities by expanding Amazon Future Engineer's computer science learning programming in 2022	<b>3.2M students reached globally through Amazon Future Engineer, including more than 1.9 million in the U.S.</b>
<b>U.S. Priorities</b>	
<b>Incremental hiring was slower in the second half of 2022, which impacted our overall hiring rates and progress toward our goals</b>	
Hire 100,000 U.S. military veterans and military spouses by 2024	<b>Hired 30,400 military veterans and 9,600 military spouses in 2022, totaling 75,800 since July 2021. <a href="#">Learn more</a></b>
Increase hiring of veterans by at least 23% and military spouses by at least 15% in 2022	<b>In 2022, we saw a lower number of veterans and military spouses hired across the U.S., down 12% and 5%, respectively. <a href="#">Learn more</a></b>
Increase representation of Black and Latino/a/x executives <sup>8</sup> (director or above) by at least 35% in 2022	<b>Increased Black representation by 39%. <a href="#">Learn more</a></b> <b>Increased Latino/a/x representation by 32%. <a href="#">Learn more</a></b>
Increase representation of Black and Latino/a/x corporate employee <sup>9</sup> representation by at least 30% in 2022	<b>Increased Black representation by 25%. <a href="#">Learn more</a></b> <b>Increased Latino/a/x representation by 27%. <a href="#">Learn more</a></b>
Conduct a racial equity audit to evaluate the impacts of our policies, programs, and practices on hourly Operations employees in 2022	<b>The audit is underway and will inform our approach to policies and practices in Operations in the future</b>

## Actions

### \$150M

Invested by Amazon Catalytic Capital, a new initiative to invest in venture capital funds, accelerators, incubators, and venture studios that support historically marginalized entrepreneurs

### 20K

Amazon Web Services (AWS) employees signed up for the AWS Inclusion Pledge in its inaugural year

### 100/100

Score on the Human Rights Campaign's Corporate Equality Index for the fifth year in a row, ranking Amazon among the Best Places to Work for LGBTQ+ Equality

### 100%

Score on the Disability Equality Index

### ViT

VetsinTech 2022 Employment Award



## Increasing Supplier Diversity

# Increasing Supplier Diversity

Research from [The Billion Dollar Roundtable](#) <sup>36</sup> indicates that building a diverse supply chain brings multiple benefits: it enhances our procurement capabilities, increases innovation, and supports economic growth. Advancing supplier diversity and inclusion (SDI) is important to Amazon because it's good for our business, aligns with our customers' expectations, and is the right thing to do for society as a whole.

## Actions

### \$3.3B

Spent with 375 certified<sup>36</sup> diverse suppliers

### 2,200+

Diverse suppliers registered in Supplier Connect, a newly launched vendor-registration portal

### 728

Total certified diverse suppliers in Supplier Connect

### \$1.56B

Reported spend with Tier 2 diverse suppliers<sup>37</sup> by Amazon's Tier 1 suppliers

### 22

Regional in-person events hosted for diverse and small business owners across the U.S.



CaSondra Devine, Director of Supplier Diversity and Inclusion at Amazon; Pamela Prince-Eason, President and CEO, Women's Business Enterprise National Council (WBENC); Kennedy Oates, VP, Procurement at Amazon; and Carla Preston, Director of Global Supplier Diversity and Inclusion at Amazon, at the 25th WBENC National Conference in Atlanta, Georgia.





# Supporting Global Communities

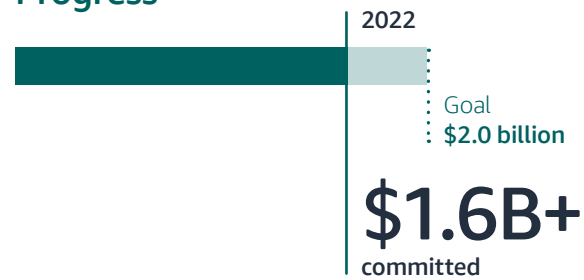
We believe success and scale bring broad responsibility. That's why we strive to leverage our scale for good, using our capacity for quick innovation to strengthen the global communities in which our employees live and work.

## Goals

### Goal

Deliver \$2 billion to preserve and create more than 20,000 affordable homes in three communities in which we have a high concentration of employees: Washington state's Puget Sound region; Washington, D.C., and Arlington, Virginia; and Nashville, Tennessee

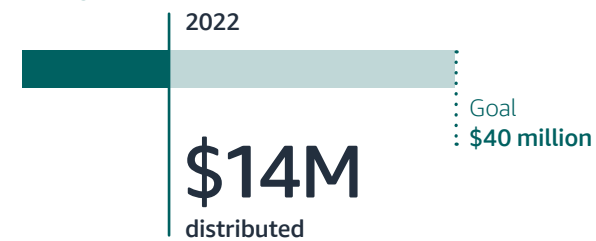
### Progress



### Goal

Distribute \$40 million to support organizations globally promoting health equity by 2024

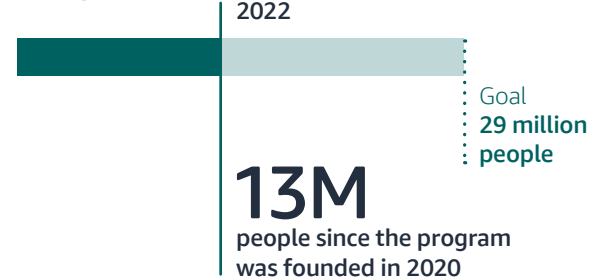
### Progress



### Goal

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

### Progress



## Actions

# 50+

Countries participated in Amazon's first Global Month of Volunteering

# 828K+

Students from primarily low-income families in India reached through the Amazon Future Engineer program across 5,000 government schools

# 33.6K

Microloans granted by the Whole Planet Foundation and donors

# 6K+

Trees planted through the Forestami project, contributing to Parco Italia's long-term goal of planting over 22 million trees



