

Our Progress | People

40,000

Employed more than 40,000 veterans and military spouses, surpassing our goal of 25,000 by 2021



Launched the \$2 billion Housing Equity Fund to preserve and create more than 20,000 affordable homes in the U.S.

Pay Equity

Women at Amazon earned 100.0 cents for every dollar that men earned performing the same jobs, and minorities earned 99.2 cents for every dollar that white employees earned performing the same jobs

\$2B

Trained 100% of our internal fleet of drivers to identify and respond to potential victims of human trafficking they might encounter on the road through the Truckers Against Trafficking curriculum

100%



Our commitment to a sustainable future depends upon the people who support our value chain each and every day—from the factory workers who make the products we sell, to the associates in our fulfillment centers, to the drivers who deliver packages to our customers. We are committed to ensuring our employees, workers, and communities are treated with dignity and respect. While these fundamental values have been long-held at Amazon, in 2019, we codified them into a set of Human Rights Principles, reaffirming our commitment to human rights and outlining our approach across

all aspects of our business. In 2020, we built upon this commitment initiating a human rights saliency assessment in accordance with the United Nations Guiding Principles on Business and Human Rights. The results of this assessment help us prioritize key areas where we have the greatest opportunity to have a positive impact on workers and communities. We know we have more to do, and we are committed to continuously widening our lens to better understand the potential human rights impacts of our business.



Our Progress | COVID-19

AWS Diagnostic Development Initiative



Launched the \$20 million AWS Diagnostic Development Initiative to accelerate COVID-19 research

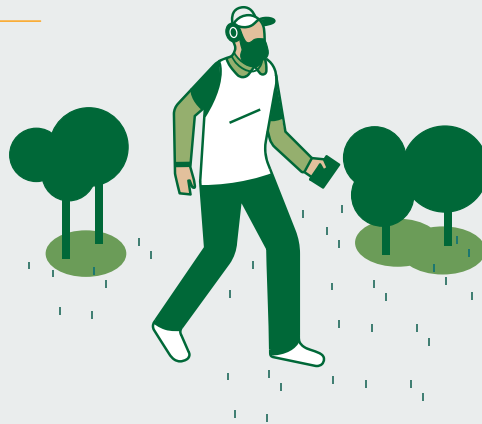
\$25 million

Established a \$25 million relief fund for partners and seasonal associates facing financial hardship or quarantine during the COVID-19 pandemic

\$11.5B

Millions of Masks

Distributed personal protective gear, including millions of masks for employees



Provided more than \$2.5 billion in bonuses and incentives for our teams globally, part of the \$11.5 billion we invested in COVID-19-related measures overall in 2020

We are proud of the progress we made toward our sustainability goals and commitments in 2020, a year of unprecedented challenges for our world. Since the early days of the COVID-19 pandemic, we worked nonstop to make hundreds of changes to our operational processes to protect the health of our employees and communities. We invested more than \$11.5 billion in COVID-related initiatives, with safety measures, supplies, and special benefits for our

front-line employees. When jobs were lost during the pandemic, Amazon helped get people back to work: we hired 500,000 new employees, whose jobs in hospitality, restaurants, travel, and other industries had been lost or furloughed. To support the communities that we are proud to call home, we donated millions of dollars in cash grants and in-kind contributions to local businesses and organizations fighting the COVID-19 outbreak across the globe.



2021, we are expanding our micro-mobility fleet across 20 European locations to comprise more than 500 vehicles, including e-cargo bikes, electric scooters, and walkers.

We are also developing fully autonomous delivery innovations that can be powered by clean electricity. [Amazon Scout](#) and [Prime Air drones](#) are electrically-powered autonomous devices that can deliver packages to customers without the need for a delivery vehicle. These devices are currently being designed and tested to be able to transport small packages quickly, safely, and sustainably.

Testing New Solutions in Freight and Air Transport

Unlike last mile delivery, long-distance transport has few low-carbon technologies available. We are exploring, testing, and investing in sustainable innovations in freight and air transport to reduce emissions on our longest routes. We also use data and algorithms to consolidate as many shipments as possible onto a single vehicle or plane, and we analyze which items are ordered most frequently by location to minimize long-distance deliveries. By boosting efficiency across our network, we can put fewer vehicles and planes into service, reducing the carbon intensity of each package.

Freight Transport

We are investing in a variety of solutions to decarbonize our freight transportation network. In 2020, we ordered battery electric trucks from Lion Electric, and in 2021, we began testing hydrogen-powered trucks. We also launched compressed natural gas (CNG) tractors, which are fueled by renewable natural gas sourced from landfills and dairy farms. We plan to operate more than 2,700 of these tractors in North America, the UK, Germany, and France by the end of 2021. These initial investments allow us to test the performance of different sustainable technologies and determine which solutions could be most effectively scaled across our network.

While we work to adopt the most efficient, cutting-edge vehicle technologies, we are also maximizing efficiency in our existing fleets. Across North America and Europe, our fleet includes trailers in different sizes that are equipped with aerodynamic skirts, mud flaps, and automatic tire

The partnership between Amazon India and Mahindra Electric is a welcome step which reaffirms India's significant progress in the e-mobility industry, and highlights the role of auto makers and e-commerce companies to achieve our environmental sustainability goals.

– Shri Nitin Gadkari, Minister of Road Transport and Highways, Government of India

inflation systems. These features save an average of 100 gallons of diesel fuel per vehicle annually. In the UK, we use double-deck trailers that allow us to double the capacity of a normal trailer and reduce the number of trucks on the road. We are also expanding multimodal transport to reduce the emissions from road travel. In Europe, we predominantly use rail for inventory transfers between fulfillment centers and have expanded to short trips by sea and waterways.

Air Transport

To reduce the carbon emissions of air transport, we are investing in sustainable aviation fuels, which are derived from renewable resources and generate fewer carbon emissions than standard aviation fuel. In 2020, Amazon Air secured [6 million gallons](#) of sustainable aviation fuel, signaling our

