



The future lies in self-driving delivery vehicles, and people will need to get used to them plying the streets.

With the world on pause due to the coronavirus and home delivery increasingly important, including for those who never relied on it before, Amazon.com's ability to deliver essentials to our doorsteps has never been more important. Before the pandemic, Amazon.com had already saturated the American ethos, consuming 2 percent of U.S. household income; even more American households are Prime members (57 percent) than attend church (51 percent). Yet, Amazon founder Jeff Bezos—the world's richest man in 2019—has never been content to **rest on his laurels**. In his new book, *Bezonomics*, award-winning *Fortune* mag-

azine reporter Brian Dumaine examines how Bezos used technology to disrupt business models and consumer behavior. In this excerpt, Dumaine discusses the future of the last-mile of deliveries and its implications for helping **contain costs**, delivery time—and even viruses—by reducing the need for humans to get the job done.

With the COVID-19 lockdown still in force in most parts of the country, Americans remain shut up in their homes, Zooming their work or school and waiting for signs of relief. Quarantining doesn't make much sense, however, if they still run out to the market to buy food and supplies. That's why many consumers have turned to online stores that can deliver right to their door. Families stock up on food and **household staples**, including toilet paper and **hand sanitizer** when they can find those **precious commodities**.

rest on one's laurels
- spocząć na laurach
contain costs
- ograniczyć koszty
household staple
- podstawowy artykuł gospodarstwa domowego
hand sanitizer
- środek do dezynfekcji rąk
precious commodity
- cenny towar