

Senate Select Committee on Work and Care

Amazon Commercial Services Pty Ltd (**Amazon**) provides the following responses to the Senate Select Committee on Work and Care Questions on Notice.

1. Full time, part-time and casual - breakdown of workforce at each level /grade of employee in each store including department manager, assistant store manager and store manager (by gender and age)

Answer: We are proud of the investments we are making in Australia, which are creating thousands of new employment opportunities in a safe and positive work environment. We employ approximately 2,200 people, across both our Retail team who manage amazon.com.au and our Operations team who pick and pack customer orders.

While the Committee's questions relate to 'stores', Amazon does not operate physical stores anywhere in Australia. On this basis, we have provided responses based on our Operations team working in our network of warehouses or 'Fulfilment Centres' (**FCs**) across Australia. This team spans a variety of roles, from entry level jobs to highly-skilled and specialist positions, and directly employs approximately 2,000 people. Amazon does not employ any casuals in our Australian FCs. We engage labour hire organisations to meet seasonal and variable demand at our FCs and that workforce is variable.

However, in summary within our FC workforce:

- Amazon directly employs approximately 2,000 people.
- Of these, ages range from 18 to 67, with the average age being 33 years.
- Approximately 40% of employees identify as female; 60% as male and 1% undisclosed/unknown.

2. Part-timers, for each level of store employee (as per the above) - number of contract hours and the number of hours worked each fortnight, over a 12-month period (by gender and age)

Answer: Please see response to #1

3. Length of shift, for each level of store employee (by gender and age, to determine most common shift length)

Answer: Typically, Associates, Area Managers and Leaders work 9.5 hour shifts, 4 days per week, while those in Support Roles (such as Human Resources, Inventory Control and Quality Assurance) work 7.6 hour shifts, 5 days per week. This is consistent across all age groups and

genders. The most common shift length worked in the FCs is 9.5 hours, across all age groups and genders.

4. What flexible work options are available for each level of store employee?

Answer: Amazon provides our employees multiple options for flexible working arrangements. These include changing hours of work (e.g. working less hours or changing start and finish times) and changing patterns of work. We understand that sometimes individuals may need special arrangements outside of the regular shift times we offer. In these cases, we will work with employees to find suitable, mutually agreeable working arrangements.

5. How many requests for flexible work have been made in last 12 months, by each level of store employee, and how many have been granted?

Answer: There are currently 34 people in flexible working arrangements in our FCs. We have not denied any requests for flexible working arrangements and in each case we have worked with employees to find suitable working arrangements.

6. Parental leave return to work -for each level of store employee - how many returned from a period of Parental leave to their previous hours of work, roster and role.

Answer: 18 Amazon FC employees returned to their previous roles and hours of work after taking parental leave in the last 12 months.

7. Rostering systems and practices

a) Has the company undertaken a WHS risk assessment of the impact of rostering practices on employees at store level? {psychosocial hazard}

Answer: Yes

b) Has the company undertaken a WHS risk assessment on electronic/digital platform rostering systems to determine any potential impacts on employees?

Answer: As Amazon does not use an electronic or digital rostering system at our FCs, we have not undertaken a WHS assessment on the impacts of such systems.

c) What are the rostering policies that apply to all management levels in stores? e.g., Are they required to work full time, or a certain number of hours, nights, weekends etc.

Answer: The majority of our Area Managers and Leaders in operations work full-time on fixed rosters of 9.5hrs x 4 days a week. Some leaders in specialty roles and support functions such as Human Resources, Inventory Control and Quality Assurance work 5 days x 7.6hrs. All Operational leaders typically work a roster which includes one weekend day.