

February 6, 2023
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. Please provide a list of delivery models and what percentage of the business goes through each. What proportion of packages are handled through Amazon Flex, and what percentage of your business is that?

Answer: The percentage of packages that goes to each carrier fluctuates day to day, and is affected by variables such as the location of the product being ordered, volume of packages, delivery address and the delivery date selected by the customer. In Australia we partner with trucking companies and carriers of all sizes to move Amazon packages across the country. These include Amazon Flex, family-owned businesses, and some of the largest carriers in Australia. Carriers we currently work with to deliver packages include: Amazon Flex, Aramex Global, Australia Post Group, StarTrack, CODExpress, CouriersPlease, Designer Transport, Dragonfly, Aramex, Hubbed, Star Track and Toll.

2. Would it be possible for you to give us an estimate, or the data, for the last month on how many workers were reimbursed? How many people had to provide an explanation, what is the process by which they do so, how difficult is that to negotiate and how rapidly would they be reimbursed for such an occasion?

Answer: The vast majority of blocks are completed within the allocated block time. We undertake a proactive pay reconciliation process across Australia every calendar month, to ensure Delivery Partners are paid for excess time spent on delivery work. These proactive payments are made without Delivery Partners having to request them. Delivery Partners can also contact Amazon Flex outside of this reconciliation taking place (e.g. immediately after the block) to request a top up payment where unforeseen circumstances cause them to complete deliveries outside the allocated block time. However, the majority of adjustments are made proactively through our reconciliation process that pays Delivery Partners for excess time spent on delivery work.

Over January 2023, approx 5% of Delivery Partners who delivered a block in that period received a payment through the proactive reconciliation process and approx 1% called outside of the proactive reconciliation process taking place and received a payment in response to their request.

Top up payments (for extra time spent on deliveries) are typically made between 1-3 weeks following the reconciliation period (the previous month).

3. Is the EAP available to Amazon Flex Drivers?

Answer: The EAP is accessible to employees of Amazon and labour hire agency staff. We have also made EAP available to Amazon Flex Delivery Partners in certain circumstances.

4. Can people swap shifts between the morning and afternoon? And once they are locked in, how long do they have?

Answer: Across our fulfilment centres we offer fixed schedules that are typically 9.5 hours x 4 days a week. At the commencement of their employment, employees can opt for a specific shift. We provide employees with several options and they select their preferences. Once this is confirmed, this becomes their ordinary work pattern, unless an employee requests for it to be changed.

If an employee wishes to change their shift, we work with them on all the available schedules to accommodate their request.

We currently do not have a mechanism for employees to swap shifts on an ad hoc basis.

Points of Clarification:

We provide the following points of clarification to our statements in the hearing:

1. Amazon currently employs more than 6,000 employees across all its Australian Businesses. Our corporate employees work across a variety of businesses, including AWS, Retail, Operations, Devices, Ads and more, as well as in support functions including HR, Legal, and Finance.
2. There are 1,763 Amazon Associates in total across our fulfilment centres in Australia. 1,629 work full-time, 36 work reduced-time and 98 work part-time.
3. We have previously said that we were working towards two thirds of our FC staff being permanent by the end of 2022 in non-peak times. We can confirm that we have met that goal.
4. Block visibility for Amazon Flex Delivery Partners varies by each site. Depending on the delivery station, Delivery Partners can view blocks between 2 to 7 days in advance.
5. Amazon's delivery stations are located across Sydney, Melbourne, Brisbane, Adelaide, Perth, Newcastle and Gold Coast.
6. Amazon's delivery stations in Sydney are located in Botany, Regents Park and Bella Vista.