

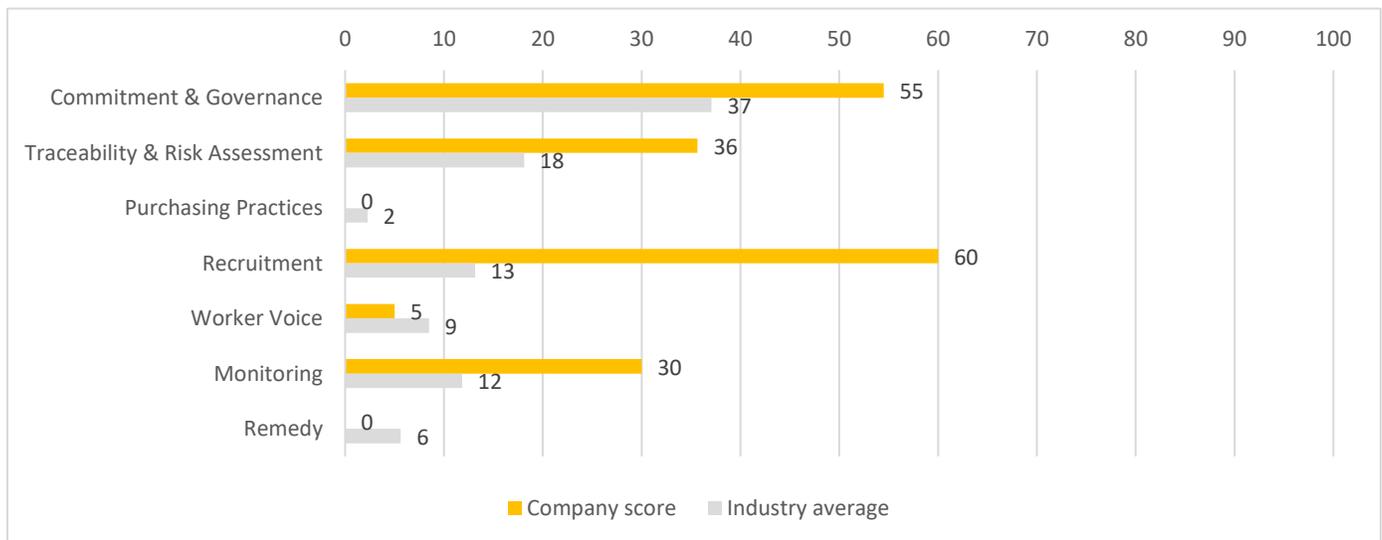
# Amazon.com Inc.

**TICKER**  
AMZN

**MARKET CAPITALIZATION**  
US\$1571.1 billion

**HEADQUARTERS**  
United States

**DISCLOSURES**
UK Modern Slavery Act: [Yes](#)
California Transparency in Supply Chains Act: [Yes](#)
Australia Modern Slavery Act: [Yes](#)
**OVERALL RANKING**
**12 out of 60**
[2020 Rank:](#) 13 out of 43

**OVERALL SCORE**
**31 out of 100**
**THEME-LEVEL SCORES**

**KEY DATA POINTS**
**FIRST-TIER SUPPLIER LIST**

Yes

**RISK ASSESSMENT**

Yes

**ENGAGED WITH KNOWTHECHAIN<sup>1</sup>**

Yes

**NO-FEE POLICY**

Yes (Employer Pays Principle)

**REMEDY FOR SUPPLY CHAIN WORKERS**
 No

**HIGH-RISK COMMODITIES<sup>2</sup>**
 Coffee, fish, palm oil and others

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## SUMMARY

Amazon.com Inc. (Amazon), the world's largest online retailer,<sup>3</sup> ranks 12 out of 60 companies. Compared to 2020, the company improved its rank by one place. This is because the company began disclosing a first-tier supplier list for food and beverage suppliers which includes names, addresses, and data on gender breakdown. Furthermore, the company began disclosing additional information on how it implements its Employer Pays policy, including a project on responsible recruitment in Japan in partnership with the International Organisation for Migration CREST program, and a process for tracing labour agencies used by suppliers. The company is encouraged to improve its performance and disclosure on the themes of Purchasing Practices, Worker Voice, and Remedy.

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## LEADING PRACTICES

**Responsible Recruitment:** Amazon discloses that it partnered with the IOM CREST program on recruitment practices in Japan, as risks were identified to migrant workers through the Technical Intern Training Program, including the charging of recruitment fees. It states that in partnership with CREST it conducted research on the legal frameworks governing migrant workers in Japan, and the challenges faced by migrant workers. It states that it is using this research to develop a region-specific education program for its suppliers on migrant worker vulnerabilities in Japan and states that this will support “suppliers in identifying, assessing, and mitigating specific risks to migrant workers, including worker-paid recruitment fees.”

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## OPPORTUNITIES FOR IMPROVEMENT

**Purchasing Practices:** While the company states it has learned about the impact of purchasing practices on workers, to address forced labour risks in its supply chains, the company is encouraged to adopt purchasing practices that decrease the risk of forced labour, such as improving planning and forecasting and prompt payment. The company may further consider separating labour costs from price negotiations such that all direct and indirect labour costs are isolated and incorporated as a distinct costing block in pricing. The company should consider integrating [responsible buying practices in its contracts](#) with suppliers, to ensure that the responsibility for respecting human rights is shared.

**Worker Voice:** To support collective worker empowerment, the company is encouraged to work with local or global trade unions to support freedom of association in its supply chains. The company is also encouraged to disclose the percentage of suppliers' workers covered by collective bargaining agreements. To guarantee protections for supply chain workers on freedom of association and collective bargaining, the company may consider entering into a global framework agreement or enforceable supply chain labour rights agreements with trade unions or worker organisations.

**Remedy:** The company is encouraged to establish a process to ensure that remedy is provided to workers in its supply chains in cases of forced labour and disclose details on this process, such as responsible parties, approval procedures, timeframes, and, crucially, engagement with affected stakeholders. To demonstrate to stakeholders that it has an effective remedy process in place, the company is encouraged to disclose examples of remedy it has provided to its suppliers' workers.

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<sup>1</sup> Research conducted through January 2023 or through April 2023, where companies provided additional disclosure or links. For more information, see the full dataset [here](#). For information on a company's positive and negative human rights impact, see the Business & Human Rights Resource Centre [website](#).

<sup>2</sup> For further details on high-risk raw materials and sourcing countries, see KnowTheChain's 2023 [food & beverage benchmark findings report](#).]

<sup>3</sup> Statista (May 2023), "[Top online stores worldwide in 2021, by ecommerce net sales](#)." Accessed 23 June 2023.