



Delivering the Future!

Amazon fulfillment centers in Germany



Amazon Values

At Amazon, we have a value system as a reference for our activities. That includes:

- Amazon is a good employer, who provides secure, innovative, and technology-based workplaces, as well as fair wages, and gives a chance to many people on the labor market.
- Amazon wants its employees to stay healthy at any time.
- Amazon is an innovative company.
- Amazon contributes to the region, Germany, and Europe.

The job campaign “Das ganze Paket” shows the people behind the parcels, how important they are and why they like working at Amazon. You can find some examples of this campaign in this flyer.

For further details, visit
www.dasganzepaket.de

“The most radical and transformative of inventions are often those that empower others to unleash their creativity – to pursue their dreams.”

Jeff Bezos

WIR FRAGEN UNSERE MITARBEITERIN BERENICE:



»Wie steht's um deine Work-Life-Balance?«

Das Schichtsystem bei Amazon ermöglicht eine flexible Freizeitgestaltung. Finde deine Schicht:

www.dasganzepaket.de



We asked our employee Berenice: »How's your work-life-balance?«

Investments for Occupational Safety and Health

Health and safety of our employees are key priorities for us.

We want our associates to stay healthy. That is why we invest a lot in the safety and health of our employees in the fulfillment centers. We have workplace safety committees at all our logistics sites. Additionally, full-time health managers were hired, who cooperate closely with company doctors, health insurance funds, and other experts in order to take measures for individual sites. Our health management is based on two pillars: prevention, and the strengthening of personal responsibility. Cooperation with local fitness centers, warm-up and stretching exercises within the "ACTIVE Every Day" initiative, regular health days with

nutrition and ergonomics counseling, medical care, and individual exercise programs are included in our health concept. Furthermore, we are continuously improving the ergonomic conditions in the fulfillment centers, for example by introducing technical innovations or using work tools. Our staff restaurants offer healthy, freshly prepared, and inexpensive food that is subsidized by Amazon. Moreover, we invested 40 million euros in air conditioning within our European logistics network until 2016 – an extremely rare measure in industry and logistics.

- High occupational safety standards
- Investments in air conditioning
- Health days, consultancy, individual offers
- Health managers at every site
- Subsidized staff restaurants

WIR FRAGEN UNSERE MITARBEITER TOMMY UND KLAUS:



»Wie würdest du das Betriebsklima beschreiben?«

Teamspirit wird bei Amazon groß geschrieben. Mach mit:
www.dasganzepaket.de

amazon

We asked our employees Tommy and Klaus: »How would you describe the working atmosphere?«

Important Employer in the Regions

Our European logistics network comprises more than 40 fulfillment centers, eleven of them in Germany.

We continue to invest in Germany as it is an important location for us. We opened new, modern fulfillment centers in Werne (North Rhine-Westphalia), Dortmund, and Winsen (Luhe) in 2017. A new fulfillment center in Frankenthal is planned for 2018. Moreover, Amazon has invested several million euros in upgrading capacities and modernizing the fulfillment centers in the European network.

We are an important employer in the regions and provide career prospects and development opportunities for many people. More than 12,000 permanent employees in Germany ensure that orders are delivered to customers as quickly as possible and with the best possible service. Our fulfillment centers are culturally diverse. We promote a culture of open discussion and equality, and treat everyone with respect. We take our social responsibility seriously and support local communities both at our logistics sites and where our employees live. Our social commitment takes many shapes such as cash and in-kind donations to charities, or cooperation with non-profit organizations.

- As of 2017, we employ more than 12,000 permanent logistics employees in Germany.
- Eleven fulfillment centers at ten locations
- Awards for the integration of 50+, severely disabled or deaf employees
- Employee activities such as summer festivals, family days, soccer cups, health days, or Christmas concerts throughout the year
- Regional social commitment

WIR FRAGEN UNSEREN MITARBEITER CHRISTOPHER:



»Kennst du noch ein anderes Unternehmen, das Mitarbeiteraktien ausgibt?«

Nein? Dann komm doch einfach zu uns. Hier ist unser Erfolg dein Erfolg. Jetzt bewerben:

www.dasganzepaket.de



We asked our employee Christopher: »Do you know any other company that offers employee shares?«

Minimum Hourly Wage of **10.52 euros** gross

Amazon is a fair employer. Our logistics employees earn wages that are at the top end of what is industry standard for comparable jobs.

The entry wage at all German fulfillment centers is at least 10.52 euros gross per hour. Seasonal workers earn the same baseline wage as permanent employees and also receive benefits such as monthly performance bonuses and surcharges for overtime. Other benefits include employee shares and annual special payments. After two years of working for Amazon, a permanent logistics employee receives an average of 2,621 euros gross per month. Additional benefits are, for example, life and disability insurances, contributions to the company pension scheme, and employee discounts. In 2016, Amazon introduced a family bonus for employees.

- Minimum baseline wage of 10.52 euros gross per hour at all fulfillment centers
- Annual wage review process
- Guaranteed wage increases in the first two years (progressive increases)
- Income after two years: average of 2,621 euros gross per month including additional benefits
- Monthly bonus payments and surcharges for overtime
- Annual special bonus
- Company pension scheme, free occupational disability and life insurances
- Employee shares and discounts
- Family bonus at birth and for parents in parental leave

Successful Vocational Qualification

Amazon offers good education and training opportunities. As part of the “Career Choice” program, employees can access education and training for up to four years while working for Amazon. We pay up to 95 % of the costs up to a limit of 8,000 euros per employee.

Reimbursement is independent of whether the training is related to logistics or another area of work. The program aims to support employees who have no vocational training or have joined Amazon after long-term unemployment. Within the first two and a half years after the launch of “Career Choice” in August 2014, 950 associates have already joined the support program. In addition, we offer training and further education programs as well as dual study courses at our sites, for example to train as a specialist for warehouse logistics, as a warehouse clerk, an IT specialist in the field

of system integration or as an electronics engineer for operating technology. The dual courses of study include, for example, business administration with a focus on trade / logistics. Almost 70 trainees and students are currently working in our fulfillment centers. Our employees are experts who know their working environment like the back of their hand. We therefore encourage them to scrutinize work processes. Our employees are committed to improving their work processes, for example by participating in our "Kaizen" projects (Japanese for "change for the better").

- Funding for education and training through the "Career Choice" program
- Vocational training offers: specialist for warehouse logistics, warehouse clerk, IT specialist in the field of system integration, electronics engineer for operating technology
- Dual study courses: business administration with focus on trade / logistics, computer science and business, business administration and engineering

WIR FRAGEN UNSERE MITARBEITERIN UTE:



»Wie weit reicht deine
Karriereleiter?«

Wir verleihen deinen Karriereträumen Flügel.
Mit unzähligen Weiterbildungsmöglichkeiten.
www.dasganzepaket.de



We asked our employee Ute: »How far can your career ladder take you?«

Innovation is our DNA

Innovation is in Amazon's DNA. Nothing drives us more than the motivation to become better every day – for the benefit of Amazon's customers and our employees. Technologies as well as modern technical equipment allow Amazon's fulfillment centers not only to work with smooth and efficient processes but also to ease the workload for thousands of our employees. In 2016, the German fulfillment center associates rated the hand-held scanner as the most popular innovation.

In 2015, we launched computerized transport systems called "Amazon Robotics" at a new site in Poland. In 2016, we also introduced them in the UK and since 2017, robotics have been used in the first German fulfillment center. This is not a radical change but one of the many technological enhancements that we have integrated over the past two decades, helping us get products to customers quickly and reliably. Technology works hand in hand with employees. The transport robots reduce walking distances and simultaneously shorten processing times. In some cases, we are now capable of processing orders in minutes instead of hours. With the implementation of new technologies, we also create new exciting work areas for job profiles in engineering and IT.

- 1995: shipping of first product from a garage in Seattle
- 1999: hand-held scanners introduced in Germany
- 2007: free premium shipping with "Amazon Prime" launched in Germany
- 2012: Amazon acquires the company "Kiva Robotics".
- 2017: The first transport robots in Germany start operating in the fulfillment center in Winsen (Luhe).

WIR FRAGEN UNSEREN MITARBEITER RONNIE:



»Kannst du bei der Arbeit so sein, wie du bist?«

Bei Amazon sind alle Menschen willkommen, mit all ihren Ecken und Kanten. Komm dazu:

www.dasganzepaket.de



We asked our employee Ronnie: »Can you be yourself at work?«

FURTHER INFORMATION:

Look behind the scenes: www.amazon-logistikblog.de

Careers: www.jobs-amazon.de

Visit Amazon: www.amazon.de/amazon-besuchen

Social commitment: www.amazon.de/gemeinsam

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