



Brussels, 25 June 2025

Dear Chair Andersson,
Dear Honourable Members of the Committee on Employment and Social Affairs,

Noting your committee's hearing on 'Working Conditions at Amazon' I provide below some facts and data points that we had hoped to share with the Committee. We agree that a company such as ours—as well as other companies in the sector—should be scrutinised. That is why Mr. Perego and I were looking forward to engaging in a serious and substantive dialogue with the Committee.

Amazon has been an active member of the European business community for 27 years, beginning with the launch of our German-language store in 1998. Since then, our commitment to the European Union has grown substantially:

- We have invested more than €225 billion in the EU since 2010. In 2024 alone, the figure was over €38 billion.
- We employ more than 150,000 people across 21 EU Member States in quality jobs with competitive pay and excellent benefits. We pay up to 12% more than the minimum wage across the EU. In Germany, for example, entry pay is €15.05 per hour compared to the national minimum wage of €12.82, and full-time logistics employees have an average annual salary of €39,000.
- Our commitment to employee development has resulted in strong retention rates. In Germany, around half of our logistics workforce has been with Amazon for more than five years. We've supported more than 50,000 European employees through our Career Choice training programme, providing up to €8,000 for professional training and tuition.
- Safety is our top priority. We now have more than 1,500 employees in Europe whose full-time jobs are focused on safety. Our Recordable Incident Rate has improved 34% over five years, and since 2019, we've invested more than \$2 billion in our safety efforts globally. Last year alone, we conducted 1.7 million safety inspections across our EU facilities.
- Our presence has significant positive economic impact on rural and post-industrial regions. Our fulfilment centre near Metz employs more than 4,000 people, 60% of whom were formerly long-term job seekers. Amazon is now the leading private employer in Moselle. Similarly, our Spanish sites in Illescas, La Sagra, reduced regional youth unemployment by almost 50%.
- We support more than 127,000 European SMEs who sell on Amazon. These SMEs generated €15 billion in export sales last year, with nearly half those sales made by rural SMEs.
- We believe in transparency and open dialogue. Since 2019, more than 180,000 people have visited our sites in the EU through public tours. In 2024 alone, we hosted more than 2,000 policymakers at different sites across the EU, including many members of the European Parliament.

Amazon remains committed to engagement with the European Parliament and its leadership. We respectfully reiterate our invitation for Committee members to visit our facilities to see our operations first-hand.

Yours sincerely,

A handwritten signature in blue ink, appearing to read "Lucy C. Cronin". The signature is written in a cursive, flowing style.

Lucy C. Cronin
Vice President, EU Public Policy, Amazon