

Committee on Employment and Social Affairs

Chair

MCH/ia
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Ms Roberta METSOLA
President of the European
Parliament
SPA AK 09B011
Brussels

Subject: Follow up of the EMPL Committee public hearing on working conditions in Amazon warehouses

Dear President,

I hereby inform you that on 28 January 2026 the Committee on Employment and Social Affairs (EMPL) held a hearing on working conditions in Amazon warehouses. The invited speakers were Mr David Zapolsky (Amazon Senior Vice President, Global Affairs, participating online), Mr Stefano Perego (Amazon Vice President, International Operations), Ms Lucy Cronin (Amazon Vice President, EU Public Policy), Ms Maria Malinowska (warehouse worker and Amazon trade unionist), and Mr Oliver Roethig (Regional Secretary, UNI Europa).

The hearing focused on systemic labour issues within Amazon's European warehouse network and highlighted a fundamental incompatibility between Amazon's corporate management model and the European social model of labour protection. The discussions demonstrated that Amazon is not committed to entering into collective bargaining agreements. As stated by Mr Perego, the company favours direct engagement with its workforce.

Amazon's senior management presented the company as a responsible employer, emphasising its significant economic presence in the European Union, job creation, competitive wages, extensive benefits, opportunities for skills development and career progression, as well as reported improvements in occupational safety. Company representatives denied the use of technology for worker surveillance, characterising productivity targets as aggregated and historically determined, and presenting automation as a means to reduce physical strain and improve safety.

These claims were strongly challenged by trade union representatives and Amazon workers, who described a working environment characterised by excessive work intensity, constant monitoring, deteriorating health conditions, and active union-busting practices.

Members of the Committee expressed serious doubts as to whether Amazon's declared investments, safety measures, and technological tools translate into genuine respect for workers'

rights and dignity. MEPs questioned the use of intrusive surveillance and algorithmic management practices, including continuous performance monitoring and demanding productivity targets. They also criticised Amazon's refusal to engage in collective bargaining with independent trade unions, instead relying primarily on direct communication with employees or works councils. Serious concerns were further raised regarding workplace safety, including reported violations and worker fatalities.

Despite these divergent positions, both Amazon's representatives and Members of the EMPL Committee indicated their willingness to continue discussions on labour rights and working conditions in Amazon warehouses. Amazon representatives extended an invitation to Members of the Committee to visit one or more of the company's fulfilment centres in Europe.

At their meeting of 29 January 2026, the EMPL Committee coordinators reached the unanimous conclusion that Amazon's representatives failed to provide satisfactory answers to the questions and concerns raised during the hearing. Nonetheless, the Committee remains determined to pursue its scrutiny of Amazon, whose activities have a profound socio-economic impact on the labour market in the European Union. To this end, the EMPL Committee will organise a fact-finding mission to Amazon warehouses at the earliest possible opportunity.

The Committee's coordinators further consider that any request for the re-issuance of long-term access passes to the European Parliament's premises for Amazon Europe should be assessed considering the company's future conduct, in particular in light of the successful completion of the envisaged EMPL mission, access to which was previously denied by the company.

The above recommendation is in line with the Quaestors' decision expressed at the meeting of 27 February 2024, authorizing a decision by Secretary General to withdraw long-term badges held by Amazon of 12 March 2024.

Finally, allow me to thank you, on behalf of the Committee on Employment and Social Affairs, for your continued support for the Committee's efforts to exercise democratic oversight of labour practices in the European Union, in the interest of the European workforce and the economic prosperity of European citizens.

Yours sincerely,

Li ANDERSSON