

Amazon Special Safety Conditions

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1. Purpose

The purpose of this document is to inform the Special Safety Conditions (SSC) required for the work to be performed by the Supplier¹.

Each SSC creates minimum requirements for general health and safety conditions, risk mitigation requirements, and also industry and trade specific practices, risk specific planning, competency and tools and equipment requirements.

The SSC, is neither a substitute for, nor a legal interpretation of, the local work health and safety (WHS) legal requirements (including applicable codes of practice, guidance material and standards) that apply to the work that Amazon has hired the supplier to perform nor do these conditions in any way alleviate Supplier's responsibility to ensure the health and safety of its workers and others (including suppliers, visitors, and guests). The Supplier is required to manage the health and safety risks associated with the work being undertaken for Amazon. Supplier must evaluate the Special Safety Conditions and any applicable local WHS legal requirements where work is carried out for Amazon (including at Amazon's sites), and have in place and maintain WHS programs to meet or exceed these requirements. In addition, Supplier must comply with any additional requirements identified by Amazon, which may apply to specific work types, if directed by Amazon.

Amazon emphasizes that the requirements and recommendations contained in this document are extended to Subcontractors, and the Supplier is responsible for all activities, including health and safety, involving its Subcontractors.

2. Scope

This document is applicable to all Suppliers (entities that conduct activities described in section 3.2.2 Operational control) and their workers performing work on Amazon's owned or leased sites in Asia Pacific (Australia, India, Japan², Singapore), Middle East and North Africa (Egypt, Kingdom of Saudi Arabia, United Arab Emirates), and Latin America (Brazil, Mexico), as called out through the Master

¹ Supplier - being, for the purpose of this document, any contractor carrying out work for Amazon

²Footnote for JP: workers who are part of a third party or contingent workforce, even though they provide operational or other support for Amazon Operations, are not Amazon employees. Nothing in this document may be interpreted or construed as creating or evidencing an employment relationship of any kind between Amazon and such workforce or altering the terms and conditions of any agreements related to the work of such workforce. Amazon's employees are identified by a unique blue badge, and those without blue badges are not considered or treated as Amazon employees in Japan.

Service Agreement (MSA), Master Purchase Agreement (MPA), Master Work Order (MWO), Purchase Agreement, (PA), or Purchase Order (PO) agreed upon between Amazon and Supplier, during or post the sourcing process.

The Workplace Health and Safety (WHS) requirements described in this document are mandatory, and the local WHS legal requirements, which prevail over this, must be followed.

3. WHS Supplier's management

The WHS management process for Suppliers aims to establish WHS guidelines in order to provide uniformity and transparency in the relationship between Amazon and its Suppliers regarding the effective implementation and respective inspection of minimum WHS practices, standards and procedures during the execution of activities to Amazon. This process is composed by pre-qualification, selection, management and post-work stages.

3.1 Pre-qualification and selection

The Supplier agrees to submit all qualification documentation to Amazon's prequalification process and agrees to pay all fees associated with the prequalification process. Failure to follow Amazon's prequalification process will result in the Supplier being ineligible to provide services on Amazon's sites. The Supplier agrees to provide and comply with the following prequalification information:

- Certificates of Insurance that must meet Amazon's specifications, including but not limited to:
 - General liability
 - Workers compensation
- WHS performance data (to be assessed by Amazon to confirm the data is within Amazon's defined tolerance limits), including but not limited to:
 - Lost Time Injury Frequency Rate (LTIFR) / Lost Time Incident Rate (LTIR) statistics
 - Annual Total Recordable Injury Frequency Rate (TRIFR) / Recordable Incident Rate (RIR) statistics
 - Any enforcement action (including improvement and prohibition notices) issued by a WHS regulator
 - Fatalities and serious incidents
- WHS manuals or procedure documents that must meet or exceed the WHS legal requirements in the Supplier's areas of operation,
- Regulatory notices or other documents (e.g. any prosecution, conviction or other enforcement action taken by a WHS regulator) issued to the Supplier,
- Other business data and any additional documentation required by Amazon, including but not limited to:
 - Safety Plan including any Risk Assessment/Safe Work Method Statement (formally known as the Pre-Task Plan)
 - Supplier Acknowledgement Form
 - Supplier Release of Liability Acknowledgement Form³
 - Supplier Equipment Release of Liability Form⁴
- Information for each Supplier's worker entering an Amazon's site including but not limited to:
 - Training for orientation and site evacuation
 - Qualifications and licenses for specific job roles being performed by Supplier worker(s)
 - Evidence of experience and specialized training for specific tasks being performed by Supplier worker(s) in accordance with any applicable WHS legal requirements.

Supplier must review the SSC document and confirm that Supplier meets or exceed the requirements in order to be considered for selection. Supplier must provide a Safe Job Plan bringing how the Supplier will work to comply with this document and local WHS legal requirements.

3.2 Management

Below are the general safety conditions that must be followed by Suppliers and Subcontractors when providing services to Amazon.

³ Not Applicable in Australia

⁴ Not Applicable in Australia

3.2.1 General safety conditions

- **Safety code of conduct:** Supplier and the Supplier's workers, vendors and visitors will follow Amazon's Safety Code of Conduct (copy to be provided by Amazon during sourcing) while on Amazon's site.
- **Compliance with Conditions and Amazon's Safety Code of Conduct.** Non-compliance with these Conditions and/or Amazon's Safety Code of Conduct will be treated with the utmost severity by Amazon and Amazon reserves its rights to (i) require Supplier remove its workers, vendors or visitors from Amazon sites that are non-compliant, and (ii) terminate the Services for repeated non-compliance.
- **Subcontractors management:** If Amazon has agreed in writing that Supplier may sub-contract any portion of the services to a third party ("Approved Subcontractor"), Supplier shall require that any such Approved Subcontractor: meets Amazon's prequalification requirements registered on the prequalification platform, complies with these Conditions at all times, and arranges for its personnel to complete Amazon's safety orientation training before such personnel commence performing Services at an Amazon site.
- **Risk assessment:** Supplier must identify and assess all WHS risks associated with each task or activity performed on Amazon's sites in accordance with local WHS legal requirements. This includes at a minimum to conduct a documented Risk Assessment/ Safe Work Method Statement (SWMS) as relevant to the work to identify the hazards, assess the risks, implement suitable ways to eliminate the risk, so far as is reasonably practicable, or if this is not suitable, minimize the risk, so far as is reasonably practicable, in order to safely perform the work, prior to commencement of works on site. The work shall commence only after the SWMS/Risk assessment and Method Statement (Safe system of work) has been authorized for use by Amazon;
- **Supplier Equipment:** Supplier shall supply and use its own tools and equipment when performing Services, and will be responsible for ensuring their equipment is safe and is operated in accordance with the manufacturer's instructions and applicable local WHS legal requirements, and is properly maintained and serviced in accordance with the manufacturer's instructions. Supplier shall also have in place a documented preventative maintenance program in respect of all its tools and equipment used at Amazon sites and shall provide Amazon with details of such program upon request. If Amazon agrees that Supplier may use any of its tools and equipment, Supplier will have the management and control over those tools and equipment and must comply with all applicable WHS legal requirements in relation to the use, maintenance and storage of the tools and equipment. Where Supplier is using Amazon supplied tools and/or equipment, Supplier must inspect Amazon Equipment prior to use to determine, if the Amazon equipment is suitable to use for Supplier's intended purpose. Supplier must not use any Amazon supplied tools or equipment if its use could pose a risk to health and/or safety and must report any WHS risks to relevant Amazon personnel. Supplier shall not make any modifications or repairs to the Amazon tools or equipment. If any of Amazon's equipment is found to be defective, it shall be the duty of the Supplier to inform Amazon of the defects so that Amazon may fix the equipment for the use by the Supplier and its workers;
- **Compliance with legal requirements:** Supplier is responsible for its compliance with applicable local WHS legal requirements and must implement a systematic approach to identify WHS legal requirements (including transport safety and other work activity specific WHS legal requirements) applicable to its operations;
- **Competence:** Supplier is responsible for identifying and providing any information, training, instruction or supervision that is necessary to protect all persons from risks to their health and safety arising from work, in accordance with local WHS legal requirements and Amazon's Special Safety Condition requirements, and must provide Amazon's Supplier Safety Orientation training to all of the Supplier's workers, vendors or visitors prior to them entering Amazon's site for the first time and refreshed at least annually;
- **Supervision:** Supplier must ensure all work is adequately supervised by a competent person for the duration of their activity, in accordance with applicable local WHS legal requirements;
- **Communication, consultation, cooperation and coordination of activities:** It is the Suppliers' responsibility to develop effective communication processes with their respective workers and other WHS duty holders (Inc. Subcontractors) in accordance with local WHS legal requirements regarding the performance of the Amazon contract. This includes consulting, cooperating and coordinating activities in accordance with Amazon's and local WHS legal requirements;
- **Documented information:** Supplier shall ensure that the WHS documents and records, as well as updates and information on compliance with local WHS legal requirements, applicable to the scope of the contract, are available (in physical or electronic media) and controlled during the execution of activities and for inspection/audit purposes during the contractual term;

- **PPE:** Supplier must provide the Supplier's workers, vendors or visitors with all personal protective equipment (PPE) based on the Supplier's Risk Assessment. Supplier shall follow any Amazon site specific PPE requirements, including any specified dress code. Amazon will not supply PPE to the Supplier or its workers;
- **Permit to work:** Suppliers shall ensure they follow the relevant permit to work process, based on Amazons and the applicable local WHS legal requirements and scope of work to be carried out;
- **Right of refusal:** A worker may cease, or refuse to carry out, work if the worker has a reasonable concern that to carry out the work would expose the worker to a serious risk to the worker's health or safety, emanating from an immediate or imminent exposure to a hazard', without any kind of punishment;
- **Serious and imminent WHS risk:** Amazon reserves the right to suspend any work at any time when a serious and imminent risk to the health and safety of people and facilities becomes evident until the hazardous conditions are eliminated, or if it is not practicable to eliminate, then minimized, so far as is reasonably practicable. The burden of stoppages due to serious and imminent risk caused by the action / inaction of Supplier rests exclusively with Supplier;
- **Emergency preparedness and response:** Supplier, when applicable, must present and implement the emergency response plan in accordance with applicable local WHS legal requirements and emergency scenarios inherent to the scope of its activities and compatible with the applicable Amazon emergency plan;
- **Performance evaluation:** Supplier must develop and implement a planned inspections process to monitor the effectiveness of their WHS programs related to work performed on Amazon's sites and provide Amazon a copy of the planned schedule where required;
- **Incident reporting and investigation:** Supplier must report all WHS incidents and events that occur on Amazon's sites, as soon as is reasonably practicable and ideally prior to the end of the shift, or within 8 hours, and within 2 hours for occupational fatalities. Supplier must also comply with notification requirements to relevant government authorities, in accordance with applicable local WHS legal requirements. The Supplier must complete a documented incident investigation, unless an alternate review into the incident is required by Amazon;
- **Corrective actions:** Supplier must ensure that corrective actions that impact the WHS processes are identified, reported, recorded and effectively resolved, preventing their recurrence;
- **Monitoring, indicators and continual improvement:** Supplier must define, implement and maintain a systematic approach to monitor WHS matters (including health monitoring of workers where required under the local WHS legal requirements) referring to the scope of the contract and in accordance with applicable WHS legal requirements.

Subsection below presents the Operational control - risk mitigation requirements, that must be followed by Suppliers based on risk exposure according to the Supplier's scope of work.

3.2.2 Operational control – Risk mitigation requirements

The below operational controls are provided as minimum risk mitigation requirements and Supplier must adhere to, follow and implement these requirements as a minimum. The Supplier must establish its own suitable operational controls based on the Supplier's own risk assessments, and in compliance with applicable local WHS legal requirements and Amazon's Special Safety Conditions, ensuring the implementation of effective actions to mitigate the identified risks.

Supplier must review, and where necessary revise, its implemented controls in order to maintain compliance with applicable legal requirements. In addition to the below minimum requirements, specific Amazon standard operating procedures (SOP) may apply to the Supplier's work from time to time and must be complied with by the Supplier and its workers.

3.2.2.1 Powered Industrial Trucks and Aerial Lifts

- follow the manufacturer's operating, maintenance and repair instructions and all applicable laws, rules or regulations relating to lifts and safety components for lifts;
- undertake daily pre-operation inspections of lifts and ensure lifts are not used if any operational or WHS issue is identified;
- ensure workers operating lifts undertake work whilst standing on the platform floor and the act of climbing on or sitting on the handrails and / or using planks, ladders or other devices on the platform is prohibited and monitor workers for compliance;
- ensure a physical barrier is in place, according to local WHS legal requirements, in all directions from elevated Aerial lifts, or the height of the boom, and ensure no individuals can access this restricted area;

- A spotter must be used at all times while transporting the aerial lift throughout the facility, and during its operation;
- The spotter must understand and be trained on how to lower the aerial lift in the event of an emergency;
- When the aerial lift is in operation, the spotter's primary responsibility is to monitor the work location to prevent people from walking within the work area of the aerial lift. The spotter must also communicate hazards that the aerial lift operator may not see;
- never exceed the load rated weight capacity of the equipment being used or allow more people to occupy an aerial lift than the manufacturer's recommendations;
- prior to commencing the Services, check the job site for any ditches, drop-offs or holes, bumps and obstructions, debris, untampered earth fills, overhead obstructions electrical wires, bus ducts, charged utility lines, sprinkler lines, conveyors and all other possible hazards.

3.2.2.2 Amazon Robotics ("AR") – where applicable

- Supplier must ensure its workers do not cross the AR safeguarding perimeter or walk on an AR floor unless authorized by Amazon and shall always observe and follow any warning or caution signs;
- Supplier workers must never place any part of their body between an AR drive unit and another AR drive unit, a pod, any workstation structure, conveyor or safety perimeter fencing, stand, ride, lean, or climb on any AR drive units or pods, or reach into the AR floor;
- If AR floor access is required for Supplier to perform work, approval must first be obtained from Amazon before entering the AR floor;
- Supplier workers accessing the AR floor shall undertake a safety briefing before doing so, be escorted by a trained member of Amazon's personnel and must remain with that person at all times, wear a SRBRS vest, and in the event of emergency, remain with the escort and follow them to the nearest exit.

3.2.2.3 Work Area Housekeeping, Barricading, Perimeter and Opening Protection

- Maintain a safe and organized work area free from obstructions, and risks to health and safety, in accordance with local WHS legal requirements. If a hazard exists Supplier must isolate the area to prevent unauthorized access. Temporary cords or hoses must not cross equipment or pedestrian green mile and must be properly stored when not in use. Materials shall not be left in plenum spaces. Emergency exits, emergency equipment aisles, doors, stairways, ladder ways, and electrical panels shall not be blocked;
- Remove debris from work activities such as sharp objects protruding from boards, loose nails and screws, combustible scrap, waste materials, and other debris daily (or more frequently, if required by Amazon and/or to maintain safety) from the work area. Burning of rubbish is prohibited. All materials stored outside must be covered, including waste containers such as metal open-top dumpsters and all debris must be cleaned up on a daily basis (or more frequently if required by Amazon). Supplier is responsible for properly disposing of all its waste at Amazon sites and must do so daily. All waste must be removed from the site once Supplier has finished the work and no waste must be left behind.

3.2.2.4 Confined Spaces

- If performing confined space entry work at Amazon sites, Supplier will, where required, obtain from site's RME team a confined space entry permit and follow all applicable laws, rules and regulations for monitoring, entry and rescue. Supplier is responsible for maintaining all confined space entry and rescue equipment related to Supplier's work activities, and implementing a dedicated confined space rescue plan and team on site.

3.2.2.5 Electrical Safety

- Manage health and safety risks associated with electricity in accordance with local WHS legal requirements, electrical safety legal requirements and obtain an Electrical Work Permit, obtained through the site's RME Management Team.
- The supplier shall inspect portable cord-and-plug connected equipment, extension cords, power bars, and electrical fittings for damage or wear before each use, and replace damaged equipment immediately. Extension cords must never be placed in a way that create a trip hazard.
- Supplier shall comply with all applicable laws, rules and regulations when working on live electrical systems with exposure to electrical shock or arc flash hazards. If it is necessary to perform live electrical work, that work shall be carried out by suitably

qualified person (s) and Supplier must obtain an Electrical Work Permit, obtained through the site's RME or Facilities Management Team. Supplier shall ensure equipment and tools are properly grounded or double-insulated. Supplier shall always use ladders made with non-conductive side rails when working with or near electricity or power lines;

- install ground fault circuit interrupters and grounding systems. Panels and circuit breakers must be accessible and their location communicated to Amazon before commencing work to interrupt the power in case of an emergency.

3.2.2.6 Fall Hazard Control – Working at Heights

- If work is being performed at heights above 2 meters or at specified height pursuant to local law or regulations, Supplier must have in place a personal fall protection risk mitigation system. Such system must be compliant with applicable WHS legal requirements. Fall protection equipment must be inspected by the user before each use and by a competent person other than the user at intervals of no more than one year, and maintained and stored in accordance to manufacturer instructions.
- Horizontal and vertical lifelines must be designed and installed only by qualified persons, under the supervision of a registered structural engineer.
- Alternative working at height equipment may be used and a combination of control measures may be required to adequately control the risks. Where the use of alternative equipment is not possible due to space restrictions, additional controls such as fall arrest system with self-retracting lifelines must be used. If ladders are required, they must be of industrial grade, correctly sized, rated, constructed of approved material for the task, non-conductive if work is on or near electrical installations, and be the proper style (extension or step). Makeshift ladders are prohibited. Pre-inspection and proper handling must be conducted prior to use.
- Supplier must have a site and task specific fall rescue plan in place that includes environmental and site-specific factors which may affect rescue and evacuation operations and how these factors are to be controlled, roles and responsibilities of each team member in an emergency and/or rescue, identification of rescue paths and emergency rescue equipment, and inspection and validation of rescue equipment. Safety equipment must be readily accessible at the Amazon site.
- If working on the roof, Supplier must conduct a full risk assessment for the work to be performed and must obtain from site's RME team the relevant Amazon permit to work to undertake such works.
- All tools and equipment must be removed from the roof each and every day. Materials left on the roof during operations must be secured so that they cannot be blown or dislodged by weather conditions.

3.2.2.7 Hazardous Energy Control

- Hazardous energy control or lockout/tagout (LOTO) must be used to control hazardous energy or hazardous motion (electrical, mechanical, pneumatic, hydraulic etc.) for all applications, unless an exception under the applicable local WHS laws applies and Supplier has complied with the associated requirements.
- Supplier must ensure only authorized workers perform LOTO and will provide training records of authorized workers to Amazon upon request. Supplier will ensure such workers have individual personal lockout locks and tags that have the authorized person's name. Supplier shall ensure that only competent workers are used for the work to be performed and must obtain from site's RME team the relevant Amazon permit to undertake such works. If more than one authorized person will be performing LOTO, Supplier agrees to use a group LOTO captive key or scissors/hasp or similar device that allows all members to safely perform LOTO. Supplier will ensure all authorized persons complete at least an annual LOTO audit, to be provided to Amazon upon request.

3.2.2.8 Hazardous Materials/Chemicals

- Supplier must provide Amazon's WHS Team at the site with a list of hazardous chemicals which they plan to use when performing the Services and provide them with a copy of an up-to-date safety data sheet prior to use. Chemical containers must be properly labelled, sealed and stored when not in use as required under the United Nation's Global Harmonization and Classification of Chemicals and any other applicable laws, rules and regulations. All combustible and flammable chemicals must be kept in an approved flammable storage area/cabinet when not in use. Cabinets must be properly labelled as required by applicable laws, rules and regulations. Any chemical spills must be reported immediately to Amazon's WHS Team at the site. Supplier will remove any chemicals and waste on a daily basis and once the job is complete and, in addition, remove combustible materials and debris on a daily basis (and more frequently if required by Amazon or in order to maintain safety).
- Supplier is responsible for transporting and disposing of all waste and debris generated, in line with country regulations.

3.2.2.9 Hot Work

- Supplier must obtain from the site's RME Team a copy of Amazon's Hot Work Permit to undertake any work that may involve burning, welding, cutting, brazing, soldering, grinding, using fire or spark producing tools or other work that produces a source of ignition ("Hot Work"). Hot Work must only be performed by Supplier's qualified workers. The designated Hot work area where Hot Work is to be undertaken must be (i) inspected by supplier to ensure it is free of combustible and flammable materials and shall be provided by supplier with curtains or barriers (welding curtains or similar to avoid sparks or arc flash leaving the area), and appropriately barricaded by supplier (e.g. with caution tape, snow fencing, etc.) to block unwarranted access. Welding equipment must be inspected and all welding hazardous materials must be kept in approved flammable storage. Only minimal quantities of welding hazardous materials may be kept by Supplier on Amazon work sites.

3.2.2.10 Lifting and Rigging

- Rigging equipment and attachments must be inspected by Supplier prior to each use with any defective items tagged and removed from service immediately. Safety latch hooks are required for all hoists. Supplier must obtain a Lifting Permit, obtained through the site's RME Management Team
- Lifting and rigging operations that involve the following activities must have a safe lift plan, which aligns with local WHS legal requirements: mobile or temporary lifting equipment, or using several pieces of lifting equipment at the same time, load tilting, operations in which operator cannot see the load or assistance is required, suspended loads, lifting of load without any defined hooking points or with an unknown center of gravity, use of equipment not specifically designed for lifting or operation of lifting equipment using more than 75% of weight capacity for lifting equipment or crane, lifting near or over buildings or hazardous installations, use of specifically designed equipment for a specific lifting operation, lifting of bundles of materials, or lifting of loads that may be exposed to weather conditions outdoors. Supplier's safe lift plan must be issued by Supplier and agreed with Amazon's WHS or RME Teams prior to works being undertaken.
- Supplier's safe lift plan must include, at a minimum, the following: purpose, timing, location and characteristics of the rigging and lifting task, worker training records, details of necessary number of workers, load weights, equipment, capacity charts and rigging hardware for the task, optimum rigging configuration to properly support and maneuver the load into place, adequate anchorage points for the lift equipment, and (vi) description of lift area barricade.

3.2.2.11 Yard Work

- Supplier must prepare a detailed safety plan and complete the Supplier Pre-Task Checklist Work both of which must be approved by Amazon's WHS Team before undertaking any works in Amazon's yard. Supplier must provide a physical barrier such as a vehicle or traffic barricades to separate their hands-on work area from yard traffic. Supplier must use a spotter system to observe yard traffic for the workers engaged in hands-on work inside the yard.
- Supplier must have a communication device to enter the yard. Supplier must ensure its workers report any yard safety incidents immediately.

3.2.2.12 Construction Activities

- In order to undertake any constructions activities at Amazon sites Supplier must have in place a safety coordination plan which sets out, at a minimum: project data; safety organization, specific list of activities, emergency management, worker qualifications, equipment, plan and systems used, risk assessments, list of required PPE, training, specific safety policies prepared to the standard required by applicable local WHS legal requirements. Daily site coordination meeting is required between supplier and Site safety, RME or Operations team or Project Manager.

3.2.2.13 Fire System Impairments

- For any planned activity which may potentially cause the inadvertent impairment (hot work near to sprinklers, high dust activities etc.) to existing fire protection equipment, Suppliers must obtain from the site's RME Team a Hot Work Permit, and ensure the fire system impairment kit is used to prevent an emergency impairment situation. Where hot work activities are being conducted the hot work requirements in 3.2.2.9 shall be followed in addition, Supplier is required to report all potential inadvertent impairments to their POC on site.

3.2.2.14 First Aid

- The Supplier will provide and maintain first-aid facilities during the working hours which is easily accessible by the employees/personnel deputed to work at Amazon's sites. The Supplier shall further be responsible to replenish any supplies that is needed for the first aid facilities. The Supplier shall also at its own arrangement appoint and make available trained nursing personnel so as to assist any injured employee/personnel of the Supplier.

3.3 Post-Work

After completion the work, the Supplier shall ensure the work area is returned to a safe, clean condition. Suppliers are required to submit any revised or new approved building plan and drawings and authority submission approval documentation generated as part of scope of work to Amazon. Supplier must retain all documents and records required in accordance with applicable local WHS legal requirements.

4. Change management and document history

Table 3: Document change history

Version	Description	Published	Effective
1	Initial document	8-Jul-22	8-Jul-22