

Amazon Flex Workplace Harassment Policy

At Amazon, we believe that all workers should be treated with respect and dignity. Therefore, we will not tolerate inappropriate conduct, including discrimination or harassment based on sex. The conduct outlined in this policy is unacceptable and, in many cases, also prohibited by law. This policy applies to all Delivery Partners, as well as to the conduct by others involved in our business, such as employees, subcontractors, consultants, clients, customers, or vendors.

Sexual Harassment

Sexual harassment generally consists of unwelcome sexual advances, requests for sexual favors, or other verbal, non-verbal, or physical conduct of a sexual nature when (1) submission to or rejection of such conduct is the basis for work decisions affecting a prospective or active Delivery Partner; or (2) such conduct has the purpose or effect of creating a sexually offensive, hostile, or intimidating work environment that interferes with an individual's ability to perform their work. Examples of sexual harassment include, but are not limited to:

- Physical touching or assault, or impeding or blocking movements;
- Unwelcome or unwanted physical contact or sexual advances;
- Requests or demands for sexual favors in exchange for favorable or preferential treatment;
- Sexual jokes or use of sexually explicit language;
- Leering, gestures, or displaying sexually suggestive objects, pictures, cartoons, or posters;
- Derogatory comments, epithets, slurs, or jokes;
- Graphic comments or sexually degrading words; and
- Suggestive or obscene messages or invitations.

Responding to Inappropriate Conduct or Possible Incidents of Harassment

All Delivery Partners, as well as Amazon employees, are responsible for ensuring that our environment is free from offensive behavior and harassment. All Delivery Partners must avoid any conduct that may be perceived as offensive and/or harassing.

Delivery Partners: Delivery Partners who observe or experience conduct they believe may be inappropriate or harassing by anyone, including other Delivery Partners, Amazon employees, customers, or visitors, may report the conduct to Amazon by using the "Emergency Help" button in the Amazon Flex app or by contacting our Last Mile Emergency Team at (844) 311-0406.

Amazon Employees: Employees who observe or experience conduct they believe may be inappropriate or harassing should contact his or her manager, or to any member of management at Amazon, or to Human Resources.

Customers: Customers should report such incidents by contacting the Customer Service Line.

It is important that Delivery Partners, employees, and customers feel comfortable reporting such incidents; therefore, no retaliation of any kind will be permitted or tolerated against Delivery Partners, employees, or customers for making a good faith report of suspected harassment. Anyone who believes they have been retaliated against for making a good faith complaint should contact the Last Mile Emergency Team at (844) 311-0406.

Amazon will promptly, fairly, and thoroughly investigate any reports of harassment or inappropriate conduct. To the extent possible, the privacy of those involved in any investigation will be protected against disclosure and remain confidential, except as necessary to conduct the investigation. Prompt, corrective action will be taken when appropriate. This action may include temporary suspension or termination of the Delivery Partner's contract with Amazon, or appropriate action against an Amazon employee or customer who engages in prohibited conduct.

False complaints of harassment, discrimination, or retaliation that are not made in good faith may be the subject of similar appropriate disciplinary action.