



Business, Energy and Industrial Strategy Committee

House of Commons, London SW1A 0AA

020 7219 4494 - beiscom@parliament.uk - www.parliament.uk/beis - [@CommonsBEIS](https://twitter.com/CommonsBEIS)

Katherine Mercer,

Head, Public Policy UK Operations,

Amazon (by e-mail)

10th January 2023

Dear Katherine Mercer,

BEIS Select Committee inquiry – AI and technology in the workplace

Thank you for the evidence you sent to the Committee on 9th December as a follow-up to the oral evidence that Amazon gave to the Committee on 15th November. The Committee has published Amazon's written submission and a submission it received from Foxglove on its website today.

In its response to the oral evidence from Amazon on 15th November, Foxglove has suggested that Mr Palmer may have misled the Committee in some of his answers. The Committee recognises that the majority of evidence submitted by Foxglove relates to Amazon operations in the United States. Nonetheless, it would be helpful if you could respond to the points raised as they relate to the Amazon policy in the United Kingdom.

Specifically:

- In your submission, you note that wristbands are not used in the UK. However, given the evidence to date it is implied that some form of technology is used. Please can you confirm what this is (for example, a tablet or handheld device) and how it works (for example, monitoring packing rates based on scanning items/boxes/check points).
- You say that you set employee performance based on what employees are 'naturally setting' themselves. Please can you explain what this means.
- Please can you confirm if Foxglove is correct when it says that Amazon tracks two performance targets:
 - The hit rate (the number of parcels or items that must be picked or stowed per hour); and
 - The Time of Task rate (a requirement not to go over a certain idle time)
- Please can you confirm if Amazon UK uses the so called 'rank and yank' policy of terminating employees who do not meet Time of Task rate targets.
- Please can you confirm if, as set out by Foxglove in its submission, Amazon guidance on disciplinary actions based on Time of Task bandings apply in the UK. For reference, this means:
 - Between 30 and 59 minutes of TOT accumulated during a rolling 12 month period = First Written Warning
 - Between 30 and 50 minutes of TOT and a First Written Warning in a rolling 12 month period = Final Written Warning
 - Between 60 and 119 minutes of TOT accumulated in a single day = Final Written Warning
 - Over 30 minutes of TOT accumulated during a single day and a Final Written Warning during a rolling 12 month period = Termination
 - Over 120 minutes of TOT accumulated during a single day = Termination
- If your answer to the above is 'no', please set out what Amazon guidance is in the UK in the alternative.
- In your submission, you reference RIDDOR and HSE data – please can you provide links to the referenced data sets.

- On the assumption that Amazon keeps data related to time off of work for fewer than seven days as a result of an injury at work, which is therefore not reported as part of RIDDOR, please provide that data to the Committee.

Please give full answers to these questions. If the Committee isn't satisfied with the quality of the answers we will call Amazon to give further public evidence.

I would appreciate a response to this letter by 24th January.

Yours sincerely,

A handwritten signature in black ink that reads "Darren Jones". The signature is written in a cursive style with a large initial 'D' and 'J'.

DARREN JONES MP
Chair of the Business, Energy and Industrial Strategy Committee