

From the Chief Executive

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Sent via email

10 January 2025

Rt. Hon. Liam Byrne MP
Chair of the Business and Trade Committee
House of Commons
London
SW1A 0AA

Dear Liam Byrne,

Thank you for your letter dated 20 December 2024 on the records held by the Health and Safety Executive (HSE) with respect to Amazon's requirements under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR).

You asked two specific questions, which I have responded to below.

Q1. Please can you provide the (a) total number of RIDDOR reportable incidents reported by Amazon UK Services Limited to the Health and Safety Executive and (b) the rate of work-related injury per 100,000 workers for years between 2015 and 2023 for Amazon UK Services Limited.

Notifiers of RIDDOR incidents are free to report in a way they consider appropriate and as such there are 124 configurations of Amazon businesses (including Amazon.co.uk, Amazon Logistics, Amazon Prime Now, Amazon CWL1, Amazon Development Centre, Amazon Fresh) that have reported accidents, dangerous occurrences and diseases in the period 2015-2023 under RIDDOR. The total sum reported by these businesses for the period is 2,304.

This figure includes direct employees and 554 cases where the person affected was reported as being employed by a third party, in training, on work experience or self-employed. 400 of the reports (399 accidents and one dangerous occurrence) have been received for Amazon Services UK Ltd/Amazon UK Services and Amazon UK Services PLC. We are unable to provide the Committee with the rate of work-related injury per 100,00 workers for Amazon UK Services Limited (or any other Amazon business) as the calculation requires estimates of employment numbers, which we do not have access to. As such, businesses would usually calculate their own injury rates.

Q2. Please supply any relevant summary data held by the HSE showing the number of ambulance call-outs to Amazon UK warehouse and fulfilment centres since 2019.

We have limited information about the number of ambulance call-outs, which can only be identified by a search of the free-text fields of RIDDOR reports. Of the 2,304 cases reported by Amazon businesses, 182 reference the word 'ambulance' or 'paramedic' in this field. 33 of these cases have been reported by Amazon UK, Amazon UK Services Ltd, Amazon UK Ltd and Amazon UK Services.

Thank you for taking the time to write to me and I hope this letter gives the Committee the information it requires.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Sarah Albon', written in a cursive style.

Sarah Albon
Chief Executive, Health and Safety Executive