



Community Impact Report





Building a better future together

Andy Jassy
President and CEO, Amazon

Marc, an Amazon customer, recently shared this note with us: "I have returned to the countryside and we have no running water, but Amazon brings you everything in 48 hours: special food for my dog, technological gadgets, books and other things impossible to obtain at short distance. Amazon arrives where not even water arrives... and that, as a customer, is unbeatable."

We receive emails like this frequently—and it makes me proud to be part of a company that's delivering on its mission to make customers' lives better and easier every day. I am particularly appreciative of all the work our teams did during the COVID-19 pandemic—safely getting people around the world the things they needed while stuck at home, migrating companies to the cloud so that businesses could continue while people worked remotely, and using the computing power of AWS to help find potential cures for the virus.

What many people might not know is that our community support goes well beyond our core businesses. That's what this report is about.

When we invest in a community, we create new jobs at Amazon and among businesses that support those jobs, helping to generate economic benefits and vitality. We also use our scale, technology, resources, and passion for invention to support underserved community members.

We've partnered with food banks in 35 U.S. cities, delivering over 23 million free meals to families in need. We've used our infrastructure to support people suffering and have donated and delivered more than 20 million relief items after hurricanes and other natural disasters.

Earlier this year, we built two warehouses in Poland and Slovakia in just 10 days to provide Ukrainian refugees with essential products. We also sent rugged computer storage devices known as "Snowballs" to Ukraine. These devices will store, secure and transfer over 10 million gigabytes as part of our effort to help preserve the country's critical data.

We're also increasing affordable housing so more people can live in communities where housing prices are soaring. We're doing this through the Amazon Housing Equity Fund, our \$2 billion commitment to create and preserve 20,000 affordable homes.

And, we're helping to increase access to education through programs like Amazon Future Engineer, our childhood-to-career program that engages children and young adults from underrepresented communities in computer science education. This particular part of our work is personal for me, because I've long volunteered with Rainier Scholars in Seattle—an organization that supports underrepresented students of color by providing them a pathway to college and meaningful careers.

In this report, we share a bit more about how we're using our collaborative and innovative approach to create positive change in support of our communities. We know that, as we continue to grow, so does our responsibility to the places we call home, and we're grateful for the support, ingenuity, and dedication of our team and our partners. We're committed to building a better future—together.

At a glance

Amazon's philanthropic commitments across the U.S.

\$1.6 billion+

invested to create and preserve over 11,000 affordable housing units.

\$366 million

donated to tens of thousands of organizations in 2021.

13 million

adults received free training in cloud computing and technology through AWS skills training education programs.

18,000 people

supported by Amazon-funded affordable housing investments.

160,000+

volunteer hours from Amazon employees.

\$22 million

awarded in college scholarships for 550 students in the U.S.

20 million

relief items donated in the aftermath of 95 natural disasters.

23 million+

free meals delivered to families in more than 35 U.S. cities.

600,000

students across 5,000 schools received computer science education through the Amazon Future Engineer program.

\$75 million+

donated in support of Ukraine including cash donations to nonprofits, products, and cloud computing credits.

96,000 students

received food, shelter, clothing, school supplies, hygiene items, and other urgent support through Amazon's Right Now Needs Fund.

80,000

Amazon logistics employees enrolled in free skills and education programs, including access to free college education.





Creating affordable housing

We believe that people should have access to housing they can afford, but many communities in the United States are facing an affordable housing shortage—and low-income and minority families are disproportionately affected. That’s why we created the Amazon Housing Equity Fund, committing \$2 billion to innovative projects that create and preserve affordable housing in the communities we call home.

Accelerator program for minority-led real estate developers

Relieving the housing crisis starts with removing barriers. To address this the Amazon Housing Equity Fund launched a \$21 million, two-year professional development program to help real estate developers of color progress in an industry with high barriers to entry. The program—built in partnership with local nonprofits to address issues specific to their communities—helps these developers kick-start their projects. To date, minority-led developers are responsible for 42% of our Housing Equity Fund projects.

18,000

people supported by Amazon-funded affordable housing investments.

22%

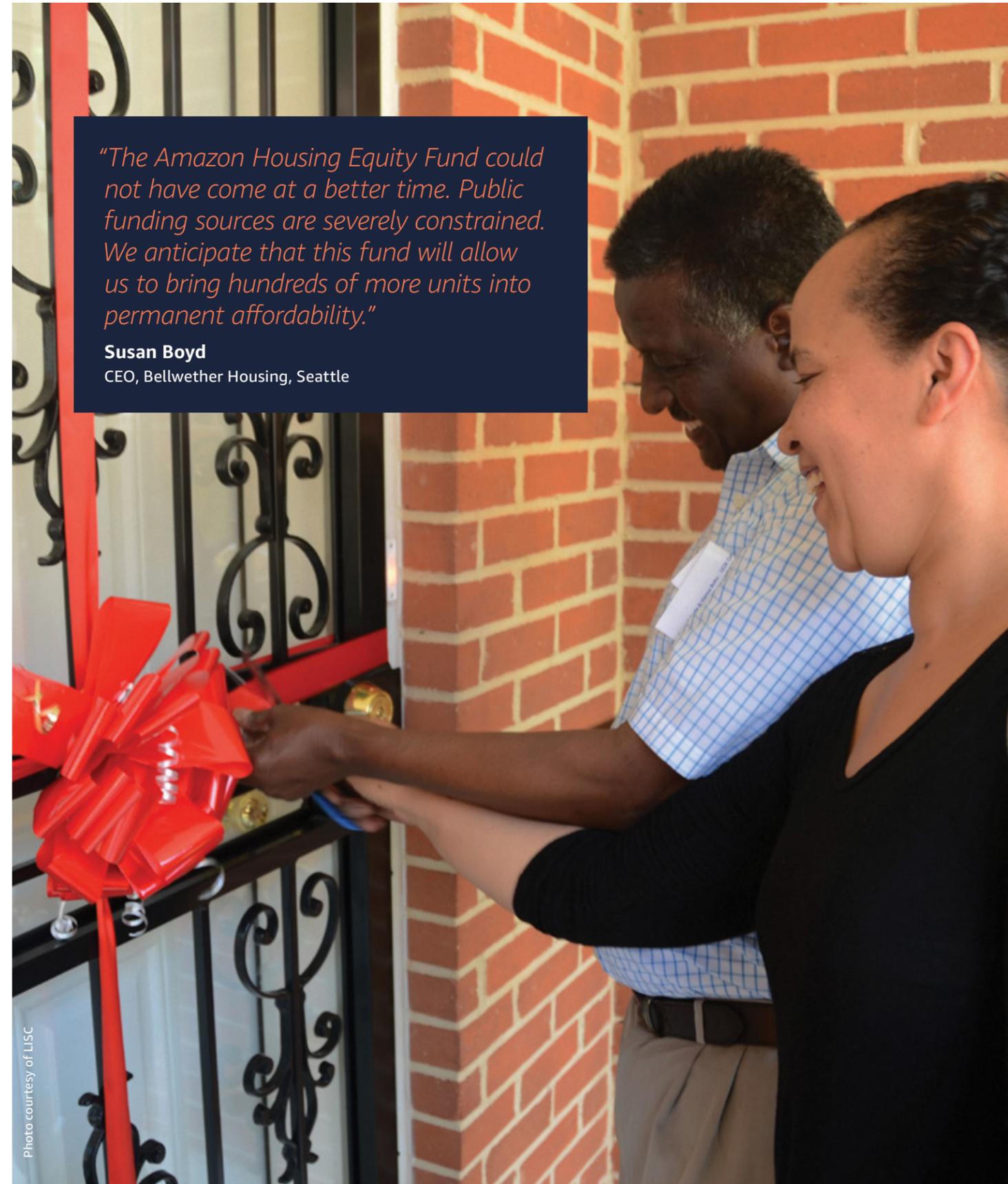
increase in affordable housing stock in Arlington, Virginia, in 12 months.

11,000+

affordable units already funded or preserved.

20%

increase in affordable housing stock in Bellevue, Washington, in 12 months.

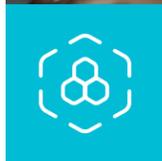


“The Amazon Housing Equity Fund could not have come at a better time. Public funding sources are severely constrained. We anticipate that this fund will allow us to bring hundreds of more units into permanent affordability.”

Susan Boyd
CEO, Bellwether Housing, Seattle

Photo courtesy of LISC





Inspiring students through tech education

We believe in the transformative power of education and are investing in programs to help children, higher education students, and adults unlock their potential. Amazon Future Engineer, our global childhood-to-career computer science program, inspires and educates thousands of students from underserved and underrepresented communities each year. AWS re/Start helps unemployed or underemployed individuals build essential skills for careers in the cloud and connects them to potential employers.

"Amazon has been a tremendous partner to our Seattle Public Schools community. Throughout the life of our collaboration, they have demonstrated time and again that they are committed to expanding resources and providing immediate and tangible solutions for Seattle Public Schools students and families."

Dr. Brent Jones
Superintendent, Seattle Public Schools

600,000

students received computer science education across 5,000 schools through the Amazon Future Engineer program.



Funding urgent needs for children and families

To be able to focus on learning, students must first have their basic "right now" needs met—including food, shelter, clothing, and school supplies. In 2018, we partnered with the Alliance for Education and Bellevue LifeSpring to create the Right Now Needs Fund to help students with these critical needs. School-based staff work with students and families to identify needed supplies, which are then funded by Amazon and fulfilled through our local nonprofit partners.

\$22 million

awarded in college scholarships for 550 students in the U.S.

\$11 million

committed through the Right Now Needs Fund to support basic needs for 96,000 students.

13 million

people received AWS cloud skills training for free.





Tackling food insecurity

In addition to housing and high-quality education, we believe everyone should have access to the food they need. That's why we're committed to helping improve access to food in underserved communities across the U.S. We address this challenge in two ways: We donate food to local food banks, and we leverage our logistics network to provide free delivery of groceries and prepared meals to the most vulnerable families.

30 million meals

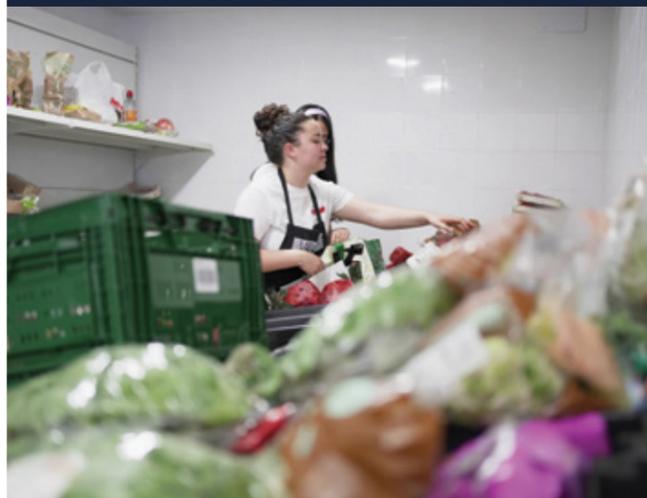
donated to local food banks and food rescue agencies by Whole Foods Market.

85 million pounds

of food donated to food banks, pantries, kitchens, and shelters through our partnership with Feeding America.

"Parents and vulnerable community members should not have to negotiate their budgets, safety, and time against traveling on public transportation to our centers to put a meal on their table. Delivering those groceries instead offers Bread for the City the opportunity to serve and meet the real needs of our neighbors. We were able to be there for our community because Amazon was there for us."

George Jones
CEO of Bread for the City, Washington, D.C.

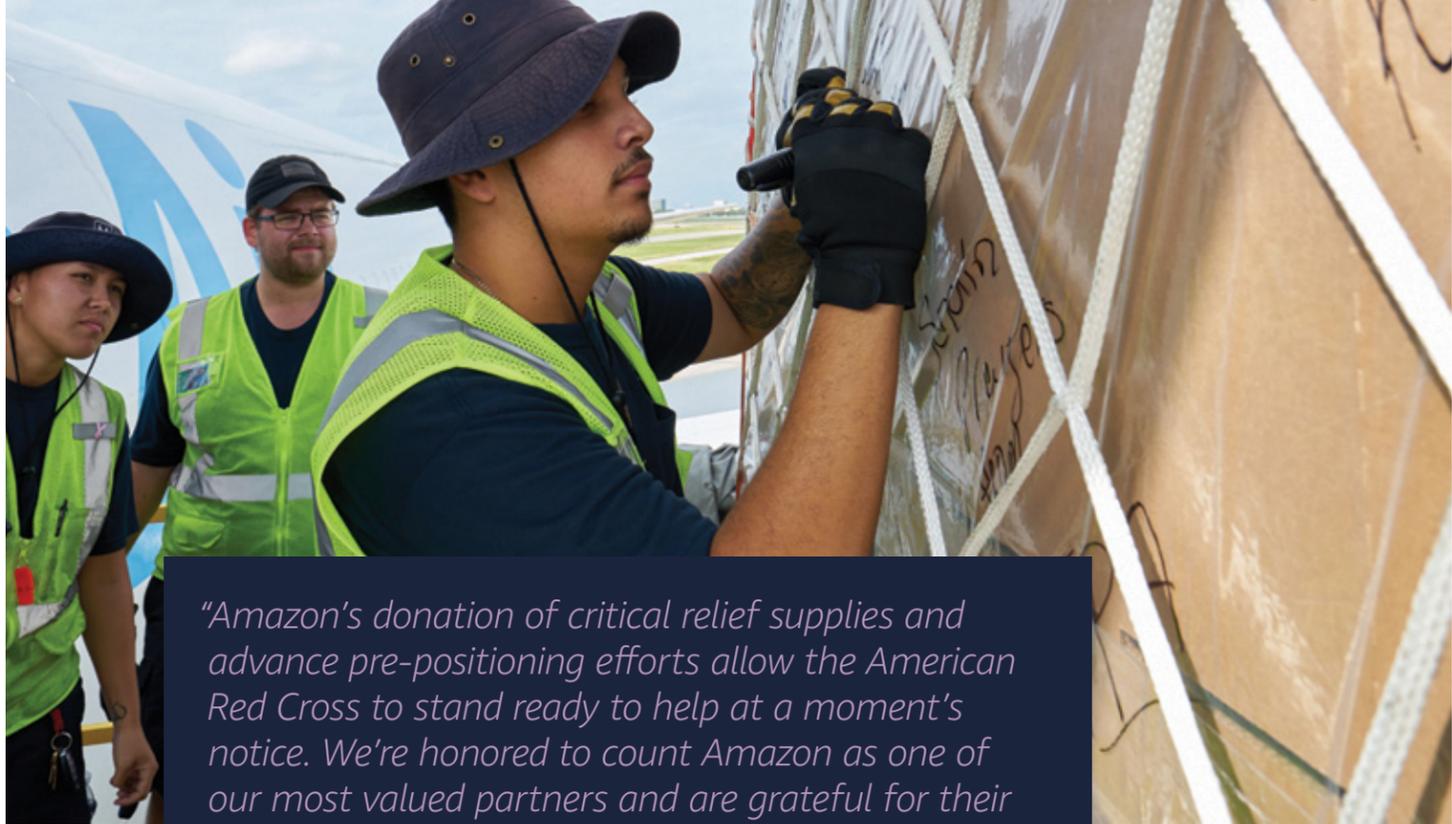


23 million+ free meals delivered across 35 U.S. cities

"I absolutely love it! I look forward to what I will receive each week. Fresh produce can be expensive, we are not on any public assistance, so I often overlook the pricier veggies. I now plan my meals around the boxes I get each week. My kids are excited to try new veggies and fruits. I love the options and I'm so blessed and thankful to receive the boxes as it helps to stretch our weekly food supply."

Beneficiary of Freestore Foodbank, Cincinnati, Ohio





"Amazon's donation of critical relief supplies and advance pre-positioning efforts allow the American Red Cross to stand ready to help at a moment's notice. We're honored to count Amazon as one of our most valued partners and are grateful for their continued support to fulfill our mission."

Trevor Rigger

Senior Vice President, Disaster Cycle Services, American Red Cross



Helping people —quickly—when disaster strikes

Amazon's logistics capabilities make us uniquely suited to help people when disaster strikes. Our disaster relief and response efforts leverage our technology and global logistics network to provide fast, effective aid for communities impacted by natural disasters. One example is our global disaster relief hub, a special fulfillment center in Atlanta designed to help with first response efforts. The hub is stocked with relief items including shelter materials, hygiene supplies, medical equipment, repair materials, and household items. So when disaster strikes, we're able to use our fleet of cargo jets and trucks to quickly deliver Amazon-donated items to communities across the globe. We also enable customers to donate products and cash on Amazon.com and we help disaster response organizations quickly scale through AWS.

1 million+

relief items ready for deployment from our disaster relief hub in Atlanta.

95

natural disasters responded to using Amazon's logistics infrastructure and expertise.

20 million

relief items donated to nonprofits assisting affected communities on the ground.



Innovative technology to support relief efforts

The AWS Disaster Preparedness & Response team supports global disaster response by providing AWS Cloud technology that powers the computing needs of relief organizations. The team and trained AWS volunteers deploy alongside trusted response organizations to help communities recover in the wake of disasters, helping them to quickly assess damage and gain internet connectivity.





"They came to the United States with only what they could carry. And with Amazon, we're making sure that they walk into homes with everything that they need to rebuild it."

Nazanin Ash
CEO, Welcome.US



amazon

Supporting people affected by the war in Ukraine

Since the beginning of the war in Ukraine, Amazon has worked closely with nongovernmental organizations, our employees, and our partners to support relief efforts for affected people and communities. We opened humanitarian aid hubs in Slovakia and Poland in just 10 days, donated 2 million relief items, and contributed technology resources to aid humanitarian activity. We've also worked with Ukrainian government officials to help keep vital services operating, to support Ukrainian customers and partners, and to assist in preserving Ukraine's digital history—efforts recognized by President Volodymyr Zelenskyy with the Ukraine Peace Prize.

\$75 million+

donated in support of Ukraine including cash donations to nonprofits, products, and cloud computing credits.

\$2 million+

in product donations to Welcome.US and local resettlement organizations to support Ukrainian refugees arriving in the U.S.

10 million

gigabytes of Ukraine's essential data migrated to the cloud by AWS.



Welcome Door: Helping refugees and immigrants get a new start

Amazon has committed to hiring at least 5,000 refugees in the U.S. by the end of 2024 as part of ongoing efforts to support people displaced by conflict. These employees will receive tailored support and resources through our Welcome Door program. Welcome Door offers a citizenship assistance portal, free legal resources, mentorship, and access to skills training benefits including free college tuition.





Tens of thousands of community volunteers

Working as a team of over 1 million people from a wide range of industries, backgrounds, and cultures, Amazon employees showcase the best of us. Our employees are now in more than 977 communities across the U.S., volunteering more than 160,000 hours in the places they live and work. Whether at work or out and about in their hometowns, our employees are customer-centric, innovative, and caring changemakers and leaders. Their stories—just a few of which are featured here—inspire us every day.

The COVID-19 pandemic was difficult for the Chattanooga Area Food Bank, which lost 75% of its volunteers during the pandemic. Local Amazon affinity groups stepped in to fill the gap, including the Latinos@Amazon. Cesar Aguilar is part of the team volunteering to support the food bank, enabling it to continue delivering millions of pounds of food to the local community.

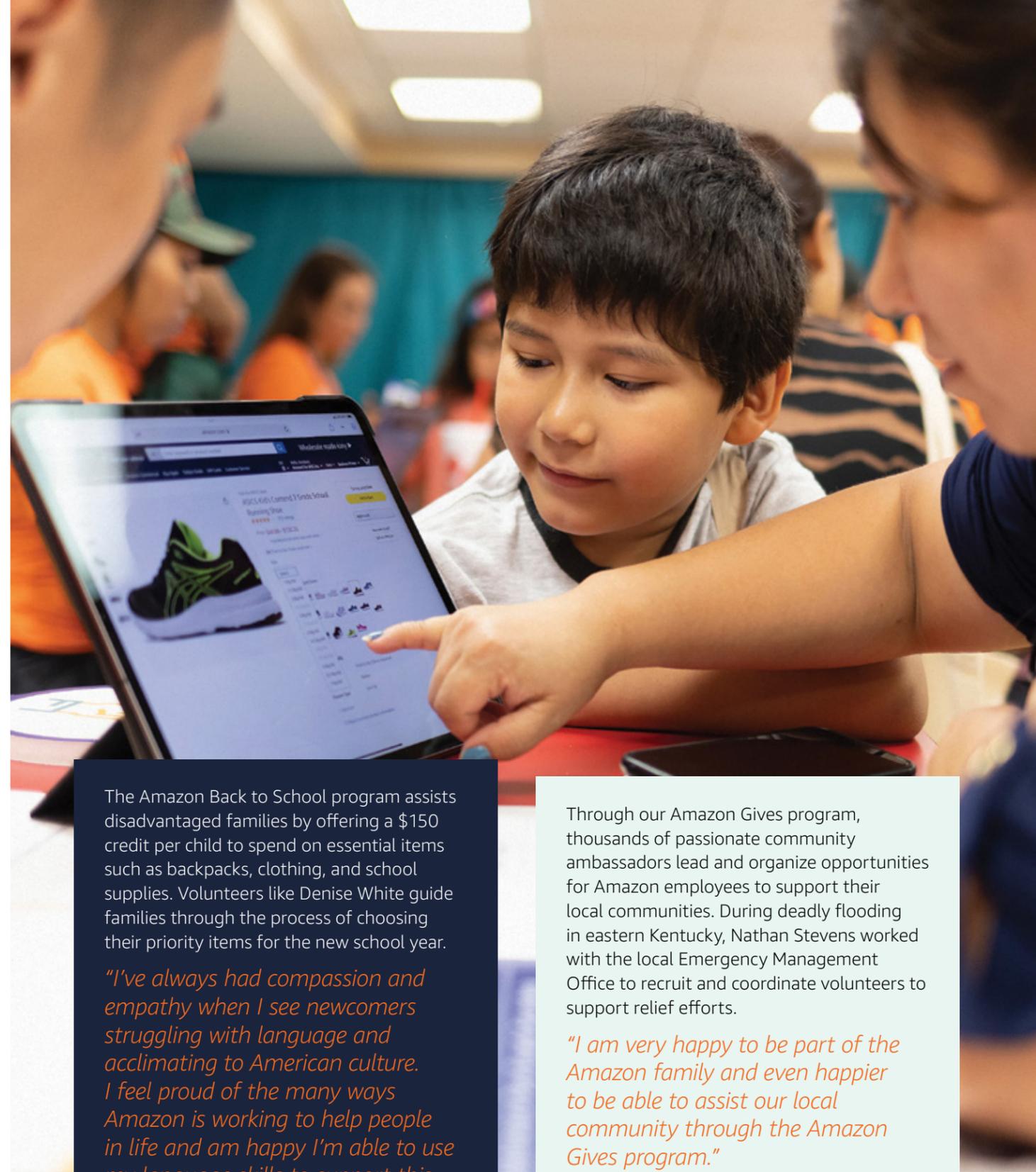
"It's a big opportunity to get Amazon involved in the community. It means a whole lot to me, and it means a lot to our employees as well."

Cesar Aguilar
Operations Manager, Chattanooga, Tennessee

Flex drivers use their own vehicles to deliver packages for Amazon. The Community Delivery program enables these drivers, like Adrienne Bryant, to deliver meals and supplies from food banks and other local organizations to the people who need them most. The nonprofits and individuals receiving deliveries get this service free of charge.

"It makes you temporarily forget your own problems and it feels really good to be part of this important effort."

Adrienne Bryant
Amazon Flex Delivery Driver, Detroit



The Amazon Back to School program assists disadvantaged families by offering a \$150 credit per child to spend on essential items such as backpacks, clothing, and school supplies. Volunteers like Denise White guide families through the process of choosing their priority items for the new school year.

"I've always had compassion and empathy when I see newcomers struggling with language and acclimating to American culture. I feel proud of the many ways Amazon is working to help people in life and am happy I'm able to use my language skills to support this back-to-school program."

Denise White
Workforce Staffing, Seattle

Through our Amazon Gives program, thousands of passionate community ambassadors lead and organize opportunities for Amazon employees to support their local communities. During deadly flooding in eastern Kentucky, Nathan Stevens worked with the local Emergency Management Office to recruit and coordinate volunteers to support relief efforts.

"I am very happy to be part of the Amazon family and even happier to be able to assist our local community through the Amazon Gives program."

Nathan Stevens
Amazon Operations, Lexington, Kentucky



Creating jobs and opportunities across the U.S.

A leading employer

1 million+

employees across 977 communities.

\$19+/hour

average starting wage for fulfillment and transportation employees, more than twice the U.S. federal minimum wage.

Full benefits,

many of which start the first day on the job, include health care, 401(k) match, and up to 20 weeks of paid parental leave.

Building employee skills

Free college

education for our logistics employees.

\$1.2 billion

investment to upskill our team through programs like Career Choice—where we pay full college tuition for employees at hundreds of schools—AWS training and certifications, and technical apprenticeships.

93%

average compensation increase for employees who graduate from the nine-month Amazon Technical Academy to become software development engineers.

Strengthening our communities

\$1,350

average increase in median household income in counties with Amazon facilities.

4,400

more new jobs on average in counties with Amazon facilities.

Source: "Impact of Amazon Facilities on Local Economies," Vikram Pathania, Amazon & University of Sussex, UK, and Serguei Netessine, Amazon & the Wharton School, University of Pennsylvania.



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