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## AMAZON LOGISTICS

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At Amazon, we focus on being the most customer-centric company in the world. Amazon Logistics (“AMZL”) specializes in delivery of customer orders from delivery stations, which power the last mile of our customer order process and help speed-up deliveries for customers. Our growth in Hingham, MA is the result of an outstanding workforce, strong local support, and incredible customers. Our associates and customers in this region are also your residents, and we want to ensure we are being good neighbors.

### Employment

Delivery stations create hundreds of mostly full time and part time jobs. Amazon provides all associates at least \$15.00 per hour in wages, and a variety of benefits packages from day one. Full time associates receive benefits including medical, dental and vision insurance, 401k match, and life and disability insurance – the same benefits as our senior executives. Part time opportunities are great for parents seeking flexibility in schedule, college students, those seeking second jobs, and retirees. For the proposed delivery station in Hingham we are planning 85% full time jobs.

Three types of jobs are available in delivery stations:

1. Sortation – These associates are directly employed by Amazon. They help with sorting packages inside the delivery station.
2. Delivery Service Partners (DSP) – DSPs are entrepreneurs who have launched their own small business delivering packages on behalf of Amazon. DSPs operate out of Amazon’s delivery stations and employ delivery van drivers who deliver Amazon packages. They adhere to the \$15.00 per hour wage requirement for their employees.
3. Managers – Managers are employed by Amazon for managing the sortation process, and by DSP owners for managing the delivery process.

DSP drivers and Amazon Flex drivers generally handle delivery to customers from delivery stations. Amazon Flex is an innovative service where independent contractors can be their own boss and create their own schedules delivering packages on behalf of Amazon.

### Delivery Service Partner (DSP) Program

The DSP program helps entrepreneurs build their own businesses delivering Amazon packages in their local communities. Amazon takes an active role helping interested entrepreneurs start and manage their delivery business. DSPs get delivery volume from Amazon, access to the company’s sophisticated delivery technology and discounts on a suite of assets and services including discounted vehicle leases and comprehensive insurance to keep startup costs low.

### Amazon Flex Program



Launched in 2015, Amazon Flex is an innovative program that gives independent contractors the opportunity to be their own boss while delivering for Amazon. Flex partners use their own vehicles and set their own schedule via the Amazon Flex app (available on Android and iOS devices), freeing up time to pursue their goals and dreams, such as finishing school, building a business or spending time with their family. On average, Amazon Flex drivers earn more than \$22 per hour.

## AMZL Operations

Delivery stations power the last mile of our order fulfillment process and help speed up deliveries for customers. Packages are transported to delivery stations via trailer trucks (18 wheelers) from neighboring Amazon fulfillment and sortation centers and are sorted, picked and loaded into delivery vehicles.

Delivery stations operate 24/7 to support delivery of packages to at customer locations between 11:00 AM and 9:00 PM. At our proposed Hingham, MA facility, AMZL anticipates approximately 11 line haul trucks delivering packages to the delivery station each day, primarily between the hours of 10:00 PM to 8:00 AM. The customer packages are sorted, picked to the delivery routes, placed onto movable racks and staged for dispatch. Approximately 43 Amazon associates and 15 managers support this operation and the shift structure is designed between 2:00 AM and 12:30 PM that mitigates traffic impact during rush hour periods. Additionally, there will be approximately 16 managers and dispatchers supervising the delivery operations, arriving at 6:00 AM and departing at 2:30 PM followed by another shift of dispatchers arriving at 1:30 PM and departing at 10:00 PM

The delivery associates arrive at a delivery station at 9:20 AM. Starting at 9:50 AM and ending at 11:20 AM, 107 delivery vans will load and depart from the delivery station at a rate of 32 vans every 20 minutes to facilitate a regulated traffic flow into the surrounding area. The 1st wave of delivery vans leave at 10:10am. The departure window is designed to mitigate impact on rush hour periods. Approximately 8-10 hours after dispatch, delivery routes are completed and the vans return to the station between 7:10 PM and 9:10 PM. The drivers park the delivery van [either] onsite [or at the offsite location] and leave using a personal vehicle or public transport.

AMZL will also use Amazon Flex to deliver packages from this location. Amazon Flex works in concert with an advanced logistics systems and technology that Amazon has been building since day one. AMZL anticipates approximately 32 traditional passenger vehicles entering the facility staggered between 4:30 PM and 6:00 PM. Flex vehicles will load and depart every 15 minutes.

Approximately 17 Amazon associates will work in the delivery station between 12:00 PM and 10:30 PM to support the Flex and DSP drivers as they return to the station. After the check out and release of all delivery vehicles by 9:40 PM, delivery station associates prepare the delivery station for the next day's packages.