



March 23, 2020

Vendor Communication

To Whom It May Concern:

The health and safety of our employees and partners around the world continues to be our top priority. As communities around the world are requiring physical distancing, our teams—much like grocery stores, pharmacies and other essential services—have a unique role getting customers the critical items they need and this is especially vital for the elderly, people with underlying health issues, and those sick or quarantined. We have made several changes to our operations that include implementing physical distancing, regular and enhanced cleaning of all our facilities, and increasing availability of hand sanitizer and wipes.

We are aware of public health orders that have been issued by various governmental agencies requiring residents to limit non-essential travel and shelter at their place of residence. To date, these orders have included exceptions for businesses that are “essential,” “critical,” “life-supporting,” or similarly necessary for communities despite the travel limitations. These exceptions also generally include the companies necessary to support those essential businesses, such as construction contractors and other vendors supporting businesses like our fulfillment services.

Amazon and our network of partners are helping communities around the world, delivering critical supplies directly to the doorsteps of people who need them. Your services, supplies, equipment and other support are necessary for Amazon to continue to provide these critical services to customers and communities. We ask that your company continue to provide your services, equipment and other support to Amazon. If, however, you have any concerns about your ability to perform, please contact na-ops-covid-response@amazon.com.

We appreciate your continued support and partnership.

Best regards,

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