



Amazon Considers Worker Injuries the "Cost of Doing Business"



In 2024, the U.S. Senate Health, Education, Labor and Pensions Committee released a report on Amazon's warehouse injury crisis. The Committee interviewed over a hundred warehouse workers and analyzed internal documents that Amazon initially tried to keep secret. **The results validated what workers have been saying all along:**

- **Almost half of warehouse workers were injured** during one Prime Day event.
- **Amazon's workstations aren't designed for workers**, and its intense speed requirements put people at high risk for chronic injuries.
- **Workers face an impossible choice:** work safely and be disciplined for falling behind, or rush to make rate and get "coached" for working in hazardous ways.
- The company identified the max number of repetitive motions workers can perform before the risk of injury increases – 216 items per hour in pick – **but some workers reported that their productivity expectations went far beyond that rate.**
- Even though Amazon knows that **chronic understaffing** makes its warehouses more dangerous, **it refuses to take meaningful steps**, like substantially raising wages, to fix the problem.
- AMCARE often sends injured workers back to work without proper treatment. It also **discourages workers from getting outside medical care** so the company can avoid reporting their injuries to OSHA.
- While navigating Amazon's complicated accommodation processes, **workers are too often forced to take unpaid leave, quit, or are automatically terminated.** Even when workers receive accommodations, many report still being disciplined for not making rate.





Amazon Considers Worker Injuries the "Cost of Doing Business," cont'd



The report uncovered that Amazon's own internal studies identified multiple changes the company could make to reduce injury rates, but executives refused to make these improvements because they might reduce productivity:

- Limiting the number of items workers have to process
- Reducing speed-related discipline
- Giving workers more rest time

Amazon workers across the world are fighting back. Together, we can make these jobs safe and get the pay and respect that we deserve.

If you're an Amazon worker, get in touch and we can connect you to an organizing committee near you. If you worked on Project Soteria, Project Elderwand, or another internal Amazon team charged with making work safer and making it easier to request accommodations, please contact us.

