

# PACKAGING PAIN

Workplace Injuries at Amazon's Monee, IL Fulfillment Center and Across Amazon's Empire

Warehouse Workers for Justice  
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Over the past two decades, Amazon has built a massive eCommerce empire that has transformed the way that many products get from factories to our living rooms. The company has established a massive logistics network that is capable of getting products from our computer screens to our front doors in two days, one day or even an afternoon, setting a new standard for the eCommerce industry.

But as Amazon sets the standard for delivery and fulfillment in the eCommerce industry, it also undeniably sets the standards for employment practices and working conditions in the industry. That is alarming news for the millions of workers in the warehouse and logistics industry. Behind the turnstiles of Amazon's fulfillment centers, delivery stations and other warehousing operations, tens of thousands of workers are paying for the cost of free two-day shipping with their bodies.

While journalistic reports of unsafe working conditions at Amazon's warehouses have been widely published in recent years, some of the most troubling accounts of Amazon's health and safety practices don't come from whistleblowers or workers; these troubling accounts can be found in the company's own internal documents.

Amazon's OSHA 300 Logs, obtained by current and former workers around the country paint a troubling picture of what is happening behind the turnstiles at the company's fulfillment centers:

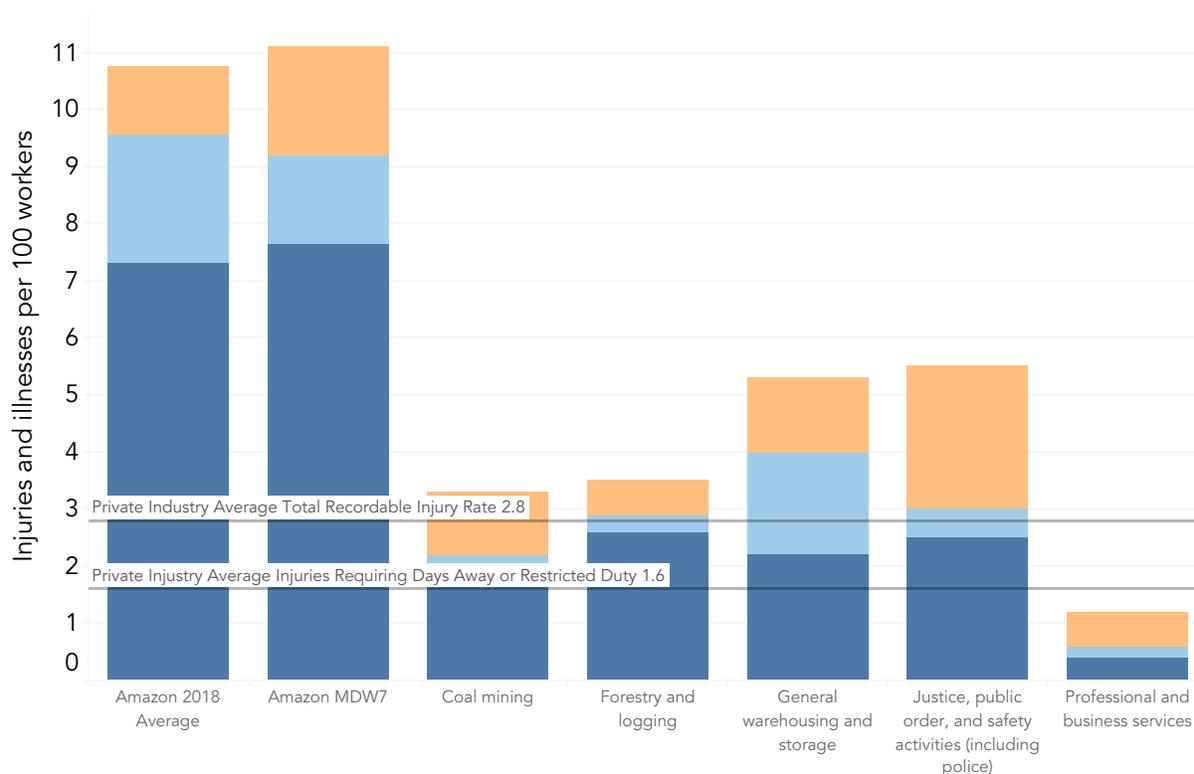
- In 2018, the Total Recordable Injury Rate (TRIR) at Amazon facilities where workers were able to obtain logs was 10.76 per 100 workers. This is **three times as high as the injury rate across all private employers** (2.8 recordable injuries per 100 workers).
- The injuries suffered by workers at Amazon are so serious that workers had to be removed from their job at Amazon--**88.9 percent of workers who were injured had to miss work or be placed on restricted duty.**



- Workers injured at Amazon were forced to miss an average of five-and-a-half weeks of work to recover from their workplace injuries.
- Injury rates spike during the “Peak” holiday shopping season between Black Friday and Christmas. Injury rates begin to climb dramatically throughout the Peak shopping season before spiking at two-and-a-half times time company’s annual average in the 49<sup>th</sup> week of the year—approximately two weeks before Christmas.

### Injury rate at Amazon is three times as high as the national average

Workers at Amazon are injured more frequently than coal miners, lumberjacks, trash collectors and police officers



Injury rates at Amazon are based on OSHA 300A log data from all facilities in the sample for the year 2018—a total of 24 facilities from 15 states. Injury rates for other industries come from the BLS Injury, Illness, and Fatalities Data for 2018 [https://www.bls.gov/iif/oshwc/osh/os/summ1\\_00\\_2018.htm](https://www.bls.gov/iif/oshwc/osh/os/summ1_00_2018.htm)

### Injury rates at Amazon’s Monee, IL facility are unacceptably high

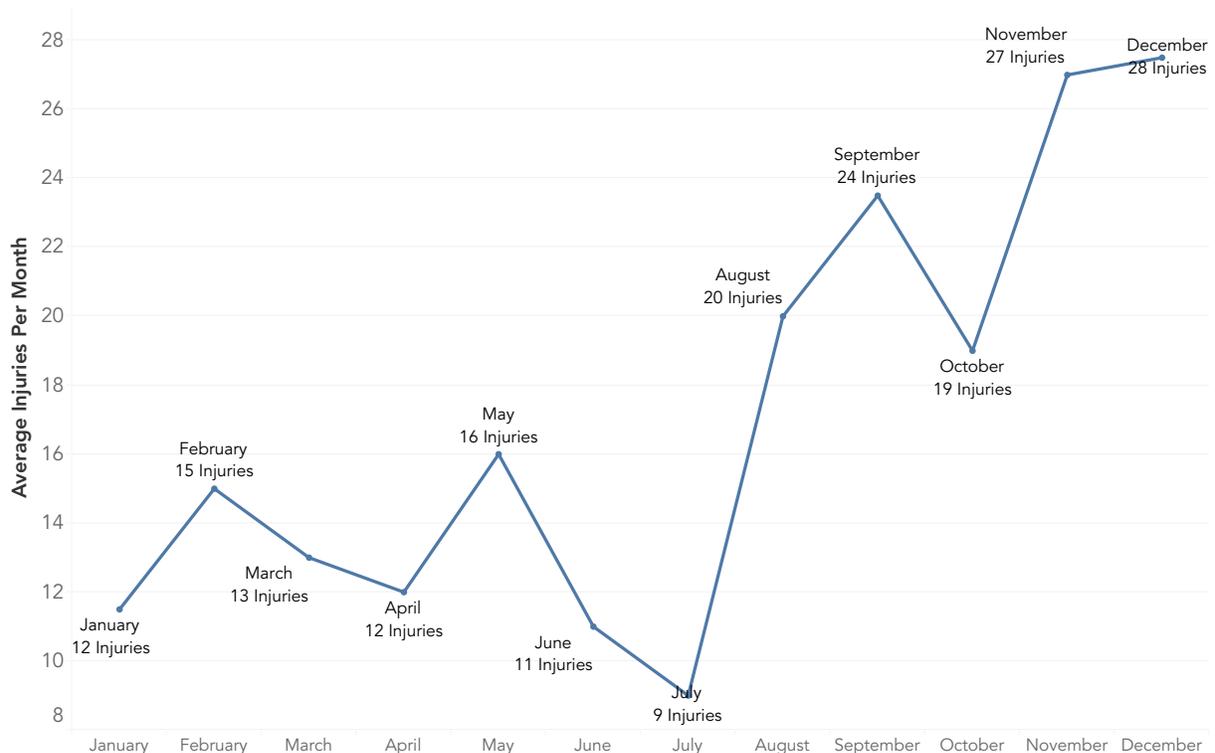
Safety records obtained by workers at Amazon’s MDW7 Fulfillment Center in Monee, IL show that workers in Chicagoland, workers in are suffering from similarly devastating injury rates.

- Last year **25 workers** were injured at the Monee Fulfillment Center during peak season. They missed an average of five and a half weeks of work (39.6 days).

- In 2018 alone, **40 workers at the Monee Fulfillment Center were hurt so badly at work that they couldn't return to work at Amazon** — Many of them will be permanently disabled. In 2018, 10.4 out of every 100 workers at MDW 7 suffered a recordable injury.
- That year **9.2 out of every 100 workers was injured so badly that they needed to be removed from work or placed on light duty** — That's a severe injury rate that's more than five times the national average.
- Injury rates at this facility **dramatically increase in the holiday shopping months of November and December**. Over the past two years the Monee fulfillment center averaged 27 recordable injuries in November and 28 injuries in December.

## Injury rates at Amazon's Monee, IL fulfillment center increase dramatically during the Peak holiday shopping season

*Monthly injuries in 2017 and 2018*



This chart shows the trend of average of number of montly recordable injuries throughout the year at Amazon's MDW7 facility in Monee, IL.

## Amazon Must Do Better

Over the past 20 years, Amazon has proven that it has the capacity to do incredible things, transforming key aspects of our society. The company has shown that when it makes solving a problem a priority and dedicates the resources needed to rise to that challenge it can do truly amazing things. Amazon's own internal data shows that workers are being injured in fulfillment centers around the country at shockingly high rates. These injuries are forcing workers to miss weeks of work while they recover and, in too many cases, experience pain for the rest of their lives. And the vast majority of these injuries are preventable.

Amazon must take immediate action to eliminate hazards in its warehouses and other facilities and make its workplaces safe for workers. The company must,

- Identify and **address ergonomic hazards** in fulfillment centers and other facilities and implement safer workstation designs and practices to reduce the risk of injury to workers.
- **Reduce the speed of work** and increase break times—including worker rest breaks on request—to address the hazards of fast-paced, stressful, repetitive work in its workplaces.
- Provide **adequate medical care** for employees who are injured on the job.
- Share readily available information on injuries and illnesses at the company's workplaces with workers to allow workers to better understand the risks they are being exposed.
- Ensure that senior management, the Board of Directors and shareholders all **take responsibility for creating safe workplaces**.
- Engage with **worker-led health and safety committees** to identify and eliminate hazards in its facilities.

Each of these solutions could dramatically improve health and safety outcomes for the hundreds of thousands of workers in Amazon's fulfillment centers and warehouse facilities. If done well, many of these changes would cost very little in comparison to the company's annual revenues and could actually improve the efficiency and reliability of the company's fulfillment networks. Workers are being hurt at an alarming rate and there is no good reason for Amazon not to take meaningful action to fix these hazards and make work safer.