Amazon Flex Policy and Procedures for Seattle's App-Based Worker Minimum Pay Ordinance (ABWMP)

(Ordinance No. 126595)

ABWMP Fraudulent Use Policy

Amazon Flex delivery partners must not engage in the fraudulent use of the Amazon Flex app, including but not limited to the following conduct:

- Canceling or not completing delivery blocks without cause. For more information on cancelling delivery blocks with cause, please see the ABWMP Cancellation with Cause Policy.
- Any intentional attempts to get paid for not completing the deliveries or delivery blocks.
- Using 3rd party software to obtain delivery blocks or complete deliveries.

Non-compliance with this policy may affect an Amazon Flex delivery partner's ability to participate with the Amazon Flex program. If an Amazon Flex delivery partner is determined to have engaged in fraudulent use of the Amazon Flex app, the delivery partner will be notified via email. An Amazon Flex delivery partner may appeal any outcome by emailing amazonflex-support@amazon.com to provide additional information and any evidence to support the appeal within 10 days of receiving notice. Amazon will respond to the Amazon Flex delivery partner's appeal within 10 days of receipt.

ABWMP Tip Policy

Amazon's website and app allows customers to tip Amazon Flex delivery partners during the checkout process. "Tip(s)" means a payment by a customer to an Amazon Flex delivery partner as a gratuity for delivery services provided to the customer by that delivery partner. Amazon does not pool tips. Amazon Flex delivery partners always receive 100% of the customer tips provided by customers.

When customers place an order, Amazon's website or app suggests a tip in the amount of:

- $5 for orders up to $100
- $7 for orders between $100 and $150
- $10 for orders of $150 and above

Customers can tip Amazon Flex delivery partners up to $100 per order and may modify or remove the tip within 24 hours after delivery. Customers are not prohibited or discouraged from providing tips separately from Amazon's website or app, such as a cash tip.

ABWMP Coverage Policy

The Ordinance applies when performing services in the City of Seattle. For Amazon Flex, this means delivery blocks with at least one pick-up or delivery stop in the City of Seattle. Coverage applies to the following:

- Amazon Flex delivery blocks originating from a delivery station or retail location in the City of Seattle.
- Amazon Flex delivery blocks originating from a delivery station or retail location outside the City of Seattle, but within the Greater Seattle area, that include at least one pick-up or delivery stop within the Seattle City Limits.

For more information on the ABWMP, please visit here.

ABWMP Cancellation with Cause Policy

The City of Seattle's App-Based Worker Minimum Payment Ordinance (ABWMP) applies when performing services in the City of Seattle. For Amazon Flex, Amazon Flex delivery partners have the right to partially or fully cancel after successful check-in for a delivery block with cause and without penalty for delivery blocks covered by the ABWMP for the following reasons:

• Amazon Flex delivery partners were presented substantially inaccurate information in the offer.
• Amazon Flex delivery partners experienced discrimination or sexual harassment during the performance of the offer.
• Amazon Flex delivery partners cannot complete the performance of the offer due to an unforeseen obstacle or occurrence. Such situations include a customer being unavailable despite the Amazon Flex delivery partner attempts to contact and/or wait for the customer when their presence is required to complete the delivery.

For more information on delivery blocks included in ABWMP coverage, please see the ABWMP Coverage Policy.

Amazon Flex delivery partners must provide a valid reason for the cancellation with cause request, provided either in app using the “Request to cancel” option at time of cancellation or by contacting Amazon Flex driver support via the “Help” button in the Amazon Flex app.

Amazon Flex delivery partners will not receive block pay for cancelled blocks. Amazon will review the Amazon Flex delivery partner’s request and notify delivery partners via email with the outcome within 5 days. If the reason for cancellation with cause qualifies, delivery partners will be paid the per-offer amount guaranteed by the Ordinance. For partial cancellation, if a delivery attempt is cancelled with cause, the delivery partner is expected to continue delivering the remainder of the route.

Non-compliance with this policy may affect an Amazon Flex delivery partner’s ability to participate with the Amazon Flex program.