



Headquarters
5 Columbus Circle, 11th floor
New York, NY 10019
tel: 212.430.5982

Southern Office
2301 21st Ave. South, Suite 355
Nashville, TN 37212
tel: 615.915.2417

DC Office
815 16th Street NW, Suite 4162
Washington, DC 20005

Colorado Office
303 E. 17th Ave., Suite 400
Denver, CO 80203

abetterbalance.org | info@abetterbalance.org

January 10, 2022

Via Certified Mail and Electronic Mail

(AJassy@amazon.com; David.Zapolsky@amazon.com)

Andy Jassy
Chief Executive Officer
Amazon.com, Inc.
410 Terry Ave North
Seattle, WA 98109

David Zapolsky
Senior Vice President, General Counsel, and Secretary
Amazon.com, Inc.
410 Terry Avenue North
Seattle, WA 98109

Dear Mr. Jassy and Mr. Zapolsky:

The United States is currently in the middle of a raging global pandemic and workers, especially those in low-wage, hourly jobs, disproportionately people of color, are struggling more than ever to work and adequately care for themselves and their loved ones.¹ In this dire moment, your company, Amazon.com, Inc. (“Amazon”), has chosen to institute a draconian new “Attendance Points Policy”² that makes it difficult, if not impossible, for workers to understand and assert their federal, state, and local rights to legally-protected family and medical leave, sick leave, and time off as a reasonable accommodation. Policies like these are particularly dangerous during an ongoing pandemic, pressuring workers to go to work while sick or exposed to an extremely transmissible virus because they cannot afford to accrue an attendance point and risk their livelihood.

We write to draw your attention to the grave problems with the Attendance Points Policy, which could easily lead to the violation of employees’ rights, with serious consequences for

¹ Rachel Garfield, Matthew Rae, Gary Claxton & Kendal Orgera, *Double Jeopardy: Low Wage Workers at Risk for Health and Financial Implications of COVID-19*, KAISER FAMILY FOUND. (Apr. 29, 2020), <https://www.kff.org/coronavirus-covid-19/issue-brief/double-jeopardy-low-wage-workers-at-risk-for-health-and-financial-implications-of-covid-19/>.

² The Attendance Points Policy states that it became effective October 24, 2021 and was last revised December 1, 2021. See Appendix A at 1.

their health and the health of their loved ones. We urge you—if you in fact wish Amazon to be “Earth’s best employer and Earth’s safest place to work,”³ as your founder publicly professes—to correct the deficiencies in the Attendance Points Policy without delay. While the rapidly intensifying public health crisis highlights the stakes and urgency of these problems, the concerns detailed in this letter preceded the pandemic and will continue long after the pandemic ends, unless and until they are rectified.

A Better Balance is a national nonprofit legal services and advocacy organization that uses the power of the law to advance justice for workers, so they can care for themselves and their loved ones without jeopardizing their economic security. We run a free and confidential legal helpline through which we hear from thousands of workers a year, including workers at Amazon who tell us they are afraid to assert their rights to legally-protected time off for fear of violating Amazon’s attendance policies and practices. A Better Balance has long documented the problems with overly rigid and punitive attendance policies like Amazon’s, most recently in our landmark report, “Misled & Misinformed: How Some U.S. Employers Use ‘No Fault’ Attendance Policies to Trample on Workers’ Rights (and Get Away With It).”⁴ These abusive attendance policies use progressive disciplinary systems to punish workers for absences, tardiness, and early exits from work. Punishing workers for missing work for legally-protected reasons violates federal, state, and local laws.

Under Amazon’s new Attendance Points Policy, there are two ways employees can be penalized for missing work: absence submission infractions (“ASIs”) and attendance points.⁵ Three ASIs, or eight attendance points, can lead to and/or result in termination.⁶ Employees who are unable to report absences “at least 2 hours before shift start” receive one ASI and two attendance points;⁷ employees who need to drop a shift less than 16 hours in advance receive two attendance points;⁸ and employees who are late for a shift receive one attendance point.⁹ In addition, employees on a purportedly “flexible schedule model” receive points for failing to work a minimum number of hours per week.¹⁰

The Attendance Points Policy raises serious concerns under existing federal laws, including but not limited to the Family and Medical Leave Act (“FMLA”) and the Americans with Disabilities

³ Jodi Kantor, Karen Weise & Grace Ashford, *The Amazon That Customers Don’t See*, NEW YORK TIMES (June 15, 2021), <https://www.nytimes.com/interactive/2021/06/15/us/amazon-workers.html>.

⁴ DINA BAKST, ELIZABETH GEDMARK & CHRISTINE DINAN, A BETTER BALANCE, MISLED & MISINFORMED: HOW SOME U.S. EMPLOYERS USE “NO FAULT” ATTENDANCE POLICIES TO TRAMPLE ON WORKERS’ RIGHTS (AND GET AWAY WITH IT) (June 2020), https://www.abetterbalance.org/wp-content/uploads/2020/06/Misled_and_Misinformed_A_Better_Balance-1-1.pdf; *see also* DINA BAKST, ELIZABETH GEDMARK & CARA SUVALL, POINTING OUT: HOW WALMART UNLAWFULLY PUNISHES WORKERS FOR MEDICAL ABSENCES (June 2017), <https://www.abetterbalance.org/wp-content/uploads/2017/05/Pointing-Out-Walmart-Report-FINAL.pdf>.

⁵ App’x A at 3.

⁶ *Id.* at 4–5.

⁷ *Id.* at 6.

⁸ *Id.* at 6–7.

⁹ *Id.* at 6.

¹⁰ *Id.* at 7.

Act (“ADA”), as well as numerous state and local laws related to job-protected sick leave, family and medical leave, disability accommodations, and pregnancy accommodations.¹¹ For instance:

- **The Attendance Points Policy is highly misleading as to the rights of employees who have unforeseeable needs for leave**—for whom providing advance notice¹² is not practicable—and could easily lead to the violation of their rights in practice.
 - Many leave laws entitle employees to emergency time off without advance notice. For example, the FMLA guarantees employees job-protected time off and requires them to provide notice for an unforeseeable need for leave only “as soon as practicable.”¹³ The same is true under New York Paid Family Leave (“NYPFL”)¹⁴ and New York City’s Earned Safe and Sick Time Act (“ESSTA”).¹⁵
 - In the case of a medical emergency like a visit to the emergency room, the soonest practicable notice may be less than two hours—permissible under the FMLA but punishable by an ASI and attendance points under Amazon’s policy.¹⁶ Or, in the case of a parent who discovers their child has a high fever the night before their shift, the earliest practicable notice may be less than 16 hours—permissible under ESSTA but punishable by attendance points under Amazon’s policy.¹⁷
 - Assigning an ASI or attendance point for legally-protected absences is unlawful.¹⁸ Thus, Amazon’s policy, which states that it will penalize employees for failing to provide advance notice of absences, is deeply troubling and, as currently drafted, makes it practically inevitable that workers’ rights will be violated.¹⁹

¹¹ We offer examples under New York State and New York City law by way of illustration, but our concerns are not limited to statutes in those jurisdictions alone. *See, e.g.*, A BETTER BALANCE, COMPARATIVE CHART OF PAID FAMILY & MEDICAL LEAVE LAWS IN THE UNITED STATES (last updated Jan. 4, 2022), <https://www.abetterbalance.org/resources/paid-family-leave-laws-chart/>; A BETTER BALANCE, INTERACTIVE OVERVIEW OF PAID SICK TIME LAWS IN THE UNITED STATES, <https://www.abetterbalance.org/paid-sick-time-laws/>; A BETTER BALANCE, STATE PREGNANT WORKERS FAIRNESS LAWS (last updated Nov. 29, 2021), <https://www.abetterbalance.org/resources/pregnant-worker-fairness-legislative-successes/>.

¹² To avoid an ASI, workers are required to note absences two hours in advance. To avoid attendance points, some workers are required to drop their shifts *sixteen hours* in advance.

¹³ 29 C.F.R. § 825.303(a).

¹⁴ *See* 12 N.Y.C.R.R. § 380-3.1(a).

¹⁵ N.Y.C. Admin. Code § 20-914(c); *see also* “Paid Safe and Sick Leave Law: Frequently Asked Questions,” Dep’t Consumer & Worker Prot. (Nov. 2, 2020), at 28, <https://www1.nyc.gov/assets/dca/downloads/pdf/about/PaidSickLeave-FAQs.pdf> (hereinafter “ESSTA FAQs”).

¹⁶ App’x A at 6.

¹⁷ *Id.* at 6.

¹⁸ *See, e.g.*, 29 C.F.R. § 825.220(c) (stating “nor can FMLA leave be counted under no fault attendance policies”).

¹⁹ The Attendance Points Policy’s cursory caveat that, “[i]f you experience a hardship or unexpected circumstance that causes you to be unable to report your absence, speak with your manager or an HR representative to discuss your situation,” App’x A at 4, does little to reassure. On our helpline, we have heard from Amazon workers whose managers misunderstand the laws and thus refuse to remove improperly-assessed ASIs. *The New York Times* has documented the same problem. *See* Kantor, *The Amazon That Customers Don’t See*, *supra* note 3 (noting that Amazon’s internal documents show that “the back-office staff members who talk with employees ‘do not understand’ the process for taking leaves and regularly gave incorrect information to workers”). We hear from other workers who are unable to reach HR or management *at all*, stuck in an endless limbo of glitchy app software and rerouted overseas calls—a problem *The New York Times* has documented as well. *Id.*

- **The Attendance Points Policy’s requirement that employees work a certain minimum number of hours per week raises serious concerns under federal, state, and local leave and accommodation laws.**
 - For example, the FMLA authorizes workers to take leave on a continuous basis for up to 12 weeks. In some circumstances, the FMLA permits workers to take leave intermittently in distinct shorter blocks of time, such as to recover from surgery, or on a reduced leave schedule in which they work only a few hours a week, such as to undergo a course of chemotherapy.²⁰ A policy that threatens to punish workers like these for working below a threshold number of hours per week, or for not working at all for several weeks or months—while telling them nothing about their rights to do so—is likely to seriously discourage them from taking time off to which they are in fact entitled.
 - Likewise, under accommodation laws like the ADA, employees are entitled to leaves of absence or “part-time or modified work schedules”—such as working a limited number of hours per week in order to receive dialysis—as a reasonable accommodation for disabilities (absent undue hardship to the employer).²¹ The same is true under many state and local accommodation laws, for both disabilities and pregnancy-related conditions.²² The Attendance Points Policy keeps workers in the dark about their rights by nowhere mentioning these federal, state, and local accommodation laws and chills them from exercising those rights by threatening to penalize them for not working a certain number of hours per week, or for not working at all for several weeks.²³ These concerns are not hypothetical but are real problems we have heard repeatedly from workers who contact our helpline.

- **Further, the Attendance Points Policy’s cursory mention that points and ASIs “do not apply when absences are covered by . . . applicable law”²⁴ is woefully insufficient and leaves workers in the dark as to what the “applicable law” is, whether it might apply to them, and how it interacts with the policy.**
 - We field numerous calls from Amazon employees; while many workers know about Amazon’s punitive attendance policies, they describe never receiving information about the federal, state, and local laws that entitle them to legally-protected time off—much less understanding how such laws apply in practice in their own lives. Simply telling workers that attendance points “do not apply” if

²⁰ 29 C.F.R. § 825.202(a); *see also* 12 N.Y.C.R.R. § 380-2.5(c) (similar right under NYPFL).

²¹ 42 U.S.C. § 12111(9)(B); Eq. Emp’t Opportunity Comm’n, “Employer-Provided Leave & the Americans with Disabilities Act” (May 9, 2016), <https://www.eeoc.gov/laws/guidance/employer-provided-leave-and-americans-disabilities-act>.

²² *See, e.g.*, N.Y. Exec. Law §§ 292(21-e), 296(3)(a); 47 R.C.N.Y. § 2-09(e)(1).

²³ Moreover, under many accommodation laws, employers must engage in an interactive process or cooperative dialogue to identify accommodations that meet employees’ needs. Assigning “points or violations or . . . [taking] disciplinary action . . . prior to engaging in a . . . dialogue related to a person’s accommodation needs” violates this duty to engage in the interactive process. *See* “Legal Enforcement Guidance on Discrimination on the Basis of Pregnancy, Childbirth, Related Medical Conditions, Lactation Accomms., & Sexual or Reprod. Health Decisions,” N.Y.C. Comm’n Human Rights (July 2021), at 8,

https://www1.nyc.gov/assets/cchr/downloads/pdf/publications/Pregnancy_InterpretiveGuide_2021.pdf.

²⁴ App’x A at 9.

their absence is covered by “applicable law” does nothing to help workers actually understand and use the laws that exist to protect them.

- The problem is not limited to workers knowing their own rights but also to the poor training of managerial staff. Amazon workers tell us that, even when they have learned their rights and try to explain that their absences are legally protected, their line managers themselves do not understand the laws or how they interact with the vague Attendance Points Policy and, unsurprisingly, continue to mis-assign points or even terminate workers. This is particularly problematic because the Attendance Points Policy specifically requires workers to reach out to managers if they “experience a hardship or unexpected circumstance that causes [them] to be unable to report an absence.”²⁵ As a result, even those workers who have managed to learn their rights tell us that they are afraid to take time off that is in fact legally protected.²⁶
 - As a legal matter, the Attendance Points Policy’s brief reference to “applicable law” is highly unlikely to suffice under the leave and accommodation laws’ notice requirements, which obligate employers to inform employees of their legal rights.²⁷ Not surprisingly, the Amazon workers from whom we have heard on our helpline tell us that management does not inform them of the relevant laws and that they do not understand how the laws apply to and interact with the company’s policies. For example, we heard from one pregnant Amazon worker who was assigned attendance points for absences when she was on doctor-ordered bedrest for her pregnancy-related disability. She had no idea this practice violated her legal rights.
 - To further compound the problem, we have heard from Amazon workers who are blocked from accessing Amazon’s online time off policies while at home, on leave, or otherwise off the clock. A worker cannot comply with a policy to which she does not have access. If Amazon truly seeks to be “Earth’s best employer,” there is no reason it should hide its personnel policies from its own employees.
- **Finally, in order to obtain “leave or accommodation related to health conditions,” the Policy requires all employees to provide “medical certification from a health provider,” raising potential conflicts with local laws.** Under New York State’s sick leave law, for instance, an employer may not require medical documentation for absences of “less than three consecutive . . . workdays.”²⁸ ESSTA contains a similar provision.²⁹

²⁵ App’x A at 4.

²⁶ See DINA BAKST, ELIZABETH GEDMARK & CHRISTINE DINAN, A BETTER BALANCE, MISLED & MISINFORMED: HOW SOME U.S. EMPLOYERS USE “NO FAULT” ATTENDANCE POLICIES TO TRAMPLE ON WORKERS’ RIGHTS (AND GET AWAY WITH IT) 29-30 (June 2020), https://www.abetterbalance.org/wp-content/uploads/2020/06/Misled_and_Misinformed_A_Better_Balance-1-1.pdf (“[W]e often hear from workers scared to leave work or miss a day, or even inquire about whether an absence would be protected, for fear of getting points.”).

²⁷ See, e.g., 42 U.S.C. § 12115 (ADA notice must “describe[] the applicable provisions” of the ADA); 29 C.F.R. § 825.300 (FMLA notice must “explain[] the Act’s provisions and provid[e] information concerning the procedures for filing complaints of violations of the Act”).

²⁸ 12 N.Y.C.R.R. § 196-1.3(a).

²⁹ N.Y.C. Admin. Code § 20-914(a)(2); see also ESSTA FAQs at 30 (“An employer . . . cannot require documentation when the employee uses three consecutive workdays or less for safe and sick leave.”).

The Attendance Points Policy, which requires medical certification in order to obtain leave or accommodation, conflicts with the rights of Amazon workers in New York who need only a few days of sick time.

Given the substantial issues with the Attendance Points Policy on its face, as well as the troubling experiences we have heard from workers about its effect in practice, we urge you to revise the policy and related procedures immediately. At minimum, the policy must:

- Explain in plain language what workers’ legal rights to time off are at the federal, state, and local level, noting expressly that the laws can provide shorter periods of time off (hours, days, or weeks), as well as longer, more traditional “leaves of absence”;
- Specifically explain how such rights interact with the Attendance Point Policy;
- Include an explicit statement that it is unlawful to discipline an employee for legally-protected absences, including through the assessment of points and ASIs, and that, accordingly, points and ASIs will not be assigned under such circumstances;
- Identify a clear, accessible process for workers to report an absence for legally-protected time off, including in circumstances where advance notice is not practicable, and to seek removal of points and ASIs that have been improperly assessed;
- Be accessible to all workers at all times, including offsite and while on leave. If Amazon truly aspires to be a leading employer, it also should make its policies and procedures public—for investors, consumers, and prospective employees to see.

Mr. Jassy has promised, “There’s plenty we can keep working on and that we will keep working on.”³⁰ We certainly hope so. We are available to meet with you at your earliest convenience to discuss. Please note that we are also notifying the Office of the New York Attorney General, the United States Equal Employment Opportunity Commission, and the United States Department of Labor, whom we invite to examine your company’s compliance with the law.

We look forward to your response.

Sincerely,

A BETTER BALANCE

Dina Bakst, Co-Founder & Co-President
Elizabeth Chen, Of Counsel
Dana Bolger, Equal Justice Works Legal Fellow

CC: Office of the New York Attorney General
United States Equal Employment Opportunity Commission
United States Department of Labor

Encl.

³⁰ Annie Palmer, *Amazon CEO Andy Jassy Says the Company Could Do More to Treat Workers Better*, CNBC (Oct. 5, 2021), <https://www.cnbc.com/2021/10/05/amazon-ceo-andy-jassy-says-the-company-could-treat-workers-better.html>.

Appendix A



[Policies home](#) > [Attendance and Punctuality](#)

> [Policy: Attendance Points - US](#)

Policy: Attendance Points - US

Last Revised: 12/01/2021

Regular and reliable attendance is an essential part of your job at Amazon. This policy describes the expected attendance behaviors and potential results to ensure a fair and standardized process.

Applicability

Effective date: October 24, 2021 (EST)

This policy applies to the US. It applies to these hourly employees in WW Consumer:

- All "Ready" employees on a flexible schedule model.
 - This includes reduced time employees who work 30–39 hours per week (Class R), flex time employees who work less than 20 hours per week (Class X), in-house temporary staffing employees



R), flex time employees who work less than 20 hours per week (Class X), in-house temporary staffing employees (Class M), seasonal employees (Class S), and independent contractors (Class W).

- All Amazon Fresh Stores and Physical Stores employees (Go, Home Meal Replacement, and SRS).
 - This includes regular full-time employees (Class F), reduced time employees who work 30–39 hours per week (Class R), part-time employees who work 20–29 hours per week (Class H and Q), flex time employees who work less than 20 hours per week (Class X), in-house temporary staffing employees (Class M), seasonal employees (Class S), and independent contractors (Class W).

“Ready” employees are those on a flexible schedule model including Flex Time, Part Time Ready (PTR), Reduced Time Ready (RTR), and More Time Ready (MTR). If you are uncertain if this policy applies to your role, contact your manager or an Human Resources (HR) representative.

Policy Contents

Eligibility

Overview

Additional support



Additional support

Eligibility

US, L1 hourly with shift codes including FLEXRT, FLEXPT, STORES, may include Class F, R, H, Q, M, S, W, X.

Overview

Your attendance is critical to our customers' experience. To ensure we can deliver for our customers, we have an attendance policy that consists of attendance points and absence submission infractions. Amazon uses AtoZ to send you notifications about points and infractions. You are expected to use it to monitor your own attendance.

Responsible attendance includes recording each punch by clocking in/out or signing in/out, working your full scheduled shift, and providing advance notice when you need to miss work. If you are a Ready employee, responsible attendance also includes reaching a minimum number of hours each workweek and giving advance notice when you need to drop a shift.

Absence submission infractions

Amazon expects you to report all full shift absences 2 hours or more before a shift start in AtoZ by using the **Time** page. When you report an absence in advance, leaders can potentially make shift opportunities available for other employees.

For absences not reported at least 2 hours before shift start, you will receive 1 absence submission infraction (ASI). If you self-schedule shifts and you drop a shift less than 2 hours in advance, this is also considered a failure to report an absence timely and you will receive 1 ASI. If you experience a hardship or unexpected circumstance that causes you to be unable to report your absence, speak with your manager or an HR representative to discuss your situation.

Physical Stores, Amazon Fresh Stores, and Customer eXperience Operations (CXO) employees: Amazon expects you to report absences 2 ways. We expect you to call the manager on duty and report the absence in the AtoZ app. Report absent in both ways at least 2 hours before shift start.

- You can get a maximum of 1 ASI per calendar day.
- ASIs expire 60 days after the date of the offense.
- Amazon will review your employment for termination if you get 3 ASIs in a rolling 60-day period.

- Amazon will review your employment for termination if you get 3 ASIs in a rolling 60-day period.

Absence submission examples:

- 0 ASI: You report absent 2 hours or more in advance.
- 1 ASI: You report absent or drop a shift less than 2 hours in advance.

Attendance points

We use points to manage daily attendance expectations. Arrive on time and be ready to work for all scheduled shifts. When you arrive timely at work, we are best able to serve our customers.

For absences that are not covered by leave of absence or an approved time off option, you will receive 1 point for missing part of the shift or 2 points for missing the full shift.

- You can receive a maximum of 2 points per calendar day.
- Points expire 60 days after the date of the absence.
- If you receive 8 points or more in a 60-day period and your time missed cannot be covered by any other time off option, Amazon will review your employment for termination.
- You are expected to check your points



- You are expected to check your points balance and regularly review any recent points on AtoZ.

Attendance point examples:

- 1 point: You miss a part of your shift.
- 2 points: You miss your full shift.
- 2 points, plus absence submission infraction: You miss your full shift and you did not report absent 2 hours or more before shift start.

Shift drop

Applies to: Ready shifts that you have the ability to choose and drop voluntarily.

We use points to manage shift drop expectations. When you drop shifts in advance, leaders can potentially make shift opportunities available for other employees.

If this applies to you and you need to drop a shift, you are expected to do so 16 or more hours before shift start. You will receive 2 points for dropping a shift less than 16 hours in advance.

Shift drop examples:

- 0 points: You drop a shift 16 hours or more in advance.



- 2 points, plus absence submission infraction:
You drop a shift less than 2 hours in advance.

Minimum hours

Applies to: Ready employees on a flexible schedule model.

We use points to manage minimum hours expectations. Ready employees on a flexible schedule model are expected to reach a minimum number of hours each workweek.

If this applies to you and you do not meet the minimum hours requirement, 1 point is added to your attendance record at the end of a workweek. The workweek begins on Sunday and ends on Saturday. Hours requirements can be reached by working or using applicable time off options.

- Flex Time and Part Time Ready (PTR) employees must reach at least 4 hours per workweek.
- Reduced Time Ready (RTR) and More Time Ready (MTR) employees must reach at least 30 hours per workweek.

Time off options

If you are eligible for and have applicable time off to cover your entire absence, you may choose to use it so that your absence does not result in



Time off options

If you are eligible for and have applicable time off to cover your entire absence, you may choose to use it so that your absence does not result in points. Note: An exception: If you exceed 7 points, Amazon will automatically attempt to apply available time off options such as PTO.

You can apply for the time off option ahead of time or within the same workweek, absent extenuating circumstances. A workweek begins on Sunday and ends on Saturday. Whether or not you have a time off option to cover the absence, your absence reporting must still adhere to the 2-hour advance notice expectation described in this policy. While your time off requests are being reviewed, you may still see points on your attendance record on AtoZ. These points will be automatically adjusted once the time off has been approved.

Time off options may vary based on where you live and work. Examples of time off options include but are not limited to sick time, paid time off, vacation, or leaves of absence. To understand your time off options, speak with your HR Representative or contact the Employee Resource Center at 1-888-892-7180.

Leaves of absence and accommodations

Points and ASIs do not apply when absences are



Leaves of absence and accommodations

Points and ASIs do not apply when absences are covered by one of our leave of absence (LOA) policies, Accommodations Policy, or applicable law. To be covered, you must be approved for a leave through our central leave or accommodations process. Medical certification from a health care provider will be required for leave or accommodation related to health conditions. Contact your manager or HR if there are attendance points or ASIs on your attendance record in error.

You can learn more about leave options in these ways:

- On the AtoZ phone app:
 - Choose the **More** menu at the bottom of the screen, then **Help and Resources**.
 - Choose **Learn about my leave options** to access a summary of LOA options.
 - Choose **Leave and medical accommodations** to access an interactive tool that will help you apply for leave.
- On the AtoZ desktop computer app:
 - Go to the [AtoZ Resources](#) page.
 - Choose **Learn about my leave options** to access a summary of LOA options.

- Go to the [AtoZ Resources](#) page.
- Choose **Learn about my leave options** to access a summary of LOA options.
- Choose **Leave and medical accommodations** to access an interactive tool that will help you apply for leave.
- Visit [Policies \(Leave\) - US](#) on Inside Amazon.
- If you are unable to access AtoZ, ask your manager, onsite leader, or an HR Representative to print the LOA summary for you from AtoZ. Access instructions are above.
- Contact the Disability and Leave Services Team at 1-888-892-7180, option 1.

Additional support

If you have questions or concerns about attendance or absence notification expectations, contact your manager or an HR representative. They are available to help you address any issues that may be preventing you from attending your scheduled shift or that may be impeding your ability to use other time off options. Our goal is to match you with resources to improve your particular situation and work together to put you in the best position possible for successful employment with Amazon.

Appendix B

Announcements

New attendance policy OCT 24.

Standardized Ready Points Policy		Points
Policy Components		
Absence Type	Partial Shift (>5 minutes)	1 point
	Whole Shift	2 points
Minimum Work Hours*	PT: 4 hours/week	1 point
	RT: 30 hours/week	
Shift Drop Period*	Late Shift Cancellation (<16 hours)	2 points
Maximum Points from Absences per Day		2 points
Points Expiration		Rolling 60 days
Termination Threshold		8 points
Absence Notification	Infraction: Notice of full-shift absence provided less than 2 hours before start of shift	
*Does not apply to employees on STORES shift patterns		

REMINDERS

- NO BAG are to be left in break room.
- Lockers are available downstairs for use during shift.
- Please don't store any items overnight.
- Please make sure you are using the new produce rolls in your cart they are a standard of work to have available to you.

- ◇ Circle this if you understand the announcements .
- ◇ Circle this box if you need a manager to follow-up.

