



May 2021

Dear Constituent,

Thank you for contacting me about Amazon delivery drivers.

I understand that some Amazon delivery drivers have signed a petition urging Amazon to lower the number of daily deliveries they have to hit as their target. Some drivers have reported driving dangerously to ensure they reach their targets and also foregoing comfort or rest breaks. In addition, BBC Newsnight were told by delivery drivers that demand during the pandemic has meant they are delivering up to 75% more parcels a day with no extra pay.

While I gather that Amazon uses contractors for delivery services and does not employ drivers directly, it is nevertheless important that Amazon is understanding of the circumstances facing delivery drivers and not directly or indirectly put pressure on drivers which could put them or others in harm's way.

The Covid-19 pandemic has seen a rise in online retail and e-commerce, partly due to the closure of high street retail under Government restrictions.

I know that Amazon has released the following statements:

“At Amazon, we’re proud to go further than most to ensure drivers are supported in their role. Our sophisticated guidance technology plans delivery routes, advises when to take a break, and ensures that drivers aren’t receiving and driving with too many packages.”

“We are committed to ensuring that the people contracted by our independent delivery providers are fairly compensated and are treated with respect, and this is reflected by the positive feedback we receive from drivers every day.”

Delivery drivers are required to not drive for more than 10 hours in one day and to have a break of at least 30 minutes for rest and refreshment after 5 hours 30 minutes of driving.

Further details are available online here:

<https://www.gov.uk/drivers-hours/gb-domestic-rules>.

I hope that Amazon engages with the delivery drivers it contracts to find a solution to this situation. It is encouraging to read that Amazon's guidance technology factors in how many packages drivers have to deliver, which routes to take and when to take a break.



Chris Heaton-Harris
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More broadly, I agree that safety should always come first and drivers should not be forced to take risks to achieve targets.

Thank you again for taking the time to contact me.

Yours faithfully,

A handwritten signature in blue ink, appearing to read 'Chris'.

CHRIS HEATON-HARRIS MP
MEMBER OF PARLIAMENT FOR DAVENTRY