

amazonbenefits
Canada



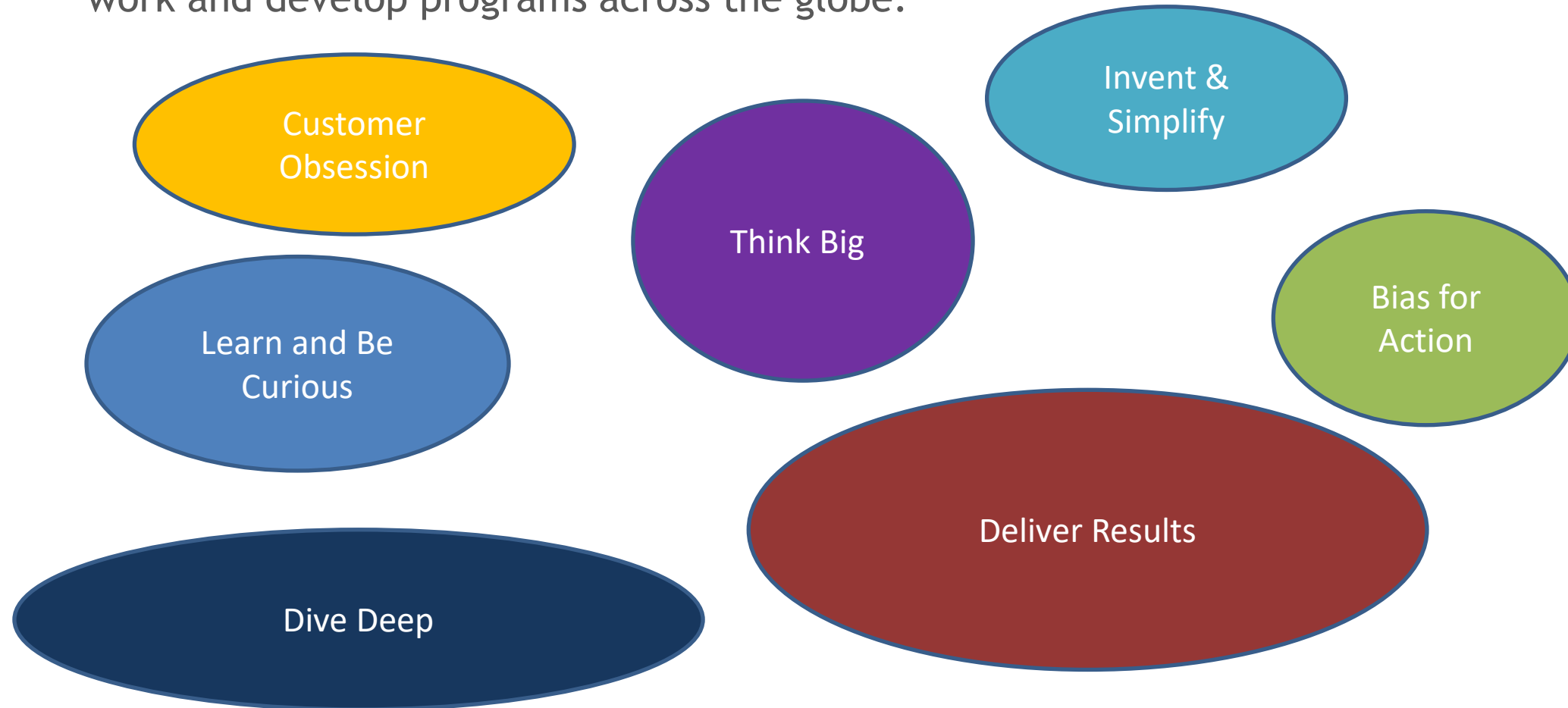
Adam Watson-Smyth

Benefits Program Manager, Amazon Canada



Did You Know

- Amazon currently has 16 Leadership Principles which are the foundation of how we work and develop programs across the globe.





Did You Know

- A number of buildings across the globe are named after the airports they are nearest to
- In the US alone we have over **1 mm** employees and approximately **800,000** have full benefits. In Canada all but seasonal employees participate in benefits including our retirement plan
- Average age of an Amazon employee is **37** across Canada
- Not all Amazon big box buildings you see are Fulfillment Centers but are logistics and sorts centers





Did You Know

- The delivery divers aren't actual Amazon employees but are also provide a full suite of benefits comparable with our own
- Amazon includes a white glove service which enables us to deliver packages within **2 hours** if requested by the customer
- Amazon employees can take ownership and write a benefit paper for review by the Benefit Team





 Who We Are





Our Benefit Philosophy

Egalitarian Approach

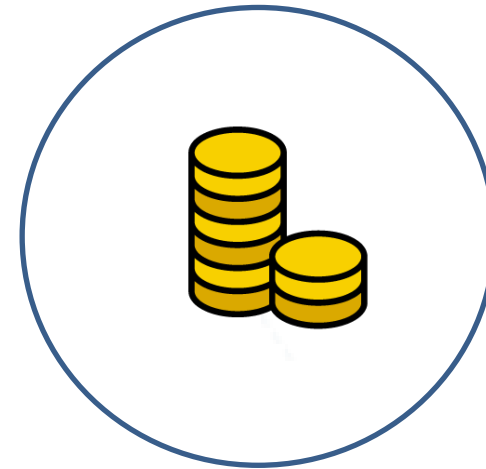
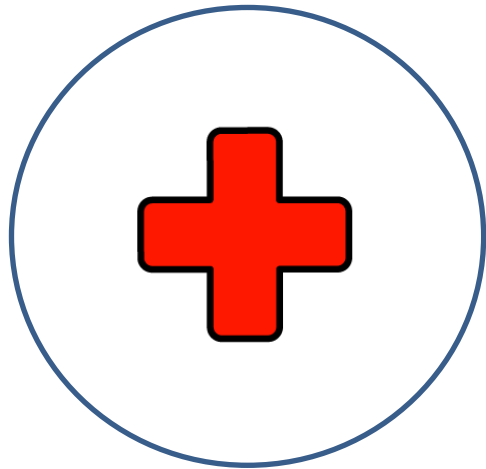
“relating to or believing in the principle that all people are equal and deserve equal rights and opportunities”





Amazon's Focus

Wellbeing Pillars





Understanding our Employees

- Conjoint Surveys (Amazons Science Team)
 - Roadshows
 - Combined Utilization Reports
 - Focus Groups
 - Voice of the Customer
 - External Resources: Market Trends and Analysis
- Income
- Location
- Education
- Overall Benefit Knowledge
- Diversity





Putting it all Together

- Multiple mechanisms that provide data to drive benefits across Amazon
- Needs vs Costs
- Best Practice
- Compliance in each country (Province/Government/ESA)
- Work counsels or CBA's

The screenshot shows a QuickSight dashboard interface. At the top, the QuickSight logo is on the left, and the breadcrumb path reads 'Benefit-BI PROD Benefits Business Reporting Dashboard / Original dashboard (Modified)'. Below this is a navigation bar with several tabs: 'Operating Instructions', '1.1 AET Reportable Metrics - Monthly', '1.2 AET Reportable Metrics - Weekly', '2. Benefits Performance Metrics' (which is the active tab), '3. Raw Extract', and 'Appendix - Benefit KPI Library'. Under the active tab, there is a 'Controls' section with a dropdown menu set to 'BOS-SD Flag All'. The main content area features the title 'Benefits Performance Metrics' in a large font, with the subtitle 'CREATED AND MAINTAINED BY BENEFIT ANALYTICS' below it.



Why Financial Wellbeing Matters...

- *38% of Canadians say money is their top concern, outranking personal health (21%), work (19%) and relationships (18%)*
- *1 in 3 Amazonians say financial stress is leading to anxiety, depression, or mental health issues*

Those working with a professional financial planner...

- *Less likely to cite money as their top concern vs. those who didn't work with a financial planner (15% vs. 39%)*
- *Less likely to face anxiety, depression, or mental health issues as a result of financial stress than those who don't work with a planner (16% vs 36%)*



Financial Wellbeing Programs

Health & Wealth Consultants (HAWCS)

- Dedicated 1 on 1 white glove service
- QR Codes for session booking
- Flexibility around employee schedules
- Enrolments & Reviews
- Establish rapport & trust with employees
- Trusted financial advice



Financial Wellbeing Programs

Debt Management Advisors

- Budgeting
- Managing Debt
- Building/Rebuilding Credit
- Debt Consolidation
- Savings Plans
- Financial Education and Literacy
- Understanding Inflation



Financial Wellbeing Initiatives

Benefit Champions

- Site level point of contact
- Employee facing
- Reaching employees through benefit tools and resources
- Increase employee awareness & engagement
- Support Manager & HR Training Sessions





Financial Wellbeing Programs

Recognition of Compensation

- Compensation Model
- RSUs
- Global Financial Institution Partners
- Mortgages, loans, lines of credit, etc.



Financial Wellbeing Initiatives

Financial Wellness Concierge Service

- Real-time expert address immediate money matters
- Unlimited use
- Urgent needs (food, housing, transportation, no-fee payday advances)
- Non-emergency (credit counselling, savings, budgeting, retirement, overall financial wellness)
- Financial literacy, solutions for permanent housing
- Access to CFPs, Credit Counsellors



Financial Wellbeing Initiatives

Employee Savings Account

- Increase employee engagement and positive habits
- Pay-cheque deductions
- No vesting, no match
- Unforeseen events, emergencies, trip, etc.



Financial Wellbeing Initiatives

Anytime Pay/Pay Advances

- Emergency last resort
- Access earned wages instantly
- Reduce predatory pay-day-loans
- Empower small savings before pay-day

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Questions?