

1.0



Amazon.com Employee Reviews

https://www.indeed.co.uk/cmp/Amazon.com/reviews?start=140&sort=rating_asc

Bad company

[Fulfilment Associate](#) (Former Employee) – [Coalville.bhx2](#) – 26 November 2019

They have treated me unfairly i cant explain in 150 characters.
I have to say I wouldn't recommend my worst enemy to work for amazon.
Very bad company

Stay away from Amazon

[Magement /POC subcontractor; driver](#) (Former Employee) – [Coalville, Leicestershire](#) – 21 November 2019

If you respect yourself don't work never for amazon and their subcontractors.

Very stressful job

[Delivery Driver](#) (Former Employee) – [Telford, UK](#) – 20 November 2019

You don't know if you work tomorrow or not, bad conditions, manager thinks only him self, if you have extra mile you pay from your pocket, small roads - dangerous.

Worst Job ever

[Warehouse Operative](#) (Former Employee) – [Tilbury, Essex](#) – 14 November 2019

READ THIS IF YOU GET IN FOR THE WAREHOUSE ROLE, I was accepted through the face to face interview and then on the induction day they do a drug test (swab test). You do 10 hours of standing for each day out of the four you work. You are given 30 min for lunch which is not enough to eat. You get questioned for every minute you do not do as they say (in short its like labourers going into work and doing the same repetitive thing like robots) depressing environment.

You have to hit crazy targets for each hour you work and will be pressurised. You hardly speak to anyone there as you have to be focused on your work, no interactions, no recognition for the work you do as its expected. Worst job slavery I have been ever. The pay doesn't even make up for the standing up hours and repetitiveness of this job. No culture, not fun at all... security search you like you criminals.. hated it. Do not recommend, mark my words

Maximum effort for minimum pay!!

[Fulfillment Operative](#) (Former Employee) – Derbyshire East Midlands – 15 November 2019

The work is very labour intensive and two half-hour breaks is not sufficient for the amount of work a person is doing in a 10.5 hour shift. Each break is less than 30 minutes as you spend time working from one side of the factory to the other to get to your locker and canteen. Clocking out for a break and having to walk through the metal detectors when another 100 plus are on their break too is a challenge. It's like a cattle market. By the time you have got to the canteen, you have about 10-15 minutes sat down to eat breakfast/lunch. Morale was low among most of the factory workers which just reflected the poor job culture. There are so many things wrong with this company, I could go on...

Bad and stressful

[Warehouse Operative](#) (Former Employee) – Knowsley, Merseyside – 12 November 2019

Knowsley site was a horrible place to work night main manager was intimidating people, while turning a blind eye to a certain blue badge person who was lazy mouthy and hated agency staff.5 to 10 mins getting to canteen on break 10 mins dinner then that manager would be telling everyone to get back to work while he and his supervisors would have a nice hour break.

stressful

[Picker/Stow](#) (Former Employee) – [Rugeley](#) – 12 November 2019

legal modern slavery

if you go to the bathroom it take so long because you have 3 bathrooms on a territory of 10 football fields

after you come back and start scanning again , definitely the agency employee comes to ask you why you didn't scan anything all this time and why it takes you so long to go to the bathroom

for example if you are on 4th flour you need to get on 1st flour , just there you'll find a toilet its takes you 6-7 min if you go in a hurry and just want to urinate for another bath operation I say nothing about how long it would take you and

believe me this is a conduct and warning and everything what comes to their head just to get you to "motivate" you work like a robot

Bad place to work.

[Picker/Packer](#) (Former Employee) – [Dunfermline, Fife](#) – 11 November 2019

Bad attitude from agency staff. Badly organised warehousing strategy. Unpleasant place to work. Unrealistic targets. Inflexible approach by bosses. Bad place to work.

Cons Lots.

Over worked and underpaid

[Self Employed Delivery Driver](#) (Former Employee) – [Washington, Tyne and Wear](#) – 6 November 2019

they sell the dream and in reality you are working for less than minimum wage as your own boss. daylight robbery. £124 per day was my rate, i had to pay £191 per week for the van hire, then the fuel costs were easily 3 figures per week. this may seem like a great job opportunity but it really isn't. in this case the grass isn't always greener, only do it if you are out of work!

Bad place to work

[Fulfillment associate](#) (Former Employee) – [Milton Keynes](#) – 4 November 2019

While in there the stress level never went to normal. No matter how hard you work, there is always a possibility of staying without job. You are only wanted when they need your work power.

Adecco Agency absolutely terrible

[Packer](#) (Current Employee) – [Rugeley](#) – 4 November 2019

Wouldn't recommend to anyone, only if you are desperate. They will say they care about you and your safety but really just want you to shut up and reach the targets you have set out for you. You could be dying and they couldn't care less. Breaks are taken up by walking to your locker and grabbing personal items so really you have only a 25 minute to 20 minute break depending on where you are situated in the warehouse.

Absolute joke of a company

[Warehouse Assistant](#) (Former Employee) – Northern Ireland – 2 November 2019

Absolute joke of a company was dismissed with no warning for no good reason feel like they discriminated against me once they realised I have type 1. Don't do it to yourself!!

Don't go there

[Fulfillment Associate \(Picking\)](#) (Former Employee) – [Tilbury Town](#) – 2 November 2019

If you want to work at Amazon, be prepared to become a robot. No human contact, 10 hours per day working no stop, closed in a cage (picking) , doing the same thing over and over again. Alienating

Fun place to work

[Amazon Warehouse Operative](#) (Former Employee) – [Manchester, Greater Manchester](#) – 29 October 2019

If you have any sense avoid like the plague. Long hours , no time to go to the toilet or eat . Canteen is half your break away . Managers are rubbish!

Pros Hot drinks you don't have time to get or drink

Cons If you don't have family or a life it's the job for you

Dont work for them

[Driver](#) (Former Employee) – [Eurocentral Scotland, Glasgow](#) – 29 October 2019

I worked for them for 4 weeks and not been paid yet and I'm owed couple of thousand they tell lots of lies and never tell you the truth but want you to work like a dog for nothing

Wouldn't recommend working here

[Warehouse Operative – Christmas Temp](#) (Former Employee) – [Swansea](#) – 28 October 2019

It was not very pleasant working here, as there are grueling 12-hour shifts and not many breaks. When your productivity slips, the managers confront you about it which is quite intimidating. You hardly get any time to spend with your family over Christmas, and there are unrealistic time limits to pick items and send them off for packing. The bosses seem to care more about profit than they do about the welfare of their workers too.

Cons Long hours, intimidating managers, not many benefits

Horrible horrible place, concentration camp.

[warehouse operative](#) (Former Employee) – [Manchester, Greater Manchester](#) – 25 October 2019

Worked here for a week and I've never been more miserable in my entire life. Disgusting Inhumane slavery, on your feet for 10 hours but the minute u sit down for a minute, they are on your case. Unrealistic 15 min breaks (takes a good 7 mins to get to the canteen for a quick snack) and need to be back at your station in time for the first scan otherwise your average rate falls and you're basically Gone. There's 1 set of toilets on each floor despite the floors being very big so by the time you'd have gone to the toilet, you'd have wasted 20 mins of the time you should of been working which once again brings down your averages rate resulting in management onto you and practically harassing you into working faster and basically telling you that if you want to work there you will not leave your station unless your dying. You are completely isolated from the world, no sunlight, no talking just pure labour. No idea how it's legal. The most disgusting thing is they bring kids on school trips to show the place. You're not allowed to call it a warehouse, only fulfilment centre but the truth is it's more of a concentration camp than it is anything else. I first applied thinking the pay was good but after working there I've realised no pay is even worth this job and they really do get there money's worth out of you. For the 10 hours your working, you're practically a robot. The targets they give you , even robots cannot do. Management are awful, favouritism for the majority of polish and Romanian people, degrading atmosphere. The worst thing about it is that the majority of the people who are working are old people who should have retired by now, I understand they are willingly working but they have no mercy or cut no slack for the elders who are working. Every job should be ethical and morally correct, I honesty don't know how this is a legal job. Truly disgusting place. I really would not recommend working here unless you are incredibly desperate for the money , I would even settle for a job that pays less than this if it means I don't ever work here again. Small break room looks like a prison visitation room, nothing on tv except politics. No one talks as theres no time,you only have a couple minutes to ram something down our throat before having to run back to your slavery camp and work. Mentally draining, physically unhealthy and just unacceptable and vile in general.

Terrible

[Picker/Packer](#) (Former Employee) – [Manchester](#) – 20 October 2019

1 of 2 worse company in world slave work worked to the bone terrubke staff no time for breaks no social life do not work here do not it was like slave work

shocking

[Factory Worker](#) (Former Employee) – [Kegworth, Leicestershire](#) – 19 October 2019

would not recommend anyone work at this place, the health and safety team laugh at you if you ask for their help, and the team leaders do not know what they are doing they have been in the job for 5 minutes and get asked if they want to go in HR etc. I was bullied in the corner and got asked to leave because I was 11 under. they do not respect there staff at all.

Overall

[Warehouse Assistant](#) (Former Employee) – [Swansea, Swansea](#) – 15 October 2019

The worse place I did work for

Stressful

Not helpful

Hard work

Watching all the time even if you go toilet drink water ect

Bad experience overall

Terrible

[Parcel Sorter](#) (Former Employee) – Knowsley – 7 October 2019

Run away run away run away from this job it is terrible agency are terrible pay is terrible breaks are terrible it's like a legal sweat shop in 2019 mad house

unforgiving

[WAREHOUSE OPERATIVE](#) (Former Employee) – [Dunfermline, Fife](#) – 3 October 2019

management seem very unforgiving and uncaring when it comes to adjusting to being on your feet all day. staff are treated as just bodies there to make up the numbers.

What you hear is true

[Shipping Clerk](#) (Former Employee) – [Manchester](#) – 30 September 2019

Probably the worst company I ever worked for. The management bully , the staff haven't got a clue and the whole atmosphere was akin to a work camp . You are constantly threatened with losing your job and eventually you say enough is enough and leave. An absolute shambles

Not a nice place to work

[Security Officer](#) (Former Employee) – Bardon – 24 September 2019

it's not worth writing a review as it's the worst place that i have ever worked. i can't think of anything good to say about this place. robots would be better suited to this place.

not good to work for

[Fulfillment Associate](#) (Former Employee) – inbound – 23 September 2019

you are on your feet over ten hours a day, you can not move around your stuck in one place, if your are sick and take time of the company ends your contract due to less than 100% attendance, they get rid of workers and most are very good at their jobs, it just the company, they need to get rid of people quickly after prime times. the targets are set high so you can not even take a breather, they promise the earth and don't deliver. every one is afraid of loosing their job.

No right place to work

[Production Operative And Instruction](#) (Former Employee) – [Hemel Hempstead, Hertfordshire](#) – 20 September 2019

It is the worst company in the world to work, bulling, harrasment, very low culture, they insult you, and they scream at you, and if you don't reach targets they kick you out and if you working for more than two year's, HR looks at the way to get rid of the workers by bulling them, harresment, etc, this job is not even for your job , it is a waste of time. I send this Company to Tribunal

Awful experience

[Fulfillment Associate](#) (Former Employee) – [Dunfermline](#) – 14 September 2019

No security at all and awful management overall. Long hours, repetitive job with no probability of progression or development of any valuable skills. I met some good people there and good work environment between colleagues.

Back to the 1800's

[none](#) (Former Employee) – [Nuneaton](#) – 12 September 2019

It sounds like modern day slavery to me,and they're allowed to get away with it ?????? People aren't robots, puts me off ever going for it !!!!!

Bad working conditions and unrealistic targets

[Amazon Warehouse Operative](#) (Former Employee) – [Dunfermline](#) – 9 September 2019

Amazon is by far the worst place I have worked,in the winter it's to cold and summer it's way to hot ,no air conditioning or heating ,they expect unrealistic targets that the majority of people struggle to hit as there so high,I'd never work here again

Terrible

[Warehouse Operative](#) (Former Employee) – [Bolton](#) – 9 September 2019

Management team is shocking and the agency staff are the worse. I would not recommend Amazon to anybody. They dont see you as human beings, they see you as an employment number.

Modern slavery

[Inbaund](#) (Former Employee) – [Daventry](#) – 25 August 2019

Nothing to say about that thing they call it JOB.

Prison like, modern slavery, dungeon.

Simply avoid working for them, you will save your time and mental health.

cannot say how bad it is

[picker](#) (Former Employee) – [peterborough](#) – 24 August 2019

all about speed, health and safety a joke, workers no more than a number, the term release totally wrong you release slaves not workers it is the worst job going

Poor comapny

[Ship Auditor](#) (Current Employee) – [Man2](#) – 5 August 2019

Very bad company to work for managers only care about metrics nothing else expect to work your nuts of for no gratitude or thanks and then be pushed to one side like you was never there

Almost impossible

[Packer](#) (Former Employee) – [Rugeley](#) – 30 July 2019

Targets are ridiculous and they will get rid of you quickly if you don't meet them. there's hardly any support there and it would be better if the managers were more approachable

Hard work, hard targets

[Packer](#) (Former Employee) – [Hemel Hempstead, Hertfordshire](#) – 15 July 2019

No amount of money can justify the cruel and punishing target orientated working conditions amazon imposes on staff. There is no union representation and staff dont have a voice. Modern day smart slavery. Making billions off the back and sweat of many innocent men and women pushed to breaking point. Disgusting. Massive work load, Targets, Targets, Targets low pay

Everything you expect from the company

[Amazon Fulfillment Center Christmas Temp](#) (Former Employee) – [Doncaster, South Yorkshire](#) – 3 July 2019

I don't have anything good to add about the company, Most of what you heard is true. Bottles of wee in the shelves, miss half your breaks to walking though the warehouse and waiting for security to search you.

Cons slaves

Terrible.

[Warehouse Operative](#) (Former Employee) – [Bugeley, Staffordshire](#) – 27 May 2019

Worked to the bone in unsuitable conditions. Temperatures switched from freezing to sweltering at the drop of a hat, and limited opportunity for bathroom breaks due to exceedingly high performance targets. Would not recommend.

Horrible company that doesn't care about its employees

[Packer](#) (Former Employee) – [Doncaster, South Yorkshire](#) – 21 May 2019

Staff are treated like slaves and the team leaders are on a power trip and speak to their staff as though they are children. Hours are long, breaks are short, and don't you dare go the toilet unless you want to be talked down to as if you've just broken the law.

Cons Horrible company, bad management/team leadership

Avoid avoid avoid

[Picker](#) (Former Employee) – [Hemel Hempstead](#) – 1 May 2019

Without a doubt the worst job I have ever had the displeasure of doing. You are treated as nothing but a number and are expected to sprint round the warehouse picking an impossible amount each hour. When you don't achieve this the management constantly degrade and humiliate you. If you clock in even 1 minute late you are docked, the tiny car park not making it any easier. Management always looking for any excuse to bring you down and ultimately get rid of you.

poor place

[Outbound Picker](#) (Former Employee) – [Dunfermline, Fife](#) – 1 May 2019

awful place to work, no help or development for those needing it or having difficulty understanding the roles. targets are set too high and almost unachievable

Corporate mind of thinking

[Operations Supervisor](#) (Former Employee) – [Droitwich](#) – 24 April 2019

Robots. there are no leaders only scared little managers that follow orders with no questions asked. If it looks good on paper it's ok by them but in reality everything is wrong. There is no health and safety, again ,on paper it looks good but in reality it's a jungle

hardest job

[picker](#) (Former Employee) – [rugeley](#) – 9 April 2019

you work like a slave and you have no rights , you are just a number... managers only care about productivity and they expect you to work at 100% since your first day and telling you that if you dont you lose your job .. only work there till they need you

Never work for amazon

[picker packer](#) (Former Employee) – [Peterborough, Cambridgeshire](#) – 31 March 2019

There is nothing redeemable about this company. I can honestly say I have never worked in such a hostile, patronising and oppressive atmosphere. Even if they paid double the wages I would not go back

Cons Absolute contempt for workers

Bad

[Fulfilment Associate](#) (Former Employee) – [Manchester](#) – 8 March 2019

Dog eat dog

Managers are corrupt very challenging place to work with forced overtime. No work life balance long hours with no care for people at the bottom.

Amazon

[Warehouse Operative](#) (Former Employee) – [Manchester](#) – 19 February 2019

Don't work in the warehouse!!

Modern slavery in a modern sweat shop!!

Every person treated differently.

No idea how to get promoted apart from being 'one of the lads'

Unprofessional.

Unsafe.

No idea of safe, productive working or equality.

Poor for such an international and profitable company.

Slave Labour

[Fulfillment Associate](#) (Former Employee) – [Warrington, Cheshire](#) – 19 February 2019

Not a great place to work if you are working on the line. Bad money and you get tracked by employers and searched every time you enter and exit the building.

Dont work at a warehouse

[Warehouse Worker](#) (Former Employee) – [Swansea](#) – 4 February 2019

I honestly do not see a point in working there, no such thing as work friends as you wont ever have a chance to speak to anyone else. You are overworked and just end up suffering and are only hired temporarily .

Hard work, bad support.

[Stower](#) (Former Employee) – [Swansea](#) – 8 January 2019

The managers show no support for employees. Even when doing the job, in the stowing department at least, they stopped you from having a friendly chat with colleagues. If you want your soul sucked out as effectively as kissing a Dementor, go for it.

A terrible place for a Christmas Temp

[Warehouse Operative](#) (Former Employee) – Old Trafford, Greater Manchester – 19 November 2018

Workers were not well managed and were not paid on time. It was physically demanding and we were met with constant set targets. Long hours meant that we were required to walk/stand around for approximately 10 hours with two 30 minutes break. Definitely would not recommend as it places a lot of physical and mental strain.

Company that doesnt care about people other than profits

[warehouse worker](#) (Former Employee) – [Peterborough, Cambridgeshire](#) – 17 October 2018

How can an individual work for a company such as amazon, that does not care about people? treats them as robots and does not pay any attention to what they have to say?

terrible place

Seasonal Worker (Former Employee) – [Dunfermline](#) – 28 September 2018

wouldn't go back to work for them again. you cant ware your own jewlary, take your phone in with you and if you get an emergancy phone call. like a passing of a family member you wont know about it. the place should be closed

Cons treat you like a prisoner

bad

[Warehouse Operative](#) (Former Employee) – [Warrington, Cheshire](#) – 26 September 2018

i worked with amazon for 2 months and everything about the company was shocking. the management team did not deal with issues that were raised and everyone was treat like they was in prison instead of work.

terrible

[Picking Associate](#) (Former Employee) – [Tilbury](#) – 18 September 2018

Do not work at an amazon warehouse. Its the next thing to a sweatshop. they do not care at all about the welfare of the employees, even less so if you are a temp worker.

terrible.

[Packer/Picker](#) (Former Employee) – [Rugeley, Staffordshire](#) – 16 September 2018

horrible. dont do it its the worst thing you could ever do, i aint even joking either. stay away

Do not work there

[Packer/Picker](#) (Former Employee) – Manchester Airport, Greater Manchester – 12 September 2018

Another company that doesn't care about it's employees. It will take you on a few months before Christmas and promise you a contract. When Christmas is over they let you go as you're no longer needed. Don't know how they get away with it. They use all foreign workers who unfortunately don't know their rights and are frightened to stand up for themselves.

Amazon sucks

[Picker/Packer](#) (Former Employee) – [Gourock, UK](#) – 11 September 2018

Worst job I've ever had, no respect from supervisors or managers, You are just a number to get things through the door as quicly as possible and they drop you like a stone for no reason when they have fulfilled the xmas period

Good place to work if you wanna be a prisoner

[Packager](#) (Former Employee) – Manchester M1 – 2 September 2018

They don't even let you sit down. They tell you on the first day they want quality over quantity pfft. All they care about is getting this 200 packs an hour and threaten to kick you out if you dont get it. Worst place i have ever worked at. work here if you wanna become a slave.

Cons long hours, not enough pay, not enough rests for the work your doing, stupidly high targets, managers constantly up your ***

Don't value the workers

[Item picker](#) (Former Employee) – Roughley – 25 August 2018

You start at 6am and don't finish to 6pm, sounds normal but this was a start in the dark and finish in the dark position. While being an item picker employee i never got to speak to other employees, never had a break to eat or rest or even use the toilet due to the layout of the warehouse. Being an item picker you have a time limit of around 30 seconds to get to each item, which could be in a different part of the warehouse so you are pretty much running for the full 12 hour shift. When i brought this up with the people above me they did nothing to help and actually advised me to either carry on or leave. The most enjoyable part of the day was when i got on the coach home.

Cons long hours, unreal time expectations to get items, the layout, break management

Unfair

[Packer](#) (Former Employee) – [Peterborough, Cambridgeshire](#) – 23 August 2018

We got told we were all fired 5 days before Christmas after about a month of hard work. Break times usually meant that we spent half of our small break being frisked by security.

If your desperate.. Contemplate Amazon!

[Production Operator](#) (Former Employee) – [Dunfermline, Fife](#) – 12 August 2018

We're do you start?

The wages are awful on day shift - eight pound an hour - which is ludicrous for the work load you are expected to produce. Night shift is okay pay - nine pound seventy-four - if you want to be a walking zombie on your days off. The days are ten hour shifts, seems fantastic when you have three days off a week, as a opposed to your normal two days in other workplaces. But those four days you feel it mentally and physically. I have seen people sitting on the

floor, with their heads into their chests looking miserable (including permanent staff). You will find out quickly that permanent and temporary staff get treated differently. Temporary staff are treated as peasants; by agency, management and permanent staff. The building is so big, it feels like a village or its own society. As a best described fitting of this "society" I would describe the workforce to be like a sectarian environment. Defined as a person by your badge color, you felt like you didn't belong and you were different to others. You will be treated as well, like your stupid. If you work at amazon you must be uneducated. In actual fact on my findings a lot of the workforce were well educated - including myself - just at amazon till something better came up. This is from management level and above. Management think they are better than everybody, because they have a degree in art and design lol.. Nevertheless you have to proceed with your day, with all the above in mind, still trying to hit your targets. As they phrase it "expectations". The targets are unrealistic to say the least, set by the top brass upstairs, who haven't done these job roles before. And they feel the peasants must be happy, because they never moan, moan and stand by for your P45 you have been warned. The amount of employees going on the sick due to stress is incredible, never seen the likes of this before. This is my honest interpretation of Amazon. I worked here five months, many have agreed with my view, and will tell you the same on your first week. Amazon is a negative environment, very little opportunity's, unless you know someone high in the hierarchy. I am happy I have left, and seeing the back end of Amazon. Suggestion; everyone should form an agreement to join a union - if you want changes - just research what happened in Germany. Please do try this for yourself, and remember my opinion when your collecting your pay check, for two hundred and seventy-seven pound (after tax) at the end of the week. And asking yourself is this worth it. I have much more to say, but will leave you with the basic knowledge in what your about to get yourself in for.

Good luck!

Warehouse associate

[Packer](#) (Former Employee) – Manchester Airport, Greater Manchester – 6 August 2018

Worst job i've ever had. Would not recommend at all. Exhaust your options before even thinking about working at this place. These people even time how long you've been to the toilet. They talk to you like they own you. Not to mention, some of the roles at amazon, you will be in a cage, by yourself, for 10 hours, for 4 days in a row. If its not clear by now, basically go to this place if you are very desperate for money.

Avoid

[Operations Supervisor](#) (Former Employee) – [London Wembley](#) – 31 July 2018

They have no idea of what ETHICS are -No care of people, management is extremely rude. I was always called names, and xenophobic terms - NO support from the management, apart from bullying -Insane targets, nearly impossible to reach, they watch your activity constantly! I can carry on and on, but it would be endless. Generally, a very unpleasant experience.I was stressed and could not even sleep after my shift.

Physically and mentally stressful.

[Picker](#) (Former Employee) – [Rugeley](#) – 12 July 2018

The breaks are short and the targets are really high. You are constantly on your feet and it starts to become really painful. When break begins half of the fulfillment centre take it at any given time and you will have to go through security checks before getting to your locker. Not only that there is a massive queue waiting to get through the only 2 gates. The wage is also minimum for the work you do.

soul destroying, grim place to work

[Warehouse Operative](#) (Former Employee) – [Swansea, Swansea](#) – 21 June 2018

soul destroying, grim place to work

Good for if you enjoy working both as and with robots.

The breaks are horrific, far too short and the place too massive.

I could say much more but Its just not worth my time.

Slavery

[Warehouse Operative](#) (Current Employee) – [Manchester](#) – 13 June 2018

Slave pit.Inhumane targets,clowns for managers,physical work.Liars,hypocrites,fake people.Keep away,from the company and whatever this company is related to.

Terrible place to work

[Warehouse Operative](#) (Former Employee) – [Liverpool, Merseyside](#) – 11 June 2018

You are basically treated bad, run into the ground, made to do overtime 60 hours. Timed to even go toilet so found myself not drinking water all day to avoid going. Targets set are unrealistic or attainable so job is constantly under threat. If thinking of working for this corporate monster Don't it would be worst mistake you would ever make.

Too much pressure

[Warehouse Operative](#) (Former Employee) – [Manchester, Greater Manchester](#) – 22 May 2018

All the managers are aggressive
Long shift hours
The duties are over human condition
You need to work like machines
Breaks are too shorts
Keeping pushing you to do the rate

Boring workplace with unreal expectations

[PICKER/PACKER](#) (Former Employee) – [Swansea, Swansea](#) – 21 April 2018

Worse company to work for ever. Unreal work hours 10-12, basically you take it or leave it. Unreal target hitting, even when you go above and beyond your targets you still get no praise, it's basically like "well done, can you keep going at that pace everyday"

Awful place to work

[Amazon Warehouse Operative](#) (Former Employee) – Cwl1 – 16 April 2018

The tag line is "HAVE FUN MAKE HISTORY" what it should say is "IF YOU DONT LIKE IT YOU KNOW WHERE THE DOOR IS" ..the most depressing company with the worst people you could imagine to work with...

Poor !!!Disapointing!!!DO NOT GO THERE!

[Picker](#) (Former Employee) – [Dunfermline, Fife](#) – 28 March 2018

If you have other options DO NOT WORK for them!!!! I spent 10 months there giving my best because I was promised a BLUE BADGE. They gave me fixed term blue badge and at the end of the term when they had not enough job for everybody they gave permanent contracts only to people with relations!! They used us to do more than we were supposed to do and lied us giving us a blue badge just to make sure they will have who to work hard until they need!!! It is not just me in this situation it is about 100 people!! And the people from the agencies who lost their job are so many more! DO NOT work there! You are just a number for them. After peak you will have no job!

Absolutely awful

[Fulfilment Associate](#) (Former Employee) – [Doncaster](#) – 21 February 2018

Work/life balance was not good.

Managers don't care about you as long as you hit targets which are unrealistic and then they question you why you're not hitting them.
Long hours with little break, if you go on break late because you're at the other end of the warehouse they don't care.

not so happy worker

[Supervisor/Team Leader](#) (Former Employee) – [Tilbury, Essex](#) – 20 February 2018

The worst job I've ever been to. They treat people like slaves and leave them without hours.

Not great.

[Warehouse Associate](#) (Former Employee) – [Dunfermline, Fife](#) – 15 February 2018

Pulled up for being seconds late back canteen food shocking. Targets are a joke. And in pack they don't let you talk to anyone.

Slavery in a modern environment

[Warehouse Operative](#) (Former Employee) – Manchester Airport – 8 February 2018

I became injured my back whilst working here and was asked to not come on for several weeks (unpaid) . This was because I was placed on a 3 person machine on my own and I am still yet to recover and probably never will. The hours are too long with no seating allowed, I even had a chair I found taken away from me by management. I walked between 14-18 miles per night for £8 a night with the breaks being in reality 5 minutes because of 'walk time' not being accounted for by the company. Overall I would not recommend Amazon to my worst enemy; they caused me lifelong physical pain, depression for around 3 weeks over the christmas period and a disdain for warehouses.

very poor

[Packer](#) (Former Employee) – [Swansea, Swansea](#) – 7 February 2018

not the best place to work, not aloud to talk while working forced to stand for long periods, can turn up to work and not know your have been let go, also can be fired mid shift with no warning.

Horrible

[Picker/Packer](#) (Former Employee) – [Dunfermline, Fife](#) – 23 January 2018

Absolutely joke of a company to work for!!! Everyone is suspicious and treats you like a criminal if one bad apple dose something bad wee all must be doing the same and that's the words out the horses mouth!

Hard work low wages and high targets

[Warehouse Associate](#) (Former Employee) – [Dunfermline, Fife](#) – 21 January 2018

Hard work low wages and high targets. No Job security. Information included on job spec is not accurate and you will find that Staff bus is still to be paid for and promised perm postions and a fiction.

Worse place to work if you are human..

[Associate](#) (Former Employee) – [Coalville, Leicestershire](#) – 7 January 2018

If you are a robot you will have no problem. The management are terrible. Every second you are under pressure. They don't care about people only targets. Avoid unless you have no other choice.

Avoid this place

[Warehouse Operative](#) (Former Employee) – [Dunstable, Bedfordshire](#) – 2 January 2018

Favoritism, long hours, Compulsory overtime, targets cant be met, unable to progress, short breaks, strict rules on arriving to your station on time from short breaks, limited communication between workers and agency, rules not explained properly, old paperwork given to employees, if you make a mistake by the time some feedback is received to rectify it you're already out of a job. Avoid at all costs.

Terrible place to work in

[FC Associate](#) (Current Employee) – [Dunstable, Bedfordshire](#) – 10 December 2017

Working in Amazon has been the worst experience of my life so far. Unrealistic targets, enormous pressure, ignoring health and safety of the employees are the everyday things at Amazon. Avoid at all cost.

not good

[Warehouse Operative](#) (Current Employee) – [Swansea](#) – 20 November 2017

treated and feel like a robot. Points system, time limits, no time to even go to the toilet without them getting on your back for being behind on your targets

Was a terrible place to work. Managers were more interested in targets than th well being of the staff.

[Packer](#) (Former Employee) – [Dunfermline, Fife](#) – 22 August 2017

Terrible to work for as the staff were more interest than getting targets rather than treating their workforce with dignity. Unless you are absolutely desperate for mone STAY WELL CLEAR!!

Criminal

[Team Leader](#) (Former Employee) – [Peterborough, Cambridgeshire](#) – 7 August 2017

Everyone is just a slave no one cares about health and safety its always been just targets to do more and more. Canteen's food is the lowest quality ive seen in years

Embodiment of soulless employment

[Pick](#) (Former Employee) – [Dunfermline](#) – 19 June 2017

Overall poor experience, very little in ways of team ethic or personal development. A place where you need to be "one of the lads" to achieve. compulsory OT which gets cancelled at any point, normal hours can also be cancelled resulting in loss of money but this was rare.

Dangerous and incompetent

[Sortation](#) (Former Employee) – Tyne and Wear – 29 March 2017

Slave work, who promote teenagers with no experience who have no will off there own and become yes men to uppeer management, who work people to dangerous levels,

Targets are put before the well being or safety of the staff.

Cons lack of leadership, incompetence, a place waiting for a serious injury to occur

Impossible targets, terrible working place

[Warehouse Operative](#) (Former Employee) – [Hemel Hempstead](#) – 21 March 2017

Terrible place to work, never expected it to be as bad as it was, imagine working in a concentration camp and you will have a rough idea of Amazon, one guy actually died from a heart attack at hemel Hempstead Amazon FC last year that's how bad the management run the FC impossible pick targets you have to walk 15 miles a day picking 300 items per hour or face the boot on your first week lol just leave this company well alone it should be closed down.

Cons Long hours no proper breaks, insane targets bad management

Horrible Vile slave drivers

[fulfillment associate](#) (Former Employee) – [Coalville](#) – 21 March 2017

I worked here for 6months they to speak to you like trash, no progression within the company. Short breaks and shorter diner breaks. They do not care about health and safety at all.

Managers will always Blame everyone else.

Managers are not qualified to do there jobs, they will stand around pointing fingers and shout at staff.

I was a Trainer for new starters, this is meant to be for 3days new starters are lucky to get 3 hours training. Then there are fired for not doing the job properly, turn over is high. I would completely avoid this place. It's vile!!!!!!!

I was happy to leave this dump.

100% DO NOT recommend to anyone.

[Warehouse Operative](#) (Former Employee) – [Dunfermline, Fife](#) – 10 February 2017

Worst management. Constant worry if whether your job will exist in the morning. Unrealistic target system. Hung, drawn and quartered for talking to a colleague.

worst place ever

[Warehouse operator](#) (Current Employee) – Inverclyde – 5 January 2017

Cant talk need to keep working as fast as you can money is terrible.

Bad Company To Work For

[Picker & Packer](#) (Former Employee) – [Swansea](#) – 20 December 2016

A typical day started at 7:30am where you would be constantly on your feet until the minute you left at 6:00pm. Not enough time to enjoy your break. Laid people off when they had a bug or injured themselves. One person had torn a ligament in their leg but were made to work until the end of their shift.

do not do it

[Warehouse Operative](#) (Former Employee) – [Rugeley, Staffordshire](#) – 22 November 2016

Completely hated working here. Long hours, high hourly targets, management don't care about you only want you to work faster. No care for safety or the individual just work faster make Amazon rich.

Worst job ever the most ignorant management ever

[Warehouse Operative](#) (Former Employee) – Scotland – 18 November 2016

the worst job ever management are a nightmare and don't care about the workers health i once heard a worker telling the manager he felt as if he was

taking a heart attack and the manager told him he didn't care if he took a heart attack just to get the job done and the hours were a nightmare no structure you didn't know when you were going to finish good work colleagues but everyone hated the job.

Worst job and company in Britain

[Warehouse Operative](#) (Former Employee) – [Swansea](#) – 19 October 2016

Amazon do not care about their staff morale, work/life balance or health. Some of the roles require walking 10 miles a day (this was tested with a pedometer) while pushing and pulling a 200kg cart in a tower where the temperature get's so hot, it is common for people to faint. Then you have manager's who frequently shout at you for leaving your station 2 minutes early or talking with your friends. Also the 15 minutes break you get includes the 5 minute walk time to the locker room or canteen, so your actual break time while sitting down is 5 minutes. They also have compulsory overtime which can be 50-60 hours a week and they have holiday embargo's from Nov - Dec. All this for £7.35 an hour.

horrible

[Warehouse Operative](#) (Former Employee) – [Swansea](#) – 6 July 2016

treated like slaves. short breaks. long hours. get in trouble for going to toilet. not allowed to stop to talk to anyone. constantly working and the managers dont care if you are ill they will treat you like a dog and have no respect.

Poor conditions

[Amazon picker](#) (Former Employee) – [Swansea](#) – 16 April 2016

That's all I can say is it was very target driven and long hours. They have targets and a point system which you can gain points for being ill, bus not turning up etc. the targets are high and difficult to achieve constantly. For multiris it's 70-90 an hour which I have done many times but doing it consistently when the lifts break, set down waiting times, lots of people in one Isle, the boxes may be overfilled, there may be a lot of moving around from P1 to P2, up to P4, down to C, up to high rack 600, then to A. If there's a lot of moving around the target will be harder to achieve than if you did more picks on one floor so being consistent with the targets is hard. The yellow totes the target is 120-130 I tested myself one day in a whole shift I put targets before H+S it was just after my warning and I even run past the agency managers desk as if I was doing the 100m sprint I told one of the managers that's what I'm going to do. I managed 1,120 during my shift which isn't bad I'm allowing for dinner, brief

talks, breaks etc. now it wasn't near 1,300 so as you can see even running around the warehouse it was hard to hit the target. Doing this consistently every day just can't be expected.

Terrible place to work, as an agency hand!

[Picker, packer, goods inwards.](#) (Former Employee) – [Amazon Dunfermline](#) – 10 March 2016

Atypical day was 10 hrs with a 30 min not paid break and two 15 mins breaks. Standing at station all day, not allowed to sit, toilet break 2 mins and often it would take longer to get to loo! If on picking orders then walking up to 10 k mtrs in a shift! constant messages on scanner move to other area etc after only just arriving in new area told to move again, and all lost time goes against you. Amazon direct employees in the main were good, but were not nice people under pressure! Management were just out of school and clearly did not know how to manage at all!

Hardest part of the job was watching all the amazon direct employees standing around computer screens doing nothing else while everyone else was run ragged!

Poor Organisation and un-relistic targets

[Fulfilment Associate](#) (Former Employee) – [Gourock, SCT](#) – 24 November 2015

I would NOT recommend Amazon as a company to work for. The targets they set are totally unrealistic and unable to be reached without tweaking the figures. They have a three strikes and your out policy and some of the things you can get a "point" for is just silly.

Demoralising & Soul Destroying

[Warehouse Operative](#) (Former Employee) – [Dunfermline, SCT](#) – 3 November 2015

Overall a very poor place to work. Very disorganised and repetative robotic work. The hours were fair but the constant push to improve performance was not welcomed by all who worked there. I feel that a company the size of Amazon could value their staff more by giving a bit more feedback in a positive manner. They recruit via agencies to take unemployed people on as they receive incentives from the goverment. They then push people to reach unrealistic targets which in turn has an affect on their well being and work/life balance. You can be penalised for almost anything that does not take to their liking.

A time bomb for stress and injury

[operative](#) (Current Employee) – [rugeley](#) – 19 October 2015

I will get straight to the point to amazon staff are ten a penny the turn over of staff is outrageous the agency staff get the worst deal as many of them are there to be worked in to the ground with a slandered 10 hour a day. Work targets that high that to meet them you have to damage your body while the stress put upon you by the leads to hit targets result's in worry over your job security. Compulsory overtime is a thing that they like to put on you anytime they feel like going as high as 60 hour's if you refuse as agency staff to work this your gone an as permanent staff you are pushed out by being given the worst jobs in the factory. illness is another one if you are sick you have to call in every day failure to do so result's in point's getting added to you you get half a point if you go home ill 1 point if you call in an 3 points a day if you don't call in i have seen a member of staff get taken away in an ambulance after there appendix had burst and they still pointed him first for going early then for no call no show. i would advise to only consider working there if you have no other option.

Only if you're desperate for work

[EC Associate](#) (Former Employee) – [Bolton, Greater Manchester](#) – 14 November 2019

A typical day at work is standing in front of a wall and being told to pick 360 items per hour, in the meantime you're told to watch your other employees and ensure they don't steal anything whilst you're watched constantly by the 1,000s of cameras littered around the place.

If you express any dissatisfaction with the job to Management they just tell you to keep at it. That's it.

Too highly educated for the lowest rung on the ladder and you're frustrated at not moving up the ladder after working and outperforming everyone around you? Keep at it.

Had a box of tools fall on your head and you're having trouble keeping your stomach from rising? Keep at it.

Management is more or less distasteful of helping you with anything that doesn't involve hitting targets.

Lunch breaks are a rat race, timed at 30 minutes, depending on where your manager assigned you for the day you must race the other 200 people from one side of the warehouse to the other to reach the canteen and hope you're not stuck in the double queues for 10+ minutes, one for the gated metal detector search as you leave, and one for the canteen itself, but only walk cause running is dangerous and can result in a disciplinary meeting. After all that, if you don't make it back to your station in time? Also a disciplinary meeting.

To make matters all the worse, the work is boring as sin, locked into a safety cage there's zero opportunity for conversation, and there's no music or anything to ease the passing of time, only the strength of your own mental fortitude.

Do you enjoy moving boxes from one hole into a shelf/box? That's all you'll be doing for 10 hours straight.

No rest breaks or allowances for sitting down to rest. That's a disciplinary meeting.

You're at least allowed to use the toilet, although you will be unofficially chastised for doing so.

Depressed at the meaninglessness of the task you're doing and considering the merits of how quickly/slowly you'd die if the robot ran you over? Keep at it.

Only work at Amazon if you're moving into a management position (the management mostly just sit around and watch for slackers only doing any physical work if there's a threat of not meeting a target or a problem that can't be solved without their help), or if your life has taken a horrible turn somewhere and you need to get on your feet.

For me I was homeless, and amazon was amazing for getting a house to rent and not being on the streets, but it really is the last chance saloon as far as I'm concerned. They don't really care who you are, they'll hire you as long as you can tell them you won't steal anything.

Mainly because the turnover rate is exceedingly high, and as I have learned, it's high for a reason. less

Partial Transcript from the meeting with Stuart Perry and Kate Gorton, GMB reps at the Rugeley and Coventry fulfillment centres.

Some Keywords / issues:

- Fear factor - (I like the x factor reference - have you got the fear factor)
- Constant threat of disciplinary action to create a culture of fear
- Invisible targets - Workers must be in the top 60-70% productivity rate or face a disciplinary action, which pushes them to physical limits for 10-12 hour shifts and discriminates against different bodies / physical abilities.
- Exploitation of migrant workers - huge issues with translation and communication
- Difficulty for workers to create a collective body / voice
- Constant stream of disposable workers and agency staff / The Yearly cycle of disposable workers to cover 'peak period'.
- Managers not given autonomy, they have to follow the computer system that automatically tells them which workers they need to discipline etc

S:

GMB officials are searched and stripped of any recruitment materials - followed to the toilet.

K:

A lot of the work is quite repetitive, so people are physically repeating the same task, so their packing or unpacking boxes, it's just ten hours of the same thing. People are getting a lot of back or repetitive strain, muscular injuries from lifting. They push them at a fast pace to get the task done and there is a big focus on being the quickest and they encourage that, so people push themselves to the extreme limits and obviously that's not a sustainable way of working and in the long term people's health is going to suffer.

They do have occupational health, so people can be referred to occupational health and obviously with them being arranged by the employer, occupational health will always take the side of the employer rather than the needs of the worker into account.

If people have time off sick, there's a maximum of three occasions or 80 hours then they are called in to a formal health review, they are given a warning, they can have up to three warnings for absence and then it's potentially a disciplinary issue. So there could be cases of people who are injured during the job with back injuries and pain, their having timed off, their getting signed off sick by the doctor, their being called in for these formal meetings and potentially it could lead to a dismissal... **What it does is creates a culture of fear** where people are afraid to take time off...

...The pain was unbearable he couldn't carry on working and I said see a doctor and get yourself signed off sick, you can't work like that, it's not safe and he said no, *i've been given*

a first warning and if I get a second warning and i'm off aging im going to lose my job. It makes people too scared to have time off.

We've had a couple of issues with people who have needed to shield as well, somebody with quite severe asthma who would be classed as a clinically extreme vulnerable case and they kept trying to say she had to come back after 12 weeks, when in fact no, they have to come back when shielding ended because that's when the government said it was safe...

It's just the stress it causes people, I think a lot of people are quite fearful and they think, well I don't want this hassle, I'll just go along with it and do what they say.

S:

The thing is about that as well Kate, is the vast majority of them are migrant workers and unfortunately **it is the migrant workers who get a raw deal working for Amazon**, even though you know you look in the press and you look in adverts and everything Amazon puts out, they encourage migrant workers, they treat them really fairly and in reality they don't because **all the policies and procedures are in english, all the signs throughout the building are in english, they talk to them in english. The translation of the policy and procedures and understanding of all that is really, really difficult** and a lot of times unfortunately we don't get called into disciplines and things like that to be able to assist. We have to then try to put things right through appeals and challenges, grievances and again Kate is exactly right. The stress that this causes the employee is horrendous, when all it literally takes is a translation into a language that they can understand.

So there is a huge issue around migration of workers, communication and translation.

At Rugeley they are anti-union without a shadow of a doubt and that puts the **fear factor** within workers, and a lot of workers are really scared to join trade unions because they think there will be repentence or reprimand for that.

It's really difficult for the workers to create a collective body that actually actively campaigns to get better things for workers because it means so many things in different languages and different cultures and we have that in every facility in Amazon throughout the UK.

The health and safety is a huge thing at Amazon warehouses. I don't know if you are aware but there have been two huge fires at the Rugeley facility in particular... That was rumored to be started by employees when in actual fact there were electrical faults within the centre which created fires...

We did have huge concerns over the amount of toilet facilities and handwashing facilities that are available for the amount of people that work there, that's now been rectified to an extent based on our in the press campaigning... They will say they have just given extra facilities to their workers but it came on the back of consistent letters and press releases by us.

We've had people electrocuted by water drinking machines because of loose wires behind the machines and when they operated it to get a drink they got electrocuted.

Stories on women miscarrying in toilets because they were scared to leave work and go to the hospital because of the pay issue and the **constant threat of disciplinary action**.

They completely dismiss doctors notes, if you go in with a GP note they say it's useless and they'll throw it to one side and refer to occupational health, but yet they don't follow the occupational health referral recommendations either. We could literally talk all day...

In reality in the early days when we went into lockdown there was no social distancing, to be honest I don't even think it was considered, i think they thought they could just continue with their business as usual, going ahead with their profil before people style of running their business.

K:

They were getting more people in weren't they because everyone was ordering online so they had all this over time and because they rely on agency staff so much they just got this constant stream of people who work for the agency coming in, and they don't owe them anything, they just use them when they need them and then their gone.

They've just got a constant supply of workers and they were getting more people in at the start of the pandemic to cover overtime from the extra deliveries.

S:

That's exactly right, they actually increased their workforce - we wrote to Amazon and questioned all this social distancing, we had videos sent to us from the inside from members that basically showed us corridors of just hundreds of people passing each other, congregating, talking no PPE, no facemasks, no visors no gloves. Very limited hand sanitisers. We wrote to them continually to challenge this and eventually did have an impact but again they will deny all knowledge that we had that impact. They will say that they changed their practices on the basis of government guidance.

The impact on workers from Covid, there were a lot of workers that were saying to us, we're not vulnerable ourselves but we have got vulnerable people at home. You know young, young, old, with illnesses, ailments, asthma, pregnant women both partners of workers or workers themselves. It had a huge impact on people's mental health and unfortunately it did cause a substantial increase in mental health concerns from us as well.

From our prospective it was knocking on the dore consistently with the hope that we can make change...

... for us it's more about the stress and pressure put on the worker actually going through the disciplinary process. For me I'm like Kate, it's water of a duck's back. We've done it a

thousand times and we will do it a thousand times again.. But at the button of all this you've got a worker who has been dragged through a process for something that happened four or five month ago that they have probably forgotten about, the details will be very vague and the evidence will be inconclusive or not there at all, the managers recollection of verbal communication will be different to the workers and your actually sorting out that thing without sorting out the actual issue that your there to do. **While you're doing that the stress and pressure builds up on the worker.**

Productivity and quality and the two main disciplinaries we deal with. You referred to the targets earlier of Amazon workers and actually, **I don't know if you know this but the target is actually an invisible target**, because what happens is, say for instance you've got 100 people on the shift and the target will be worked out on the top 60% or 70% of the shift. If you fall in the top 70% of the hardest workers that day you're alright, but if you don't you're potentially facing a warning or a disciplinary meeting, even though you didn't know what that was before you started that day or that week. **The way the targets work, it forces you to work to your physical limit every single day for 10 or 12 hours with fear of, if you don't, that you face disciplinary action.** Which is disgraceful really because how do you ask somebody to work to a target they know nothing about.

K:

Also. **it's discrimination as well becuse people have phisical disabilities.** You take a 20 year old who is six foot and they can work at that speed and you get someone who is twice their age and maybe has a couple of health problems and if they're being disciplined for not meeting the same targets as somebody half their age who goes to the gym everynight then that's discrimination becuse people can't help the capacity that they can work at.

S:

...some of the migrant workers have fled war torn countries and come here to make a better life for themselves, and unfortunately as much as we say the life working for Amazon is really poor conditions and levels of pay etc. **Actually the unfortunate situation for them is that it's actually better than what they have run away from. So they're less likely to challenge, they're less likely to try to create that betterment because it's better than what they are used to, which is horrendous really. It's really, really sad and there is huge exploitation on that particular point taking place throughout Amazon.** Not only in facilities where you've got fulfillment centres but even down to the self-employed delivery driver. That's one think that we are aware of, that although we are looking at the fulfilment centres as our target area, we've got a huge untouched workforce that actually we know very limited information about. We don't really know how they get treated from an individual depo point of view.

... The door to door delivery driver will be self employed but again on very poor recompense for the job. They will get a price per parcel, alot of those parcels a box by a meter by a meter will attract a price of 5 pounds but actually if it weighs less than the kilograme to attract that then they'll undercharge and they might only get two pounds fifty for that box. There's a

load of games like that where they undercut the pricing just so they can undercut the eventual salary of that individual. Unfortunately, it's a growing investigation for us...

What we find even in a facility centre, if your base thinks you're good then you'll get promoted, you'll be team leader, section leader, manager in really know time at all, because the turnover of staff at management level is horrendous, nobody sticks around...

It's really sad, they get bullied, they get harassed, the health and safety is horrendous.

You know the tours they do around the fulfilment centres I don't know if you've ever seen them - we've had feedback that although it takes a few hours to go around, they only let you see what they want you to see, you know and that's another element of the mistreatment of workers because they show the people they actually want you to see working. Most of them would be indeginous workers, most of them would be yes people or people who are liked by the managers and the migrant workers and the real grafters out there are hid in the backdrop somewhere.

K:

I had somebody who was told toilet brakes had to be 15 minutes or less. We were in a formal meeting about something else and she had had some recommendation put on her file from occupational health due to some issues she was having. It was something like she had to sit down for a couple of minutes but she had been too frightened to ask a manager, and she'd been too frightened to just sit down of her own accord in case she was accused of not working. So I brought it up in the meeting and I said, in a company that times people going to the toilet. Is it any wonder that people are too afraid to be sitting down because they are going to get in trouble. Then I got the whole we don't time people on the toilet, we don't do anything like that people can go whenever they want, and the member goes you can but you've got to be 15 minutes or less. I went what, and she said yes, that's what the manager says, 15 minutes or less. Then I said so they are not timing people are they? If they've got to be 15 minutes or less then they have to remember the time you went and the time you came back to see if it's less than 15 minutes and they didn't have an answer for that. It's not in the policies anywhere but there are managers in there telling people that they have to be 15 minutes or less in the toilet, and if they're telling them that then there's going to be managers telling them that they can't go.

I had somebody else who needed to go and take some medication, so he left the floor and he went to his locker and he was stopped on the way to his locker and he was told to get back to work. It creates that culture of fear for people, and the bullying and harassment Stuart was on about, we get so many reports of that and it's often by people who are in a superior position, maybe a manager or an area manager or team leader who have direct contact with the workers and people are noticing that they are being treated differently from their colleges. There will be people who get in to trouble for not wearing their mask correctly, they will get in trouble for not being two metres away, maybe they pull their phones out, they are technically breaking the rules but then if there are other people who are getting away with it, what there is a lack of is a fair and consistent management style and their needs to

be fair and consistent implementation of the rules and they don't do that, they just pick and choose. **They've got their favorites and if you're not a favorite, your face doesn't fit then you've got to watch your back because they can look at ways of getting rid of you.** You have to be employed for two years to go to an employment tribunal so they can just unfairly dismiss and there is nothing we can do about it, and they've got **a constant stream of agency workers** who are there to take their place, so it's great for Amazon.

S:

In the lead up to christmas is a really important period for both the business and the workforce on the basis that they **enforce contractual overtime**, you can't get out of it, it's called peak period and every worker has to do overtime. We've had incidents where the ones that are willing to fight and stand up for themselves have put grievances around that because some of them have got ailments and they can't do that. **They might have a really bad leg, really bad back, necks or arms, fingers toes, anything like that really where they struggle to complete their contracted hours let alone anything over and above that. But Amazon won't take that into consideration, they will say no, you are contacted to do this overtime and you will do it.** And a lot of further injuries and illnesses, stress related and mental health illnesses do come from that, and you do get a lot of that within January and February time after the christmas peak.

What generally happens in February and March. I don't know if you know about **'the offer'**? Basically they brand an offer, their favourite saying is 'the offer they hope nobody takes'. What that is, is you come to February march time and they literally write to every worker within Amazon and based on your contracted hours, length of service, they offer you a lump sum cash payment to leave Amazon, they buy your contract off you which then comes into effect in April. **What they do is they bring a load of people in over christmas and get rid of them in early doors the following year.** This is important for migrant workers where you dangle a carrot of 2-3-4-5 whatever thousand pound cash lump sum, which to them is a hell of a lot of money wherever they have come from to work in the uk. But again what they don't understand is, because of the translation and communication issue, is they actually will never work for Amazon again because that is a term and condition of taking the payment...

...if your not working then that money isn't going to last you very long and what generally happens is they send a lot of that money back home to their family to support their family but find themselves in financial difficulty in this country, you know not being able to pay their rent and their bills on their accommodation wherever they are staying and a lot of migrant workers do house share, so you'll find 5-6-7 all in one house purley on an affordability basis to pay the bills.

Cannock council were promised by Amazon that they would employ local people for local jobs, but in reality what has happened is a lot of the workers reside in Walsall, Wolverhampton, Cannock, you know are actually bused into work and again are ripped off for that bus trip. Because what happens is, say for instance Erdington and Wolverhampton there are bus stops that are specifically for Amazon coaches where workers meet the coach at a govern time in the morning and will be dropped off at work for a cost of three ponds.

That's a one way journey and if they want to get home again that's great because they can get on the same coach but it's another three quid. So it's six pound a day before you even earn a single penny.

It is a fear culture, they are literally scared to do anything other than turn up, work goddamn hard, go home for not a lot of money really, and work in some horrendous health and safety conditions. And the sadness in that is they see that as an improvement from what they have come away from in their own country.

D: What do think is are important messages for us to include in the play

K:

I think it would be the importance of being in a trade union and the benefits that having a unionised workforce could bring to them... if there is going to be people from Amazon watching it just the difference that can make if you compare these huge fulfillment centres whether they are Amazon, ASOS or whatever, they are the factories of today. The factories of the 70's everybody was in the union and it was a good jog, they got good terms and conditions and good pay and they got good treatment and they had unions who sorted the problems out and Amazon could be like that, it's just how you get that message across to people... Spread that message that if everyone sticks together you can get some changes and you can have a workers forum for the workers run by the workers, for the stuff that matters to you. All me and Stuart want is for everyone to have a safe job, a secure job and a job that's fairly paid.

S:

...Them joining will create the collective power to make changes...

In the UK we have to go either through voluntary recognition or forced recognition involving ACAS and they are never going to voluntarily recognise us because we've tried that and the only way we can force that is by getting 50% membership or more to force legal access on the site. Them going will give us the collective power to make the changes they really need.

D: Why is Bezos so resistant:

S: Our interpretation is that he is scared, he is scared that by us getting access and supporting the workforce that inevitably his profits are going to drop. His workers will get more power and will be able to have a collective voice and he won't be able to have the power that he has over people.

K:

It's a power thing because the more power the workers have, it takes away from his overall control in Amazon. Everything is so tightly controlled and regulated and there

is a policy for everything. They really do control people and make it so people can't step out of line and can't think for themselves and that even extends to the managers as well, because managers aren't given the autonomy to actually manage and make their own decisions, they have to go through the company policy and follow the company line to the letter. There have been incidents that I have seen when representing people, I haven't been able to prove it but I've known that the manager doesn't have the authority to overturn the decision, and they should be able to as the hearing manager and I know they haven't got the authority to do that. **You can just tell that there is somebody who has already decided that and is already pulling the strings.**

S:

Alongside that, we've been in meetings, a sickness meetings for instance and let's take a really simple example of a work related injury and you know, you would expect that a work related injury wouldn't attract discrimination or a disciplinary hearing or a sanction of any kind, because actually you've been injured at work and there is clear evidence of that, **but actually if in the instance that you are injured at work and you then take three absences or more than eighty hours off work for that injury, the computer system that Amazon use will automatically tell the manager that you have to meet with this person and you have to discuss their sickness record.** The manager doesn't have the autonomy to say no, I don't have to do that because I know it relates to a work related injury and is a genuine sickness. ...**They have to go through that process, there might be no further action but it's that process that creates that stress, that anxiety, that fear factor**

That does come from Bezos, there is no doubt about that because when you see some of the things he has tried to do to trade unions. Have you see the anti trade union video on Youtube? https://www.youtube.com/watch?v=uRpwVwFxyk4&ab_channel=WholeWorker A training video for managers on how to spot trade union activities and how to stop it. If it wasn't so serious it would be quite funny...

The other thing they have done very recently in the last week or so. They actually put an advert out for two jobs and the two job descriptions were union busting. To keep trade unions out of UK Amazon. When he's joint to that length and spending that amount of money trying to keep us out then he's obviously got something to hide as far as we're concerned. Either something to hide or he's fearful of something. I think it's both to be fair. Us in the UK labour movement, we are never going to compete with him (Bezos) in finances. I don't think we'll ever compete with him on technology but what we can try to do is convince the workers that by coming together, it creates the power that we can then use to fight back.

One of our main campaign focuses is 'We are not robot's'

GMB Meeting Agenda:

- Who PWT are, how we work and produced the previous iteration of Autohoodeng in consultation with James Bloodworth.
- We would like to learn more about GMB's campaign for supporting Amazon workers
- We would like to talk about ongoing issues for workers at BHX4 that can be incorporated into a new script
- We would like to discuss how we could involve Amazon worker's voices into our production.
- We would like to learn more about ongoing or future actions related to BHX4 that we could support through the performance and film.

Key questions:

- We are interested in how Amazon is treating its workers through the pandemic, when lockdown shopping helped boost revenues by 40%?
- What are the workers' key concerns and demands?
- Conflict between Covid health and safety / Social distancing and the targets Amazon sets to scan and pack a certain number of items or boxes per hour.
- We have been looking into different covid related protest actions and how Amazon has responded e.g. firing activist employees - can you tell us more about this and what's happening now ?
- We want the play to be informative - what do you think Amazon customers should be made aware of? What message would you like us to include in the script?