



**Contingent Workforce Program
Supplier Manual**
US & Canada

amazon contingent
workforce program

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Change Control Log		
Date	Section	Description
3/14/2008	All sections	Final version
10/30/2008	Background check	Updated timeframes
10/30/2008	Billing and Payment	Updated time entry submittal deadline
03/05/2008	Supplier Manual	Revised Table of Contents, added supplier non-compete, double submittal
4/22/2010	Worker Submittal policies & procedures, on assignment policies and procedures, administration section	Added exception policy to tenure rules, added timeframe in which time/expenses must be submitted, added overtime and FLSA (Exempt vs. Non-exempt) policies
1/11/2011	Program Office contact information, Worker Submittal policies & procedures, Expenses, 2011 Holiday schedule, Billing and Payment	Updated Program Office contact info. Added additional info regarding previous employment at Amazon. Added request to attach expense receipts in Beeline expense system. Updated 2011 holiday scheduled dates. Updated time entry submittal deadline.
1/6/2012	Background check, Amazon assets, 2012 Holiday schedule	Updated background check requirements for returning temporary worker. Updated 2011 holiday scheduled dates.
8/27/2012	Program Office contact information, Supplier communication policy, Background check	Updated Program Office contact info. Updated Program Office contact under supplier communication policy. Updated background check requirements in Appendix C.
2/26/2013	Program Office contact information, 2013 Holiday schedule, Disciplinary and Corrective Action Plans	Updated Program Office contact info. Updated 2013 holiday scheduled dates. Updated Disciplinary and Corrective Action plans to include infraction system.

4/3/2013	Drug Screening Policy, Pre-identified and Payroll worker section	Updated requirements for Fulfillment Center locations and Appendix C. Updated pre-identified worker section with payroll policy.
12/16/2013	Drug Screening Policy	Updated Fulfillment Center locations in Appendix C.
1/6/2014	Program Office contact information, 2014 holiday schedule	Updated Program Office contact info and 2014 holiday scheduled dates.
6/16/2014	AGS Branding, Export Control Policy	Updated all branding and AGS references to align with new name; Allegis Global Services. Added Appendix D which outlines new policy regarding Export Control
11/4/2014	Export Control Policy	Updated Appendix D to further outline policy regarding Export Control.
10/29/15	Program Office Contact	Updated AGS contact info and Amazon 2015 holiday schedule.
12/29/15	Performance Feedback	Added Appendix E to outline requirements regarding performance related feedback.
1/8/2016	Temporary Contractor Agreement	Updated Appendix B – Temporary Contractor Agreement
2/4/2016	2016 Holiday Schedule	Updated 2016 holiday schedule dates
3/28/2016	Candidate Proof of Identity, Tenure Policy	Added policy regarding candidate proof of identity. Updated Tenure Policy verbiage to be more clear
6/13/2016	Contingent Workforce Program, Amazon Leadership Principles	Update logo and contact information to reflect Contingent Workforce Program, Updated Appendix F - Amazon Leadership Principles
9/12/2016	Appendix D – Export Control	Added policy language regarding export control to further clarify eligibility details
6/19/2017	General Updates	Update PMO Contacts, Holiday, and contact info
9/14/2017	Worker Certification	Added verbiage
12/8/2017	General Updates	Update PMO Contacts, Holidays, tenure rule, submittal procedures, process overview, feedback guidelines, remittance instructions, onboarding procedures – first day details; placement fee process and schedule; Worker Beeline access; end of assignment procedures; Appendix C

9/4/2018	General Updates	Pay rate visibility, offer over max bill rate threshold, PMO Contacts
1/30/2020	General Updates	Adding Mark-up Adherence and Rebate Structure Updating Conversion Terms, Overtime / Double Time / Holiday Time Multipliers, Background Check zero tolerance policy
3/19/2020	Background Check Requirements	Temporary revision to Background Screening while local government offices may be closed. Revision will be removed once offices are back open.
4/15/2020	Onboarding Process	Temporary revision to allow offer to be accepted pending background check so that an engagement manager may order assets in parallel.
6/26/2020	Contingent Workforce Classification Policy, Background Policy	Added new section to detail the policy and expectations of suppliers participating in this program, added inclusion of PillPack background check for PillPack placements.
8/20/2020	Bill Rates, Submittal Policies and Interviews	Finance approval required when BR exceeds rate card max. All submittals must go through Beeline. Added Interview section
9/9/2020	Background Checks	Added new contact information for Accurate Background provider.

This Change Control Log is used to document the effective date of all changes to the Supplier Manual. Suppliers are responsible for following the policies and procedures documented in the most recent version of this Supplier Manual.

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Introduction to Allegis Global Solutions (AGS)

Allegis Global Solutions (“AGS”) is the principle operator of the Amazon Contingent Workforce Program (CWP). AGS is providing its Program as the solution for Amazon. As the single point of contact for covered Amazon locations and staff activities interested in obtaining a Contingent Worker(s), all requests for these services are handled in accordance with the procedures set forth in this manual. The Program Office provides requestors and Engagement Sponsors with the following benefits and capabilities:

- A simplified, efficient talent selection process
- An expanded pool of qualified and available talent
- A new, single web-based tool for:
 - ✓ Managing candidate/resume review, comparison and selection
 - ✓ Interview scheduling
 - ✓ Time and expense tracking and approvals
 - ✓ Providing Temporary Worker assignment feedback
 - ✓ Searching on standard positions titles, descriptions and associated bill rates
 - ✓ Automated Requisition Distribution

Supplier Manual

This Supplier Manual is intended for use as a guide to the Program Operations. Roles and responsibilities of both supply base and AGS are detailed. This manual is available to all Suppliers participating in the Program and is considered a supplement to the support provided to Suppliers through AGS.

All Suppliers should review and understand the contents of this manual and how each policy and procedure relates directly to the agreement that each Supplier has under the Program. Particular

consideration should be given to the fact that non-compliance with the policies and procedures contained in this manual could impact your status as a qualified Supplier under the Program.

Abbreviations and Acronyms

AGS	Allegis Global Solutions
MSP	Managed Services Provider
VMS	Vendor Management Solution
WMS	Workforce Management Solution

Contingent Workforce Program Office Structure

The Program Office is the single point of contact for all Suppliers Contingent Worker(s) under this program. The basic tenants of the PMO are:

- Engagement Sponsors, Suppliers, and Temporary Workers. Our staff will strive to view requests and issues through the perspective of all customers.
- The PMO and Suppliers will be measured by Amazon's rigorous set of performance expectations which are detailed later in this manual.

The PMO staff will uphold the highest level of professional quality standards, customer service, neutrality, and objectivity in all actions. The program will include a dedicated Program Coordinator to manage and facilitate the program.

Issues related to any function in Operation, Finance & Administration and/or Information Technology categories should be directed to the Program Office. The Contingent Workforce Program is:

Team Email: contingent-us-can@amazon.com

Laura Hackett Operations Director	Email: lhackett@amazon.com
Christen Cain Operations Manager (Temp/IC)	Email: cainchr@amazon.com
Sam Cook Operations Lead	Email: samcoos@amazon.com

Simone Machmiller
Operations Lead

Email: smachmil@amazon.com

Contingent Workforce Classification and Supplier Expectations

The Amazon Contingent Workforce Program (CWP) have tasked AGS with reviewing contingent worker engagements across all CW job families (Temporary (Temp), Independent Consultant (IC), Project Based Consulting (PBC) and Outsourced Service Provider (OSP)) to ensure 100% accuracy in the classification of the services being provided.

As part of this review, the AGS team will be inspecting both the commercial framework as well as the day to day operational execution of the work (i.e. how the engagement is operating in practice). For any net new engagements going forward, as a Preferred Temporary Staffing Supplier in the Program, you will be required to notify AGS if you have been engaged by an Amazon Engagement Sponsor to provide Temp, PBC, OSP, or any services in/outside of the Program scope. AGS will be responsible for reviewing the scope of the engagement and determining the appropriate classification for the work based upon the CWP's Classification Matrix and Contingent Workforce Policy.

Failure to notify AGS of a new request for services outside of the Program scope, submitting candidates or commencing a Temp, PBC or OSP assignment before classification can be completed, will result in the following:

- **1st offense:** Supplier will be required to provide a Corrective Action Plan (CAP) detailing root cause and steps taken to ensure compliance going forward
- **2nd offense:** Supplier is subject to 30-day suspension from receiving new Temporary requisitions
- **3rd offense:** Supplier's contract to provide Temporary Services to Amazon will be terminated. Additionally, Amazon's CWP will review, in partnership with the respective business owner, any contract in place for PBC/OSP services to determine if the partnership should continue

What to Expect: Classification at a Glance



Supplier alerts AGS completes
contingent-us-can@amazon.com of
potential PBC/OSP
service request and
includes Engagement
Sponsors name

AGS completes
classification process with
Engagement Sponsor

Temp: AGS will steward
Engagement Sponsor and
Supplier through the process
to onboard worker(s)
through the CWP.

PBC/OSP: AGS will connect
Engagement Manager with
the CWP who will provide
assistance in compliantly
onboarding these worker
types.

Basic Overview of Requisition End-to-End Process



1. Each position request will start after Engagement Sponsor, Requestors or Administrators initiate a position request in Job Creator. Requests are sent to the Program Office for review and distribution to approved Suppliers based on job category and/or location. Distribution lists are set by Supplier identified competencies and the needs of the Program Office.
2. **Suppliers source and submit qualified candidate** resumes. Necessary eligibility checks on all candidates prior to submission of resume. If a candidate becomes unavailable during the request life cycle, the Supplier should withdraw them as soon as possible.
3. The **Staffing Specialist** will review all resumes and **shortlist** the most qualified candidates. The **Engagement Sponsor** can still review all resumes that have not been disqualified by the program

office. Resumes will be disqualified if they do not meet the submittal procedures outlined in this manual, or if the candidate lacks one or more basic requirement of the request.

4. The Engagement Sponsor will then have the option to select a candidate based on resume or the **Engagement Sponsor may choose to interview** a potential candidate.
5. When a candidate is selected for an **interview**, the Supplier will receive an email notification and a notification will display on the Supplier dashboard. The Supplier should action all interview requests within 24 hours. If an interview request is rejected, the Supplier should provide alternate availability for the candidate or withdraw them if no longer available.
6. When a candidate is selected for the position (based on resume and/or interview), the Supplier will receive an email notification and a notification will display on the Supplier dashboard. Upon receiving an **offer**, Suppliers can accept, decline, or propose alternative terms to the offer.
7. When Potential candidate is deemed eligible the **Supplier must submit a background check**. Upon successful completion of Background check, process for **Temporary Worker access will be initiated** to include Key Card and Building Access.
8. **Temporary Worker reports to work** on established start date.
9. **Temporary Worker logs into Beeline and completes his/her time sheet on a weekly basis.**
10. Upon the end of assignment or early termination, **off-boarding process should be initiated** and the assignment will be completed.

Technology – Beeline Overview

Beeline (the “system”) is a .NET web-based workforce management application used for managing the following functions:

- Candidate/resume submittal
- Review and selection process
- Time-and-expense tracking & approval.

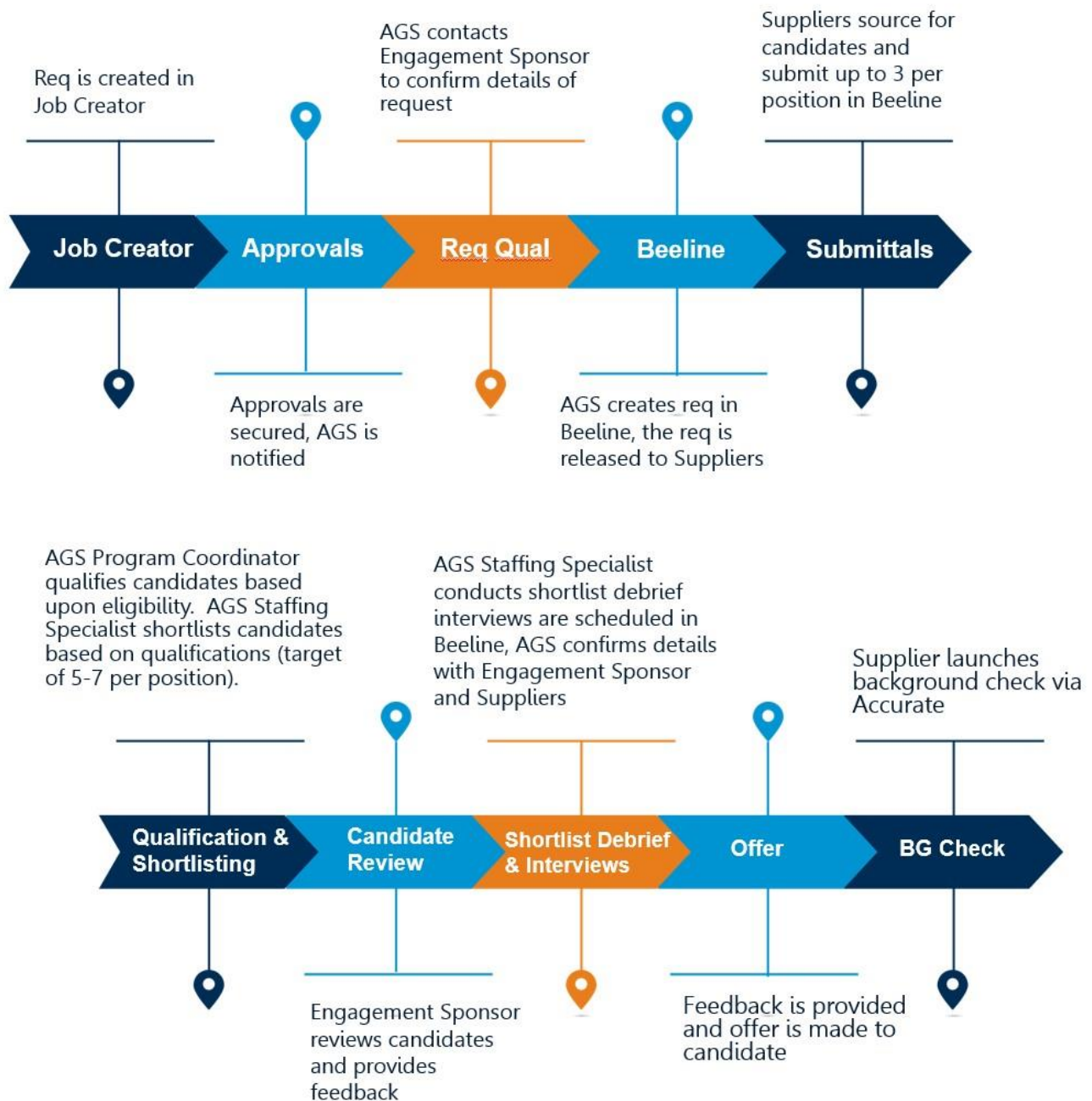
Beeline enables Engagement Sponsors, Suppliers and Contingent Workers to be connected all within the same application. As a participating Supplier, you will now receive all job requests (requisitions) on line through Beeline. As you match potential candidates to the requisition you will submit potential candidates for consideration to Engagement Sponsors through Beeline. If selected for engagement, your worker will also be invited to access Beeline where they will complete web-based time sheets and submit them for approval. Suppliers are able to access their worker(s) timecard data in Beeline and use it as needed for payroll purposes. Finally, invoices will automatically be generated from approved time by the Program Office and submitted to Amazon for payment. If you require support for the tool, have questions, or need training, please contact the Contingent Workforce Program Office.

View Requisitions

As stated in the Beeline overview section above, Suppliers will view all new or open requisitions in the Beeline System. As a web-based application, Beeline can be accessed from any computer that has access to the public internet. The URL for access to Beeline is:

<https://www.beeline.com/amazon>

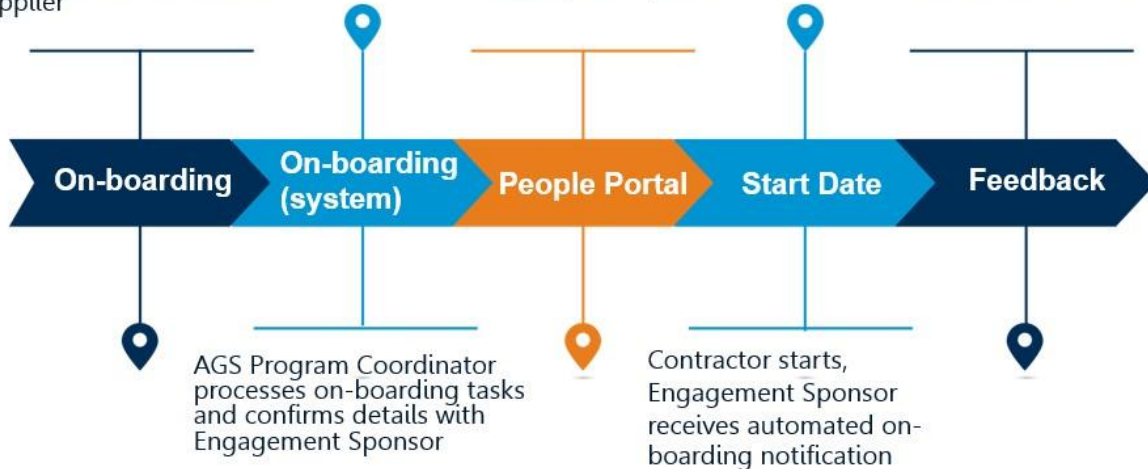
High Level Process Overview:



AGS Staffing Specialist communicates BG Check and on-boarding progress to Engagement Sponsor and coordinates start details with Engagement Sponsor and Supplier

Feed from Beeline to People Portal runs, on-boarding takes place

AGS Staffing Specialist gathers 30 day feedback from Engagement Sponsor



User Accounts - Supplier Representative Usernames and Passwords

As Suppliers complete the Contingent Workforce Program vetting process, they are sent, via email, a "Supplier Worker Template". The template asks Suppliers to identify those users in their own organization who have a need to access the Beeline System. Supplier users may include recruiters, salespeople, administrators, or others.

For security purposes each Supplier user will have his or her unique username and password. The Supplier's main point of contact will act as the Administrator for their organization. The Administrator will have the ability to add, delete and manage user accounts for that Supplier. This is done through the Admin > User Administration menu path available to the Supplier Administrator in Beeline.

Each Supplier will be granted access to System via a Username & Password. All users will access <https://www.beeline.com/amazon>

Access

Supplier Access

Supplier access to Beeline includes the review of distributed Requisitions, general reporting, submission of candidates, amendments of timecards, and management of their Temporary Worker's time/expense reporting.

Temporary Worker Access

Temporary Worker access to Beeline is for submission and review of timesheets and, if authorized, expense reports.

Temporary Workers will automatically have access to the tool once their assignment begins, provided their Amazon accounts are activated. Temporary Worker will receive login credentials to their listed email address in Beeline. Suppliers are responsible for training all Temporary Workers on how to access and use Beeline. Any Beeline login or time entry issues should be directed from the Temporary Worker to the supplier (these issues should not be directed to the Engagement Sponsor or Program Office). If the supplier needs assistance with Beeline, they should work with the Program Office. The temporary worker should take the showcase tour when accessing Beeline for the first time for a full overview of how to submit time and expense.

Training

All approved Suppliers will be trained on Beeline and will be responsible for providing their internal employees with appropriate training materials and ongoing assistance to ensure the Temporary Workers understand how to enter and submit their time and expenses into the tool as explained in the previous chapter. To enhance this training and preparedness, the Help section in Beeline will provide Suppliers and their Temporary Worker with training material and job aids for reference.

Worker Submittal Policies & Procedures

Submittal Policies

Submittals in Beeline

All candidates that you wish a manager to consider for their opening(s) must be submitted via Beeline. No candidates submittal will be permitted outside of Beeline unless you have received permission/instruction from the CWP.

Supplier Use of Sub-Vendors

All Workers providing services to Amazon must be W-2 employees of the Supplier, subcontracting or subvendor relationships are not allowed without the express written approval of AGS on a case-by-case basis.

Double Submittals

A double submittal is defined as a candidate who is submitted to the same requisition by more than one Supplier. The Program Office will acknowledge the submittal from the Supplier that submitted the candidate first, according to the date/time stamp in Beeline.

Pre-identified and Payroll Candidates

If an Amazon Engagement Sponsor has pre-identified a candidate, he/she can open a position request and pre-identify the desired candidate for the assignment. The Program Office will evaluate the request and contact the appropriate Supplier accordingly.

The Contingent Workforce Program works with a payroll service provider to onboard all candidates identified by Amazon directly. A “payroll” candidate refers to anyone identified by an Amazon employee directly without the support of Supplier sourcing. If an Engagement Sponsor requests that a pre-identified candidate be onboarded, the supplier contacted will notify the Program Office immediately to ensure the candidate is engaged with the payroll service provider.

Tenure Rule

A Temporary Worker on assignment at Amazon will be limited to a nine (9) month “tenure period”. The tenure period begins the first day of an assignment, and is measured by the number of months worked or the number of hours worked (if the resource is engaged part time). This policy applies to all Temporary Workers. Exceptions to this policy may be granted on a case-by-case basis, only when it is in the best interest of Amazon to provide an extension to the assignment. Amazon Engagement Sponsors may request an assignment extension of two (2) months maximum and suppliers will be made aware of the decision. If the worker is part-time, they can be extended beyond eleven months so long as they have worked less than 1500 hours. Once the worker has reached either eleven months or 1500 hours (whichever is more forgiving) they must be terminated and take a minimum 90 day break in service from Amazon. After the 90 day break a new “tenure period” will begin.

Submittal Procedures

Submit Candidates

As requisitions are made available to Suppliers in the Beeline System, Suppliers should identify candidates as potential matches and submit their qualifications for consideration. In the requisition, the Amazon Engagement Sponsor will specify required qualifications that the Supplier’s candidates must meet or exceed to pass the system-based screening. Some examples of such qualifications are specific skills, years of experience, education and certificates, etc. Suppliers are responsible for meeting with and verifying that their candidates’ information and documents are correct prior to submitting / matching them to a request. Suppliers are required to submit (attach) the candidate’s resume in Beeline when they submit their candidate to an open request.

Beeline will flag duplicate submittals of candidates from multiple Suppliers. Duplicate submittals will be handled on a “first in” basis so that once a candidate has been matched to a request no other Supplier is able to submit that same candidate for that assignment. That candidate may be submitted to other open requests. The Program Office will not accept or enforce any written right to represent.

Additionally, during the candidate submittal process, Suppliers will be required to indicate if candidates have previously worked for Amazon (Including “other” operating companies) at any point in the past. Please indicate whether they worked for Amazon as a contingent worker or former direct Amazon employee to the best of your knowledge. If this is answered incorrectly, Amazon reserves the right to terminate the Temporary Worker at any time.

Prior to attaching a candidate’s resume to the requisition upon submission within the Beeline system, Suppliers are required to remove any reference including but not limited to logos and company letterhead from all resumes submitted through Beeline. Candidate contact information should also be removed. For Recruiter roles, the standard Recruiter Questions must be included and fully completed at the top of the resume.

Candidate Proof of Identity

Suppliers must validate Personally Identifiable Information (PII) with valid government issued documentation (Driver’s License, Marriage License, etc.) prior to submitting candidates in the VMS, sending any change requests to the PMO or updating directly in the VMS system. PII includes, but is not limited to, the following:

- Legal Name (first, middle or last)
- Social Security Number (SSN)
- Date of Birth (DOB)

Feedback

- DNC (DO NOT CONTACT) reqs: you must request feedback from staffing specialist (not sponsor)
- You should only reach out if your candidate was interviewed and no feedback has been given after more than 24 hours

Change of Start Dates

If for any reason an accepted candidate cannot start on the agreed upon start date, the Supplier must immediately notify the Program Office, who will contact the Amazon Engagement Sponsor to review the start date proposed by the Supplier. This may affect the Supplier’s performance metrics and if the new start date is unacceptable to the Amazon Engagement Sponsor, the Amazon Engagement Sponsor may withdraw acceptance of the candidate.

Candidate Interviews

Beeline Documentation

Any request for a candidate interview must be documented in Beeline. Should a manager directly engage your firm outside of Beeline to schedule an interview, please loop in the CWP so that the appropriate action can be taken to document the interview in Beeline.

Worker Onboarding

Onboarding Policies

Non-Compete Clauses

When onboarding a new Worker, it is the Supplier's responsibility to thoroughly explain any contractual obligations to the Worker, including any "non-compete language" they are about to sign. The Contingent Workforce Program office will not get involved in the pursuit of non-compete violations. Furthermore, the Contingent Workforce Program office will not get involved in settling disputes between Suppliers regarding candidate "ownership".

When making a decision regarding the enforcement of non-compete language, it is highly recommended that each Supplier evaluate whether they are acting in the best interest of the Client and the Worker, and in accordance with local labor laws. If a Supplier fails to contact one of their former Workers about an open position, and another Supplier submits that candidate, ultimately filling the position, the former Supplier should not attempt to obstruct that candidate's right to work.

Background Check

Contingent Workforce Program Supplier(s) will follow the background screening processes as listed in Appendix C of this manual.

3.19.20 TEMPORARY CHANGE TO PROCESS:

Due to the increase in closures of local government agencies, we recognize the impact this has on the completion of a background screen. Until further notice, Suppliers may opt to the following background screening revision when onboarding their worker:

1. Run a screen and adjudicate for **all open locations** applicable to where the worker has resided. You should document internally any location that is not available to complete screening as you will need it for #2. Should the worker result in a "pass" they may begin their assignment.
2. One the previously closed location is reopened, **you must re-run the worker screen and adjudicate as appropriate.**
 - ✓ If the worker is still on assignment and the updated results deem them a "fail" they must be removed from the assignment immediately.
 - ✓ If the worker is no longer on assignment and the updated results deem them a "fail" please alert the CWP for audit purposes.

- ✓ **Failure to re-run the screen once locations have re-opened will result in the Suppliers immediate removal from the program.**

Additionally, due to delays that virtual workers are experiencing in receiving the assets needed to begin their assignment, we recognize a temporary change is needed to improve the onboarding time for these workers to start. Until further notice, Suppliers may opt to the following onboarding revision:

1. To allow the manager to order equipment pending background completion, the Supplier must accept the offer in Beeline. This step is essential as the workers information must be uploaded into Amazon's HR system in order to request VPN, Computer, and/or WorkSpace.
2. The worker **cannot begin work on their assignment** until their background check has resulted in "pass" and/or adjudicated by their Supplier. You will need to work with the CWP and/or the manager to determine an appropriate start date once the background is complete.

Any supplier who allows work to begin prior to completed "Pass" background check, will be removed from the program immediately.

Drug Screening

Contingent Workforce Program Supplier(s) will follow the drug screening processes as listed in Appendix C of this manual.

Onboarding Procedures

Confirming start date in Beeline

After an Amazon Engagement Sponsor selects a Supplier's candidate through the Beeline Web Application, the Supplier must adhere to the following processes:

1. The Supplier will be presented an "Offer" in Beeline that specifies the bill rate and start and end date of the proposed assignment. If the terms are agreeable, the Supplier indicates their "acceptance" of the Offer in Beeline.
 - a. At this initial offer acceptance step the Supplier will be required to enter the specific hourly pay rate the worker will be receiving.
2. Once an Offer has been accepted, the Supplier must then complete the post-offer, preemployment On Boarding tasks before the worker can start work at Amazon.

As each step is completed the Supplier indicates its completion in the Beeline application. Verification of each step may be audited during standard program review meetings in the future. If a Temporary Worker is not cleared by 12pm PST the day before their scheduled start date in Beeline, the Supplier must notify the Program Office directly so that the Engagement Sponsor can be updated regarding the delay.

Supplier On-Boarding Procedures

It is a contractual condition that all Suppliers must comply with Amazon pre-screening requirements. No candidate will start an assignment at Amazon without having completed all on-boarding documents. These documents must not be altered in any way. If altered or changed in any way, the document will be considered null and void and the candidate will not meet Amazon hiring criteria. Suppliers will be responsible for ensuring that the following documents and policies have been reviewed with, and agreed to by, the candidate.

Prior to start; for any Contingent Worker on site at Amazon, the Supplier must verify that the Contingent Worker acknowledges completion of:

Temporary Contractor Agreement (Non-disclosure Agreement) [See Appendix B](#)

First Day Details

For Seattle Based Candidates: The agency will instruct the temporary worker to arrive at 9am at the badging location closest to the work location. Badging locations are Cricket, Blackfoot, and Doppler. The worker will then be directed to the work location to ask for the Engagement Sponsor at reception. The Engagement Sponsor will then take them to IT to pick up their laptop.

□ **Badging Locations:**

- **BLACKFOOT (SEA33.04.130)**

To the right of the Business/Print center

Directions Take the low-rise elevator to floor 4. The entrance to the mailroom, business/print center and corporate security badge office is to your left. The double doors will be open during business hours.

Location Hours: Monday - Friday 8am-4pm

- **CRICKET (SEA20.01.775)**

Directions From the North entrance of Cricket, turn left at the top of the stairs and the badge office will be the first door on your left.

From the South entrance of Cricket, ask the security specialist at the turnstile to bypass you across the lobby to the badge office. They will bypass you as soon as the volume of people passing through the turnstiles is sufficiently low for them to escort you through.

Location Hours: Monday - Friday 5am-4pm

- **DOPPLER (SEA40.02.402)**

Directions From the main lobby entrance, head to the second floor, via garage elevators. After exiting the elevators turn right and go through glass doors. Make another right and the badging services location will be at the end of the hall. **Location Hours: Monday - Friday 8am-10pm**

For Candidates Outside of Seattle: The agency will instruct the temporary worker to arrive at the work location at 9am and ask for the Engagement Sponsor at reception.

Worker Certifications

Supplier will be required to provide contract worker certifications upon the request of Allegis Global Solutions.

Worker Onsite Policies & Procedures

Onsite Policies

Time & Expense Submission

Time

Through Beeline each Temporary Worker will be responsible for weekly entry and submittal of their hours worked for approval. The Program Office and Suppliers are responsible for managing the time-keeping process and ensuring that all active Temporary Workers are entering and submitting their time by the specified deadlines. Ultimately it is the supplier responsibility to ensure their Temporary Workers are entering their timesheets. The Program Office will follow up weekly with Engagement Sponsors on all unapproved time and expense. The Supplier should work with the Program Office on time and expense inquiries, and should not reach out to the Engagement Sponsor for pending approvals. Please see **Administration** section for Holiday schedule. The work instructions below detail the process of capturing Temporary Worker time.

Submittal & Approval Deadlines

Temporary Worker time is submitted weekly for approval and invoice processing. Any time or expense submitted by or on behalf of Temporary Worker after 60 days will not be validated. The following outlines the general deadlines for time capture and approval:

Time Capture Action	Deadline
Temporary Worker Time Submittal for Approval	Monday 12:00 p.m. (local time)
Amazon Engagement Sponsor Timesheet Review and Approval	Tuesday 12:00 p.m. (local time)

Submission and Approval of Corrected Timesheets	Wednesday 11:59 p.m. (local time)
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Worker Username and Password Policy

Amazon will provide the Temporary Worker with a password for access to necessary Amazon systems. The Temporary Worker should under no circumstances disclose his/her current password to any other person or entity, at any time. If Supplier or Temporary Worker violates this policy, they will be subject to termination from the Program. If a Temporary Worker requires a password reset, the Supplier will be required to assist the worker.

Expenses

Any expenses incurred, must be pre-approved by the Amazon Engagement Sponsor. Contractors are required to submit expenses in the Beeline system, in accordance with Amazon's Expense Policies, set forth. Temporary Workers will provide original receipts to their respective Supplier. Suppliers should then attach the receipts in Beeline. Engagement Sponsors may request the Temporary Workers or Supplier provide a copy of an expense receipt at any time. After the Temporary Workers has been successfully On-Boarded and has incurred work related expenses, they shall be recorded in the Beeline System as they are incurred in accordance with the company outlined expense policy. Once all valid expenses are entered, the Temporary Workers must submit before the weekly deadline for approval.

Modifying Assignments

As a general rule, bill rate changes are not accepted once an assignment has started. However, in the event a bill rate change is required, the Supplier should contact the Program Office to see if the request is valid for submission. If valid, the Program Office will contact the Amazon Engagement Sponsor for approval. If approved, the Amazon Engagement Sponsor will create an Assignment Modification to implement the change. The modification request will route through the Amazon approval process. Additional Amazon approvals may be required.

When the Amazon Engagement Sponsor creates the Modification request they must enter an effective date. The modified Bill Rate becomes effective as of the Engagement Sponsor specified effective date. In the event there are time sheets in an approved status but would be affected by the bill rate change, they must be reprocessed and re-approved for the bill rate change to take effect.

Worker Registration in Beeline

Once the Supplier has updated Beeline and all On Boarding tasks have been completed, the Temporary Worker will receive an email from Beeline containing their login ID and temporary password. (Note: During the registration process the Supplier will need to enter an e-mail address for the Temporary Worker. It will need to be the Temporary Workers personal e-mail address or the Supplier

representative's personal e-mail. The Temporary Worker will not have an Amazon e-mail address at that time.)

Extending Assignments

In the event an Amazon Engagement Sponsor determines the need to extend an assignment, the Engagement Sponsor will create an Assignment Extension request in Beeline. Once the additional spend and total Contingent Worker tenure is approved as required, the extension request will be routed to the Supplier for consideration. If the Supplier accepts the new term, the Assignment extension takes effect in Beeline. If the Supplier rejects the extension request (Contingent Worker is not available past the original end date), it is returned to the requestor with an explanation and the original end date remains intact.

The Program Office begins reaching out to Engagement Sponsors 45 days before the listed end date in Beeline asking if they would like to extend the Temporary Worker. The Supplier should not reach out to the Program Office asking for an extension unless the worker has been told by the Engagement Sponsor that they are getting extended and the extension has not come through the Beeline tool for the Supplier to review and accept.

Supplier Communication Policy

Contact with Customer: Non-Solicitation of Customer

The Supplier acknowledges and agrees that all Customer requests for services and any related matters will be exclusively directed to and handled by the Program Office. The Supplier shall receive all service requirements directly from the Program Office via Beeline and the Supplier shall submit all Candidates directly to the Program Office via Beeline (and not to the Customer). Unless otherwise directed by the Program Office, the Supplier will deal directly and exclusively with the Program Office with respect to the services and any related matters. Except as expressly approved or directed by the Program Office, the Supplier will not direct any inquiries or matters (including direct or indirect solicitation of business) to the Customer.

If a Contingent Worker or Amazon Engagement Sponsor contacts the Supplier directly about a position, the Supplier must:

- Inform them that all Amazon staffing related activities need to be facilitated by the Program Office. Have them contact the Program Office at contingent-us-can@amazon.com.
- Supplier must notify the Program Office and provide details (i.e., who contacted the Supplier and why).

Bill Rates for Amazon Positions

The program rate card has been developed to correspond with each Amazon office location and job title. These rates have been gathered from multiple sources and reflect current market conditions in these locations. The Contingent Workforce Program is designed to drive competition ensuring the best candidates are presented and selected at the most competitive rates. Suppliers shall not contact Amazon

Engagement Sponsors concerning the job posting rates; all questions should be handled through the Program Office. Note that any offer that exceeds the Beeline rate card will be routed automatically for Amazon finance approval prior to the Supplier being able to accept the offer.

In the event an Amazon Engagement Sponsor contacts you directly concerning the rate of a specific candidate submitted to a job request, please direct them to contact the Program Office with their requirements for the specific candidate. Refer to [Supplier Communication Policy](#) for further information.

Pricing Adherence

All suppliers are required to adhere to their “not to exceed” Mark-Up (MU) as outlined in their contract as well as manage to the program rate card. It is expected that suppliers, on average, manage their bill rates at or below the max. bill rate for the title/location. The CWP will be auditing MU adherence weekly and making any adjustments to assignments that have exceeded the agreed mark-up.

Additionally, any supplier out of compliance will be asked to provide a Corrective Action Plan (CAP) that details how your firm will adhere to 100% compliance going forward. **Multiple instances of non-compliance will lead to suspension and eventual removal from the program.**

Overtime and Double Time Bill Rate Multipliers

For all Non-Exempt workers, any Overtime hours will be billed at 1.3 times the Regular Time bill rate, and Double Time (where applicable) will be billed at 1.7 times the Regular Time Bill Rate. All Exempt workers will be billed at the Regular Time bill rate for all hours worked.

Facility Access

Supplier Representatives are not allowed to possess Amazon ID access badges for any Amazon facility unless authorized by Amazon. With prior Amazon approval, Supplier Representatives may be allowed access to Amazon sites so they can interact with their Contingent Workers to handle any payroll, benefits or personnel related matters, including the following:

- On-boarding and/or Off-boarding
- Retrieval of Contingent Worker property
- Return of Amazon property
- Facilitate any Contingent Worker emergencies
- Conduct Contingent Worker Interviews
- Facilitate Travel Arrangements
- Address employment issues (e.g., benefits, counseling, etc.)
- Participate in: Business related meetings; Supplier Tours and Town Hall meetings
-

Amazon Management may request the Program Office to coordinate a request for a Supplier round table meeting to discuss business trends, changes, or to set up facility tours. The Program Office will facilitate the Supplier invitations and work with Amazon to communicate the meeting's objectives and facility access for the Suppliers. While the Supplier Representatives are on site for the above duties they are not to solicit staff augmentation business from any Amazon Engagement Sponsor. ***Any Supplier who violates this policy will be subject to disciplinary action up to and including termination of its agreement.***

Worker Offboarding Procedures

Offboarding Policies

Amazon Assets

In the event that a Contingent Worker has not returned their Amazon assets (badge, laptop, cell phone, etc.) to the appropriate Amazon Engagement Sponsor or Program Office at the end of their assignment, it is the responsibility of the Supplier to recover and make arrangements to return those assets to the Contingent Workforce Program Office/Engagement Sponsor within 24 hours of assignment end date.

Offboarding Procedures

End of Assignment Procedures

The Supplier may be notified directly by the Program Office or through the Beeline system of the end of assignment for each of its Contingent Workers. When notified that a Contingent Worker's assignment is ending, the Supplier should contact the Contingent Worker off site and inform the Contingent Worker of the last day of his/her assignment and that the Contingent Worker should not return to that assignment after that date. In certain situations, the Supplier will not receive notice of the assignment's end until after the assignment has ended. If the End of Assignment notification process varies for any reason, the Program Office will instruct the Supplier of the required steps to off board their contract employees. All questions need to be addressed to the Program Office. It is also the responsibility of the Supplier to ensure that any Amazon property, materials, information or badges are recovered from the Contingent Worker and returned to Amazon.

The Supplier will receive an Early Termination email notification from Beeline when a termination is entered by the Engagement Sponsor or Program Office. The Supplier should review the listed termination reason for accuracy, and contact the Program Office if the listed reason is incorrect.

Early End of Assignment

EEOA During Working Hours

- ES identifies CW and reason for EEOA and contacts MSP
 - EEOA For Cause Examples:

- Dishonesty
- Damage to Amazon assets
- Workplace Violence Incident
- No Call No Show
- MSP notifies the responsible staffing agency to ensure a representative from the Staffing Agency is onsite to address any concerns or question if possible, this is required if local agency representation is present
- Staffing Agency Representative will engage the CW and escort them to a mutually agreed location to deliver the message and discuss next steps regarding pay, benefits, and retrieval of Amazon assets/Badge retrieval (the employment related discussion would be managed by the Staffing Agency Representative; however the Staffing Agency would be present to collect the assets).
- Should the CW escalate the situation, onsite security should be contacted immediately

EEOA After Hours

- After hours EEOA will take place once MSP and Staffing Agency representatives determine the working hours of the CW. Example would be and EEOA taking place after 1730 hours Local Time if the CW worked 0900-1700 hours. The after-hours notification of EEOA is to mitigate the risk to Amazon personnel and assets within the area.
- ES will identify CW and reason for EEOA and contact MSP.
- Staffing Agency Representative will contact the CW and issue EEOA either in person or by telephonic notification. Staffing Agency Representative will attempt to contact the CW at least three times and leave a message each time to ensure all means are exhausted to contact the CW. If a texting function exists, it should be utilized after each phone call attempt.
 - Email to follow up verbal conversation in order to document all conversations. Staffing Agency will ensure final pay and benefits process is followed.
 - MSP and Staffing Agency will work to retrieve all Amazon assets. Additionally, the MSP will coordinate to retrieve any personal items left on site.
 - CWP Risk PM will ensure all Lenel badge access and privileges are revoked immediately with the BAC.
- If CW is not accepting of EEOA, MSP will contact the CWP and BAC immediately to discuss next steps in the process.
 - MSP will need to request for a BOLO will be published to all Amazon assets within the area.
 - Morning after EEOA After Hours discussion, an MSP representative and Staffing Agency representative (if available) will be at the security desk to address any concerns the CW might have and ensure risk is mitigated to Amazon assets and personnel.
 - If possible, the Staffing Agency Representative and MSP should retrieve the CWs badge and any Amazon assets at that time.

Administration

Appraisal and Evaluations

Suppliers should not contact Amazon Engagement Sponsors directly for feedback regarding the Supplier's or its Contingent Worker's performance. All performance appraisals or evaluations will be provided by AGS as a part of the Supplier's quarterly performance review. All requests for additional information should be routed to the Program Office. The Suppliers must instruct its Contingent Workers that Suppliers and/or Contingent Workers are not permitted to ask for any appraisals, evaluations of letters of reference/recommendation from any Amazon employee.

Amazon Holiday Schedule

The following list of Amazon Holidays does not imply that Amazon will reimburse Suppliers for holiday hours, unless work is performed on these days. The reason for listing these holidays is that it allows you to notify your contractors when Amazon is generally closed.

Holidays:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving
- Christmas Day

The Amazon Holiday Schedule can be modified at any time by notice to Supplier.

Placement Fee Process and Schedule

If your worker has converted, please inform the Program Office so we can update Beeline appropriately. The conversion terms are as follows:

For IT Contract Workers:			
Fee	Fee	Fee	Fee
1 – 60 Days of Service (Based on annual starting base salary)	61 – 120 Days of Service (Based on annual starting base salary)	121-180 Days of Service (Based on annual starting base salary)	181 or greater Days of Service (Based on annual starting base salary)
20%	15%	10%	0%

For Non-IT Contract Workers:		
Fee	Fee	Fee
1 – 60 Days of Service (Based on annual starting base salary)	61 – 120 Days of Service (Based on annual starting base salary)	121 or greater Days of Service (Based on annual starting base salary)
10%	5%	0%

Billing and Payment

Contractor timekeeping is facilitated through Amazon's Beeline system. Time entry is completed by the Contingent Worker on a weekly basis and should be submitted on ***Mondays by 12:00 PM PST***. Suppliers are held responsible for their contractor's time entry into the Beeline system. Failure to comply may result in delayed payments or dismissal of Contingent Worker.

Amazon will not be obligated to pay any invoice received from the Supplier more than sixty (60) days from the date the Service was performed or the expense was incurred.

Beeline will automatically generate an invoice on behalf of the Supplier on Wednesday evenings. The Program Office submits this invoice on a weekly basis to the Amazon A/P department for payment processing.

It is the responsibility of the agency to pull remittance details directly from Beeline. If you go into Beeline and click on the "Reports" option on the top menu you can scroll down and select the "Beeline Supplier Payment Register – Amazon" option under "Time & Expense". From there, click 'search' for the billing period, enter date range in question and click 'create report' at the bottom. This should show the payment detail for the invoice and you have the option to export to Excel by clicking on the floppy disk icon at the top of the page.

Annual Updates of Registrations

On quarterly basis, or as otherwise required, Supplier must provide the following information to AGS (or to Amazon were noted):

- Financial Information - Most recent annual financial statements, or applicable letter or financial representation, within 90 days after the end of Supplier's fiscal year
- Proper certificates of insurance.
- Minority certificates, if applicable.
- Any changes in ownership, business name, etc.

Annual Rebate

If applicable, the annual spend volume rebate will be collected in January following the end of the fiscal year. AGS will reach out to each supplier with the rebate amount and instruction for electronic (EFT) delivery. AGS will then submit all supplier rebates to Amazon in one lump sum.

Rebates will be calculated based on the Supplier's annual (calendar) spend and tiered rebate schedule.

For example:

\$0-\$3M	\$3M-\$6M	\$6M-\$9M	\$9M+
0.50%	1%	2%	3%

Annual Spend: \$10,500,000

Total Rebate = \$130,000

$\$3M \times 0.50\% = \$15,000$

$\$3M \times 1\% = \$30,000$

$\$3M \times 2\% = \$40,000$

$\$1.5M \times 3\% = \$45,000$

Performance Standards

On an annual basis, AGS will establish certain performance standards and targets based on program goals. Suppliers will receive a scorecard against those metrics on a quarterly basis. Program changes (i.e. addition or removal to categories or the program) will be decided based on these performance standards as well as overall compliance.

Overtime Reimbursement

Temporary Workers shall be paid overtime pay according to the overtime and minimum wage requirements of the Fair Labor Standards Act for hours worked in excess of the number of hours per week or day as stated by local, state or federal wage and hour law.

Exempt Vs. Non-Exempt

Suppliers must determine if an Employee is exempt or Non-exempt based on the Temporary Workers skill set and the assignment. Non-exempt Employees are entitled to overtime pay while Exempt Employees are not. For example, "outside sales" Employees are exempt ("inside sales" Employees are Nonexempt). For most Employees, whether they are exempt or Non-exempt depends on (a) how much they are paid, and (b) what kind of work they do. These requirements are outlined in the FLSA Regulations www.dol.gov/esa/whd/flsa/.

Invoicing

Beeline automatically consolidates the invoice and payment is remitted by Allegis Global Solutions.

Maintaining Supplier Status

Once a Supplier is approved for participation in the Program, the Supplier is required to update its registrations annually as well as perform up to specified performance standards in order to maintain its approved Supplier status.

Monthly and Quarterly Reports

Auditing

In order to ensure data integrity, contractual compliance and quality service, the Program Office and Amazon will conduct audits from time to time throughout the engagement.

Who Conducts - The financial and administrative arm of the Program Office or other Program designees will be conducting audits on behalf of AGS and is the liaison for any Amazon initiated audits.

Representatives from Amazon Internal Audit or other Amazon designees may conduct Amazon audits.

Scope

All aspects of the Program are subject to audit at any time. Selections are based on statistical sampling as well as focused areas of concern based on risk assessments or performance issues. Particular areas of focus will include:

- Background Check compliance
- On-boarding documents and Off-boarding procedures
- Performance metrics
- Vetting compliance
- Compliance with quality process and procedure representations (e.g., employee suggestion programs, etc.)
- Corrective Action Plans

Protocol

The auditor will give the Supplier advance written notice of the nature and scope of the items to be reviewed and will conduct its audits during normal business hours. Audits may be conducted via site visits, mailed, faxed or emailed correspondence, phone interviews, electronic/computerized reviews, or other methods as requested by the auditor.

Results

Results are communicated to the Supplier upon completion of the audit and are used as a performance metric to determine ongoing levels of participation in the Program. Documentation is maintained to

archive items reviewed. For unfavorable audit results, the Supplier may have an opportunity to present a Corrective Action Plan as further described below.

Disciplinary Action

Depending on the nature and severity of a performance issue, the Program Office, on behalf of Amazon, may take one or more of the following disciplinary actions:

Warning – The Program Office will issue Supplier a warning, notifying the Supplier of the performance issue.

Probation – A Supplier is put on probation for a set period of time or until a performance issue is resolved. During this period, the Supplier is not eligible to submit candidates for open requests for services under the Program.

Termination – A Supplier's agreement is terminated.

Important Note: Failure to comply with background check requirements and proof of any worker beginning assignment prior to background check completion will result in immediate removal from the Contingent Workforce Program. This is a non-negotiable and exceptions will not be granted.

Corrective Action Plans

Depending on the nature and severity of a performance issue, whether identified through a formal audit or discovered through other means, a Supplier may have the opportunity to present a Corrective Action Plan at the Program Office or Amazon's discretion. If corrective action is required of a Supplier, the Program Office will have oversight of the Corrective Action Plan. The Corrective Action Plan process will involve the following steps:

- The Program Office will identify and communicate performance issue to the Supplier.
- The Supplier will develop and deliver to the Program Office its Corrective Action Plan and implement accordingly.
- The Program Office will audit Supplier's compliance with its corrective action plan and verify that the plan is successful in correcting the performance deficiency.
- If the plan is unsuccessful in correcting the performance deficiency, The Program Office or Amazon may require the Supplier to submit a revised Corrective Action Plan or follow the steps outlined in the Disciplinary Action section below.

Appendix

Appendix A – Supplier On Boarding Checklist

1. PRE-SUBMITTAL TASKS <i>(These activities must be completed prior to submitting the candidate to the requisition)</i>	2. POST ACCEPT OFFER TASKS <i>(These activities must occur after accepting an offer)</i>
<ul style="list-style-type: none"><input type="checkbox"/> Review the Requisition for a clear understanding of the position description, required testing, location, start date, etc., including updates in the “comments” section.<input type="checkbox"/> Discuss / review the following with the candidate and determine their interest:<ul style="list-style-type: none">▪ job assignment and key responsibilities▪ background check requirements▪ Length of assignment, pay rate, location<input type="checkbox"/> Ensure background, education and training match the job requisition.<input type="checkbox"/> Advise the candidate that a Skill Set Validation Session may be applicable (e.g., keystroke test, etc)<input type="checkbox"/> Gain candidate’s concurrence on availability date & details of the assignment<input type="checkbox"/> Review vacation / holidays requirements<input type="checkbox"/> Confirm candidates’ interest and availability for the position<input type="checkbox"/> Obtain candidate’s cell number, home phone, work number to facilitate communication (inquire into appropriate time to use these numbers)	<ul style="list-style-type: none"><input type="checkbox"/> Review employee compensation package and other applicable personnel items<input type="checkbox"/> Initiate the appropriate background check activities (US or CAN Standard vs. PillPack General)<input type="checkbox"/> Initiate Confidentiality & non-disclosure agreement<input type="checkbox"/> Contact a CWP Program Coordinator and inform them of the results. The CWP will follow-up for independent verification.<input type="checkbox"/> Remain in frequent contact with the Temporary Worker to ensure their continued interest / availability to report on the assignment

3. ON-BOARDING SUPPORT ACTIVITIES

Reconfirm with the CWP Office the Assignment Date, Length, Location, Amazon Engagement Sponsor, Department

Train your Temporary Worker on the Beeline Time & Expense system.

- Provide Password and instructions to submit their time and/or expenses no later than 12:00 PM PST on Sundays.
- Advise Temporary Worker to call your office regarding questions/issues related to submitting their time and/or expenses.
- Note: For **SYSTEM ISSUES**, call the Contingent Workforce Program Office at 2069467078 or email at contingent-us-can@amazon.com.

Provide a list of your company's frequently dialed numbers

(e.g. payroll, benefits, timecards, Contingent Worker Contact's name and telephone number)

Prepare Temporary Worker for 1st day on assignment (e.g., location, directions / maps, building location, where to park, who to see, acceptable attire, what to do if there is a concern, who should be contacted, etc.)

Advise Temporary Worker to call the Supplier Contact upon arrival

Advise Temporary Worker to discuss Amazon expectations / rules on 1st day – contact Contingent Worker Contact with questions / concerns.

4. ASSIGNMENT FOLLOW-UP ACTIVITIES

(These activities will assist in providing a high level of customer satisfaction)

- ❑ Contact the Contingent Workforce Program immediately if the Temporary Worker failed to start the assignment.
- ❑ Contact the Temporary Worker at the end of their first day to assess their satisfaction level and instruct the Leased Worker to enter their time into the Time & Labor system daily.
- ❑ Advise the Contingent Workforce Program of issues of concern or dissatisfaction communicated by Contingent Worker.
- ❑ If concerns / issues are presented by Temporary Worker, follow-up daily with the Contingent Worker until the issue is resolved.
- ❑ Contact the Temporary Worker on the 5th day of the assignment to access their satisfaction level and remind the Temporary Worker to input time into the Time & Labor system.
- ❑ Advise the Temporary Worker to notify your office of any changes in the assignment.
- ❑ Contact the Temporary Worker on the 20th business day to ensure there are no service delivery issues.
- ❑ Remain in frequent contact (Minimally every 30 days) with your Temporary Worker to monitor their satisfaction to prevent quits or other unsuccessful completion of assignments, such as attendance, technical skills, etc.
- ❑ If issues exist, follow-up with the Temporary Worker and the Contingent Workforce Program and develop an action plan for resolution.

Appendix B – Amazon Temporary Contractor Agreement

TEMPORARY CONTRACTOR AGREEMENT

This Agreement is entered into as of _____, 20__, by _____ **[fill in name]** ("Temporary Contractor") for the benefit of [Amazon Corporate LLC, and its affiliates ("Amazon")]. In consideration of payment to **[Agency Legal Name]** ("Agency"), Temporary Contractor agrees to perform services for Amazon.com and to be bound by this Agreement.

1. Relationship of Parties.

Temporary Contractor acknowledges that s/he is an employee of Agency, and nothing in this Agreement shall be construed as creating an employer-employee relationship, a partnership, or a joint venture between Amazon and Temporary Contractor. **Either Agency or Temporary Contractor may terminate Temporary Contractor's services under this Agreement without cause or without the occurrence of a default or notice at any time.** Temporary Contractor agrees that Agency shall be solely responsible for (a) payment of compensation to Temporary Contractor; (b) withholding and payment of FICA, FUTA, and other taxes and applicable amounts with respect to payments made to Temporary Contractor; (c) providing all insurance and other employment related benefits to Temporary Contractor; (d) payment of all overtime required by the Fair Labor Standards Act and corresponding state law or regulations; (e) providing any accommodations required under the Americans with Disabilities Act or corresponding state law or regulations; and (f) complying with the Immigration Reform and Control Act and Age Discrimination in Employment Act, and corresponding state laws or regulations.

TEMPORARY CONTRACTOR HEREBY ACKNOWLEDGES THAT AMAZON WILL NOT BE RESPONSIBLE FOR PAYMENT OF ANY COMPENSATION, TAXES, INSURANCE OR BENEFITS TO TEMPORARY CONTRACTOR. TEMPORARY CONTRACTOR HEREBY EXPRESSLY WAIVES ANY ENTITLEMENT OR CLAIM TO ANY COMPENSATION, TAXES, INSURANCE OR BENEFITS FROM AMAZON, INCLUDING WITHOUT LIMITATION ANY ENTITLEMENT OR CLAIM TO PARTICIPATION IN AND BENEFITS PROVIDED BY (1) ANY AMAZON 401(k) PLAN; (2) ANY AMAZON EMPLOYEE HEALTH BENEFIT PLAN; (3) ANY AMAZON LONG-TERM DISABILITY PLAN; (4) THE AMAZON LIFE INSURANCE PLAN; (5) ANY AMAZON EMPLOYEE STOCK PURCHASE PLAN OR EMPLOYEE STOCK OPTION PLAN; AND (6) ANY OTHER ERISA OR NON-ERISA BENEFITS.

TEMPORARY CONTRACTOR HEREBY ACKNOWLEDGES THAT: (1) TEMPORARY CONTRACTOR IS NOT A REGULAR EMPLOYEE OF AMAZON AND, THEREFORE IS NOT ENTITLED TO ANY INSURANCE AND BENEFITS THAT ARE PROVIDED TO REGULAR EMPLOYEES; (2) TEMPORARY CONTRACTOR'S WAIVER OF ANY ENTITLEMENT OR CLAIM TO INSURANCE AND BENEFITS IS KNOWING AND VOLUNTARY; (3) TEMPORARY

CONTRACTOR'S WAIVER OF ANY ENTITLEMENT OR CLAIM TO INSURANCE AND BENEFITS IS IN EXCHANGE FOR THE OPPORTUNITY TO PROVIDE SERVICES TO AMAZON WHILE EMPLOYED AT AGENCY AND FOR COMPENSATION TO BE PAID TO TEMPORARY CONTRACTOR BY AGENCY WITH RESPECT TO SUCH SERVICES; (4) PRIOR TO SIGNING THIS WAIVER, AMAZON AND AGENCY HAVE ENCOURAGED TEMPORARY CONTRACTOR TO CONSULT LEGAL COUNSEL OF HIS/HER CHOOSING IF TEMPORARY CONTRACTOR HAD ANY QUESTION REGARDING THIS WAIVER; (5) TEMPORARY CONTRACTOR HAS CAREFULLY READ THIS AGREEMENT, INCLUDING THIS HIGHLIGHTED PROVISION, AND HAS HAD SUFFICIENT TIME TO CONSIDER HIS/HER WAIVER OF ANY ENTITLEMENT OR CLAIM TO INSURANCE AND BENEFITS.

2. Nondisclosure.

2.1 As used in this Agreement, "Confidential Information" means all nonpublic information disclosed by or relating to Amazon and each entity that controls, is controlled by or is under common control with Amazon (an "Amazon Group Company") that is designated as confidential or that, given the nature of the information or the circumstances surrounding its disclosure, reasonably should be considered as confidential. Confidential Information includes, without limitation (i) all nonpublic information relating to any Amazon Group Company's technology, customers, business plans, promotional and marketing activities, finances and other business affairs, and (ii) all third-party information that any Amazon Group Company is obligated to keep confidential. Confidential Information may be contained in tangible materials, such as drawings, data, specifications, reports and computer programs, or may be in the nature of unwritten knowledge.

2.2 Temporary Contractor may use Confidential Information only in connection of its provision of services to Amazon. Except as expressly provided in this Agreement, Temporary Contractor will not disclose Confidential Information to anyone without Amazon's prior written consent. Temporary Contractor will take all reasonable measures to avoid disclosure, dissemination or unauthorized use of Confidential Information.

2.3 All Confidential Information will remain the exclusive property of the Amazon Group Companies. Any disclosure of Confidential Information by an Amazon Group Company under this Agreement will not constitute an express or implied grant to recipient of any rights to or under such Amazon Group Company's patents, copyrights, trade secrets, trademarks or other intellectual property rights.

2.4 At the time Temporary Contractor's work for Amazon concludes, Temporary Contractor will return to Amazon all drawings, blueprints, notes, memoranda, specifications, designs, devices, documents, and any other material relating to Amazon's business (including, without limitation, any material containing or disclosing any confidential proprietary information) and will not keep in his/her possession any such material without Amazon's written approval.

3. Security Badge.

If Amazon provides any security badge or other access device (collectively, "Badges") for Temporary Contractor, Temporary Contractor agrees to the following:

- (a) Temporary Contractor agrees to comply with all reasonable rules and restrictions that Amazon may impose from time to time on the use of such Badges.
- (b) Temporary Contractor must have his/her Badge in his/her possession at all times while Temporary Contractor is at an Amazon facility. The Badge is for use by the Temporary Contractor only for business conducted at Amazon and the Temporary Contractor shall not loan his/her Badge to another person. Lost Badges must be reported to Agency within twenty-four (24) hours.
- (c) Temporary Contractor's Badge privileges shall expire at the time provided to Temporary Contractor by his/her supervisor on the final day of the assignment.
- (d) Temporary Contractor's Badge must be returned to Agency upon Temporary Contractor's separation from the Amazon assignment.

AMAZON RESERVES THE RIGHT TO TERMINATE TEMPORARY CONTRACTOR'S BADGE PRIVILEGES AT ANY TIME, IN AMAZON.COM'S SOLE DISCRETION.

4. Waiver of Claims for Damage to Personal Property.

Temporary Contractor agrees that Amazon will not be responsible for loss, disappearance, or damage to personal property on Amazon premises. Temporary Contractor hereby releases, discharges, and holds Amazon harmless from any claims relating to loss, disappearance, or damage to such personal property.

5. Felony Statement.

Temporary Contractor warrants that s/he has not been convicted of a felony in the last 7 years, or, if s/he has, that s/he has provided Agency and Amazon with complete information regarding the nature, severity, and date of each conviction.

6. Representations.

Temporary Contractor represents and warrants as follows: (a) his/her assignment to Amazon and his/her performance of all of the terms of this Agreement do not and will not breach any agreement to keep in confidence proprietary information acquired by Temporary Contractor in confidence or in trust prior to such assignment; (b) s/he is not subject to any non-competition agreement or post-government employment restrictions that would preclude his/her assignment to Amazon or impair his/her ability to perform duties related to such assignment.

7. General.

- (a)** This Agreement shall apply to Amazon temporary assignments performed by the undersigned following the date of this Agreement.
- (b)** This Agreement may be amended only in writing, signed by Amazon and Temporary Contractor.
- (c)** All obligations of Temporary Contractor hereunder shall survive termination of this agreement.
- (d)** No waiver of any provision of this Agreement or any right or obligation of a party hereunder shall be effective unless made in writing by the waiving party.
- (e)** Temporary Contractor acknowledges that s/he will act as an independent Agency of Amazon, and this Agreement will not create a partnership, joint venture, agency or employment relationship between Temporary Contractor and Amazon.
- (f)** Temporary Contractor has no authority to enter into any agreement on Amazon's behalf.
- (g)** This Agreement represents the entire agreement between the parties with respect to the subject matter hereof and supersedes any previous agreements regarding such subject matter, may be modified only by a writing signed by both parties, and will be governed in all respects by the laws of the state in which the relevant Amazon facility is located, without regard to any rules governing conflicts of laws. Temporary Contractor irrevocably submits to venue and exclusive personal jurisdiction in the federal and state courts in the county in which the relevant Amazon facility is located, for any dispute arising out of this Agreement, and waives all objections to jurisdiction and venue of such courts.
- (h)** If a provision of this Agreement is held invalid under any applicable law, such invalidity will not affect any other provision of this Agreement that can be given effect without the implied provision. Further, all terms and conditions of the Agreement will be deemed enforceable to the fullest extent permissible under applicable law, and, when necessary, the court is requested to reform any and all terms or conditions to give them such effect.

Temporary Contractor's signature below constitute acceptance of the terms specified within this Agreement.

Temporary Contractor:

Signature: _____

Printed Name: _____

Address: _____

Phone: _____

Social Security No.: _____

Appendix C – Amazon Background Check & Drug Screening Process

Background Check

Amazon requires Suppliers to subcontract all background checks of Temporary Worker's through Amazon's preferred background check provider (the "**Designated Background Check Contractor**") and adjudicate against Amazon's standard package ("**PillPack General**" for any assignments at PillPack and the "**Amazon Standard Package**" for all other roles/companies). Supplier will comply with applicable federal and state law in conducting background checks on Temporary Workers including, but not limited to, obtaining necessary releases and providing required disclosures. The background screening process must be completed within 60 days prior to the start of any Temporary Worker, unless approved by Amazon in writing. If the screening is not complete by noon of the business day before the scheduled start date, you must notify the PMO.

New background screenings must be processed for all new starts EXCEPT those that have worked on an Amazon temporary assignment through the same supplier within the last ninety (90) days. For example, if a temporary worker is on an assignment which is successfully ended and returns to a new assignment within 90 days of the last end date, a new background check is not required. Please contact the PMO for all questions or to confirm whether a new background screening is needed for returning temporary employees.

If the Temporary Worker fails any of the post-offer, pre-employment criteria or has any discrepancies or irregularities the Supplier must immediately communicate to the Program Office the inability of the Temporary Worker to meet hiring criteria and must be withdrawn from the program.

Designated Background Check Contractor:

Accurate Background, Inc.
6 Orchard, Suite 200
Lake Forest, CA 92630 Phone: 800.784.3911

In the US/Canada, set up an account directly on Accurate's website:

<https://amazonvendor.accuratebackground.com>

For questions about your vendor account or any other reason, contact accurate customer service at customer_service@accruate.com.

Upon setting up your account with Amazon's Designated Background Check Contractor, Supplier is required to select the PillPack General for any assignments with PillPack and the Amazon Standard Package for all other Contingent Workers. The appropriate background package will be managed by the Designated Background Check Contractor. The package adjudication rules can be made available upon request of Designated Background Check Contractor.

The last four of SSN provided in the Beeline candidate submittal must match what was provided to Accurate. If the Program Office cannot locate the cleared background check in Accurate's data, we will reach out to the Supplier. At that time the Supplier must provide documentation that the worker did clear the appropriate background package in advance of their listed start date in Beeline.

Questions about "Needs Review" (NR), should be directed to Accurate, and not to Amazon or its MSP partners. For cases specified as "Needs Review," Supplier will define the criteria and methodology Supplier uses to determine if a Contingent Worker is suitable to perform the Services for Purchaser, taking into account the Contingent Worker's ability to perform the services required; and/or the safety and security of the Purchaser's customers, employees, and business partners.

Drug Screening

Drug tests are required (through either a saliva test or UA) for all temporary workers onsite at a North America Fulfillment Center (NAFC), Sort Center, or Distribution Center. Supplier will comply with applicable federal and state law in conducting drug screens on Temporary Workers including, but not limited to, obtaining necessary releases and providing required disclosures. The drug screening process must be completed within 60 days prior to the start of any Temporary Worker, unless approved by Amazon in writing. If the screening is not complete by 2pm PST of the business day before the scheduled start date, you must notify the PMO.

Drug screening requirements apply to all NAFC, Sort Center and Distribution Center locations (NAFC's are named in Beeline as "XXX - FC"). The list below covers some (but not all) current NAFC locations. If the Supplier is unsure if a Drug Screen is required, you must reach out to the Program Office to confirm.

<u>Location Name</u>	<u>City</u>	<u>State</u>
ABE2 - FC	Breinigsville	Pennsylvania
ABE3 - FC	Breinigsville	Pennsylvania
AVP1 - FC	Hazleton	Pennsylvania
BF11 - FC	Sumner	Washington
BNA1 - FC	Lebanon	Tennessee
BNA2 - FC	Lebanon	Tennessee
BOS1 - FC	Nashua	New Hampshire
BWI1 - FC	Sterling	Virginia
CHA2 - FC	Charleston	Tennessee
CVG1 - FC	Hebron	Kentucky
CVG2 - FC	Hebron	Kentucky
CVG3 - FC	Hebron	Kentucky

DFW7 - FC	Haslet	Texas
GSP1 - FC	Spartanburg	South Carolina
Hazleton PA - FC	Hazleton, PA	Pennsylvania
Hebron, KY - FC	Hebron	Kentucky

IND1 - FC	Whitestown	Indiana
IND2 – FC	Plainfield	Indiana
IND4 – FC	Indianapolis	Indiana
IND5 – FC	Plainfield	Indiana
LAS2 – FC	Las Vegas	Nevada
LEX1 – FC	Lexington	Kentucky
LEX2 – FC	Lexington	Kentucky
Lexington - FC	Lexington	Kentucky
OAK3 – FC	Patterson	California
ONT2 - FC	San Bernardino	California
PHL1 - FC	Newcastle	Delaware
PHL4 – FC	Carlisle	Pennsylvania
PHL5 - FC	Lewisberry	Pennsylvania
PHL6 – FC	Carlisle	Pennsylvania
PHL7 – FC	Middletown	Delaware
PHX3 - FC	Phoenix	Arizona
PHX5 - FC	Goodyear	Arizona
PHX6 - FC	Phoenix	Arizona

PHX7 – FC	Phoenix	Arizona
RIC1 – FC	Petersburg	Virginia
RIC2 – FC	Chester	Virginia
RNO1 – FC	Fernley	Nevada
SDF1 – FC	Campbellsville	Kentucky
SDF2 – FC	Louisville	Kentucky
SDF8 – FC	Jeffersonville	Indiana
SEA6/SEA8 – FC	Bellevue	WA
TUL1 – FC	Coffeyville	Kansas
XUSB – FC	Fort Worth	Texas
XUSC – FC	Carlisle	Pennsylvania
XUSD – FC	Stockton	California
XUSE – FC	Whitestown	Indiana

There are 2 types of drug test that can be used for temporary workers onboarding:

- 1) NAFC uses **saliva testing** onsite for pre-hire and monthly random testing. *Any person that works onsite at our NAFC sites are subject to random testing.* This is a basic saliva panel + ecstasy:

Oral Eze Oral Fluid Drug Test	Screen Cutoff	Confirmation (GC/MS) Cutoff
Amphetamine	150 ng/mL	120 ng/mL

Methamphetamines	120 ng/mL	
Methamphetamine		120 ng/mL
MDA		120 ng/mL
MDMA		120 ng/mL
Cocaine Metabolites	15 ng/mL	
Benzoylcegonine		6 ng/mL
Marijuana	3 ng/mL	1.5 ng/mL
Opiates	30 ng/mL	
Morphine		30 ng/mL
Codeine		30 ng/mL
Hydromorphone		30 ng/mL
Hydrocodone		30 ng/mL
6-Monoacetylmorphine		3 ng/mL
Phencyclidine (PCP)	3 ng/mL	1.5 ng/mL

- 2) NAFC uses off-site **UA testing** for pre-hire and offsite post-accident or reasonable suspicion testing. This is a basic urine panel.

Drug/Class	Initial Test Level	Confirmatory Test Level	Confirmatory Method
Amphetamines	500 ng/mL		
Amphetamine		250 ng/mL	GC/MS

Methamphetamine		250 ng/mL	GC/MS
Cocaine Metabolites	150 ng/mL	100 ng/mL	GC/MS
Marijuana Metabolites	50 ng/mL	15 ng/mL	GC/MS
MDA-Analogues	500 ng/mL		
MDA		250 ng/mL	GC/MS
MDMA		250 ng/mL	GC/MS
MDEA		250 ng/mL	GC/MS
Opiates	300 ng/mL		
Morphine		300 ng/mL	GC/MS
Codeine		300 ng/mL	GC/MS
Hydromorphone		300 ng/mL	GC/MS
Hydrocodone		300 ng/mL	GC/MS
Oxycodones	100 ng/mL		
Oxymorphone		100 ng/mL	GC/MS
Oxycodone		100 ng/mL	GC/MS
Phencyclidine (PCP)	25 ng/mL	25 ng/mL	GC/MS

Appendix D – Export Control

Supplier understands that certain Amazon software, technology or related information may be subject to export control laws and regulations. Individuals who require export control licenses may not perform services on Amazon projects. Supplier agrees to screen applicants to make sure it does not refer or place any contract worker or independent contractor whose access to or use of export-controlled technology could require an export control license. Individuals from countries against which the US maintains

comprehensive embargoes require export control licenses and therefore may not be referred to or placed with Amazon.

A candidate falls under this policy as an embargoed country national if: 1. Candidate is not a U.S. citizen or permanent resident, 2. Candidate's most recent citizenship or current permanent residence is an embargoed country, and 3. Candidate has not been admitted as a refugee or granted asylum.

For example, an individual is not eligible for employment if:

- Candidate is a citizen of an embargoed country and has not since established citizenship or residence in a non-embargoed country
- Candidate was formerly a citizen of a non-embargoed country but has since obtained citizenship of an embargoed country
- Candidate was a citizen of a non-embargoed country but has since obtained permanent residence in an embargoed country

A candidate is eligible for employment if they were once a citizen of an embargoed country and have since obtained citizenship or residence in a non-embargoed country.

Embargoed countries currently include Iran, Cuba, North Korea, Syria and Sudan; however, these are subject to change and Supplier is responsible for keeping apprised of such changes and incorporating them into this policy. Supplier further agrees to provide Amazon with documents and other supporting materials as Amazon may reasonably request to evidence Supplier's continuing compliance with this section.

Appendix E – Performance Feedback

If a supplier receives any specific performance related feedback from Amazon, supplier should not share this with their candidates or workers. In addition, suppliers should not store or include any specific assignment-related performance feedback in an employee file for either a temporary assignment or an interview for a temporary assignment at Amazon.

Appendix F – Amazon Leadership Principles

Amazon's Leadership Principles aren't just a pretty inspirational wall hanging. These Principles work hard, just like we do. Amazonians use them, every day, whether they're discussing ideas for new projects, deciding on the best solution for a customer's problem, or interviewing candidates. It's just one of the things that makes Amazon peculiar.

Customer Obsession

Leaders start with the customer and work backwards. They work vigorously to earn and keep customer trust. Although leaders pay attention to competitors, they obsess over customers.

Ownership

Leaders are owners. They think long term and don't sacrifice long-term value for short-term results. They act on behalf of the entire company, beyond just their own team. They never say "that's not my job".

Invent and Simplify

Leaders expect and require innovation and invention from their teams and always find ways to simplify. They are externally aware, look for new ideas from everywhere, and are not limited by “not invented here”. As we do new things, we accept that we may be misunderstood for long periods of time.

Are Right, A Lot

Leaders are right a lot. They have strong judgment and good instincts. They seek diverse perspectives and work to disconfirm their beliefs.

Learn and Be Curious

Leaders are never done learning and always seek to improve themselves. They are curious about new possibilities and act to explore them.

Hire and Develop the Best

Leaders raise the performance bar with every hire and promotion. They recognize exceptional talent, and willingly move them throughout the organization. Leaders develop leaders and take seriously their role in coaching others. We work on behalf of our people to invent mechanisms for development like Career Choice.

Insist on the Highest Standards

Leaders have relentlessly high standards - many people may think these standards are unreasonably high. Leaders are continually raising the bar and drive their teams to deliver high quality products, services and processes. Leaders ensure that defects do not get sent down the line and that problems are fixed so they stay fixed.

Think Big

Thinking small is a self-fulfilling prophecy. Leaders create and communicate a bold direction that inspires results. They think differently and look around corners for ways to serve customers.

Bias for Action

Speed matters in business. Many decisions and actions are reversible and do not need extensive study. We value calculated risk taking.

Frugality

Accomplish more with less. Constraints breed resourcefulness, self-sufficiency and invention. There are no extra points for growing headcount, budget size or fixed expense.

Earn Trust

Leaders listen attentively, speak candidly, and treat others respectfully. They are vocally self-critical, even when doing so is awkward or embarrassing. Leaders do not believe their or their team's body odor smells of perfume. They benchmark themselves and their teams against the best.

Dive Deep

Leaders operate at all levels, stay connected to the details, audit frequently, and are skeptical when metrics and anecdote differ. No task is beneath them.

Have Backbone; Disagree and Commit

Leaders are obligated to respectfully challenge decisions when they disagree, even when doing so is uncomfortable or exhausting. Leaders have conviction and are tenacious. They do not compromise for the sake of social cohesion. Once a decision is determined, they commit wholly.



Deliver Results

Leaders focus on the key inputs for their business and deliver them with the right quality and in a timely fashion. Despite setbacks, they rise to the occasion and never settle.