



Amazon India Launches Comprehensive Safety and Wellness Initiatives for Delivery Associates

October 07, 2024 at 5:59 PM EDT

- Amazon's Latest Health Campaign and Ambulance Services aim to enhance Delivery Associate Well-being
- Amazon India, in collaboration with Dial 4242, will offer seamless access to ambulance services via the Delivery Associate's mobile app
- Amazon India Launches 6-month health and wellness campaign with 50+ free medical camps across the country

National, India: Reinforcing its commitment to associate well-being, Amazon India has launched ambulance services for Delivery Associates in partnership with Dial 4242. This initiative enhances safety measures and prioritizes the health of delivery associates. Additionally, Amazon has rolled out a comprehensive 6-month health campaign benefiting over 50,000 associates across Delivery Service Partner and their delivery associates, I Have Space, and Flex programs. The campaign is aimed to provide free health check-up to delivery associates including eye and dental check-up along with creating awareness among delivery associates for their ongoing comprehensive health and accidental coverage including maternity cover for female delivery associates. These robust efforts underscore Amazon's dedication to cultivating a safe and supportive environment for delivery associates. By ensuring access to essential medical services and prioritizing holistic well-being, Amazon demonstrates its unwavering commitment to empowering and safeguarding delivery associates across India.

Furthering its commitment to delivery associate well-being, the ambulance services are designed to enhance the safety and well-being of delivery associates while they are on the road. The service addresses the need for immediate medical response during emergencies, ensuring timely assistance during the first few critical hours following an on-road accident, and will be available across Dial 4242's PAN India network. Also, the recently launched health and wellness campaign, will promote detection of early health issues, thereby raising awareness around long-term health practices, and inform delivery associates about insurance benefits, including maternity support. Over the next six months, Amazon will host more than 50 free medical camps at various delivery stations across zones, with six camps already conducted in Mumbai, Pune, and Bangalore, benefiting thousands of delivery associates.

Through these comprehensive initiatives, Amazon India is taking definitive strides to safeguard and empower delivery associates. From 24/7 ambulance access to preventive healthcare resources, we are creating a robust support ecosystem. This reinforces Amazon's deeper commitment - to cultivate a caring culture that prioritizes the safety and holistic well-being of every delivery associate.

Commenting on the initiatives, Dr. Karuna Shankar Pande, Vice President, Amazon Logistics, India said, "Amazon's frontline delivery workforce is the key part of our operations. Their safety and well-being will always remain our unwavering priority. Launching dedicated ambulance services in collaboration with Dial 4242 is a vital step towards providing immediate medical access during emergencies. This ensures delivery associates have the highest level of care and their families have peace of mind when they are out on the road serving customers. Complementing this is our comprehensive 6-month health campaign focused on preventive care, early detection, and raising awareness around long-term wellness practices. By hosting free medical camps, educating associates on insurance benefits including maternity support, we are creating a robust support system. These initiatives reinforce our deeper commitment - to cultivate an associate-first culture that prioritizes the holistic well-being and enablement of every delivery associate."

Jeetendra Lalwani, Co-founder Dial 4242, "We are thrilled to partner with Amazon India to provide our swift and reliable ambulance services to delivery associates across India. This collaboration underscores our commitment to ensuring the safety and well-being of the delivery workforce by offering timely medical assistance. With our robust emergency response network, we are committed to contributing to a safer and more secure working environment for delivery associates."

Delivery associates can access ambulance services with a single click on their app, instantly connecting them to the Last Mile Emergency Team & LMET connecting with Dial 4242. This is a no-cost emergency response, with a dedicated hotline processing incident reports in minimal time and deploying the nearest available ambulance, including Basic and Advanced Life Support options. Amazon will bear the cost of actual ambulance usage, in addition to the subscription cost. Complementing this, Amazon's new health and wellness campaign focuses on early detection of health issues, promoting long-term wellness, and raising insurance benefits awareness. The program also features e-card distribution, supervisor-led awareness sessions, and upcoming medical camps in cities including Delhi, Hyderabad, Chennai, Chandigarh, and Jaipur, with plans to expand further.

Amazon India is enhancing its commitment to the well-being of its delivery associates through initiatives like Project Ashray, which provides dedicated rest points to delivery associates across the ecosystem with essential amenities to have a comfortable and supportive environment during their breaks. Additionally, the Pratidhi Scholarship program supports 1,200 students of delivery associates with financial aid and increased support for students with disabilities. As part of its festive season preparations, Amazon India has created over 110,000 seasonal job opportunities across key cities, including Mumbai, Delhi, and Bengaluru. The company has also hired thousands of women and nearly 1,900 associates with disabilities, reflecting its dedication to diversity and operational excellence.

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