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Subject: MANAGER UPDATE: Extension of Temporary Productivity and Quality Changes

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manager update

April 29, 2020

NA CF Ops and HR Managers

Managers,

We are extending the temporary change not to deliver documented productivity and quality feedback until further notice, and we will provide another update next week. Please review the reactive associate messaging and FAQs below. Questions? Chat with your leader.

Resources

Reactive Associate Message

Last month we shared that we would not deliver documented productivity and quality feedback through the end of April so you could remain 100% focused on following the health and safety guidelines around social distancing, station cleanliness, and hand washing while we fulfill orders, many of which contain critical supplies customers need during this difficult COVID-19 situation. We are now extending this temporary change until further notice. As always, flag any barriers as you work so we can remove those and give you support. Questions? Please speak with your manager or HR. Thank you for everything you're doing to stay safe, support each other, and deliver for customers.

Manager Reactive FAQ (for verbal use only)

Q1. What if I already have a process to provide associates productivity feedback?

During these uncertain times we need to focus on supporting our team and ensuring that their safety is paramount. It is important that we do not create one off, manual performance processes that could deter associates from following the mandatory social distancing guidelines and other important health and safety processes. We will update you once a network wide solution has been finalized.

Q2. What if associates decide to apply less effort?

We know our associates work hard and want to put their best foot forward. It's important that we continue raising the bar as a team and help each other along the way so we can successfully deliver for customers during this difficult time. Please continue to flag any barriers as you work so we can remove those and give you support to perform at your best.

Q3. How can we encourage performance if we're pausing feedback?

It will remain important to continue focusing on supporting each other and delivering for customers. We will share what the day's unit goals are and update how the team is achieving that throughout the shift (break, lunch, end of shift).

Associate Reactive FAQ (for verbal use only)

Q4. When will performance management documentation and discipline progression continue?

We are continuing to evaluate and it is temporarily paused until further notice. Our focus remains on ensuring you can follow the health and safety guidelines around social distancing, station cleanliness, and hand washing while we fulfill orders, many of which contain critical supplies customers need during this difficult COVID-19 situation.

Q5. What if I already have feedback? Will it progress?

No, documenting performance feedback and discipline progression is temporarily paused at this time. We will continue to monitor this situation and give you plenty of notice when we return to normal operations and restart delivering documented performance feedback.



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