Douglas Gurr  
Managing Director  
Amazon UK  
60 Holborn Viaduct  
London EC1A 2FD  

Dear Douglas,

Our Committees have taken a close interest in the provision of good work across the UK economy. Our joint report, A Framework for Modern Employment, set out proposals to ensure that the benefits of a flexible workforce are enjoyed both by businesses and by workers.

We are concerned about the recent reports of couriers delivering for Amazon having to drive more than the 11 hours a day, with some workers working for 12 to 14 hours without a break, to meet the delivery loads and routes assigned to them by Amazon. We are also concerned about reports that couriers are receiving below the National Living Wage once their routine expenses are deducted.

The recent coverage indicated that courier routes and loads are determined by “sophisticated software” provided by Amazon, so we would be grateful if you could inform our Committees what monitoring is undertaken via this app and what information you hold on the proportion of drivers working more than 11 hours per day or not taking mandated rest breaks.

Our report, supported by evidence from the Taylor Review and Sir David Metcalf, the Government’s Director of Labour Market Enforcement, recommends a greater focus on scrutinising supply chains and we heard compelling evidence on the role of large companies in ensuring compliance across their supply chains.

Regardless of the formal status of couriers delivering on behalf of Amazon, we would welcome your confirmation that you are investigating these issues and ask that you inform us what actions you are taking to ensure that those couriers contracted to deliver on behalf of your company are working safely and receiving fair pay.

Rachel Reeves MP  
Chair, Business, Energy and Industrial Strategy Committee  

Rt Hon Frank Field MP  
Chair, Work and Pensions Committee