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**AIWA/MOLE/1/2024**

**7 June, 2024**

To  
The Hon'ble Minister of Labour and Employment  
Government of India

Dear Sir,

India is experiencing its hottest year with new temperature highs since its recording began in the year 1901. As per the Indian Meteorological Department (IMD) data, April 2024 recorded the highest ever temperature since 1901. On 27<sup>th</sup> May, 2024, Delhi breached the 49 degree Celsius surpassing the city's previous highest ever recorded temperature of 45.6 degree Celsius set on April 29, 1941. This unprecedented heat has triggered a warning from the (IMD). Considering this, we demand that the disaster authorities should declare it as a disaster and take urgent and long term measures to minimize adverse impacts on workers' health and earnings.

In light of the increasing frequency and intensity of heat waves, on behalf of the Amazon India Workers Association (AIWA), we are humbly request your esteemed offices to kindly ensure that Amazon management takes up urgent measures for protecting all its platform workers and warehouse workers and the National Disaster Management Authority (NDMA) should implement immediate and comprehensive measures to safeguard the health and well-being of platform workers since Northern and Western India is disastrously hit by severe heat wave.

Ms. Pooja (name changed) , an Amazon Warehouse worker and member of Amazon India Workers Association (AIWA) has informed that male and female workers are forced to work under unbearable temperatures in warehouses. That's why the workers, particularly female workers, are forced to take rest in washrooms in an unhygienic working condition. Simultaneously, Pooja said that the temperature of the warehouse is not maintained adequately. As a result, workmen working in the loading and unloading section are forced to work under unbearable temperatures. She further said that on 20<sup>th</sup> May, she recorded a temperature of 31 degree Celsius (87.7 F) in the dock area of Amazon Warehouse. In the canteen on the same day, she recorded a temperature of 32 degree Celsius (89.6 F). In the stow section, where she works, the temperature recorded on that day was 34.2 degree Celsius (93.56 F).

Kamlesh Kumar ( name changed) ,a delivery driver of Amflex, an app of Amazon for its delivery drivers has informed that ' We are vulnerable to heat strokes ,but Amazon has not announced any heat surcharge, heat wave related educational training, incentives ,insurance for heat stroke or safety kit for rehydration. These are basic requirements of occupational health safety that we deserve for working in extreme heat'.

Kamal Kumar Niyogi , Legal Advisor to Amazon India Workers Association (AIWA) said that as per the Section 44 (Subsection 1 and 2) of the Factories Act ,1948, all the employers / occupiers are liable to provide adequate sitting arrangements for those workers who are continuously required to work in standing position.

Recognizing the urgency of the issues and the urgent concerns of the Amazon workers, Amazon India Workers Association is requesting for kind consideration of our following demands:

**Demands:**

1. The Ministry of Labour and Employment should request the National Disaster Management Authority (NDMA) to declare heat waves as a disaster.
2. Amazon management should provide a heat surcharge to both its workers in delivery and at the warehouse during periods of extreme heat.
3. During heat waves, Amazon workers reporting health issues on duty should be protected from identity blocks by employers.
4. Municipal authorities should ensure access to shade, drinking water, and toilets for the Amazon workers across the pick-up points and delivery locations
5. Initiate Pink Toilet access audits for female Amazon platform workers and warehouse workers.
6. Amazon management should be instructed to provide special training to Amazon workers on heat stroke prevention, along with advisory and regular weather alerts.
7. Amazon should provide protective gear to workers, such as UV-protected long-sleeve shirts, sunglasses, sunscreen lotion, and oral rehydration solutions (ORS), free of cost.
8. Amazon management as well as the Ministry of Health and Family Welfare, Govt. of India should establish an emergency helpline for workers affected by heatstroke. Amazon apps should have a special option for reporting heat stroke in order to protect their workers from identity blocks that may happen in case this algorithm is not part of their rules of exception.
9. In case of heatstroke, workers should be duly compensated based on their average daily earnings or the state's declared minimum wage, whichever is higher. As deaths are being reported from heat stroke in Delhi, there is a need to ensure insurance protection of all Amazon workers.
10. Compliance by Amazon for comfortable temperature in all locations of Amazon warehouses of Amazon needs to be ensured.

In the light of the above demands, we urge the Ministry to address these serious issues and concerns of the platform workers and warehouse workers of Amazon urgently and create a mechanism for monitoring disaster resilience and develop a policy framework.

For Amazon India Workers Association

Dharmendra Kumar  
Convener

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