



March 23, 2020

To whom it may concern,

This letter is evidence that the carrier of this letter is an employee of a supplier that provides vital services for Amazon, an essential business. This individual is providing essential work to support Amazon's delivery of critical supplies directly to the doorsteps of people who need them and allowing members of the community to remain at home and reduce the risk of COVID-19 exposure and transmission, including the elderly and vulnerable persons.

If you want to verify that the carrier of this letter is providing the essential services referenced above, please call Amazon's Shipping and Delivery Support team at 816-846-0354

Sincerely,

**Michele Pitek – SHRM-SCP**

**CEO/Owner Packages, LLC**

A Delivery Service Provider to Amazon

550 E. Eliot Rd, Chandler, AZ 85225

Office 480-775-5145 or 480-775-5146

Cell 925-260-5246 or 925-457-4363

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**Q. If I go to work, will I be violating state or local guidelines or get in trouble?**

A. The <shelter-in-place> guidance issued by the <Phoenix> does not apply to Amazon and our third party service providers'. We will stay open to serve our communities. Government and regulatory authorities have designated various businesses as essential to public health and safety including those providing critically needed shipping, transportation and delivery services. The shelter-in-place and curfew guidelines exempt essential businesses from the guidelines, including third party service providers engaged by Amazon who need to travel to commute to and from work and carry out their job duties.

**Q. In the unlikely event I am stopped by law enforcement, how should I respond?**

A. You should comply with any law enforcement instructions. Politely and calmly explain that you work as a service provider to Amazon and that the work you do with Amazon is essential under the guidelines. Show the letter above and let the officer know that they can verify who you are by calling Amazon's Shipping and Delivery Support team at the number referenced in the letter. If an encounter escalates or becomes difficult to manage, please try to document (e.g. writing down department, officer name or badge) and contact your supervisor for further assistance.

**Q. How is Amazon working to avoid potential confusion?**

A. Above is a formal letter you should keep with you in your vehicles. We are also in dialogue with various law enforcement and government agencies in the affected areas to provide relevant, ongoing information about the nature and importance of our services and dedication of our people during this challenging time.

**Q. As an Amazon business partner, am I exempt from shelter-in-place and curfew guidelines for non-official activities?**

A. No. When you are not working, you should adhere to all guidelines. Doing so helps ensure that valuable business partners like you can continue to safely provide critical goods to our customers' doorsteps.

**Q. Why is it important that I continue to come to work?**

A. As the COVID-19 pandemic continues, Amazon and its business partners like you are helping communities around the world in a way that very few can—safely delivering critical supplies directly to the doorsteps of people who need them. This is increasingly vital as communities practice social-distancing, particularly for senior citizens and others with underlying health issues who may have few alternative options. Your work is truly important and greatly appreciated by all of us.

**Q. If I feel sick or someone in my household is sick, should I continue to come to work?**

A. No. The health of our business partners, customers, and employees is our top priority and it's critically important that you remain home if you're feeling sick and/or someone in your home has had a fever in the last 24 hours. If you begin to feel sick during your shift, please contact your supervisor immediately.