

U.S. Department of Labor Occupational Safety and Health Administration
1387 S. Vinnell Way
Suite 218
Boise, ID 83709



01/31/2023

Amazon.com Services LLC, dba Amazon Fulfillment Center BOI2
and its successors
5319 E Franklin Rd
Nampa, ID 83687

Dear Employer:

Enclosed you will find citations for violations of the Occupational Safety and Health Act of 1970 (the Act) which may have accompanying proposed penalties. Also enclosed is a booklet entitled, "Employer Rights and Responsibilities Following an OSHA Inspection", (OSHA 3000-04R) revised 2018, which explains your rights and responsibilities under the Act. If you have any questions about the enclosed citations and penalties, I would welcome further discussions in person or by telephone. Please contact me at (208) 321-2960.

You will note on page 6 of the booklet that, for violations which you do not contest, you must (1) notify this office promptly by letter that you have taken appropriate corrective action within the time set forth on the citation; and (2) pay any penalties assessed. Please inform me of the abatement steps you have taken and of their dates together with adequate supporting documentation; e.g., drawings or photographs of corrected conditions, purchase/work orders related to abatement actions, air sampling results. This information will allow us to close the case.

As indicated on page 3 of the booklet, you may request an informal conference with me during the 15-working-day notice of contest period. During such an informal conference you may present any evidence or views which you believe would support an adjustment to the citation or the penalty.

If you are considering a request for an informal conference to discuss any issues related to this Citation and Notification of Penalty, you must take care to schedule it early enough to allow time to contest after the informal conference, should you decide to do so. Please keep in mind that a written letter of intent to contest must be submitted to the Area Director within 15 working days of your receipt of the citation. The running of this contest period is not interrupted by an informal conference.

If you decide to request an informal conference, please complete the attached notice at the bottom of this letter and post it next to the Citations as soon as the time, date and the place of the informal conference have been determined. Be sure to bring to the conference with you any and all supporting documentation of existing conditions as well as of any abatement steps taken thus far. If conditions warrant, we can enter into an informal settlement agreement which amicably resolves this matter without litigation or contest.

You should be aware that OSHA publishes information on its inspection and citation activity on the Internet under the provisions of Electronic Freedom of Information Act. The information related to these alleged violations will be posted when our system indicates that you have received this citation. You are encouraged to review the information concerning your establishment at www.osha.gov. If you have any dispute with the accuracy of the information displayed, please contact this office.

Sincerely,

A handwritten signature in blue ink, appearing to read 'D. Kearns', with a long horizontal flourish extending to the right.

David G. Kearns
Area Director

Enclosures

U.S. Department of Labor
Occupational Safety and Health Administration
1387 S. Vinnell Way
Suite 218
Boise, ID 83709



Citation and Notification of Penalty

To:
Amazon.com Services LLC, dba Amazon Fulfillment
Center BOI2
and its successors
5319 E Franklin Rd
Nampa, ID 83687

Inspection Site:
5295 E Franklin Rd
Nampa, ID 83687

Inspection Number: 1611861
Inspection Date(s): 08/01/2022 - 12/15/2022
Issuance Date: 01/31/2023

The violation(s) described in this Citation and Notification of Penalty is (are) alleged to have occurred on or about the day(s) the inspection was made unless otherwise indicated within the description given below.

This Citation and Notification of Penalty (this Citation) describes violations of the Occupational Safety and Health Act of 1970. The penalty(ies) listed herein is (are) based on these violations. You must abate the violations referred to in this Citation by the dates listed and pay the penalties proposed, unless within 15 working days (excluding weekends and Federal holidays) from your receipt of this Citation and Notification of Penalty **you either call to schedule an informal conference (see paragraph below) or** you mail a notice of contest to the U.S. Department of Labor Area Office at the address shown above. Please refer to the enclosed booklet (OSHA 3000) which outlines your rights and responsibilities and which should be read in conjunction with this form. Issuance of this Citation does not constitute a finding that a violation of the Act has occurred unless there is a failure to contest as provided for in the Act or, if contested, unless this Citation is affirmed by the Review Commission or a court.

Posting - The law requires that a copy of this Citation and Notification of Penalty be posted immediately in a prominent place at or near the location of the violation(s) cited herein, or, if it is not practicable because of the nature of the employer's operations, where it will be readily observable by all affected employees. This Citation must remain posted until the violation(s) cited herein has (have) been abated, or for 3 working days (excluding weekends and Federal holidays), whichever is longer.

Informal Conference - An informal conference is not required. However, if you wish to have such a conference you may request one with the Area Director during the 15 working day contest period by calling (208) 321-2960. During such an informal conference, you may present any evidence or views which you believe would support an adjustment to the citation(s) and/or penalty(ies).

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If you decide to request an informal conference, please complete, remove and post the Notice to Employees next to this Citation and Notification of Penalty as soon as the time, date, and place of the informal conference have been determined. Be sure to bring to the conference any and all supporting documentation of existing conditions as well as any abatement steps taken thus far. If conditions warrant, we can enter into an informal settlement agreement which amicably resolves this matter without litigation or contest.

Right to Contest – You have the right to contest this Citation and Notification of Penalty. You may contest all citation items or only individual items. You may also contest proposed penalties and/or abatement dates without contesting the underlying violations. **Unless you inform the Area Director in writing that you intend to contest the citation(s) and/or proposed penalty(ies) within 15 working days after receipt, the citation(s) and the proposed penalty(ies) will become a final order of the Occupational Safety and Health Review Commission and may not be reviewed by any court or agency.**

Penalty Payment – Penalties are due within 15 working days of receipt of this notification unless contested. (See the enclosed booklet and the additional information provided related to the Debt Collection Act of 1982.) Make your check or money order payable to “DOL-OSHA”. Please indicate the Inspection Number on the remittance. You can also make your payment electronically at www.pay.gov. At the top of the [pay.gov](http://www.pay.gov) homepage, type "OSHA" in the Search field and select Search. From **OSHA Penalty Payment Form** search result, select Continue. The direct link is:

<https://www.pay.gov/paygov/forms/formInstance.html?agencyFormId=53090334>

You will be required to enter your inspection number when making the payment. Payments can be made by credit card or Automated Clearing House (ACH) using your banking information. Payments of \$25,000 or more require a Transaction ID, and also must be paid using ACH. If you require a Transaction ID, please contact the OSHA Debt Collection Team at (202) 693-2170.

OSHA does not agree to any restrictions or conditions or endorsements put on any check, money order, or electronic payment for less than the full amount due, and will process the payments as if these restrictions or conditions do not exist.

Notification of Corrective Action – For each violation which you do not contest, you must provide **abatement certification** to the Area Director of the OSHA office issuing the citation and identified above. This abatement certification is to be provided by letter within 10 calendar days after each abatement date. Abatement certification includes the date and method of abatement. If the citation indicates that the violation was corrected during the inspection, no abatement certification is required for that item. The abatement certification letter must be posted at the location where the violation appeared and the corrective action took place or employees must otherwise be effectively informed about abatement activities. A sample abatement certification letter is enclosed with this Citation. In addition, where the citation indicates that **abatement documentation** is necessary, evidence of the purchase or repair of equipment, photographs or video, receipts, training records, etc., verifying that abatement has occurred is required to be provided to the Area Director.

Employer Discrimination Unlawful – The law prohibits discrimination by an employer against an

employee for filing a complaint or for exercising any rights under this Act. An employee who believes that he/she has been discriminated against may file a complaint no later than 30 days after the discrimination occurred with the U.S. Department of Labor Area Office at the address shown above.

Employer Rights and Responsibilities – The enclosed booklet (OSHA 3000) outlines additional employer rights and responsibilities and should be read in conjunction with this notification.

Notice to Employees – The law gives an employee or his/her representative the opportunity to object to any abatement date set for a violation if he/she believes the date to be unreasonable. The contest must be mailed to the U.S. Department of Labor Area Office at the address shown above and postmarked within 15 working days (excluding weekends and Federal holidays) of the receipt by the employer of this Citation and Notification of Penalty.

Inspection Activity Data – You should be aware that OSHA publishes information on its inspection and citation activity on the Internet under the provisions of the Electronic Freedom of Information Act. The information related to these alleged violations will be posted when our system indicates that you have received this citation. You are encouraged to review the information concerning your establishment at www.osha.gov. If you have any dispute with the accuracy of the information displayed, please contact this office.



NOTICE TO EMPLOYEES OF INFORMAL CONFERENCE

An informal conference has been scheduled with OSHA to discuss the citation(s) issued on 01/31/2023. The conference will be held by telephone or at the OSHA office located at 1387 S. Vinnell Way, Suite 218, Boise, ID 83709 on _____ at _____.

Employees and/or representatives of employees have a right to attend an informal conference.

CERTIFICATION OF CORRECTIVE ACTION WORKSHEET

Inspection Number: 1611861

Company Name: Amazon.com Services LLC, dba Amazon Fulfillment Center BOI2
Inspection Site: 5295 E Franklin Rd, Nampa, ID 83687
Issuance Date: 01/31/2023

List the specific method of correction for each item on this citation in this package that does not read "Corrected During Inspection" and return to: **U.S. Department of Labor – Occupational Safety and Health Administration, 1387 S. Vinnell Way, Suite 218, Boise, ID 83709.**

Citation Number _____ and Item Number _____ was corrected on _____
By (Method of Abatement): _____

Citation Number _____ and Item Number _____ was corrected on _____
By (Method of Abatement): _____

Citation Number _____ and Item Number _____ was corrected on _____
By (Method of Abatement): _____

Citation Number _____ and Item Number _____ was corrected on _____
By (Method of Abatement): _____

Citation Number _____ and Item Number _____ was corrected on _____
By (Method of Abatement): _____

Citation Number _____ and Item Number _____ was corrected on _____
By (Method of Abatement): _____

I certify that the information contained in this document is accurate and that the affected employees and their representatives have been informed of the abatement.

Signature

Date

Typed or Printed Name

Title

NOTE: 29 USC 666(g) whoever knowingly makes any false statements, representation or certification in any application, record, plan or other documents filed or required to be maintained pursuant to the Act shall, upon conviction, be punished by a fine of not more than \$10,000 or by imprisonment of not more than 6 months or both.

POSTING: A copy of completed Corrective Action Worksheet should be posted for employee review



Citation and Notification of Penalty

Company Name: Amazon.com Services LLC, dba Amazon Fulfillment Center BOI2
Inspection Site: 5295 E Franklin Rd, Nampa, ID 83687

Citation 2 Item 1 Type of Violation: **Serious**

Section 5(a)(1) of the Occupational Safety and Health Act of 1970: The employer did not furnish employment and a place of employment which were free from recognized hazards that were causing or likely to cause serious physical harm to employees, in that employees were required to perform tasks resulting in ergonomic stressors that had caused, were causing, or were likely to cause musculoskeletal disorders (MSDs):

- a. Amazon.com Services LLC, dba BOI2 Amazon Fulfillment Center located at 5295 E. Franklin Road, Nampa, Idaho 83687: On or about August 1, 2022, and at times continuing thereafter, the employer's employees were exposed to an ergonomic hazard which was causing or likely to cause MSDs. Employees were required to perform lifting, twisting, bending, long reaches, awkward postures, forceful pushing/pulling, and a combination thereof during the Fluid Unload task placing them at risk for low back injuries and other injuries.
- b. Amazon.com Services LLC, dba BOI2 Amazon Fulfillment Center located at 5295 E. Franklin Road, Nampa, Idaho 83687: On or about August 1, 2022, and at times continuing thereafter, the employer's employees were exposed to an ergonomic hazard which was causing or likely to cause MSDs. Employees were required to perform lifting, twisting, bending, long reaches, awkward postures, and a combination thereof during the Fluid Load task placing them at risk for low back injuries and other injuries.
- c. Amazon.com Services LLC, dba BOI2 Amazon Fulfillment Center located at 5295 E. Franklin Road, Nampa, Idaho 83687: On or about August 1, 2022, and at times continuing thereafter, the employer's employees were exposed to an ergonomic hazard which was causing or likely to cause MSDs. Employees were required to perform lifting, twisting, bending, forceful pushing/pulling, and a combination thereof during the Downstack / Waterspider task placing them at risk for low back injuries.
- d. Amazon.com Services LLC, dba BOI2 Amazon Fulfillment Center located at 5295 E. Franklin Road, Nampa, Idaho 83687: On or about August 1, 2022, and at times continuing thereafter, the employer's employees were exposed to an ergonomic hazard which was causing or likely to cause MSDs. Employees were required to perform lifting, twisting, bending, forceful pushing/pulling, and a combination thereof during the Pallet Decant task placing them at risk for low back injuries and other injuries.
- e. Amazon.com Services LLC, dba BOI2 Amazon Fulfillment Center located at 5295 E. Franklin Road, Nampa, Idaho 83687: On or about August 1, 2022, and at times continuing thereafter, the employer's employees were exposed to an ergonomic hazard which was causing or likely to cause MSDs. Employees were required to perform lifting, twisting, bending, and a combination thereof during the Sort Go-Cart task placing them at risk for injuries to include low back, upper extremities, and other injuries.

WRITTEN ABATEMENT CERTIFICATION IS REQUIRED PURSUANT TO 29 CFR 1903.19

See pages 1 through 4 of this Citation and Notification of Penalty for information on employer and employee rights and responsibilities.



Citation and Notification of Penalty

Company Name: Amazon.com Services LLC, dba Amazon Fulfillment Center BOI2
Inspection Site: 5295 E Franklin Rd, Nampa, ID 83687

Recommended Abatement Action

Among other methods, implementing a process-based approach with the following feasible and acceptable methods of abatement would eliminate or materially reduce the hazard:

1. Worksite analysis to recognize and identify existing manual lifting, twisting, bending, forceful pushing/pulling hazards, in the workplace and to develop and implement an effective ergonomics program. Conduct an ergonomic assessment by a certified professional ergonomist, or other qualified professional. An analysis should include an assessment with validated methods [i.e., NIOSH lifting equation] and employee participation (e.g., questionnaires, interviews). Periodic ergonomic surveys of employees and process paths in the workplace should be conducted at appropriate intervals to evaluate effectiveness of controls.
2. Training and education for exposed employees, including methods to evaluate the effectiveness of the training. Re-training should be done annually, or as operations change. Training should be done in a manner understandable by all employees (in a language that they speak) and address hazards associated with the work they perform, early recognition of musculoskeletal injuries and illnesses, the ergonomic risk factors associated with their job(s) of, and how to prevent MSDs. The training should include the elements of the ergonomics program and the affected employee's role in the program. Training should also be provided to operations area managers and process assistants as well as First Aid staff. A supervisors' training program should also be implemented to allow recognition of ergonomic risk factors, early signs of MSDs, and how to respond when risk factors are observed or when symptoms are reported. The training program should include the establishment's health care providers to ensure that they are able to recognize symptoms of MSDs and are familiar with appropriate protocols for treatment of MSDs. Educational material or training on ergonomics should be provided to people responsible for designing jobs and buying equipment, tools, workstations, and parts.
3. Hazard prevention and control which includes engineering, administrative, and work practice controls.
 - a. Engineering controls are designed by a qualified certified professional ergonomist or other qualified professional and may include workstation redesign, tool and handle redesign, and use of mechanical lifting aids.
 - b. Administrative controls are implemented which reduce the duration, frequency, and severity of exposure ergonomic risk factors. These controls may include job rotation, reduction of repetitions, multiple person lifts, and maintenance of related equipment.
 - c. Work practice controls are implemented which include work techniques, new employee conditioning, and reduction of weight lifted.

The following engineering, administrative and work practice controls are feasible and will materially reduce the hazard as this workplace:

- i. Fluid Unload: Items should arrive only on pallets or carts and be removed from trucks using forklifts or electric pallet jacks. Floor unloading should not be performed. If floor loaded trailers must be received, implement: a robotic system to unload packages one at a time onto a powered conveyor.

See pages 1 through 4 of this Citation and Notification of Penalty for information on employer and employee rights and responsibilities.



Citation and Notification of Penalty

Company Name: Amazon.com Services LLC, dba Amazon Fulfillment Center BOI2
Inspection Site: 5295 E Franklin Rd, Nampa, ID 83687

- ii. Fluid Load: Eliminate manual floor loading. Items should be loaded into trailers only on pallets, shuttle containers, or go-carts and then moved into trucks using forklifts or electric pallet jacks. Go-carts should have adjustable bottom to keep lifts between shoulder and knuckle height. Go-carts should be marked to avoid lifting above shoulder height (48”). Pallets should be loaded on height adjustable platforms. If trailers must be floor loaded, implement a robotic system to load packages one at a time
- iii. Downstack/Waterspider: Automate the delivery of totes directly to stow stations; or Modify u-boats with height adjustable platforms so totes can be slid directly onto the u-boats; or Downstack totes onto a pallet on a height adjustable platform and deliver to stow stations with powered pallet jack or robotic system.
- iv. Pallet Decant: Provide pallet lift table to reduce forward bending/lifting from floor height. Provide lift assists to minimize repeated lifting of items from pallet to station.
- v. Sort Go-Carts: Carts should be marked to avoid stacking boxes above shoulder height (48”). Carts should have adjustable platforms to keep lifts from conveyor to cart and cart to conveyor within knuckle to shoulder region. Design station to allow for sliding of items from conveyor into cart with height adjustable bottom. Packages more than 5lbs (one-handed lift) or 10lbs (two-handed lifts) should be moved using a lift assist system. Install a smart scale into the end of the conveyor to help the employee identify which strategy to use. Instead of using a handheld scanner, use a wearable scanner on the finger or hand or have wrap around or machine vision bar code scanner at sloped surface to workstation.

4. Medical management- Implement protocols developed and reviewed by physicians with training in occupational medicine, to include early recognition, evaluation, management of first aid cases, medical referral, and accurate recordkeeping of MSDs. Identify injury trends for action and include periodic evaluation of the medical management program. Ensure healthcare, including first aid, providers work within the scope of their license.

ABATEMENT DOCUMENTATION REQUIRED FOR THIS ITEM

Date By Which Violation Must be Abated:
Proposed Penalty:

June 13, 2023
\$15,625.00

David G. Kearns
Area Director

See pages 1 through 4 of this Citation and Notification of Penalty for information on employer and employee rights and responsibilities.

U.S. Department of Labor
Occupational Safety and Health Administration
1387 S. Vinnell Way
Suite 218
Boise, ID 83709



INVOICE / DEBT COLLECTION NOTICE

Company Name: Amazon.com Services LLC, dba Amazon Fulfillment Center BOI2
Inspection Site: 5295 E Franklin Rd, Nampa, ID 83687
Issuance Date: 01/31/2023

Summary of Penalties for Inspection Number: 1611861

Citation 2 Item 1, Serious \$15,625.00

TOTAL PROPOSED PENALTIES: \$15,625.00

To avoid additional charges, please remit payment promptly to this Area Office for the total amount of the uncontested penalties summarized above. Make your check or money order payable to: "DOL-OSHA". Please indicate OSHA's Inspection Number (indicated above) on the remittance. You can also make your payment electronically at www.pay.gov. At the top of the pay.gov homepage, type "OSHA" in the Search field and select Search. From the **OSHA Penalty Payment Form** search result, select Continue. The direct link is: <https://www.pay.gov/paygov/forms/formInstance.html?agencyFormId=53090334>. You will be required to enter your inspection number when making the payment. Payments can be made by credit card or Automated Clearing House (ACH) using your banking information. Payments of \$25,000 or more require a Transaction ID, and also must be paid using ACH. If you require a Transaction ID, please contact the OSHA Debt Collection Team at (202) 693-2170.

OSHA does not agree to any restrictions or conditions or endorsements put on any check, money order, or electronic payment for less than the full amount due, and will cash the check or money order as if these restrictions or conditions do not exist.

If a personal check is issued, it will be converted into an electronic fund transfer (EFT). This means that our bank will copy your check and use the account information on it to electronically debit your account for the amount of the check. The debit from your account will then usually occur within 24 hours and will be shown on your regular account statement. You will not receive your original check back. The bank will destroy your original check, but will keep a copy of it. If the EFT cannot be completed because of insufficient funds or closed account, the bank will

attempt to make the transfer up to two times.

Pursuant to the Debt Collection Act of 1982 (Public Law 97-365) and regulations of the U.S. Department of Labor (29 CFR Part 20), the Occupational Safety and Health Administration is required to assess interest, delinquent charges, and administrative costs for the collection of delinquent penalty debts for violations of the Occupational Safety and Health Act.

Interest: Interest charges will be assessed at an annual rate determined by the Secretary of the Treasury on all penalty debt amounts not paid within one month (30 calendar days) of the date on which the debt amount becomes due and payable (penalty due date). The current interest rate is one percent (1%). Interest will accrue from the date on which the penalty amounts (as proposed or adjusted) become a final order of the Occupational Safety and Health Review Commission (that is, 15 working days from your receipt of the Citation and Notification of Penalty), unless you file a notice of contest. Interest charges will be waived if the full amount owed is paid within 30 calendar days of the final order.

Delinquent Charges: A debt is considered delinquent if it has not been paid within one month (30 calendar days) of the penalty due date or if a satisfactory payment arrangement has not been made. If the debt remains delinquent for more than 90 calendar days, a delinquent charge of six percent (6%) per annum will be assessed accruing from the date that the debt became delinquent.

Administrative Costs: Agencies of the Department of Labor are required to assess additional charges for the recovery of delinquent debts. These additional charges are administrative costs incurred by the Agency in its attempt to collect an unpaid debt. Administrative costs will be assessed for demand letters sent in an attempt to collect the unpaid debt.

David G. Kearns

Area Director

Date

U.S. Department of Labor Occupational Safety and Health Administration
401 New Karner Road, Suite 300
Albany, NY 12205



02/01/2023

Amazon.com Services LLC – ALB1 Fulfillment Center
and its successors
1835 U.S. 9
Castleton On Hudson, NY 12033

Dear Employer:

Enclosed you will find citations for violations of the Occupational Safety and Health Act of 1970 (the Act) which may have accompanying proposed penalties. Also enclosed is a booklet entitled, “Employer Rights and Responsibilities Following an OSHA Inspection”, (OSHA 3000-04R) revised 2018, which explains your rights and responsibilities under the Act. If you have any questions about the enclosed citations and penalties, I would welcome further discussions in person or by telephone. Please contact me at (518) 464-4338.

You will note on page 6 of the booklet that, for violations which you do not contest, you must (1) notify this office promptly by letter that you have taken appropriate corrective action within the time set forth on the citation; and (2) pay any penalties assessed. Please inform me of the abatement steps you have taken and of their dates together with adequate supporting documentation; e.g., drawings or photographs of corrected conditions, purchase/work orders related to abatement actions, air sampling results. This information will allow us to close the case.

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Sincerely,

A handwritten signature in black ink, appearing to read 'Rita Young', with a stylized flourish at the end.

Rita Young, MS
Area Director

Enclosures

U.S. Department of Labor
Occupational Safety and Health Administration
401 New Karner Road, Suite 300
Albany, NY 12205



Citation and Notification of Penalty

To:
Amazon.com Services LLC – ALB1 Fulfillment
Center
and its successors
1835 U.S. 9
Castleton On Hudson, NY 12033

Inspection Number: 1610874
Inspection Date(s): 08/01/2022 - 01/31/2023
Issuance Date: 02/01/2023

Inspection Site:
1835 U.S. 9
Castleton On Hudson, NY 12033

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<https://www.pay.gov/paygov/forms/formInstance.html?agencyFormId=53090334>

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Notification of Corrective Action – For each violation which you do not contest, you must provide **abatement certification** to the Area Director of the OSHA office issuing the citation and identified above. This abatement certification is to be provided by letter within 10 calendar days after each abatement date. Abatement certification includes the date and method of abatement. If the citation indicates that the violation was corrected during the inspection, no abatement certification is required for that item. The abatement certification letter must be posted at the location where the violation appeared and the corrective action took place or employees must otherwise be effectively informed about abatement activities. A sample abatement certification letter is enclosed with this Citation. In addition, where the citation indicates that **abatement documentation** is necessary, evidence of the purchase or repair of equipment, photographs or video, receipts, training records, etc., verifying that abatement has occurred is required to be provided to the Area Director.

Employer Discrimination Unlawful – The law prohibits discrimination by an employer against an

employee for filing a complaint or for exercising any rights under this Act. An employee who believes that he/she has been discriminated against may file a complaint no later than 30 days after the discrimination occurred with the U.S. Department of Labor Area Office at the address shown above.

Employer Rights and Responsibilities – The enclosed booklet (OSHA 3000) outlines additional employer rights and responsibilities and should be read in conjunction with this notification.

Notice to Employees – The law gives an employee or his/her representative the opportunity to object to any abatement date set for a violation if he/she believes the date to be unreasonable. The contest must be mailed to the U.S. Department of Labor Area Office at the address shown above and postmarked within 15 working days (excluding weekends and Federal holidays) of the receipt by the employer of this Citation and Notification of Penalty.

Inspection Activity Data – You should be aware that OSHA publishes information on its inspection and citation activity on the Internet under the provisions of the Electronic Freedom of Information Act. The information related to these alleged violations will be posted when our system indicates that you have received this citation. You are encouraged to review the information concerning your establishment at www.osha.gov. If you have any dispute with the accuracy of the information displayed, please contact this office.



NOTICE TO EMPLOYEES OF INFORMAL CONFERENCE

An informal conference has been scheduled with OSHA to discuss the citation(s) issued on 02/01/2023. The conference will be held by telephone or at the OSHA office located at 401 New Karner Road, Suite 300, Albany, NY 12205 on _____ at

_____. Employees and/or representatives of employees have a right to attend an informal conference.

CERTIFICATION OF CORRECTIVE ACTION WORKSHEET

Inspection Number: 1610874

Company Name: Amazon.com Services LLC – ALB1 Fulfillment Center
Inspection Site: 1835 U.S. 9, Castleton On Hudson, NY 12033
Issuance Date: 02/01/2023

List the specific method of correction for each item on this citation in this package that does not read “Corrected During Inspection” and return to: **U.S. Department of Labor – Occupational Safety and Health Administration, 401 New Karner Road, Suite 300, Albany, NY 12205.**

Citation Number _____ and Item Number _____ was corrected on _____
By (Method of Abatement): _____

Citation Number _____ and Item Number _____ was corrected on _____
By (Method of Abatement): _____

Citation Number _____ and Item Number _____ was corrected on _____
By (Method of Abatement): _____

Citation Number _____ and Item Number _____ was corrected on _____
By (Method of Abatement): _____

Citation Number _____ and Item Number _____ was corrected on _____
By (Method of Abatement): _____

Citation Number _____ and Item Number _____ was corrected on _____
By (Method of Abatement): _____

I certify that the information contained in this document is accurate and that the affected employees and their representatives have been informed of the abatement.

Signature

Date

Typed or Printed Name

Title

NOTE: 29 USC 666(g) whoever knowingly makes any false statements, representation or certification in any application, record, plan or other documents filed or required to be maintained pursuant to the Act shall, upon conviction, be punished by a fine of not more than \$10,000 or by imprisonment of not more than 6 months or both.

POSTING: A copy of completed Corrective Action Worksheet should be posted for employee review



Citation and Notification of Penalty

Company Name: Amazon.com Services LLC – ALB1 Fulfillment Center
Inspection Site: 1835 U.S. 9, Castleton On Hudson, NY 12033

Citation 2 Item 1 Type of Violation: **Serious**

Section 5(a)(1) of the Occupational Safety and Health Act of 1970: The employer did not furnish employment and a place of employment which were free from recognized hazards that were causing or likely to cause serious physical harm to employees, in that employees were required to perform tasks resulting in stressors that had caused, were causing, or were likely to cause musculoskeletal disorders (MSDs):

- a. Amazon ALB1 Fulfillment Center, located at 1835 US-9 Castleton-on-Hudson NY 12033: On or about August 1, 2022, and at times continuing thereafter, employees were exposed to an ergonomic hazard which was causing or likely to cause MSDs. During the Pack process path, employees were required to manually pull cages into their packing station then manually unload items from the cages, requiring employees to bend and to perform long reaches to the back of the cage to lift packages. The frequency of lifts and awkward lifting postures placed employees at risk for low back injuries.
- b. Amazon ALB1 Fulfillment Center, located at 1835 US-9 Castleton-on-Hudson NY 12033: On or about August 1, 2022, and at times continuing thereafter, employees were exposed to an ergonomic hazard which was causing or likely to cause MSDs. During the Sort (ship dock cell and sort areas) process path, employees were required to perform frequent manual lifting of packages from conveyor belts and to carry packages long distances to cages/go-carts causing awkward body positions , asymmetric lifting long reaches to back of cages/go-carts, and hazardous shoulder/trunk postures.. The frequency of lifts and awkward lifting postures placed employees at risk for low back injuries.
- c. Amazon ALB1 Fulfillment Center, located at 1835 US-9 Castleton-on-Hudson NY 12033: On or about August 1, 2022, and at times continuing thereafter, employees were exposed to an ergonomic hazard which was causing or likely to cause MSDs. During the Fluid Load/Ship Dock Loader process path, employees were required to perform frequent manual lifts of packages from cages onto the back of trailers thereby requiring employees to reach high vertical distances. The frequency of lifts, duration of task and awkward lifting postures placed employees at risk for low back injuries.
- d. Amazon ALB1 Fulfillment Center, located at 1835 US-9 Castleton-on-Hudson NY 12033: On or about August 1, 2022, and at times continuing thereafter, employees were exposed to an ergonomic hazard which was causing or likely to cause MSDs. During the Receive Dock Unload/Fluid Unload process path, employees were required to perform frequent manual lifts of boxes and parcels stacked inside of trailers at varying heights, requiring torso bending and high vertical reaching. The frequency of lifts and awkward postures placed employees at a risk for low back injuries.

See pages 1 through 4 of this Citation and Notification of Penalty for information on employer and employee rights and responsibilities.



Citation and Notification of Penalty

Company Name: Amazon.com Services LLC – ALB1 Fulfillment Center
Inspection Site: 1835 U.S. 9, Castleton On Hudson, NY 12033

Among other methods, implementing a process-based approach with the following feasible and acceptable methods of abatement would eliminate or materially reduce the hazard:

1. Perform a worksite analysis to evaluate existing manual lifting and pulling hazards in the workplace and develop an effective ergonomics program. Conduct an ergonomic assessment by a certified professional ergonomist, or other qualified professional. An analysis should include an assessment with validated methods such as, but not limited to, Revised NIOSH lifting equation (RNLE) and employee participation (e.g., questionnaires, interviews). Periodic ergonomic surveys of employees and process paths in the workplace should be conducted at appropriate intervals to evaluate effectiveness of controls.
2. Training and education for exposed employees, including methods to evaluate the effectiveness of the training. Re-training should be done annually, or as operations change. Training should be done in a manner understandable by all employees (in a language that they speak) and address hazards associated with the work they perform, early recognition of musculoskeletal injuries and illnesses, the ergonomic risk factors associated with their job(s) of, and how to prevent MSDs. The training should include the elements of the ergonomics program and the affected employee's role in the program. Training should also be provided to operations area managers and process assistants as well as First Aid staff. A supervisors' training program should also be implemented to allow recognition of ergonomic risk factors, early signs of MSDs, and how to respond when risk factors are observed or when symptoms are reported. The training program should include the establishment's health care providers to ensure that they are able to recognize symptoms of MSDs and are familiar with appropriate protocols for treatment of MSDs. Educational material or training on ergonomics should be provided to people responsible for designing jobs and buying equipment, tools, workstations, and parts.
3. Hazard prevention and control which includes engineering, administrative, and work practice controls.
 - a. Implement engineering controls that are designed by a qualified certified professional ergonomist or other qualified professional. Such controls may include workstation redesign, tool and handle redesign, and use of mechanical lifting aids.
 - b. Implement administrative controls that reduce the duration, frequency, and severity of exposure to ergonomic risk factors. These controls may include job rotation, reduction of repetitions, multiple person lifts, and equipment maintenance.
 - c. Implement work practice controls including work techniques, new employee conditioning, and reduction of weight lifted

See pages 1 through 4 of this Citation and Notification of Penalty for information on employer and employee rights and responsibilities.



Citation and Notification of Penalty

Company Name: Amazon.com Services LLC – ALB1 Fulfillment Center
Inspection Site: 1835 U.S. 9, Castleton On Hudson, NY 12033

The following engineering, administrative and work practice controls are feasible and will materially reduce the hazard at this workplace:

a) Task/Process path: Pack

- Provide adjustable height workstations.
- Provide carts with adjustable height platforms.
- Design station to allow for sliding of items from the cart to the workstation
- Heavy packages should be moved using other lift assist system.
- Attach color-coded stickers to parcels to inform workers of their weight. This can also be done with an automated system.

b) Task/Process path: Sort (ship dock cell and sort areas)

- Provide adjustable height workstations.
- Provide carts with adjustable height platforms.
- Design station to allow for sliding of items from the cart to the workstation.
- Heavy packages should be moved using other lift assist system.
- Attach color-coded stickers to parcels to inform workers of their weight. This can also be done with an automated system.

c) Task/Process path: Fluid Load /Ship Dock Loader

- To eliminate manual floor loading, parcels should be loaded onto pallets or carts which are then moved into trailers using forklifts or electrical pallet jacks.
- Use 2-wheeled hand trucks conveniently stationed near all loading bays for AAs to use, especially for large, heavy items to be loaded on the trailer.
- Reduce frequency of multiple manual handling of packages so that task is not hazardous based on a validated risk assessment.
- Install plates that pivot and angle down from the cages to allow easier movement of packages from the cart to a secure position on the trailer.
- Require team lifts of heavy parcels on the trailer.
- No stacking of heavy parcels (in excess of 51 lbs.) above shoulder height of the 5th percentile female (48”) mid-chest level (~52”) for the average size Amazon associate.

Task/Process path: Receive Dock Unload/ Fluid Unload

- Eliminate manual floor unloading
- Parcels should arrive only on pallets or carts which are then removed using forklifts or electrical pallet jacks
- If floor loaded trailers must be received, implement:
- A robotic system to unload packages one at a time onto a powered conveyor

See pages 1 through 4 of this Citation and Notification of Penalty for information on employer and employee rights and responsibilities.

U.S. Department of Labor
Occupational Safety and Health Administration

Inspection Number: 1610874
Inspection Date(s): 08/01/2022 - 01/31/2023
Issuance Date: 02/01/2023



Citation and Notification of Penalty

Company Name: Amazon.com Services LLC – ALB1 Fulfillment Center
Inspection Site: 1835 U.S. 9, Castleton On Hudson, NY 12033

4. Medical management- Implement protocols developed and reviewed by physicians with training in occupational medicine, to include early recognition, evaluation, management of first aid cases, medical referral, and accurate recordkeeping of MSDs. Identify injury trends for action and include periodic evaluation of the medical management program. Ensure healthcare, including first aid, providers work within the scope of their license.

ABATEMENT DOCUMENTATION REQUIRED FOR THIS ITEM

Date By Which Violation Must be Abated:
Proposed Penalty:

August 07, 2023
\$15,625.00

A handwritten signature in black ink, appearing to read "Rita Young".

Rita Young, MS
Area Director

See pages 1 through 4 of this Citation and Notification of Penalty for information on employer and employee rights and responsibilities.

U.S. Department of Labor
Occupational Safety and Health Administration
401 New Karner Road, Suite 300
Albany, NY 12205



INVOICE / DEBT COLLECTION NOTICE

Company Name: Amazon.com Services LLC – ALB1 Fulfillment Center
Inspection Site: 1835 U.S. 9, Castleton On Hudson, NY 12033
Issuance Date: 02/01/2023

Summary of Penalties for Inspection Number: 1610874

Citation 2 Item 1, Serious \$15,625.00

TOTAL PROPOSED PENALTIES: \$15,625.00

To avoid additional charges, please remit payment promptly to this Area Office for the total amount of the uncontested penalties summarized above. Make your check or money order payable to: "DOL-OSHA". Please indicate OSHA's Inspection Number (indicated above) on the remittance. You can also make your payment electronically at www.pay.gov. At the top of the [pay.gov](http://www.pay.gov) homepage, type "OSHA" in the Search field and select Search. From the **OSHA Penalty Payment Form** search result, select Continue. The direct link is: <https://www.pay.gov/paygov/forms/formInstance.html?agencyFormId=53090334>. You will be required to enter your inspection number when making the payment. Payments can be made by credit card or Automated Clearing House (ACH) using your banking information. Payments of \$25,000 or more require a Transaction ID, and also must be paid using ACH. If you require a Transaction ID, please contact the OSHA Debt Collection Team at (202) 693-2170.

OSHA does not agree to any restrictions or conditions or endorsements put on any check, money order, or electronic payment for less than the full amount due, and will cash the check or money order as if these restrictions or conditions do not exist.

If a personal check is issued, it will be converted into an electronic fund transfer (EFT). This means that our bank will copy your check and use the account information on it to electronically debit your account for the amount of the check. The debit from your account will then usually occur within 24 hours and will be shown on your regular account statement. You will not receive your original check back. The bank will destroy your original check, but will keep a copy of it. If the EFT cannot be completed because of insufficient funds or closed account, the bank will attempt to make the transfer up to two times.

Pursuant to the Debt Collection Act of 1982 (Public Law 97-365) and regulations of the U.S. Department of Labor (29 CFR Part 20), the Occupational Safety and Health Administration is required to assess interest, delinquent charges, and administrative costs for the collection of delinquent penalty debts for violations of the Occupational Safety and Health Act.

Interest: Interest charges will be assessed at an annual rate determined by the Secretary of the Treasury on all penalty debt amounts not paid within one month (30 calendar days) of the date on which the debt amount becomes due and payable (penalty due date). The current interest rate is one percent (1%). Interest will accrue from the date on which the penalty amounts (as proposed or adjusted) become a final order of the Occupational Safety and Health Review Commission (that is, 15 working days from your receipt of the Citation and Notification of Penalty), unless you file a notice of contest. Interest charges will be waived if the full amount owed is paid within 30 calendar days of the final order.

Delinquent Charges: A debt is considered delinquent if it has not been paid within one month (30 calendar days) of the penalty due date or if a satisfactory payment arrangement has not been made. If the debt remains delinquent for more than 90 calendar days, a delinquent charge of six percent (6%) per annum will be assessed accruing from the date that the debt became delinquent.

Administrative Costs: Agencies of the Department of Labor are required to assess additional charges for the recovery of delinquent debts. These additional charges are administrative costs incurred by the Agency in its attempt to collect an unpaid debt. Administrative costs will be assessed for demand letters sent in an attempt to collect the unpaid debt.



Rita Young, MS
Area Director

02/01/2023

Date

U.S. Department of Labor Occupational Safety and Health Administration
1391 Speer Blvd, Suite 210
Denver, CO 80204



01/31/2023

Amazon.com Services LLC, dba DEN5 Amazon Sortation Center
and its successors
410 Terry Ave N
Seattle, WA 98109

Dear Employer:

Enclosed you will find citations for violations of the Occupational Safety and Health Act of 1970 (the Act) which may have accompanying proposed penalties. Also enclosed is a booklet entitled, "Employer Rights and Responsibilities Following an OSHA Inspection", (OSHA 3000-04R) revised 2018, which explains your rights and responsibilities under the Act. If you have any questions about the enclosed citations and penalties, I would welcome further discussions in person or by telephone. Please contact me at (303) 844-5285.

You will note on page 6 of the booklet that, for violations which you do not contest, you must (1) notify this office promptly by letter that you have taken appropriate corrective action within the time set forth on the citation; and (2) pay any penalties assessed. Please inform me of the abatement steps you have taken and of their dates together with adequate supporting documentation; e.g., drawings or photographs of corrected conditions, purchase/work orders related to abatement actions, air sampling results. This information will allow us to close the case.

As indicated on page 3 of the booklet, you may request an informal conference with me during the 15-working-day notice of contest period. During such an informal conference you may present any evidence or views which you believe would support an adjustment to the citation or the penalty.

If you are considering a request for an informal conference to discuss any issues related to this Citation and Notification of Penalty, you must take care to schedule it early enough to allow time to contest after the informal conference, should you decide to do so. Please keep in mind that a written letter of intent to contest must be submitted to the Area Director within 15 working days of your receipt of the citation. The running of this contest period is not interrupted by an informal conference.

If you decide to request an informal conference, please complete the attached notice at the bottom of this letter and post it next to the Citations as soon as the time, date and the place of the informal conference have been determined. Be sure to bring to the conference with you any and all supporting documentation of existing conditions as well as of any abatement steps taken thus far. If conditions warrant, we can enter into an informal settlement agreement which amicably resolves this matter without litigation or contest.

You should be aware that OSHA publishes information on its inspection and citation activity on the Internet under the provisions of Electronic Freedom of Information Act. The information related to these alleged violations will be posted when our system indicates that you have received this citation. You are encouraged to review the information concerning your establishment at www.osha.gov. If you have any dispute with the accuracy of the information displayed, please contact this office.

Sincerely,

Amanda S. Kupper

Amanda Kupper
Area Director

Enclosures

U.S. Department of Labor
Occupational Safety and Health Administration
1391 Speer Blvd, Suite 210
Denver, CO 80204



Citation and Notification of Penalty

To:
Amazon.com Services LLC,
dba DEN5 Amazon Sortation Center
and its successors
410 Terry Ave N
Seattle, WA 98109

Inspection Site:
19799 E. 36th Dr.
Aurora, CO 80011

Inspection Number: 1611567
Inspection Date(s): 08/01/2022 - 10/19/2022
Issuance Date: 01/31/2023

The violation(s) described in this Citation and Notification of Penalty is (are) alleged to have occurred on or about the day(s) the inspection was made unless otherwise indicated within the description given below.

This Citation and Notification of Penalty (this Citation) describes violations of the Occupational Safety and Health Act of 1970. The penalty(ies) listed herein is (are) based on these violations. You must abate the violations referred to in this Citation by the dates listed and pay the penalties proposed, unless within 15 working days (excluding weekends and Federal holidays) from your receipt of this Citation and Notification of Penalty **you either call to schedule an informal conference (see paragraph below) or** you mail a notice of contest to the U.S. Department of Labor Area Office at the address shown above. Please refer to the enclosed booklet (OSHA 3000) which outlines your rights and responsibilities and which should be read in conjunction with this form. Issuance of this Citation does not constitute a finding that a violation of the Act has occurred unless there is a failure to contest as provided for in the Act or, if contested, unless this Citation is affirmed by the Review Commission or a court.

Posting - The law requires that a copy of this Citation and Notification of Penalty be posted immediately in a prominent place at or near the location of the violation(s) cited herein, or, if it is not practicable because of the nature of the employer's operations, where it will be readily observable by all affected employees. This Citation must remain posted until the violation(s) cited herein has (have) been abated, or for 3 working days (excluding weekends and Federal holidays), whichever is longer.

Informal Conference - An informal conference is not required. However, if you wish to have such a conference you may request one with the Area Director during the 15 working day contest period by calling (303) 844-5285. During such an informal conference, you may present any evidence or views which you believe would support an adjustment to the citation(s) and/or penalty(ies).

If you are considering a request for an informal conference to discuss any issues related to this Citation and Notification of Penalty, you must take care to schedule it early enough to allow time to contest after the informal conference, should you decide to do so. Please keep in mind that a written letter of intent to contest must be submitted to the Area Director within 15 working days of your receipt of this Citation. The running of this contest period is not interrupted by an informal conference.

If you decide to request an informal conference, please complete, remove and post the Notice to Employees next to this Citation and Notification of Penalty as soon as the time, date, and place of the informal conference have been determined. Be sure to bring to the conference any and all supporting documentation of existing conditions as well as any abatement steps taken thus far. If conditions warrant, we can enter into an informal settlement agreement which amicably resolves this matter without litigation or contest.

Right to Contest – You have the right to contest this Citation and Notification of Penalty. You may contest all citation items or only individual items. You may also contest proposed penalties and/or abatement dates without contesting the underlying violations. **Unless you inform the Area Director in writing that you intend to contest the citation(s) and/or proposed penalty(ies) within 15 working days after receipt, the citation(s) and the proposed penalty(ies) will become a final order of the Occupational Safety and Health Review Commission and may not be reviewed by any court or agency.**

Penalty Payment – Penalties are due within 15 working days of receipt of this notification unless contested. (See the enclosed booklet and the additional information provided related to the Debt Collection Act of 1982.) Make your check or money order payable to “DOL-OSHA”. Please indicate the Inspection Number on the remittance. You can also make your payment electronically at www.pay.gov. At the top of the [pay.gov](http://www.pay.gov) homepage, type "OSHA" in the Search field and select Search. From **OSHA Penalty Payment Form** search result, select Continue. The direct link is:

<https://www.pay.gov/paygov/forms/formInstance.html?agencyFormId=53090334>

You will be required to enter your inspection number when making the payment. Payments can be made by credit card or Automated Clearing House (ACH) using your banking information. Payments of \$25,000 or more require a Transaction ID, and also must be paid using ACH. If you require a Transaction ID, please contact the OSHA Debt Collection Team at (202) 693-2170.

OSHA does not agree to any restrictions or conditions or endorsements put on any check, money order, or electronic payment for less than the full amount due, and will process the payments as if these restrictions or conditions do not exist.

Notification of Corrective Action – For each violation which you do not contest, you must provide **abatement certification** to the Area Director of the OSHA office issuing the citation and identified above. This abatement certification is to be provided by letter within 10 calendar days after each abatement date. Abatement certification includes the date and method of abatement. If the citation indicates that the violation was corrected during the inspection, no abatement certification is required for that item. The abatement certification letter must be posted at the location where the violation appeared and the corrective action took place or employees must otherwise be effectively informed about abatement activities. A sample abatement certification letter is enclosed with this Citation. In addition, where the citation indicates that **abatement documentation** is necessary, evidence of the purchase or repair of equipment, photographs or video, receipts, training records, etc., verifying that abatement has occurred is required to be provided to the Area Director.

Employer Discrimination Unlawful – The law prohibits discrimination by an employer against an employee for filing a complaint or for exercising any rights under this Act. An employee who believes that he/she has been discriminated against may file a complaint no later than 30 days after the discrimination occurred with the U.S. Department of Labor Area Office at the address shown above.

Employer Rights and Responsibilities – The enclosed booklet (OSHA 3000) outlines additional employer rights and responsibilities and should be read in conjunction with this notification.

Notice to Employees – The law gives an employee or his/her representative the opportunity to object to any abatement date set for a violation if he/she believes the date to be unreasonable. The contest must be mailed to the U.S. Department of Labor Area Office at the address shown above and postmarked within 15 working days (excluding weekends and Federal holidays) of the receipt by the employer of this Citation and Notification of Penalty.

Inspection Activity Data – You should be aware that OSHA publishes information on its inspection and citation activity on the Internet under the provisions of the Electronic Freedom of Information Act. The information related to these alleged violations will be posted when our system indicates that you have received this citation. You are encouraged to review the information concerning your establishment at www.osha.gov. If you have any dispute with the accuracy of the information displayed, please contact this office.



NOTICE TO EMPLOYEES OF INFORMAL CONFERENCE

An informal conference has been scheduled with OSHA to discuss the citation(s) issued on 01/31/2023. The conference will be held by telephone or at the OSHA office located at 1391 Speer Blvd, Suite 210, Denver, CO 80204 on _____ at _____.

Employees and/or representatives of employees have a right to attend an informal conference.

CERTIFICATION OF CORRECTIVE ACTION WORKSHEET

Inspection Number: 1611567

Company Name: Amazon.com Services LLC, dba DEN5 Amazon Sortation Center

Inspection Site: 19799 E. 36th Dr., Aurora, CO 80011

Issuance Date: 01/31/2023

List the specific method of correction for each item on this citation in this package that does not read "Corrected During Inspection" and return to: **U.S. Department of Labor – Occupational Safety and Health Administration, 1391 Speer Blvd, Suite 210, Denver, CO 80204.**

Citation Number _____ and Item Number _____ was corrected on _____
By (Method of Abatement): _____

Citation Number _____ and Item Number _____ was corrected on _____
By (Method of Abatement): _____

Citation Number _____ and Item Number _____ was corrected on _____
By (Method of Abatement): _____

Citation Number _____ and Item Number _____ was corrected on _____
By (Method of Abatement): _____

Citation Number _____ and Item Number _____ was corrected on _____
By (Method of Abatement): _____

Citation Number _____ and Item Number _____ was corrected on _____
By (Method of Abatement): _____

I certify that the information contained in this document is accurate and that the affected employees and their representatives have been informed of the abatement.

Signature

Date

Typed or Printed Name

Title

NOTE: 29 USC 666(g) whoever knowingly makes any false statements, representation or certification in any application, record, plan or other documents filed or required to be maintained pursuant to the Act shall, upon conviction, be punished by a fine of not more than \$10,000 or by imprisonment of not more than 6 months or both.

POSTING: A copy of completed Corrective Action Worksheet should be posted for employee review



Citation and Notification of Penalty

Company Name: Amazon.com Services LLC, dba DEN5 Amazon Sortation Center
Inspection Site: 19799 E. 36th Dr., Aurora, CO 80011

Citation 2 Item 1 Type of Violation: **Serious**

OSH ACT of 1970 Section (5)(a)(1): The employer did not furnish employment and a place of employment which were free from recognized hazards that were causing or likely to cause serious physical harm to employees, in that employees were required to perform tasks resulting in ergonomic stressors that had caused, were causing, or were likely to cause musculoskeletal disorders (MSDs):

a) Amazon.com Services LLC dba DEN5 Amazon Sortation Center, located at 19799 E. 36th Dr., Aurora, CO 80011: On or about August 1, 2022, and at times continuing thereafter, the employer's employees were exposed to an ergonomic hazard which was causing or likely to cause MSDs. Employees were required to perform repetitive lifting and carrying, twisting, bending, and long reaches, and combinations thereof during the Fluid Unload East and West of trailers task placing them at risk for low back injuries.

b) Amazon.com Services LLC dba DEN5 Amazon Sortation Center, located at 19799 E. 36th Dr., Aurora, CO 80011: On or about August 1, 2022, and at times continuing thereafter, the employer's employees were exposed to an ergonomic hazard which was causing or likely to cause MSDs. Employees were required to perform repetitive lifting, bending, and long reaches, and combinations thereof during the Non-Con Induct task placing them at risk for low back injuries.

c) Amazon.com Services LLC dba DEN5 Amazon Sortation Center, located at 19799 E. 36th Dr., Aurora, CO 80011: On or about August 1, 2022, and at times continuing thereafter, the employer's employees were exposed to an ergonomic hazard which was causing or likely to cause MSDs. Employees were required to perform repetitive, lifting and carrying, bending, long reaches, and combinations thereof during the Non-Con Build task placing them at risk for low back injuries.

d) Amazon.com Services LLC dba DEN5 Amazon Sortation Center, located at 19799 E. 36th Dr., Aurora, CO 80011: On or about August 1, 2022, and at times continuing thereafter, the employer's employees were exposed to an ergonomic hazard which was causing or likely to cause MSDs. Employees were required to perform repetitive lifting and carrying, bending, long reaches, and combinations thereof during the Manual A-E task placing them at risk for low back injuries.

Abatement Note: Abatement certification and documentation are required for this item (see enclosed "Certification of Corrective Action Worksheet").

See pages 1 through 4 of this Citation and Notification of Penalty for information on employer and employee rights and responsibilities.



Citation and Notification of Penalty

Company Name: Amazon.com Services LLC, dba DEN5 Amazon Sortation Center
Inspection Site: 19799 E. 36th Dr., Aurora, CO 80011

Among other methods, implementing a process-based approach with the following feasible and acceptable methods of abatement would eliminate or materially reduce the hazard:

- Worksite analysis to recognize and identify existing manual and repetitive lifting, carrying, and excessive reaching hazards in the workplace and to develop and implement an effective ergonomics program. Conduct an ergonomic assessment by a certified professional ergonomist, or other qualified professional. An analysis should include an assessment with validated methods [i.e., NIOSH lifting equation] and employee participation (e.g., questionnaires, interviews). Periodic ergonomic surveys of employees and process paths in the workplace should be conducted at appropriate intervals to evaluate effectiveness of controls.
- Training and education for exposed employees, including methods to evaluate the effectiveness of the training. Re-training should be done annually, or as operations change. Training should be done in a manner understandable by all employees (in a language that they speak) and address hazards associated with the work they perform, early recognition of musculoskeletal injuries and illnesses, the ergonomic risk factors associated with their job(s), and how to prevent MSDs. The training should include the elements of the ergonomics program and the affected employee's role in the program. Training should also be provided to operations area managers and process assistants as well as First Aid staff. A supervisors' training program should also be implemented to allow recognition of ergonomic risk factors, early signs of MSDs, and how to respond when risk factors are observed or when symptoms are reported. The training program should include the establishment's health care providers to ensure that they are able to recognize symptoms of MSDs and are familiar with appropriate protocols for treatment of MSDs. Educational material or training on ergonomics should be provided to people responsible for designing jobs and buying equipment, tools, workstations, and parts.
- Hazard prevention and control which includes engineering, administrative, and work practice controls.
 - Engineering controls are designed by a qualified certified professional ergonomist or other qualified professional and may include workstation redesign, tool and handle redesign, and use of mechanical lifting aids.
 - Administrative controls are implemented which reduce the duration, frequency, and severity of exposure ergonomic risk factors. These controls may include job rotation, reduction of repetitions, multiple person lifts, and maintenance of related equipment.
 - Work practice controls are implemented which include work techniques, new employee conditioning, and education of weight lifted.
- Medical management- Implement protocols developed and reviewed by physicians with training in occupational medicine, to include early recognition, evaluation, management of first aid cases, medical referral, and accurate recordkeeping of MSDs. Identify injury trends for action and include periodic

See pages 1 through 4 of this Citation and Notification of Penalty for information on employer and employee rights and responsibilities.



Citation and Notification of Penalty

Company Name: Amazon.com Services LLC, dba DEN5 Amazon Sortation Center
Inspection Site: 19799 E. 36th Dr., Aurora, CO 80011

evaluation of the medical management program. Ensure healthcare, including first aid, providers work within the scope of their license.

The following engineering, administrative and work practice controls are feasible and will materially reduce the hazard at this workplace:

- a. Process Path: Fluid Unload East and West
 - Eliminate manual floor unloading
 - Parcels should arrive only on pallets or carts which are then removed using forklifts or electrical pallet jacks
 - If floor loaded trailers must be received, implement:
 - A robotic system to unload packages one at a time onto a powered conveyor
- b. Process Path: Non-Con Induct
 - A self-elevating platform cart that raises and lowers platform as packages are added or removed so the unloading height matches the conveyor height.
 - Design unload equipment so that boxes can be slid from cart to conveyor and do not have to be lifted
 - Stack packages on pallets positioned on a rotating lift table to maintain a set height as packages get stacked on it
 - A lift-assist system to move items from pallets (and/or carts) onto conveyor
- c. Process Path: Non-Con Build
 - Reduce conveyor height to 30" above the floor based on the RNLE
 - Reduce carry distances by adding additional roller conveyors that extend from the primary conveyor to all pallets
 - A lift-assist system to move heavy items from conveyor to pallets
 - Reduce shuttle height to shoulder reach
- d. Process Path: Manual Build A-E
 - Reduce conveyor height to 30" above the floor based on the RNLE
 - Reduce carry distances by adding additional roller conveyors that extend from the primary conveyor to all pallets
 - A lift-assist system to move heavy items from conveyor to pallets
 - Pallet lifts to raise pallets to reduce torso bending and reach distances

ABATEMENT DOCUMENTATION REQUIRED FOR THIS ITEM

See pages 1 through 4 of this Citation and Notification of Penalty for information on employer and employee rights and responsibilities.

U.S. Department of Labor
Occupational Safety and Health Administration

Inspection Number: 1611567
Inspection Date(s): 08/01/2022 - 10/19/2022
Issuance Date: 01/31/2023



Citation and Notification of Penalty

Company Name: Amazon.com Services LLC, dba DEN5 Amazon Sortation Center
Inspection Site: 19799 E. 36th Dr., Aurora, CO 80011

Date By Which Violation Must be Abated:
Proposed Penalty:

June 13, 2023
\$15,625.00

Amanda S. Kupper

Amanda Kupper
Area Director

U.S. Department of Labor
Occupational Safety and Health Administration
1391 Speer Blvd, Suite 210
Denver, CO 80204



INVOICE / DEBT COLLECTION NOTICE

Company Name: Amazon.com Services LLC, dba DEN5 Amazon Sortation Center
Inspection Site: 19799 E. 36th Dr., Aurora, CO 80011
Issuance Date: 01/31/2023

Summary of Penalties for Inspection Number: 1611567

Citation 2 Item 1, Serious \$15,625.00

TOTAL PROPOSED PENALTIES: **\$15,625.00**

To avoid additional charges, please remit payment promptly to this Area Office for the total amount of the uncontested penalties summarized above. Make your check or money order payable to: "DOL-OSHA". Please indicate OSHA's Inspection Number (indicated above) on the remittance. You can also make your payment electronically at www.pay.gov. At the top of the pay.gov homepage, type "OSHA" in the Search field and select Search. From the **OSHA Penalty Payment Form** search result, select Continue. The direct link is: <https://www.pay.gov/paygov/forms/formInstance.html?agencyFormId=53090334>. You will be required to enter your inspection number when making the payment. Payments can be made by credit card or Automated Clearing House (ACH) using your banking information. Payments of \$25,000 or more require a Transaction ID, and also must be paid using ACH. If you require a Transaction ID, please contact the OSHA Debt Collection Team at (202) 693-2170.

OSHA does not agree to any restrictions or conditions or endorsements put on any check, money order, or electronic payment for less than the full amount due, and will cash the check or money order as if these restrictions or conditions do not exist.

If a personal check is issued, it will be converted into an electronic fund transfer (EFT). This means that our bank will copy your check and use the account information on it to electronically debit your account for the amount of the check. The debit from your account will then usually occur within 24 hours and will be shown on your regular account statement. You will not receive your original check back. The bank will destroy your original check, but will keep a copy of it. If the EFT cannot be completed because of insufficient funds or closed account, the bank will attempt to make the transfer up to two times.

Pursuant to the Debt Collection Act of 1982 (Public Law 97-365) and regulations of the U.S. Department of Labor (29 CFR Part 20), the Occupational Safety and Health Administration is required to assess interest, delinquent

charges, and administrative costs for the collection of delinquent penalty debts for violations of the Occupational Safety and Health Act.

Interest: Interest charges will be assessed at an annual rate determined by the Secretary of the Treasury on all penalty debt amounts not paid within one month (30 calendar days) of the date on which the debt amount becomes due and payable (penalty due date). The current interest rate is one percent (1%). Interest will accrue from the date on which the penalty amounts (as proposed or adjusted) become a final order of the Occupational Safety and Health Review Commission (that is, 15 working days from your receipt of the Citation and Notification of Penalty), unless you file a notice of contest. Interest charges will be waived if the full amount owed is paid within 30 calendar days of the final order.

Delinquent Charges: A debt is considered delinquent if it has not been paid within one month (30 calendar days) of the penalty due date or if a satisfactory payment arrangement has not been made. If the debt remains delinquent for more than 90 calendar days, a delinquent charge of six percent (6%) per annum will be assessed accruing from the date that the debt became delinquent.

Administrative Costs: Agencies of the Department of Labor are required to assess additional charges for the recovery of delinquent debts. These additional charges are administrative costs incurred by the Agency in its attempt to collect an unpaid debt. Administrative costs will be assessed for demand letters sent in an attempt to collect the unpaid debt.

Amanda S. Kupper

Amanda Kupper

Area Director

January 31, 2023

Date