



Retail Supply Chain Update

October 6, 2020

Amazon reports nearly 20,000 COVID-infected frontline workers since March

- Retail giant Amazon.com came under fire after reporting that almost 20,000 of its frontline workers, including from subsidiary Whole Foods Market, have been infected with COVID-19.
- In a blog post yesterday, Amazon said 19,816 frontline Amazon and Whole Foods Market employees — or 1.4% out of a total of over 1.37 million — have tested positive or been presumed positive for the virus between March 1 and Sept. 19. The Seattle-based company said that number is 42% lower than the estimated 33,952 workers who would have tested positive or been presumed positive if the infection rate was the same as that of the general population, based on Johns Hopkins University data.

Study: Grocery workers feel less prepared during COVID-19 pandemic

- Nearly two-thirds of frontline grocery store and retail workers feel left behind by their employers in terms of COVID-19 communication and preparedness, according to an international survey by employee training firm Axonify.
- Focusing on training and readiness during the coronavirus pandemic, Axonify's Global State of Frontline Employee Training Study found that 39% of 2,000 U.S., U.K. and Australian workers surveyed across a range of industries — including retail, grocery, contact centers and professional sales — feel they're unprepared to do their job in the current environment. What's more, 30% of these frontline workers said they don't trust their employers or are ambivalent about their employer's ability to deliver the necessary training, with U.S. employees expressing the lowest confidence (64%).
- When asked to describe employer communications amid the health crisis, 46% of frontline workers said the communications were relevant to their job, while only four in 10 described them as "reliable" (40%) and "timely" (39%).
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