



Amazon further accelerates investment in Egypt and creates 2,000 new jobs

The company doubles its delivery capacity in 2022 to further power Amazon's same day and next day delivery promise

Amazon will expand its customer service network to enhance customer experience

Amazon to develop strategic partnerships to recruit people with disabilities and programmes to increase hiring of women

Cairo, Egypt – 21 March 2022 – Amazon today announced that it will create more than 2,000 good quality, new jobs across its network in Egypt in 2022. This is in addition to over 1,500 jobs that were created when it launched in the country last year. The company is poised to be a catalyst of Egypt's digital transformation by hiring, reskilling and upskilling its workforce, and empowering them to advance their careers in the digital economy.

Speaking about the range of direct and indirect jobs that Amazon's investments will create, **Omar Elsayh, General Manager, Amazon Egypt**, said: "We are creating over forty different types of roles for people with diverse backgrounds, education and skills – from Fulfillment Centre associates, delivery drivers and customer service roles, to positions in marketing, finance, supply chain technology and analytics. We will also launch strategic partnerships to help recruit people of determination, and programs to increase the hiring of women. We believe building a culture that is welcoming and inclusive for all is integral to our success."

With the increase in customer demand, Amazon will double its delivery capacity in 2022 with new delivery stations to enhance its reach across the country. Located in West Cairo, East Cairo, the port city of Alexandria, and Banha, the expanded network will power the company's delivery promise of same-day delivery in Cairo and Giza, and next-day delivery across most of the country.

Amazon's 2022 investments will see its world-class last-mile routing and delivery station technologies brought to Egypt. The company's advanced capacity management systems, enhanced tracking and global routing solutions will ensure a faster, more reliable and more convenient customer experience. This year's investments also include the opening of a new Customer Service Centre located in Cairo.

Elsahy added: "Since the inauguration of our largest Fulfillment Centre in Africa by His Excellency Prime Minister Mostafa Madbouly last year, we have been on a path of accelerated growth and will continue to bring best-in-class technology and fulfillment offerings to our customers in Egypt. Our expansion further affirms our commitment to Egypt's Vision 2030 agenda for a '[Digital Egypt](#).' The new investments in our buildings will provide a marketplace for local small and medium enterprises to scale their businesses online and sell to the world."

Embedding sustainable business practices across all areas of its operations, Amazon continues to grow responsibly across the country. Its buildings incorporate energy efficiency systems in line with Amazon's commitment to achieving net-zero carbon emissions across its operations by 2040. Amazon is on a path to powering its global operations with 100% renewable energies by 2025, and is now the biggest corporate buyer of renewable energy in the world.

Today, the Amazon network across Egypt includes its Fulfillment Centre in the 10th of Ramadan, with a storage capacity of more than 2.4 million cubic feet, storing millions of items and providing customers with a wide selection of products. This is in addition to 22 delivery stations across cities like Cairo, Alexandria, Tanta, Ismailia, and Assiut, and several established corporate and customer service offices. By the end of 2022, Amazon's delivery network will reach a footprint of 26 delivery stations in the country.



As Amazon continues to invest in Egypt, the safety and well-being of its employees, customers and partners remain paramount. The company has invested over USD 15 billion in COVID-19 related measures globally, including implementation of more than 150 significant process enhancements globally, from deep cleaning of facilities to processes that allow for effective social distancing, among others.

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About Our Operations

Amazon has created one of the world's most advanced operations and fulfillment networks with thousands of sellers in the region benefitting from Amazon's expertise in reliable delivery and customer service. Using Fulfilled By Amazon (FBA), small businesses and entrepreneurs can send their products to Amazon's Fulfillment Centres. Once an order is placed, Amazon picks, packs and ships the order, provides customer service and manages returns on behalf of the sellers. Delivery Stations receive goods from the Fulfillment Centres and ship them to end customers. They represent the last mile of the delivery network that helps entrepreneurs and sellers to reach a wider customer base and tap into new marketplaces.

About Amazon

Amazon is guided by four principles: customer obsession rather than competitor focus, passion for invention, commitment to operational excellence, and long-term thinking. Amazon strives to be Earth's Most Customer-Centric Company, Earth's Best Employer, and Earth's Safest Place to Work. Customer reviews, 1-Click shopping, personalized recommendations, Prime, Fulfillment by Amazon, AWS, Kindle Direct Publishing, Kindle, Career Choice, Fire tablets, Fire TV, Amazon Echo, Alexa, Just Walk Out technology, Amazon Studios, and The Climate Pledge are some of the things pioneered by Amazon. For more information, visit amazon.com/about and follow @AmazonNews.

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