

UNITED STATES OF AMERICA
OCCUPATIONAL SAFETY AND HEALTH REVIEW COMMISSION

JULIE A. SU, Acting Secretary of Labor,
United States Department of Labor,
Complainant,

v.

AMAZON.COM SERVICES LLC d/b/a
ALB1, BOI2, DCS3, DEN5, DNK5, DY01,
MCO2, MDW8, TEB3, DPP7,
Respondent.

OSHRC Docket Nos. 23-0298, 23-0295,
23-0376, 23-0292, 23-0761, 23-0227,
23-0195, 23-0229, 23-1182, & 23-
1172

CORPORATE-WIDE STIPULATION AND SETTLEMENT AGREEMENT

I.

Scope and Intent of Settlement Agreement

Complainant, the Acting Secretary of Labor, United States Department of Labor (“Complainant” or “Secretary”), and Amazon.com Services LLC d/b/a ALB1, BOI2, DCS3, DEN5, DNK5, DY01, MCO2, MDW8, TEB3, and DPP7 (collectively, “**Respondent**”), by and through their attorneys, hereby stipulate and agree that:

- (A) Respondent was cited for alleged violations of the Occupational Safety and Health Act of 1970, 29 U.S.C. §§ 651, *et seq.* (“Act”), and was issued Citations and Notifications of Proposed Penalties (“Citations”) in the following matters:
1. ALB1 (NY): OSHRC Dkt. No. 23-0298/OSHA Insp. No. 1610874
 2. BOI2 (ID): OSHRC Dkt. No. 23-0295/OSHA Insp. No. 1611861
 3. DCS3 (CO): OSHRC Dkt. No. 23-0376/OSHA Insp. No. 1615182
 4. DEN5 (CO): OSHRC Dkt. No. 23-0292/OSHA Insp. No. 1611567
 5. DNK5 (NJ): OSHRC Dkt. No. 23-0761/OSHA Insp. No. 1647734
 6. DY01 (NY): OSHRC Dkt. No. 23-0227/OSHA Insp. No. 1607234
 7. MCO2 (FL): OSHRC Dkt. No. 23-0195/OSHA Insp. No. 1608788
 8. MDW8 (IL): OSHRC Dkt. No. 23-0229/OSHA Insp. No. 1608898
 9. TEB3 (NJ): OSHRC Dkt. No. 23-1182/OSHA Insp. No. 1646340
 10. DPP7 (PA): OSHRC Dkt. No. 23-1172/OSHA Insp. No. 1648554
- (B) Respondent is an employer within the meaning of Section 3(5) of the Act. Respondent duly filed with a representative of Complainant notices of intent to contest the Citations and proposed penalties. These notices were duly transmitted to the Occupational Safety and Health Review Commission

(“Commission”). Respondent agrees that jurisdiction of these proceedings is conferred upon said Commission by Section 10(c) of the Act. By entering into this Agreement, Respondent does not waive its right to jurisdictional or other legal challenges in any other OSHA matter.

(C) Complainant and Respondent (“Parties”) have agreed in this Corporate-Wide Stipulation and Settlement Agreement (“Agreement”) to resolve the Citations in full.

(D) Respondent represents that the measures described in Section V (referred to herein as the “Section V Elements”) have been or shall be implemented at the facility types listed below and listed in **Appendix A**, which identifies facilities that exist as of the date of this Agreement and are under the jurisdiction of the Federal U.S. Occupational Safety and Health Administration (“OSHA”). Facilities meeting the criteria set out in this paragraph (other than corporate offices or departments) shall be referred to as “Covered Facilities.” The Section V Elements apply to Amazon employees working in facilities of the following types:

- Amazon Robotics—Sortable Fulfillment Centers (ARS)
- Traditional Non-Sort Fulfillment Centers (TNS)
- Cross Docks (IXD)
- Traditional Sortable/Soft Lines Fulfillment Centers (TSSL)
- Amazon Logistics (AMZL) Delivery Stations
- Air Hubs
- Sort Centers
- Sub-Same Day (SSD)
- Amazon Extra-L (AMXL)

(E) The Parties to this Agreement recognize that some of Respondent’s facilities are located in states that have assumed authority for the enforcement of Occupational Safety and Health standards pursuant to Section 18 of the Act (“State Plan States”). The Secretary will notify State Plan States of this Agreement and encourage them to resolve any pending and potential enforcement actions under the umbrella of this model. **Appendix B**, attached hereto, sets forth the names of Respondent’s facilities in State Plan States that are of the same building types as the Covered Facilities.

II.

Effective Date and Term of CSA

(A) This Agreement shall become effective on the date it is fully executed and signed by both Parties (the “Effective Date”).

- (B) The terms of this Agreement shall terminate two years from the Effective Date (“Termination Date”), unless the Parties jointly agree, in writing, to extend this Agreement as set forth in Paragraph (D) of this Section, or any party terminates this Agreement pursuant to the early termination provision as set forth in Paragraph (D) of this Section. The two-year term of this Agreement is referred to herein as the “Agreement Term.”
- (C) On a biannual basis, the Parties shall meet in person or remotely to discuss the implementation of this Agreement. Unless the Parties agree otherwise, the following additional topics will also be discussed at the meeting: leading and lagging indicator data related to Respondent’s process for addressing ergonomic risks, including data regarding MSD injury trends; the status of pilot projects and controls intended to address ergonomic risks, including Respondent’s modification to controls pursuant to Section VI (E) of this Agreement; and the Section V Elements of this Agreement, including the results of its program evaluation in Section V(F). Where relevant to the discussion of the status of pilot project and controls, the Parties will discuss aggregate data concerning MSD injury trends in particular process paths. The Parties will also discuss material changes to Respondent’s Ergonomics Procedure NA, if any. The Parties shall communicate and agree upon an agenda for each meeting.
- (D) Beginning one year following the Effective Date, if either party seeks early termination of this Agreement, the party shall first provide written notice to the other party of its intent to terminate. Following this notice, the Parties shall meet to confer in good faith about keeping this Agreement in effect, and such meeting shall occur within 30 days of the party’s written notice to terminate unless both Parties agree, in writing, to an extension. After this meeting, this Agreement may be terminated early by any party with 30 days written notice to terminate. If either party would like to extend the Agreement such that it applies for three years, that party shall provide written notice at least 60 days before the Agreement terminates. Within 30 days of that written notice, the Parties shall meet to discuss extending the Agreement for an additional year.

III. Definitions

- (A) The following definitions apply to this Agreement:

The term “**musculoskeletal disorder**” or “**MSD**” is defined as an injury or disorder caused by a work event or exposure, which causes cumulative tissue damage, such as repeated or sustained exposure of the muscles, tendons, ligaments, bone, and nerves to repetitive motion, force, vibration, awkward postures, and extreme temperatures (cold) within the workplace.

The term “**ergonomics**” is defined as the scientific study of how equipment, job tasks, and the working environment are designed and operated according to a person’s size, strength, capability, and other attributes.

The term “**Covered Hazard(s)**” refers to alleged or potential ergonomic hazards at Covered Facilities that stem from a work task or process with one or more risk factors that might increase the risk of MSDs, such as lifting and lowering heavy items, repetitive bending, reaching overhead, pushing and pulling heavy loads, working in awkward body postures, and performing the same or similar tasks repetitively.

The term “**Site Ergonomics Lead**” or “**SEL**” is defined as the person assigned to manage and implement ergonomic practices across assigned site(s). The SEL may be assigned to a single Covered Facility or may be assigned multiple Covered Facilities.

The term “**General Risk Assessment**” or “**GRA**” is defined as an initial screening of MSD risk of a process path and/or activity performed by Respondent’s corporate ergonomics team (currently referred to as the Worldwide Ergonomics and Safety Experience team or “WESE”). GRAs are performed by generation/site type rather than on each process path at individual sites.

The term “**Technical Risk Assessment**” or “**TRA**” is defined as an assessment of a process path or activity when the GRA shows risk that warrants further assessment. TRAs are performed by generation/site type rather than on each process path at individual sites.

The term “**Site Ergonomic Risk Assessment**” is defined as a site-specific risk assessment that is based on the GRA and any TRA, and reflects site process paths, existing controls, and remaining risk to be mitigated.

The term “**referral**” has the same definition used in Chapter 9 of OSHA’s Field Operations Manual (“FOM”), CPL 02-00-164, effective date January 23, 2023.

IV. Resolution and Amendment of Citation Items

(A) The Secretary amends the Citations as follows:

Docket/Facility	Citation No.	Item No.	Amendment(s)	Original Penalty	Amended Penalty
MDW8	1	1	Amended	\$15,625	\$145,000

The Citation and Notice of Proposed Penalty for OSHRC Docket No. 23-0229/Inspection No. 1608898 is amended as follows:

(a) MDW8 (AMXL-FC) – TV Sort

Amazon.com Services, LLC – MDW8 located at 1750 Bridge Drive in Waukegan, IL: On or about July 18, 2022, the employer’s employees were exposed to an ergonomic hazard, which was causing or likely to cause increased risk of musculoskeletal disorders (MSDs). Amazon failed to sufficiently implement its policies regarding the use of tilt-push-slide techniques, pallet jacks, or team lifts in the TV Sort process path on the Outbound Ship dock, thereby increasing the risk of low back strains.

Among other methods, each of the following feasible and acceptable methods of abatement would eliminate or materially reduce the hazard:

- (1) Implementation of a comprehensive ergonomics program that includes each of the following elements:
 - (A) Designation of a Site Ergonomic Lead (SEL) who has completed ergonomics awareness and risk assessment training;
 - (B) Employees working in the TV Sort process path on the Outbound Ship dock have completed or are scheduled to complete ergonomics awareness training as part of the onboarding process;
 - (C) Preparation of a Site Ergonomic Risk Assessment based on the General Risk Assessment (GRA) and the Technical Risk Assessment (TRA) (where applicable) for the TV Sort process path;
 - (D) Site leadership and the SEL have the ability to work with the corporate ergonomics team to develop ways to mitigate ergonomic risk factors at the site; and
 - (E) Employees have the ability to communicate concerns regarding ergonomic risk factors through systems for employee feedback maintained by Respondent, including but not limited to direct communications with the Associate Safety Committee (“ASC”) or use of Respondent’s anonymous ethics hotline.
- (2) Implementing existing policies regarding use of the tilt-push-slide technique to move items weighing 50 pounds or more;

(3) Implementing existing policies regarding use of pallet jacks or other material handling devices to move items weighing 50 pounds or more;

(4) Implementing existing policies regarding use of team lifts.

The amended Citation shall be characterized as a “low gravity serious” violation.

(B) Complainant amends the remaining Citations and Notifications of Penalty as follows:

ALB1 (NY): OSHRC Dkt. No. 23-0298/OSHA Insp. No. 1607234

Docket/Facility	Citation No.	Item No.	Amendment(s)	Original Penalty	Amended Penalty
ALB1	2	1	Withdrawn	\$15,625	\$0

BOI2 (ID): OSHRC Dkt. No. 23-0295/OSHA Insp. No. 1611861

Docket/Facility	Citation No.	Item No.	Amendment(s)	Original Penalty	Amended Penalty
BOI2	2	1	Withdrawn	\$15,625	\$0

DCS3 (CO): OSHRC Dkt. No. 23-0376/OSHA Insp. No. 1615182

Docket/Facility	Citation No.	Item No.	Amendment(s)	Original Penalty	Amended Penalty
DCS3	1	1	Withdrawn	\$15,625	\$0

DEN5 (CO): OSHRC Dkt. No. 23-0292/OSHA Insp. No. 1611567

Docket/Facility	Citation No.	Item No.	Amendment(s)	Original Penalty	Amended Penalty
DEN5	2	1	Withdrawn	\$15,625	\$0

DNK5 (NJ): OSHRC Dkt. No. 23-0761/OSHA Insp. No. 1647734

Docket/Facility	Citation No.	Item No.	Amendment(s)	Original Penalty	Amended Penalty
DNK5	1	1	Withdrawn	\$15,625	\$0

DY01(NY): OSHRC Dkt. No. 23-0227/OSHA Insp. No. 1607234

Docket/Facility	Citation No.	Item No.	Amendment(s)	Original Penalty	Amended Penalty
DY01	2	1	Withdrawn	\$15,625	\$0

MCO2 (FL): OSHRC Dkt. No. 23-0195/OSHA Insp. No. 1608788

Docket/Facility	Citation No.	Item No.	Amendment(s)	Original Penalty	Amended Penalty
MCO2	2	1	Withdrawn	\$15,625	\$0
MCO2	2	2	Withdrawn	\$13,394	\$0

TEB3 (NJ): OSHRC Dkt. No. 23-1182/OSHA Insp. No. 1646340

Docket/Facility	Citation No.	Item No.	Amendment(s)	Original Penalty	Amended Penalty
TEB3	1	1	Withdrawn	\$15,625	\$0

DPP7 (PA): OSHRC Dkt. No. 23-1172/OSHA Insp. No. 1648554

Docket/Facility	Citation No.	Item No.	Amendment(s)	Original Penalty	Amended Penalty
DPP7	1	1	Withdrawn	\$15,625	\$0

- (C) Respondent has no objection to the Complainant amending the Citations as set forth in Section IV, Paragraphs (A) and (B) above.
- (D) Respondent shall submit abatement verification and certification, as required by 29 C.F.R. 1903.19(c), and abatement documentation, as required by 29 C.F.R. 1903.19(d), for the Citation as amended in paragraph IV(A) to the OSHA Area Office in Arlington Heights, IL, no later than 30 days from the date of the Commission's Order Terminating the Proceedings in the dockets covered by this Agreement.
- (E) The withdrawal of the Citation items is not intended to affect the Secretary's interpretation of Section 5(a)(1) of the OSH Act nor its application to Respondent.
- (F) The Parties agree that the Citation and Notice of Proposed Penalty described in Paragraph IV(A) is deemed amended to include the full terms of this Agreement.

V.
Respondent's Corporate-Wide Ergonomic Obligations

Respondent agrees to comply with the provisions set forth in Paragraphs (A) – (F) (the “Section V Elements” or “Elements”) of this Section within 90 days of the Effective Date and to comply with the Elements during the Agreement Term. In addition to implementing the Elements, Respondent agrees to continue to evaluate and improve its process for identifying, assessing and mitigating ergonomic risk factors pursuant to its continuous improvement philosophy.

(A) Management Leadership

- i. Respondent will continue to implement its ergonomics program at the site level as described in this Section V. This includes continuing to designate personnel and a SEL to execute the site-level responsibilities to implement the Section V Elements.
- ii. Respondent will continue to maintain a corporate ergonomics team that includes certified ergonomists. The corporate ergonomics team shall continue to assess ergonomic risks and identify controls to mitigate risk that may be scaled across multiple facilities. The corporate ergonomics team shall continue to provide support and expertise as needed to sites in assessing and addressing ergonomic risks. The corporate ergonomics team shall also continue to support sites as needed with training, digital resources, methodology, and general guidance on the program.
- iii. Site leadership at Covered Facilities will continue to support compliance with Respondent's ergonomics program, discussions with stakeholders regarding identification and implementation of control measures and compliance with the Section V Elements.
- iv. Site leadership shall continue to encourage the prompt reporting of MSD injuries.

(B) Employee Involvement

- i. Respondent shall continue to maintain the systems it has developed and implemented for employees to raise ergonomic concerns and offer input regarding methods to mitigate ergonomic risks. These systems include those through which employees may electronically submit concerns directly to management (such as via electronic feedback tools and Voice of Associate boards); public, site-specific forums that may be used to raise concerns or provide positive feedback on Respondent's methods of addressing ergonomic risk; direct communications with management; and the ethics hotline, which allows the employee raising the concern to

remain anonymous. These systems may be used by employees to raise ergonomic concerns and make requests or offer suggestions about changes to particular process paths.

- ii. When appropriate based on the nature of the employee's concern, site management shall elevate ergonomic concerns to site WHS staff or the SEL. WHS staff and the SEL shall continue to have the ability to consult with the corporate ergonomics team as necessary to address concerns.
- iii. Respondent shall continue to maintain ASCs at Covered Facilities. ASCs shall include employees and management representatives. Employees may continue to raise concerns about ergonomic risks and control measures to ASC members. ASC members who have completed the ergonomics training may confer with the SEL on the Site Ergonomic Risk Assessment. Complainant states that this provision is not intended to abrogate Respondent's obligation to comply with the National Labor Relations Act, 29 U.S.C. 151, *et seq.*

(C) Training

- i. Respondent shall continue to provide mandatory ergonomics awareness training to site employees that includes the following information: types of MSDs; workplace exposures that may increase the risk of MSDs; safe work practices, body mechanics and other methods of decreasing the risk of MSDs; the importance of early reporting of MSD symptoms; and preventative measures used by Respondent to mitigate ergonomic risks. The training described in this paragraph shall be provided during the employee on-boarding process.
- ii. Respondent shall continue to train site WHS personnel and SELs on the following topics: the information described in Paragraph (C)(i) above; how to identify ergonomic risk factors; methods of mitigating ergonomic risks; and the ergonomic risk assessment tools currently used by Respondent. The training described in this paragraph shall be provided within ninety (90) days of assignment to a role requiring the training, absent extenuating individual circumstances such as leaves of absence. Multiple personnel responsible for the ergonomics program for a site may have the training described in this paragraph, and Respondent will maintain at least one trained employee per site.
- iii. Respondent shall continue to make the training described in Paragraph (C)(ii) above available to employee members of ASCs at Covered Facilities on a voluntary basis.

(D) Hazard Identification and Assessment

- i. Respondent shall continue to require the corporate ergonomics team to conduct GRAs. When required by Respondent's process for identifying, assessing and mitigating ergonomic risk, TRAs will be performed by generation/site type on process paths in Covered Facilities. TRAs are required when the GRA suggests risks that require further assessment pursuant to Respondent's process.
- ii. The SEL shall continue to review GRAs and any TRAs. The information in the GRAs and TRAs shall be used to prepare a Site Ergonomic Risk Assessment for the Covered Facility.
- iii. Respondent shall prepare a Site Ergonomic Risk Assessment within 90 days of site launch and update it annually. When a change that increases ergonomic risk is made in a process path, the Site Ergonomic Risk Assessment shall be updated. SELs shall also consider the site's MSD injury and illness data when creating or updating a Site Ergonomic Risk Assessment. The Site Ergonomic Risk Assessment shall document the existing controls at the site.
- iv. Respondent shall continue to provide guidance, information and training regarding controls that may be implemented at the site level to mitigate ergonomic risks.
- v. The corporate ergonomics team shall provide guidance to sites that request assistance in preparing the Site Ergonomic Risk Assessment or identifying feasible controls to reduce ergonomic risk.

(E) Hazard Prevention and Control

- i. The corporate ergonomics team shall continue to pilot engineering controls to assess effectiveness and determine whether implementation at multiple facilities is feasible and appropriate.
- ii. The SEL shall document the reduction in risk resulting from implemented controls in the Site Ergonomic Risk Assessment and identify and work with stakeholders to implement known feasible controls where appropriate. The SEL shall also consult with the corporate ergonomics team as necessary. SELs and the corporate ergonomics team will use principles of hierarchy of controls for developing control alternatives.
- iii. Respondent shall continue to consider both leading indicators, such as GRAs and TRAs, and lagging indicators (including site-level MSD

injury trends) in identifying ergonomic risks and controls to mitigate them.

- iv. In accordance with Respondent's process for addressing ergonomic risks, the SEL shall continue to investigate and implement known reasonable and feasible site-specific controls that materially reduce ergonomic risk.
- v. Respondent shall continue to follow existing site-level change management processes in assessing changes in process paths that may increase ergonomic risk.
- vi. Respondent shall continue to incorporate hierarchy of control concepts into its evaluation of controls intended to address ergonomic risk.

(F) Program Evaluation

Respondent shall evaluate the effectiveness of its process for identifying and addressing ergonomic risks. Consistent with its continuous improvement philosophy, Respondent will identify ways to improve its process. Respondent will track program compliance activities, including with respect to training, SEL assignment, and the creation of Site Ergonomic Risk Assessments.

VI.

Respondent's Ergonomics Program and Commitment to Employee Safety and Health

The Parties acknowledge Respondent's existing process for identifying, assessing and mitigating ergonomic risks. Respondent identifies the achievements below as examples of the benefits of maintaining a robust process for addressing ergonomic risks.

- (A) In 2022, Respondent signed the National Safety Council's MSD Pledge, which includes a commitment to invest in measures to reduce MSDs by 2025.
- (B) Respondent has invested over \$1 billion in safety initiatives since 2019. In 2024, Respondent allocated \$750 million to investments in technologies, resources, training and programs to improve workplace safety.
- (C) Respondent's process for identifying, assessing, and addressing ergonomic risks resulted in implementation of the following examples of network-wide controls implemented in 2023 and/or 2024:
 - i. Deployment of computer algorithms at fulfillment centers that direct employees to pick and stow products in the ergonomic power zone between the employee's shoulder and mid-thigh;

- ii. Installation of adjustable height workstations at select fulfillment centers;
 - iii. Installation of re-designed packing stations that mitigate ergonomic risk at select fulfillment centers; and
 - iv. Use of self-adjusting carts to reduce ergonomic risks to employees handling totes.
- (D) Pursuant to Respondent's ergonomic processes and programs, Respondent represents that it has implemented controls to mitigate ergonomic risk in the following process paths at the following facilities:
- i. ALB1 – Traditional Non-Sort Fulfillment Center.
 - a) Use of upgraded step stools in the fluid load and unload process paths that provide three steps and a handrail to minimize overhead reaching;
 - b) Application of heavy weight stickers in the pack process path so employees handling packages in downstream process paths (such as fluid loading) may recognize packages exceeding 35 pounds;
 - c) Use of scanner harnesses on the outbound ship dock;
 - d) Deployment of refreshed ergonomic mats along sort lines and in pack stations;
 - e) Installation of re-designed packing stations that mitigate ergonomic risk;
 - f) Use of portable conveyance with an articulating end (also known as the Destuff-It) in the fluid unload process paths to the extent its use is feasible and employee training related to the use of this equipment;
 - g) The provision of Safety School training related to MSD risks and ergonomics; and
 - h) The provision of ergonomic conditioning training to associates in a small group setting and reminders related to safe ergonomic practices.
 - ii. DY01 – Delivery Station.

- a) Deployment of ergonomic mats for the induct line loader process path;
 - b) Updated Go Carts that have improved door latching and reduce risk in the induct line loader process path;
 - c) Use of job rotation program that rotates employees in various process paths, including the line loader and stow process paths;
 - d) Deprioritization of 4th tier shelf in favor of the other, lower tiers in the stow process path to reduce overhead reaching;
 - e) Availability of step platforms in each stow aisle to assist employees with reaching the 4th tier shelf when the 4th tier shelf is in use;
 - f) Implementation of Auto Direct to Aisle (ADTA) system, which sorts packages to bins and reduces bending for removing packages off conveyors; and
 - g) The provision of ergonomic conditioning training to associates in a small group setting and reminders related to safe ergonomic practices.
- iii. DEN5 – Sortation Center.
- a) Installation of the Geni-Flex sortation system on the inbound dock that reduces the need for employees to carry packages across the dock in the non-conveyable build and induct process paths;
 - b) Addition of carts for non-conveyable packages that permit employees to push packages from a trailer to the Geni-Flex, thus reducing ergonomic risks;
 - c) Use of scanner harnesses in the non-conveyable build process path; and
 - d) Implementation of shuttle cutouts that reduce the reaching distance in the non-conveyable build process path.
- iv. TEB3 – Traditional Non-Sort Fulfilment Center.
- a) Deployment of scanner holsters for pick employees that minimize the need to hold a scanner while performing other tasks;

- b) Deployment of computer algorithms that inform employees which aisles have more availability for stowing, reducing the need for employees to rearrange aisle bins as they are stowing packages;
 - c) The provision of Safety School training related to MSD risks and ergonomics;
 - d) The provision of ergonomic conditioning training to associates in a small group setting and reminders related to safe ergonomic practices; and
 - e) The provision of training on MSD risks and ergonomics that is specific to the process path.
 - v. MDW8
 - a) Implementation of Respondent's tilt-push-slide policy in all cited process paths at MDW8; and
 - b) Implementation of Respondent's policy for the outbound dock requiring employees to scan two badges and use the two-person tilt-push-slide technique for certain manual handling tasks as required by the policy.
 - vi. Consistent with its continuous improvement process, Respondent will continue to consider adoption of additional controls to mitigate ergonomic risk at the above facilities identified in this Section VI (D).
- (E) The Parties acknowledge that Respondent's adoption of the controls described in Section VI (D) above in certain process paths in the specified facilities does not establish that the controls identified are feasible for adoption or will materially reduce ergonomic risk at Respondent's other facilities, including facilities of the same type or generation. Respondent reserves the right to and may modify these controls in Section VI (D) in the future as necessary and will follow applicable change management processes when implementing material modifications to the engineering controls, including completion of a risk assessment.
- (F) Respondent's initiatives include continued investment in robotics to decrease repetitive tasks and the need to move heavy materials. As of November 2023, Respondent deployed more than 750,000 robots in its facilities.

- (G) Respondent represents that its commitment to its process for identifying and mitigating ergonomic risks has resulted in sustained and continuous improvement in its overall recordable injury rates.

**VII.
Payment of Penalties**

Respondent certifies that the following penalties will be paid by Respondent to Complainant within thirty (30) days of the Effective Date.

For OSHRC Docket No. 23-0229/Inspection No. 1608898, Respondent shall pay the total amended penalty of \$145,000 via electronic payment through www.pay.gov to "U.S. Department of Labor—OSHA."

**VIII.
Withdrawal of Notice of Contest and Entry of Final Order**

Respondent hereby withdraws its Notices of Contest for the following matters:

1. ALB1 (NY): OSHRC Dkt. Nos. 23-0298/OSHA Insp. No. 1610874
2. BOI2 (ID): OSHRC Dkt. No. 23-0295/OSHA Insp. No. 1611861
3. DCS3 (CO): OSHRC Dkt. Nos. 23-0376/OSHA Insp. No. 1615182
4. DEN5 (CO): OSHRC Dkt. No. 23-0292/OSHA Insp. No. 1611567
5. DNK5 (NJ): OSHRC Dkt. No. 23-0761/OSHA Insp. No. 1647734
6. DYO1 (NY): OSHRC Dkt. No. 23-0227/OSHA Insp. No. 1607234
7. MCO2 (FL): OSHRC Dkt. No. 23-0195/OSHA Insp. No. 1608788
8. MDW8 (IL): OSHRC Dkt. No. 23-0229/OSHA Insp. No. 1608898
9. TEB3 (NJ): OSHRC Dkt. No. 23-1182/OSHA Insp. No. 1646340
10. DPP7 (PA): OSHRC Dkt. No. 23-1172/OSHA Insp. No. 1648554

The Parties agree that this Agreement shall become a Final Order of the Commission on the same date the Order Terminating Proceeding becomes a Final Order, as set forth in the Notice of Docketing issued by the Executive Secretary of the Commission.

**IX.
OSHA Monitoring Inspections**

Subject to Section X herein, during the term of this Agreement, Respondent shall permit Complainant to enter the facilities identified in Section I(A) of this Agreement to conduct monitoring inspections in order to verify compliance with Section V. Respondent shall not require warrants for entry by Complainant into the above-referenced facilities in Section I(A) solely for that purpose and shall not require subpoenas for access to non-privileged documents, management/supervisor witnesses, or other non-privileged information related to compliance with this Agreement. The scope of the Complainant's monitoring inspections shall be limited to the verification of compliance with Section V of this

Agreement, unless other non-compliant conditions are observed in the plain view of a Complainant representative during the monitoring inspection. Any alleged Covered Hazards identified by Complainant during an inspection pursuant to this Section shall be handled pursuant to the terms of Section X of this Agreement and Complainant will follow the notification procedures described in Section X of this Agreement for any non-compliance related to a Covered Hazard. Complainant will therefore follow the notification procedures described in Section X of this Agreement and the Parties will follow all other procedures set forth in Section X.

**X.
Dispute Resolution Procedure**

- (A) Subject to the exceptions in Paragraph (D) of this Section, the provisions of this Section apply if Complainant: (1) receives a complaint or referral alleging the presence of a Covered Hazard at a Covered Facility; or (2) learns of a Covered Hazard at a Covered Facility through either a complaint or referral or while onsite at a Covered Facility during a programmed or unprogrammed inspection unrelated to a Covered Hazard, including but not limited to programmed inspections and inspections conducted pursuant to local, special, or national emphasis programs. When the terms of this Paragraph are met, Complainant shall notify Respondent of the alleged presence of a Covered Hazard by sending an email (“Section X OSHA Notice”) to the following email created for purposes of receiving notices from Complainant pursuant to this Agreement: osha-ergo-adr@amazon.com.
- (B) In the Section X OSHA Notice, Complainant shall, to the best of its ability based on the information it has received, identify or include (as relevant): (1) the referring entity where applicable; (2) process path(s) or task(s) involved (for example: Non-Con Build); and (3) a description of the nature and date of the particular allegation(s) regarding the process path(s) or task(s). Complainant has no obligation to prove noncompliance at the Covered Facility for the terms of this Section to apply.
- (C) If Complainant receives a complaint or referral alleging: (1) a Covered Hazard; and (2) a hazard that does not meet the definition of a Covered Hazard, OSHA shall handle these as “hybrid” complaints or referrals. Only those parts of the complaints or referrals implicating Covered Hazards under this Agreement shall be governed by the procedures in subparagraphs (A)-(B) and (F)-(J) of this Section. The part(s) of the complaints or referrals that allege or relate to hazards other than Covered Hazards are not subject to this Section. By example, if the Secretary receives a complaint alleging both a Covered Hazard and a lack of forklift training, the Secretary will notify Respondent of the alleged Covered Hazard as set forth in Section X, Paragraphs (A)-(B), herein, but would process the parts of the complaint pertaining to the lack of forklift training in accordance with the Field

Operations Manual. Similarly, if Complainant is conducting an inspection of Respondent intended to address both Covered Hazards and non-Covered Hazards such as, but not limited to programmed or unprogrammed emphasis program inspections and observes or learns of a potential violation involving a Covered Hazard, Complainant shall handle the violation related to the Covered Hazard pursuant to the procedures outlined in this Section X.

- (D) Complainant has discretion not to apply this section, to any complaint or referral related to a Covered Hazard, if the complaint or referral arises from:
- i. A report of a fatality, inpatient hospitalization, amputation, or loss of an eye under 29 C.F.R. 1904.39 that is related to a Covered Hazard;
 - ii. Imminent danger as described and defined in Chapter 11, Section I.A.2. of OSHA's FOM, CPL 02-00-164, effective date January 23, 2023, related to a Covered Hazard, upon notification to OSHA's National Office; or
 - iii. Cases involving potential whistleblower and/or retaliation under any statute that Complainant enforces. Complainant may investigate potential violations of the Covered Hazards insofar as they relate to whistleblower and/or retaliation investigations.
- (E) Complainant is currently conducting inspections that include assessments of whether Respondent is complying with Section 5(a)(1) of the Act with regard to alleged ergonomic hazards. Complainant agrees to follow the provisions in this Section X with regard to any ongoing inspections involving Complainant's evaluation of alleged ergonomic hazards. Complainant agrees to follow the provisions in this Section X prior to issuing any citation based in whole or in part on a Hazard Alert Letter issued to Respondent and alleging a Covered Hazard.
- (F) For any Section X OSHA Notice, Respondent shall take the following steps with regard to the Covered Facility that is the subject of the Notice:
- i. Promptly notify the SEL of the Section X OSHA Notice;
 - ii. Promptly provide a copy of the Section X OSHA Notice to the corporate ergonomics team;
 - iii. Determine whether the Covered Facility has met the following criteria: (1) the Covered Facility has a designated SEL who has completed ergonomics awareness and risk assessment training; (2) the Covered Facility's employees have completed or are scheduled to complete ergonomics awareness training; (3) Respondent's corporate

ergonomics team has performed the GRA and (where required) the TRA for the process path(s) or job task(s) identified in the Section X OSHA Notice; (4) the SEL has reviewed the relevant GRA(s) and (if applicable) TRA(s) for the process path(s) or job task(s) identified in the Section X OSHA Notice on an annual basis and prepared a Site Ergonomic Risk Assessment; (5) site leadership and the SEL assigned to the Covered Facility have the ability to request assistance from the corporate ergonomics team in preparing the Site Ergonomic Risk Assessment or identifying feasible controls to reduce ergonomic risk; and (6) employees at the Covered Facility have the ability to communicate concerns regarding ergonomic risk factors through systems for associate feedback maintained by Respondent, direct communications with site leadership, communications with the ASC, and use of Respondent's anonymous ethics hotline.

- iv. Identify what (if any) risk mitigation measures, including but not limited to engineering controls, administrative controls, training, and changes to equipment Respondent has already implemented for the process path(s) or job tasks (s) identified in the Section X Notice and what (if any) additional risk mitigation measures were being considered at the time the Section X Notice was received; and
- v. To the extent feasible during the two-week period to respond to a Section X OSHA Notice, identify additional risk mitigation measures (if any) Respondent is considering to address the alleged Covered Hazard.

(G) No later than two weeks after receiving the Section X OSHA Notice, Respondent shall send a "Response to the Alleged Ergonomic Hazard(s)" ("Amazon Response") via email to Complainant. The Amazon Response shall be emailed to the Complainant email address that sent the Section X OSHA Notice to Respondent. The Amazon Response shall provide:

- i. Confirmation that Respondent transmitted the Section X OSHA Notice to both the SEL and the corporate ergonomics team;
- ii. A written summary that includes the following:
 - a) The information set forth in Section (F)(iii) above;
 - b) To the extent the Covered Facility had not completed the actions identified in Section (F)(iii) above, a description of which requirements have not been met and what action plan Respondent has or will put in place to ensure completion (including

approximate dates upon which any required training is scheduled) and address the reason(s) the actions were not completed;

- c) A copy of the relevant GRA, TRA (if any) and responsive portions of the Site Ergonomic Risk Assessment;
- d) Risk mitigation measures, if any (including but not limited to engineering/administrative controls, training or equipment changes) that are currently in place for the process path(s) or job task(s) identified in the Section X OSHA Notice and relevant to the allegation of a Covered Hazard;
- e) Any additional risk mitigation measures (including but not limited to engineering/administrative controls, training or equipment changes) Respondent is currently piloting or planning to implement for the relevant process path(s) or job tasks(s) at the Covered Facility to address the alleged Covered Hazard, including anticipated timeframes. These additional risk mitigation measures are subject to change based upon Respondent's process for piloting controls; and
- f) Whether Respondent has already responded to the alleged Covered Hazard with a local solution (such as replacing worn anti-fatigue mats) or intends to implement that solution, including the anticipated timeframe.

iii. Respondent shall also provide existing documentation of risk mitigation measures adopted in response to the Section X OSHA Notice, if any.

- (H) Complainant shall review the Amazon Response to determine whether the information described in Section X, Paragraph (G)(i)-(iii) has been provided. If Complainant has questions or concerns or seeks clarification about the Amazon Response, Complainant shall contact Respondent, and the Parties shall promptly schedule a meeting, either in person or remotely. Complainant reserves the right to also contact the complainant or referral source and obtain that source's position on whether Respondent's representations are accurate and if Respondent's actions adequately addressed the alleged Covered Hazard. If Complainant receives credible information disputing the contents of the Amazon Response, Complainant shall notify Respondent and provide information but will not provide any information revealing the identity of a government informant, so the Parties can discuss the issue. Complainant recognizes that where Respondent implements or pilots measures that would materially reduce the ergonomic risk, the Secretary must demonstrate that any additional abatement

measures the Secretary seeks are feasible and are likely to materially reduce the hazard beyond the actions already undertaken by the Respondent to establish a violation of the OSH Act.

- (I) If Complainant determines that Respondent has satisfied the requirements in Paragraph (G) of Section X, addressed the Covered Hazard(s) identified in the Section X OSHA Notice, and complied with the terms of this Agreement, Complainant will so notify Respondent and will not conduct an on-site inspection, issue citations alleging violations related to Covered Hazards, or issue Hazard Alert Letters containing recommendations with regard to Covered Hazard(s).
- (J) If Complainant learns or determines that Respondent has not taken the actions described in Paragraph (G) of this Section, did not comply with the terms of this Agreement, or has a reasonable basis to believe that additional risk control measures are both feasible and likely to materially reduce any risk posed by the alleged Covered Hazard, Complainant will so notify Respondent and shall (where relevant) provide information to Respondent supporting its conclusion that control measures likely to materially reduce the hazard beyond the actions already taken by Respondent are feasible. Respondent shall respond to the information provided by Complainant within one week of receipt. Complainant retains its right to conduct an on-site inspection and use any enforcement methods provided by the Act. Respondent retains its rights under the law to challenge or defend any enforcement action brought by the Secretary.
- (K) The Parties agree that the statute of limitations prescribed in Section 9 of the OSH Act (29 U.S.C. § 658) shall be tolled for the time period from the date Complainant sent the Section X OSHA Notice until the date that Respondent responds to the Section X OSHA Notice, after which period the statute of limitations shall continue to run. The Parties agree that this Agreement (or any copy thereof) may be introduced as evidence of such tolling in an action brought against Respondent under the OSH Act. The Parties further agree that they reserve all claims, causes of action, defenses, counterclaims, and legal positions, with the exception of the aforementioned tolling, and without prejudice to either party.

XI. NON-ADMISSION

None of the foregoing agreements, statements, findings, stipulations, and actions is intended as an admission by Respondent of the allegations contained within the Citations and Notifications of Proposed Penalties (as amended). The statements, findings, stipulations contained in this Agreement and the actions Respondent agrees to take pursuant to this Agreement are solely for the purpose of settling this matter amicably to

avoid protracted and expensive litigation, and they shall not be used for any purpose or in any proceeding, other than actions or proceedings arising under the Occupational Safety and Health Act of 1970. Respondent is entering into this Agreement without any prejudice to its rights to raise any defense or argument, including but not limited to alleged classification of violation(s), penalty calculation(s), and/or any other allegation(s) or conditions, in any future or pending cases under the Occupational Safety and Health Act of 1970.

XII.

Service and Posting of this Agreement and Settlement Summary

- (A) Respondent certifies that there are no authorized employee representatives at any of the Covered Facilities identified in Appendix A.
- (B) Respondent further certifies that it will serve this Agreement on the employees at Covered Facilities identified in Appendix A to this Agreement by posting in accordance with Rules 7 and 100 of the Commission's Rules of Procedure.
- (C) No later than 10 days after the Effective Date, Respondent agrees to post the Agreement at the Covered Facilities identified in Appendix A.

XIII.

Modification of Abatement Deadlines

- (A) The Parties stipulate and agree that Respondent reserves the right to petition Complainant to extend any deadlines set forth in this Agreement, including abatement, enhanced abatement measures, and any actions or notifications required pursuant to Section VIII, in a manner similar to a Petition for Modification of the Abatement Dates (PMA), pursuant to 29 C.F.R. 1903.14a. For purposes of requesting a modification, Respondent agrees to follow the process described in this Section and in 29 C.F.R. 1903.14a. Complainant agrees in good faith to review and consider any such requests, including requests regarding any conditions that may interfere with Respondent's ability to reasonably complete the subject action(s) timely, such as but not limited to severe weather events.
- (B) The Parties further stipulate and agree that any extension of time approved by Complainant in response to a PMA submitted by Respondent during the term of this Agreement shall be binding upon the Parties.

XIV.

Anti-Retaliation and Non-Discrimination Policy

Respondent maintains a policy prohibiting retaliation against employees who exercise their rights under Section 11(c) of the OSH Act. Respondent requires and will continue to require Covered Facilities to post copies of the OSHA Job Safety and Health: It's the Law poster, in both English and Spanish (OSHA 3165-English; OSHA 3167 – Spanish).

XV.

Costs

Each Party hereby agrees to bear its own attorneys' fees, costs and other expenses incurred by such Party in connection with any stage of these proceedings, including but not limited to, attorneys' fees which may be available under the Equal Access to Justice Act (EAJA), as amended.

XVI.

No Alteration of Employee Rights

Nothing in this Agreement alters in any manner the rights afforded employees under the Act.

Respectfully submitted,

FOR THE COMPLAINANT:

Date signed: December 18, 2024

SEEMA NANDA
Solicitor of Labor

EDMUND C. BAIRD
Associate Solicitor for
Occupational Safety and Health

/s/ Peter Vassalo

PETER VASSALO
Counsel for Special Litigation

U.S. Department of Labor
SOL-OSH Division
200 Constitution Avenue NW, Suite S-4004
Washington, DC 20210
P: (202) 693-5481
F: (202) 693-5466
vassalo.peter@dol.gov


Catherine L. Seidelman
Senior Attorney
SOL-OSH Division
U.S. Department of Labor
200 Constitution Avenue NW, Suite S-4004
Washington, DC 20210
P: (202) 693-0552
F: (202) 693-5466
seidelman.catherine@dol.gov

Attorneys for **JULIE A. SU**
Acting Secretary of Labor, United States
Department of Labor, Complainant

U.S. Department of Labor
Office of the Solicitor

FOR THE RESPONDENT:

Date signed: 12/18/24



JOHN STONE
Vice President & Associate General Counsel,
Worldwide Operations

Melissa A. Bailey
Ogletree Deakins
1909 K Street NW, Suite 1000
Washington, DC 20006
Tel.: (202) 887-0855
Fax: (202) 887-0866
melissa.bailey@ogletreedeaikins.com
Counsel for Respondent

APPENDIX A

Site	Address	City	State	Zip Code
ABE2		Breinigsville	Pennsylvania	18031
ABE3		Breinigsville	Pennsylvania	18031
ABE4		Easton	Pennsylvania	18045
ABE5		Norristown	Pennsylvania	19403
ABE8		Florence	New Jersey	8518
ACY1		West Deptford	New Jersey	8066
ACY2		Burlington	New Jersey	8016
ACY5		Swedesboro	New Jersey	8085
ACY8		Burlington	New Jersey	8016
ACY9		Logan Township	New Jersey	8085
AFW1		Fort Worth	Texas	76131
AFW5		Balch Springs	Texas	75180
AGS1		Appling	Georgia	30802
AGS5		Appling	Georgia	30802
AKC1		Akron	Ohio	44320
AKR1		Canton	Ohio	44705
ALB1		Castleton on Hudson	New York	12033-9634
AMA1		Amarillo	Texas	79108
ATL2		Stone Mountain	Georgia	30087
ATL6		East Point	Georgia	30344
ATL7		Union City	Georgia	30291
AUS2		Pflugerville	Texas	78660
AUS3		Waco	Texas	76712
AUS5		Kyle	Texas	78640
AVP1		Hazleton	Pennsylvania	18202
AVP8		Pittston	Pennsylvania	18640
AVP9		Jessup	Pennsylvania	18434
BDL2		Windsor	Connecticut	6095
BDL3		North Haven	Connecticut	6473
BDL4		Windsor	Connecticut	6095
BDL5		Wallingford	Connecticut	6492
BDL6		Cromwell	Connecticut	6416
BDL7		North Haven	Connecticut	6473
BDU5		Commerce City	Colorado	80022
BHM1		Bessemer	Alabama	35022-5497
BOI2		Nampa	Idaho	83687
BOI5		Boise	Idaho	83716
BOS3		North Andover	Massachusetts	1845
BOS4		Milford	Massachusetts	1757
BOS5		Stoughton	Massachusetts	2072
BOS7		Fall River	Massachusetts	2722
BTR1		Baton Rouge	Louisiana	70815
BTR9		Port Allen	Louisiana	70767
BUF5		Lancaster	New York	14086
CAK4		Valley View	Ohio	44125
CDW5		Carteret	New Jersey	7008
CLE2		North Randall	Ohio	44128

CLE3		Euclid	Ohio	44132
CLE5		Twinsburg	Ohio	44087
CMH1		Etna	Ohio	43062
CMH2		Groveport	Ohio	43125
CMH3		Monroe	Ohio	45050
CMH4		West Jefferson	Ohio	43162-9747
CMH5		West Jefferson	Ohio	43162
CMH7		New Albany	Ohio	43054
COS5		Colorado Springs	Colorado	80916
CSG1		Moreland	Georgia	30263
DAB4		Amsterdam	New York	12010
DAB5		Brooklyn	New York	11231
DAB8		Shirley	New York	11967
DAE1		Bethlehem	Pennsylvania	18020
DAE3		Hazleton Township	Pennsylvania	18202
DAE7		North Versailles	Pennsylvania	15137
DAL2		Irving	Texas	75038
DAL3		Dallas	Texas	75211
DAL9		Wilmer	Texas	75172
DAS7		Salem	Massachusetts	1970
DAS8		Wilmington	Massachusetts	1887
DAS9		Plymouth	Massachusetts	2360
DAT9		FAIRBURN	Georgia	30213
DAU1		Austin	Texas	78728
DAU2		Austin	Texas	78744
DAU5		Buda	Texas	78610
DAU7		Round Rock	Texas	78681
DBC3		Taunton	Massachusetts	2780
DBK1		Woodside	New York	11377
DBK4		Maspeth	New York	11378
DBK6		Brooklyn	New York	11208
DBL1		Bristol	Connecticut	6010
DBL8		Danbury	Connecticut	6801
DBM3		Theodore	Alabama	36582
DBM5		Birmingham	Alabama	35210
DBO6		Nashua	New Hampshire	3063
DBO7		Holyoke	Massachusetts	1040
DBO9		Middleborough	Massachusetts	2346
DBU1		Tonawanda	New York	14150
DBU2		East Syracuse	New York	13057
DBU3		Carle Place	New York	11514
DBU7		Blasdell	New York	14219
DBU9		Cohoes	New York	12047
DCB4		NORWOOD	Massachusetts	2062
DCB8		Bellingham	Massachusetts	2019
DCH6		Romeoville	Illinois	60446

DCH8		Melrose Park	Illinois	60160
DCL2		Akron	Ohio	44305
DCL3		North Jackson	Ohio	44451
DCL4		Bedford	Ohio	44146
DCL5		Toledo	Ohio	43614
DCL7		Cleveland	Ohio	44102
DCL9		Brooklyn	Ohio	44144
DCM2		Kettering	Ohio	45420
DCM3		Solon	Ohio	44139
DCM5		Etna	Ohio	43068
DCM6		Lockbourne	Ohio	43137
DCN2		Columbus	Ohio	43219
DCS3		Colorado Springs	Colorado	80911
DCY1		Windsor	Connecticut	6095
DCY9		Orange	Connecticut	6477
DDA9		Fort Worth	Texas	76116
DDE6		Denver	Colorado	80216
DDE8		Loveland	Colorado	80538
DDE9		Denver	Colorado	80221-2401
DDF1		Lewisville	Texas	75057
DDF2		Mesquite	Texas	75181
DDF4		Mansfield	Texas	76063
DDF5		Roanoke	Texas	76262
DDP1		Philadelphia	Pennsylvania	19114
DDP3		Philadelphia	Pennsylvania	19142
DDP5		Levittown	Pennsylvania	19057
DDP7		Bensalem	Pennsylvania	19020
DDP9		Philadelphia	Pennsylvania	19154
DDV2		Thornton	Colorado	80241
DDV3		Broomfield	Colorado	80023
DDV4		Englewood	Colorado	80112
DDV5		Aurora	Colorado	80011
DDX2		McKinney	Texas	75069
DDX6		Prosper	Texas	75078
DDX7		Forney	Texas	75126
DEB2		South Windsor	Connecticut	6074
DEN2		Aurora	Colorado	80019
DEN3		Thornton	Colorado	80023
DEN4		Colorado Springs	Colorado	80916
DEN5		Aurora	Colorado	80011
DEN7		Aurora	Colorado	80019
DEN8		Aurora	Colorado	80018
DEW5		Lawrence Township	New Jersey	8648
DFH1		Fort Lauderdale	Florida	33309
DFH3		Melbourne	Florida	32934
DFH7		PORT ST LUCIE	Florida	34987
DFL3		Gainesville	Florida	32653
DFL4		Orlando	Florida	32808

DFL5		Apopka	Florida	32703
DFL7		Lakeland	Florida	33809
DFL8		Groveland	Florida	34736
DFM3		Venice	Florida	34292
DFM4		Naples	Florida	34104
DFM5		Sarasota	Florida	34243
DFT4		Atlanta	Georgia	30318
DFW5		Carrollton	Texas	75007
DFW7		Fort Worth	Texas	76177
DGE4		Port Wentworth	Georgia	31407
DGE7		Forest Park	Georgia	30297
DGE9		Buford	Georgia	30518
DGI3		Wilmington	Delaware	19804
DGT2		Duluth	Georgia	30096
DGT8		Alpharetta	Georgia	30005
DHO3		Houston	Texas	77064
DHO7		Katy	Texas	77494
DHO8		Houston	Texas	77064
DHT1		La Marque	Texas	77568
DHT4		Cypress	Texas	77429
DHX1		Houston	Texas	77047
DHX3		Sugar Land	Texas	77478
DHX4		Spring	Texas	77389
DID2		Boise	Idaho	83716
DID3		Meridian	Idaho	83642
DIL3		Chicago	Illinois	60632
DIL5		West Chicago	Illinois	60185-2061
DIL7		Skokie	Illinois	60076
DJE1		Edison	New Jersey	8817
DJE2		West Deptford	New Jersey	8066
DJE3		Logan Township	New Jersey	8085
DJE5		Edison	New Jersey	8837
DJE9		Bordentown	New Jersey	8505
DJR1		Lodi	New Jersey	7644
DJR3		Rutherford	New Jersey	7070
DJR5		Kearny	New Jersey	7032
DJX2		Jacksonville	Florida	32210
DJX3		Jacksonville	Florida	32218
DJX4		Jacksonville	Florida	32225
DJZ2		Carlstadt	New Jersey	7072
DJZ3		Carteret	New Jersey	7008
DJZ4		Kearny	New Jersey	7032
DJZ5		Newark	New Jersey	7105
DJZ6		Linden	New Jersey	7036
DJZ8		Avenel	New Jersey	7001
DKO1		Littleton	Massachusetts	1460
DKO9		Revere	Massachusetts	2151
DKS3		Lenexa	Kansas	66219-1358

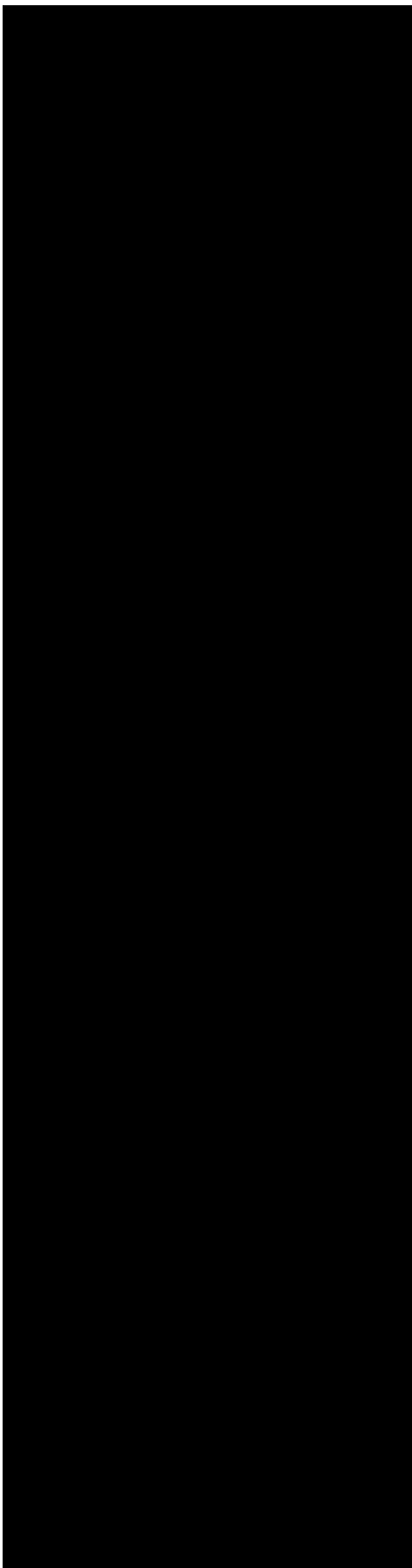
DKY4	Cincinnati	Ohio	45204-1211
DLB2	Baton Rouge	Louisiana	70809
DLF1	Fort Myers	Florida	33912
DLI3	Riverside	Missouri	64150
DLI4	Edwardsville	Illinois	62025
DLI5	Pontoon Beach	Illinois	62040
DLI6	Hazelwood	Missouri	63042
DLI8	St. Peters	Missouri	63376
DLI9	Fenton	Missouri	63026
DLN2	Cicero	Illinois	60804
DLN3	Arlington Heights	Illinois	60004
DLN4	Chicago	Illinois	60628
DLN8	Palatine	Illinois	60067
DLR2	Little Rock	Arkansas	72202
DMC3	Shawnee	Kansas	66226
DMC4	Blue Springs	Missouri	64029
DMF1	Hialeah	Florida	33142
DMF3	Pompano Beach	Florida	33064
DMF5	Miami	Florida	33125
DMF8	Clearwater	Florida	33762
DMH4	Canton	Massachusetts	2021
DMH9	Revere	Massachusetts	2151
DMI7	West Palm Beach	Florida	33413
DMI9	Miami	Florida	33186
DML2	Sussex	Wisconsin	53089
DML3	Greenville	Wisconsin	54942
DML4	Kenosha	Wisconsin	53144
DML8	Sturtevant	Wisconsin	53177
DMO3	Orlando	Florida	32805
DMO4	Daytona Beach	Florida	32114
DMO6	Boca Raton	Florida	33431
DNH2	Hooksett	New Hampshire	3106
DNJ2	Mahwah	New Jersey	07430-2326
DNJ4	Tinton Falls	New Jersey	7753
DNJ7	Budd Lake	New Jersey	7828
DNK2	Hamilton	New Jersey	8620
DNK5	Bayonne	New Jersey	7002
DNK7	Middlesex	New York	8846
DNO2	Elmwood	Louisiana	70123
DOB2	Wallingford	Connecticut	6492
DOB4	Stratford	Connecticut	6615
DOB7	Glastonbury	Connecticut	6033
DOK2	Tulsa	Oklahoma	74134
DOK3	Oklahoma City	Oklahoma	73179
DOK4	Oklahoma City	Oklahoma	73135
DOK6	Tulsa	Oklahoma	74107
DOM2	Papillion	Nebraska	68046

DPH7		Elizabethtown	Pennsylvania	17022
DPH8		Philadelphia	Pennsylvania	19153
DPH9		Conshocken	Pennsylvania	19428
DPL2		Harrisburg	Pennsylvania	17111
DPL7		Mount Joy	Pennsylvania	17552
DPP1		Sewickley	Pennsylvania	15143
DPP7		Coraopolis	Pennsylvania	15108
DRI1		Providence	Rhode Island	2907
DRO2		Rochester	New York	14606
DSX5		Von Ormy	Texas	78073
DSX8		San Antonio	Texas	78233
DSX9		New Braunfels	Texas	78132
DTB4		Worcester	Massachusetts	1606
DTB9		Haverhill	Massachusetts	1832
DTG5		DORAVILLE	Georgia	30340-3143
DTP3		Land O Lakes	Florida	34638
DTP7		Seffner	Florida	33584
DTP9		Tampa	Florida	33610
DVB4		Deerfield	Florida	33442
DVB5		Pembroke Park	Florida	33023
DVB7		Miami	Florida	33167
DVB8		Miami	Florida	33142
DWI4		Madison	Wisconsin	53714
DWO1		West Chester	Ohio	45069
DWO6		Vandalia	Ohio	45377
DXH5		Chicago	Illinois	60609
DXH6		Downers Grove	Illinois	60515
DXY4		Blauvelt	New York	10913
DYN5		West Caldwell	New Jersey	7006
DYN7		Brooklyn	New York	11231
DYN9		Bronx	New York	10474
DYO1		New Windsor	New York	12553
DYO2		Bronx	New York	10472
DYO5		Trumbull	Connecticut	6611
DYR3		Westhampton Beach	New York	11978
DYR7		Holbrook	New York	11741
DYY3		Woodmere	New York	11598
DYY4		Brooklyn	New York	11208
DYY5		Bronx	New York	10461
DYY6		Staten Island	New York	10314
DYY8		Hawthorne	New York	10532
DYY9		Syosset	New York	11791
ELP1		El Paso	Texas	79928
EWR4		Robbinsville	New Jersey	8691
EWR5		Avenel	New Jersey	7001
EWR8		Teterboro	New Jersey	7608

EWR9
FOE1
FSD1
FTW1
FTW2
FTW3
FTW5
FTW6
FTW7
FTW8
FTW9
FTY9
HAL1
HAT2
HAT9
HAU1
HAU2
HBD1
HBI2
HBM3
HBO1
HBO2
HCE2
HCH2
HCH3
HCO1
HDA1
HDA3
HDA8
HDC3
HDE2
HDY1
HDY9
HEA2
HEW2
HEW4
HEW9
HFD5
HGA6
HGR5

HHO2
HIA1
HIL3
HJX1
HJX9
HLI1

HLU2
HMC3

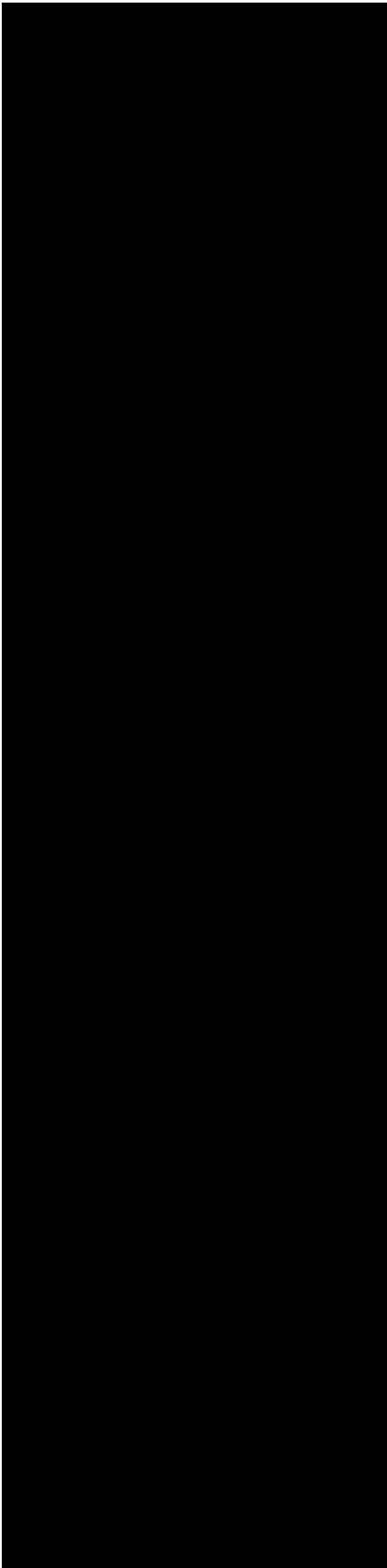


Carteret	New Jersey	7008
Kansas City	Kansas	66109
Sioux Falls	South Dakota	57107
Dallas	Texas	75241
Coppell	Texas	75019
Fort Worth	Texas	76177
Forney	Texas	75126
Coppell	Texas	76051
Coppell	Texas	75019
Dallas	Texas	75241
Coppell	Texas	75019
Atlanta	Georgia	30331
Colonie	New York	12205
Austell	Georgia	30168
Austell	Georgia	30168
Austin	Texas	78744
San Marcos	Texas	78666
Newington	Connecticut	6111
Meridian	Idaho	83642
West Birmingham	Alabama	35204
East Taunton	Massachusetts	0 2718
Everett	Massachusetts	0 3051
Bedford Heights	Ohio	44146
Chicago	Illinois	60608
Naperville	Illinois	60563
Colorado Springs	Colorado	80910
Coppell	Texas	75019
Dallas	Texas	75241-9202
Dallas	Texas	75241
Bethel Township	Pennsylvania	19507
Aurora	Colorado	80019
Englewood	Ohio	45315
Englewood	Ohio	45315
Breinigsville	Pennsylvania	18031
Rockaway	New Jersey	7866
Cranbury	New Jersey	8512
Cranbury	New Jersey	8512
Manchester	Connecticut	6041
Atlanta	Georgia	30349
Shippensburg	Pennsylvania	17257
Houston	Texas	77040
Middletown	Pennsylvania	17057
Wilmington	Illinois	60481
Jacksonville	Florida	32254
Jacksonville	Florida	32254
Maumelle	Arkansas	72116
Maryland Heights	Missouri	63146
Liberty	Missouri	64068

HMC9	Liberty	Missouri	64068
HME3	Byhalia	Mississippi	38611
HME9	Byhalia	Mississippi	38611
HMI2	Miami	Florida	33122
HMK2	Madison	Wisconsin	53718
HMK3	Oshkosh	Wisconsin	54904 - 9739
HMK4	New Berlin	Wisconsin	53151
HMK9	New Berlin	Wisconsin	53151
HMO2	Orlando	Florida	32829
HMW3	Kenosha	Wisconsin	53144
HMY1	St. Rose	Louisiana	70087
HNE1	Edison	New Jersey	08817-3313
HNY1	Bethpage	New York	11714
HNY2	Maspeth	New York	11378
HNY3	Elmsford	New York	10523
HNY5	Teterboro	New Jersey	7608
HOK2	Oklahoma City	Oklahoma	73179
HOM1	Omaha	Nebraska	68110
HOU1	Humble	Texas	77338
HOU2	Houston	Texas	77067
HOU5	Katy	Texas	77449
HOU6	Richmond	Texas	77407
HOU7	Houston	Texas	77064
HOU8	Fresno	Texas	77545
HPB2	Jupiter	Florida	33478
HPH2	Quakertown	Pennsylvania	18951
HPH4	New Castle	Delaware	19720
HPT1	Coraopolis	Pennsylvania	15108
HRO1	Rochester	New York	14623
HRS1	Fort Myers	Florida	33967
HSA1	Savannah	Georgia	31405
HSV1	Huntsville	Alabama	35756
HSV2	Madison	Alabama	35756
HSY1	Syracuse	New York	13057
HTP1	St. Petersburg	Florida	33716
HTP9	Ocala	Florida	34475
HVP1	Jessup	Pennsylvania	18434
IAH3	Houston	Texas	77032
IAH5	Humble	Texas	77338
ICT2	Park City	Kansas	67219
IGQ1	Markham	Illinois	60428
IGQ2	University Park	Illinois	60449
ILG1	New Castle	Delaware	19720
JAN1	Canton	Mississippi	39046
JAX2	Jacksonville	Florida	32218
JAX3	Jacksonville	Florida	32221

JAX5
 JAX7
 JAX9
 JFK8
 JVL1
 KAFW
 KILN
 KLAL
 KRB6
 KRFD
 LBB5
 LBE1
 LDJ5
 LFT1
 LGA5
 LGA9
 LIT1
 LIT2
 LPR5
 LUK2
 MCI3
 MCI5
 MCI9
 MCO1
 MCO2
 MCO3

 MCO4
 MCO5
 MCO9
 MDT1
 MDT4
 MDT5
 MDT9
 MDW2
 MDW4
 MDW5
 MDW6
 MDW7
 MDW8
 MDW9
 MEM2
 MEM6
 MEM8
 MGE1
 MGE3
 MGE5
 MGE8
 MGE9
 MIA1



Jacksonville	Florida	32219
Jacksonville	Florida	32218
Jacksonville	Florida	32221
Staten Island	New York	10314
Beloit	Wisconsin	53511
Haslet	Texas	76052
Wilmington	Ohio	45177
Lakeland	Florida	33811
Aurora	Illinois	60502
Rockford	Illinois	61109
Lubbock	Texas	79403
New Stanton	Pennsylvania	15672
Staten Island	New York	10314
Carencro	Louisiana	70520
Edison	New Jersey	8817
Edison	New Jersey	8817
Little Rock	Arkansas	72206
North Little Rock	Arkansas	72117-5026
Valley View	Ohio	44125-4874
Union	Ohio	45377
Liberty	Missouri	64068
Lenexa	Kansas	66219
Liberty	Missouri	64068
Orlando	Florida	32824
Deltona	Florida	32725
Orlando	Florida	32824
Davenport	Florida	33897
Davenport	Florida	33897
Davenport	Florida	33897
Carlisle	Pennsylvania	17015
York	Pennsylvania	17408
Lewisberry	Pennsylvania	17339
Frailey Township	Pennsylvania	17981
Joliet	Illinois	60433
Joliet	Illinois	60433
Crest Hill	Illinois	60435
Romeoville	Illinois	60446
Monee	Illinois	60449
Waukegan	Illinois	60085
Aurora	Illinois	60563
Byhalia	Mississippi	38611
Olive Branch	Mississippi	38654
Byhalia	Mississippi	38611
Braselton	Georgia	30517
Jefferson	Georgia	30549
Jefferson	Georgia	30549
Atlanta	Georgia	30349
Union City	Georgia	30291
Opa-Locka	Florida	33054

MIA2		Opa Locka	Florida	33054
MIA5		Miami	Florida	33182
MKC4		Edgerton	Kansas	66021
MKC6		Kansas City	Kansas	66102
MKE1		Kenosha	Wisconsin	53144
MKE2		Oak Creek	Wisconsin	53154
MKE5		Kenosha	Wisconsin	53144
MKE6		Waukegan	Illinois	60085
MOB5		Theodore	Alabama	36582
MSN4		Madison	Wisconsin	53703
MSN5		Madison	Wisconsin	53718
MTN1		Wilmington	Delaware	19804
OKC1		Oklahoma City	Oklahoma	73159
OKC2		Oklahoma City	Oklahoma	73159
OKC5		Oklahoma City	Oklahoma	73179
OMA2		Omaha	Nebraska	68138
ORD2		Channahon	Illinois	60410
ORD4		Monee	Illinois	60449
ORD5		Matteson	Illinois	60443
ORD9		Channahon	Illinois	60410
ORH3		Charlton	Massachusetts	1507
ORH5		Uxbridge	Massachusetts	1569
OWD5		Northborough	Massachusetts	1752
OWD9		Northborough	Massachusetts	1752
PBI2		Jupiter	Florida	33478
PBI3		Port Saint Lucie	Florida	34986-3917
PCW1		Rossford	Ohio	43460
PHL1		New Castle	Delaware	19720
PHL4		Carlisle	Pennsylvania	17013
PHL5		Lewisberry	Pennsylvania	17339
PHL6		Carlisle	Pennsylvania	17015
PHL7		Middletown	Delaware	19709
PHL9		Middletown	Delaware	19709
PIT2		Imperial	Pennsylvania	15126
PIT5		Pittsburgh	Pennsylvania	15205
PIT9		Imperial	Pennsylvania	15126
PNE5		Robbinsville	New Jersey	8691
PVD2		Johnston	Rhode Island	02919 1701
RBD5		Irving	Texas	75038
RDG1		Hamburg	Pennsylvania	19526
RFD1		Rockford	Illinois	61103
RFD2		Huntley	Illinois	60142
RFD3		Joliet	Illinois	60421
RFD4		Huntley	Illinois	60142
ROC1		Rochester	New York	14624
RSW5		Fort Myers	Florida	33901
RYY2		White	Georgia	30184
SAT2		San Marcos	Texas	78666

SAT3	San Antonio	Texas	78220
SAT4	San Antonio	Texas	78245
SAT5	San Antonio	Texas	78227
SAT6	San Marcos	Texas	78666
SAT9	San Antonio	Texas	78220
SAV3	Macon	Georgia	31216
SAV4	Pooler	Georgia	31322
SAV7	Pooler	Georgia	31322-3954
SCO1	Denver	Colorado	80216
SFL1	Orlando	Florida	32819
SFL2	HIALEAH	Florida	33010
SFL3	TAMARAC	Florida	33321
SFL4	Seffner	Florida	33584
SFL6	Riviera Beach	Florida	33404
SFL7	Tampa	Florida	33634
SFL8	Orlando	Florida	32827
SGA1	PEACHTREE CORNERS	Georgia	30071-1571
SGA2	Lithia Springs	Georgia	30122
SHV1	Shreveport	Louisiana	71107
SID1	Nampa	Idaho	83687
SIL1	Country Club Hills	Illinois	60478
SIL2	Skokie	Illinois	60077
SIL3	West Chicago	Illinois	60185
SIL4	Chicago	Illinois	60641
SMA1	Boston	Massachusetts	01581-3323
SMA2	Bridgewater	Massachusetts	2,324
SMO1	Kansas City	Missouri	64147
SMO2	Sauget	Illinois	62206-1455
SNJ1	Woodland Park	New Jersey	7424
SNJ2	Monroe Twp	New Jersey	08831-4801
SNJ3	Burlington	New Jersey	08016-3083
SNY2	Bronx	New York	10465
SNY5	Mellville	New York	11747
SOH1	Middleburg Heights	Ohio	44130
SOH2	SPRINGDALE	Ohio	45246
SOH3	Lockbourne	Ohio	43137-3500
SOK1	Oklahoma City	Oklahoma	73149
SPA1	Philadelphia	Pennsylvania	19135
STL3	Republic	Missouri	65738
STL4	Edwardsville	Illinois	62025

STL5		Hazelwood	Missouri	63042
STL6		Edwardsville	Illinois	62025
STL8		St. Peters	Missouri	63376
STL9		Berkley	Missouri	63134
STX2		Carrollton	Texas	75006
STX3		Dallas	Texas	75221
STX4		Pasadena	Texas	77505
STX5		Houston	Texas	77041
STX6		Pflugerville	Texas	78660
STX7		San Antonio	Texas	78219
STX8		Richardson	Texas	75082-3504
STX9		Austin	Texas	78724
SWF1		Rock Tavern	New York	12575
SWF2		Fishkill	New York	12533
SWI1		Pewaukee	Wisconsin	53072
SYR1		Liverpool	New York	13090
TEB3		Logan Township	New Jersey	8085
TEB4		Penns Grove	New Jersey	8069
TEB6		Cranbury	New Jersey	8512
TEB9		Somerset	New Jersey	8873
TLH2		Tallahassee	Florida	32308
TMB8		Homestead	Florida	33032-8597
TPA1		Ruskin	Florida	33570
TPA3		Auburndale	Florida	33868
TPA4		Temple Terrace	Florida	33637
TPA6		Ocala	Florida	34475
TTN2		Cranbury	New Jersey	8512
TUL2		Tulsa	Oklahoma	74116
TUL5		Tulsa	Oklahoma	74116
WBW2		Olyphant	Pennsylvania	18447

APPENDIX B

Site	Address	City	State	Zip Code
ABQ1		Albuquerque	New Mexico	87120
ABQ2		Los Lunas	New Mexico	87031
ABQ5		Albuquerque	New Mexico	87121
ABS4		Las Vegas	Nevada	89115
AZA4		Phoenix	Arizona	85043
AZA5		Phoenix	Arizona	85043
AZA9		Glendale	Arizona	85340
BFI1		Sumner	Washington	98390
BFI4		Kent	Washington	98032
BFI5		Kent	Washington	98032
BFI7		Sumner	Washington	98390
BFI8		SeaTac	Washington	98198
BFI9		DuPont	Washington	98327
BFL1		Bakersfield	California	93308
BFL2		Shafter	California	93263
BNA2		Lebanon	Tennessee	37090
BNA3		Murfreesboro	Tennessee	37127
BNA5		Nashville	Tennessee	37217
BNA6		Clarksville	Tennessee	37040-5502
BNA7		Mount Juliet	Tennessee	37122
BNA8		Lebanon	Tennessee	37090
BWI1		Sterling	Virginia	20166
BWI2		Baltimore	Maryland	21224
BWI4		Clear Brook	Virginia	22624
BWI5		Baltimore	Maryland	21224
CAE1		West Columbia	South Carolina	29172
CAE3		West Columbia	South Carolina	29172
CHA2		Charleston	Tennessee	37310
CHO1		Fishersville	Virginia	22939
CLT2		Charlotte	North Carolina	28214
CLT3		Concord	North Carolina	28027
CLT4		Charlotte	North Carolina	28214
CLT5		Concord	North Carolina	28207
CLT6		Pineville	North Carolina	28134
CLT9		Charlotte	North Carolina	28214
CNO5		Chino	California	91710
CNO8		Santa Clarita	California	91321
CVG5		Hebron	Kentucky	41048
CVG9		Hebron	Kentucky	41048
DAX3		Chatsworth	California	91311-6010
DAX5		City of Industry	California	91744
DAX7		South Gate	California	90280
DAX8		Palmdale	California	93551

DAZ2		Phoenix	Arizona	85034
DAZ4		Tuscon	Arizona	85743
DBA5		Hyattsville	Maryland	20785
DBA7		Hagerstown	Maryland	21795
DBA8		Hanover	Maryland	21076
DCA1		Sparrows Point	Maryland	21219
DCA6		Edgemere	Maryland	21219
DCD6		Charlotte	North Carolina	28217
DCK1		Manteca	California	95337
DCK6		San Francisco	California	94124
DCW8		Bakersfield	California	93309
DCX2		Mission Viejo	California	92691
DCX5		San Jose	California	95122
DCX7		Torrance	California	90502
DCX8		Anaheim	California	92801
DDC3		Springfield	Virginia	22151
DDC4		Sterling	Virginia	20166
DDC9		Gainesville	Virginia	20155
DDO6		Torrance	California	90505
DDT1		Hazel Park	Michigan	48030
DDT3		Wixom	Michigan	48393
DDT4		Lansing	Michigan	48917
DDT6		Pontiac	Michigan	48342
DDT9		Canton	Michigan	48188
DDW1		Laurel	Maryland	20707
DDW7		Beltsville	Maryland	20705
DET1		Livonia	Michigan	48150
DET2		Shelby Township	Michigan	48317
DET3		Pontiac	Michigan	48342
DET6		Detroit	Michigan	48203
DFA5		South San Francisco	California	94080
DFO2		Antioch	California	94509
DFO3		Livermore	California	94550
DFO9		American Canyon	California	94558
DFX4		Victorville	California	92395
DFX9		Huntington Beach	California	92647
DGR3		Sterling Heights	Michigan	48310
DGR6		Grand Rapids	Michigan	49508
DGR8		Walker	Michigan	49534
DHI2		Honolulu	Hawaii	96819
DIA3		Grimes	Iowa	50111
DIA4		Iowa City	Iowa	52240
DIA5		Ankeny	Iowa	50021
DIB5		Chula Vista	California	91914

DIB6		Redlands	California	92374
DIB7		Chula Vista	California	91914
DII3		Indianapolis	Indiana	46268
DII4		Crown Point	Indiana	46307
DIN3		South Bend	Indiana	46628
DIN4		Greenwood	Indiana	46143
DIN6		Fort Wayne	Indiana	46809
DIN8		Greenfield	Indiana	46140
DJC5		Hollister	California	95023
DJT6		Riverside	California	92518
DJW8		Cathedral City	California	92234
DKC3		Blythewood	South Carolina	29016 7310
DKY5		Lexington	Kentucky	40511
DKY6		Louisville	Kentucky	40213
DKY8		Shepherdsville	Kentucky	40165
DKY9		Florence	Kentucky	41042
DLA8		Hawthorne	California	90250
DLD1		Glen Burnie	Maryland	21060
DLD7		Lanham	Maryland	20706
DLT2		Colfax	North Carolina	27235
DLT3		Concord	North Carolina	28027
DLT6		Kernersville	North Carolina	27284
DLT7		Whitsett	North Carolina	27377
DLT8		Charlotte	North Carolina	28269
DLV2		North Las Vegas	Nevada	89030
DLV3		Reno	Nevada	89506
DLV4		Henderson	Nevada	89052
DLV7		North Las Vegas	Nevada	89030
DLX5		Los Angeles	California	90039
DLX7		Cypress	California	90630-5208
DLX8		Santa Ana	California	92707
DLX9		Culver City	California	90230
DMD2		Edgewood	Maryland	21040
DMD4		Edgewood	Maryland	21040
DMD5		Baltimore	Maryland	21224
DMD6		Hanover	Maryland	21076
DMD8		Waldorf	Maryland	20602
DMD9		Upper Marlboro	Maryland	20774
DMP1		Maple Grove	Minnesota	55369
DMS2		Eagan	Minnesota	55121
DMS6		Centerville	Minnesota	55038
DNA4		Memphis	Tennessee	38128
DNA6		Knoxville	Tennessee	37924
DOR2		Norfolk	Virginia	23502

DOR3		Hampton	Virginia	23669
DOT4		Camarillo	California	93012-8710
DPD2		Portland	Oregon	97217
DPD4		Tualatin	Oregon	97062
DPD6		Salem	Oregon	97317
DPD7		Fairview	Oregon	97024
DPD8		Hillsboro	Oregon	97124
DPS1		Rosemead	California	91770
DPS2		Simi Valley	California	93065
DPS5		Valencia	California	91355
DPS6		Simi Valley	California	93063
DPX4		Tempe	Arizona	85281
DPX7		Chandler	Arizona	85286
DRC6		Virginia Beach	Virginia	23453
DRT3		Raleigh	North Carolina	27610
DRT4		Mills River	North Carolina	28759
DRT7		Garner	North Carolina	27529
DRT8		Durham	North Carolina	27703
DRT9		Morrisville	North Carolina	27560
DSC3		Greenville	South Carolina	29611
DSC4		Hanahan	South Carolina	29410
DSD1		San Diego	California	92127
DSD4		San Diego	California	92111
DSD5		Vista	California	92081
DSD8		Poway	California	92064
DSE8		Bremerton	Washington	98312
DSF5		South San Francisco	California	94080
DSF7		Milpitas	California	95035-9085
DSF8		Richmond	California	94806
DSJ5		Fresno	California	93727
DSJ9		Oakland	California	94621
DSK4		Airway Heights	Washington	99001
DSM4		West Sacramento	California	95691
DSM5		Bondurant	Iowa	50035
DSM9		Bondurant	Iowa	50035
DSR2		Roseville	California	95747
DSR4		Elk Grove	California	95624
DSR6		McClellan	California	95838
DSW3		Burlington	Washington	98233
DSW5		Lakewood	Washington	98439
DTN6		Madison	Tennessee	37115
DTN7		La Vergne	Tennessee	37086
DTN8		Lebanon	Tennessee	37090

DTU2		Tucson	Arizona	85713
DTU3		Chandler	Arizona	85225
DTU6		Phoenix	Arizona	85027
DTU7		Surprise	Arizona	85379-4296
DTU8		Phoenix	Arizona	85040
DTU9		Mesa	Arizona	85215
DTW1		Romulus	Michigan	48174
DTW3		Romulus	Michigan	48174
DTW5		Brownstown	Michigan	48183
DTW8		Plymouth	Michigan	48170
DTW9		Romulus	Michigan	48164
DUR1		Burbank	California	91505
DUR3		Milpitas	California	95035
DUR9		Temecula	California	92590
DUT2		American Fork	Utah	84003
DUT3		Salt Lake City	Utah	84104
DUT4		West Jordan	Utah	84081
DUT7		North Salt Lake	Utah	84010
DVA2		Richmond	Virginia	23237
DVA3		Fredericksburg	Virginia	22406
DVA5		Manassas	Virginia	20109
DWA2		Tukwila	Washington	98168
DWA5		Maple Valley	Washington	98038
DWA6		Kent	Washington	98032
DWA7		Puyallup	Washington	98375
DWA9		Sumner	Washington	98390
DWD6		Forestville	Maryland	20747
DWS4		Everett	Washington	98203
DXC3		Anaheim	California	92806
DXC5		Fremont	California	94538
DXC8		San Jose	California	95125
EUG5		Portland	Oregon	97217
FAT1		Fresno	California	93725
FAT2		Visalia	California	93291
FWA4		Ft Wayne	Indiana	46809
FWA6		Fort Wayne	Indiana	46818
GEG1		Spokane	Washington	99224
GEG2		Spokane Valley	Washington	99216
GEU2		Litchfield Park	Arizona	85340
GEU3		Buckeye	Arizona	85396
GEU5		Goodyear	Arizona	85395
GRR1		Caledonia	Michigan	49316-9191
GSO1		Kernersville	North Carolina	27284
GSP1		Spartanburg	South Carolina	29303

GYR1		Goodyear	Arizona	85338
GYR2		Goodyear	Arizona	85395
GYR3		Phoenix	Arizona	85043
GYR4		Avondale	Arizona	85323
HBA2		Halethorpe	Maryland	21227
HBA3		Hagerstown	Maryland	21740
HBA9		Hagerstown	Maryland	21740-8126
HBF4		Everett	Washington	98203
HBF5		Sumner	Washington	98390
HBF9		Summer	Washington	98390
HBN2		Nashville	Tennessee	37210-3215
HBN9		Nashville	Tennessee	37210-3215
HCI1		Iowa City	Iowa	52240
HCL2		Pineville	North Carolina	28134
HCL9		Pineville	North Carolina	28134
HCN1		Hebron	Kentucky	41048
HCT2		Chattanooga	Tennessee	37406
HDC1		Springfield	Virginia	22151
HDS1		Grimes	Iowa	50111
HDT2		Plymouth	Michigan	48170
HDT3		Romulus	Michigan	48174
HDT9		Romulus	Michigan	48174
HEU1		Tangent	Oregon	97389
HFA2		Fresno	California	93725
HGE2		Airway Heights	Washington	99001
HGR1		Caldonia	Michigan	49316
HGR2		Hagerstown	Maryland	21740
HGR6		Hagerstown	Maryland	21740
HIN2		Whiteland	Indiana	46184
HIN3		South Bend	Indiana	46617
HIO2		Troutdale	Oregon	97060
HKX1		Knoxville	Tennessee	37921
HLA1		Buena Park	California	90621
HLA2		Santa Clarita	California	91321
HLA4		Perris	California	92571
HLA6		Visalia	California	93291
HLA8		Santa Clarita	California	91321-5528
HLA9		Perris	California	92571
HLO3		Lanesville	Indiana	47136
HLO9		Georgetown	Indiana	47122
HLV1		Las Vegas	Nevada	89115
HLX1		Irvine	California	92618
HMD3		Hagerstown	Maryland	21742
HMS2		Lakeville	Minnesota	55044

HMS9		Lakeville	Minnesota	55044
HMW4		Council Bluffs	Iowa	51501
HPD1		Portland	Oregon	97203
HPX2		Phoenix	Arizona	85043
HPX3		Gilbert	Arizona	85233
HPX9		Phoenix	Arizona	85043
HRC1		Richmond	Virginia	23234
HRC9		Richmond	Virginia	23234
HRD2		DURHAM	North Carolina	27703
HRN2		Reno	Nevada	89506 9121
HSD2		San Diego	California	92154
HSF2		FREMONT	California	94539
HSF3		Vacaville	California	95688
HSF5		Manteca	California	95336
HSF9		Fremont	California	94539
HSL1		Salt Lake City	Utah	84116
HSL9		Salt Lake City	Utah	84116
HSM1		Sacramento	California	95691
HVB2		Suffolk	Virginia	23435
HWA4		Spanaway	Washington	98387
IND1		Whitestown	Indiana	46075
IND2		Plainfield	Indiana	46168
IND4		Indianapolis	Indiana	46231
IND5		Plainfield	Indiana	46168
IND9		Greenwood	Indiana	46143
KBWI		Baltimore	Maryland	21240
KCVG		Erlanger	Kentucky	41018
KRB1		San Bernardino	California	92408
KRB2		Prince George	Virginia	23875
KRB3		PHOENIX	Arizona	85043
KRB4		Perris	California	92571-9722
KRB5		North East	Maryland	21904
KRB7		Beaumont	California	92223
KRB9		Mesa	Arizona	85212-9608
KRIV		Moreno Valley	California	92551
KSBD		San Bernardino	California	92408-6909
LAN2		Lansing	Michigan	48917
LAS1		Henderson	Nevada	89044
LAS6		North Las Vegas	Nevada	89115-1817
LAS7		North Las Vegas	Nevada	89115
LAS8		Las Vegas	Nevada	89115
LAX5		Buena Park	California	90620
LAX9		Fontana	California	92337
LGB3		Eastvale	California	91752

LGB4		Redlands	California	92374
LGB5		San Bernardino	California	92408
LGB6		Riverside	California	92508
LGB7		Rialto	California	92376
LGB8		Rialto	California	92376
LGB9		Perris	California	92571
MCE1		Turlock	California	95380
MEM1		Memphis	Tennessee	38118
MEM4		Memphis	Tennessee	38128
MEM5		Memphis	Tennessee	38118
MIT2		Shafter	California	93263
MLI1		Davenport	Iowa	52806
MQJ1		Greenfield	Indiana	46140
MQJ2		Whiteland	Indiana	46184
MQJ5		Plainfield	Indiana	46168
MQJ9		Franklin	Indiana	46131
MQY1		Mt. Juliet	Tennessee	37122
MSP1		Shakopee	Minnesota	55379
MSP6		Lakeville	Minnesota	55044
MSP7		Maple Grove	Minnesota	55369
MSP8		Woodbury	Minnesota	55129
MSP9		Brooklyn Park	Minnesota	55445
MTN2		Aberdeen	Maryland	21001
MTN6		Sparrows Point	Maryland	21219
MTN9		Nottingham	Maryland	21236
OAK4		Tracy	California	95304
OAK5		Newark	California	94560
ONT1		Jurupa Valley	California	91752
ONT2		San Bernardino	California	92408
ONT5		San Bernardino	California	92408
ONT6		Moreno Valley	California	92551
ONT8		Moreno Valley	California	92551
ONT9		Redlands	California	92374
ORF2		Chesapeake	Virginia	23321
ORF3		Suffolk	Virginia	23435
OXR1		Oxnard	California	93030
PAE2		Arlington	Washington	98223
PDX5		Hillsboro	Oregon	97124
PDX6		Portland	Oregon	97203
PDX7		Salem	Oregon	97317
PDX9		Troutdale	Oregon	97060
PHX3		Phoenix	Arizona	85043
PHX5		Goodyear	Arizona	85338
PHX7		Phoenix	Arizona	85043

PSC2	Pasco	Washington	99301
PSP1	Beaumont	California	92223-2684
RDU1	Garner	North Carolina	27529
RDU2	Smithfield	North Carolina	27577
RDU4	Fayetteville	North Carolina	28303
RDU5	Durham	North Carolina	27703
RDU9	Mebane	North Carolina	27302
RIC1	Petersburg	Virginia	23803
RIC2	Chester	Virginia	23836
RIC3	Richmond	Virginia	23234
RIC4	Richmond	Virginia	23227
RIC5	Ashland	Virginia	23005
RMN3	Fredericksburg	Virginia	22406
RNO4	Reno	Nevada	89506
RNT9	Fife	Washington	98424
SAC5	Sacramento	California	95836
SAN3	San Diego	California	92154
SAN5	San Diego	California	92154
SAX1	Irvine	California	92614
SAX2	Corona	California	92879
SAX3	Gardena	California	90248
SAX5	Los Angeles	California	90063
SAX7	Bloomington	California	92316
SAZ1	Phoenix	Arizona	85040-1182
SAZ2	Tolleson	Arizona	85353-4001
SAZ3	Tucson	Arizona	85756
SBD1	Bloomington	California	92316
SBD2	San Bernardino	California	92408
SBD6	Ontario	California	91761
SBW1	Curtis Bay	Maryland	21226 1523
SCA3	Richmond	California	94806
SCA4	San Diego	California	92127
SCA5	Sacramento	California	95837
SCA7	San Diego	California	92154
SCK1	Stockton	California	95215
SCK3	Manteca	California	95336-8696
SCK4	Stockton	California	95215
SCK6	Tracy	California	95304
SCK8	Oakley	California	94561
SDC1	Springfield	Virginia	22151
SDF1	Campbellsville	Kentucky	42718
SDF4	Shepherdsville	Kentucky	40165
SDF8	Jeffersonville	Indiana	47130
SIA2	Ankeny	Iowa	50021

SIN9	Greenwood	Indiana	46143
SJC7	Tracy	California	95377
SLC1	Salt Lake City	Utah	84116
SLC2	West Jordan	Utah	84081
SLC3	Salt Lake City	Utah	84116
SLC4	Salt Lake City	Utah	84104
SLC9	Salt Lake City	Utah	84116
SMD1	Elkridge	Maryland	21075-6884
SMF1	Sacramento	California	95835
SMF3	Stockton	California	95206
SMF5	Vacaville	California	95688
SMF6	Sacramento	California	95837
SMF7	Vacaville	California	95688
SMI1	Hazel Park	Michigan	48030
SMN1	Minneapolis	Minnesota	55445
SNA4	Rialto	California	92376
SNC2	Huntersville	North Carolina	28078
SNC3	Durham	North Carolina	27703
SNC6	Concord	North Carolina	28027
SNE1	Council Bluffs	Iowa	51501 6932
SNL1	Nashville	Tennessee	37217
SNV1	Las Vegas	Nevada	89139
SOR3	Portland	Oregon	97217
SSC3	Longs	South Carolina	29568
STN1	Nashville	Tennessee	37217
STW1	Wixom	Michigan	48393
SUT1	Salt Lake City	Utah	84116
SVA2	Hampton	Virginia	23666 6254
SWA1	Everett	Washington	98201
SWA2	RENTON	Washington	98057-2621
TCY5	TRACY	California	95377
TCY9	Oakley	California	94561
TUS2	Tucson	Arizona	85756
TUS5	Tucson	Arizona	85756
TYS1	Rockford	Tennessee	37853
TYS5	Maryville	Tennessee	37801
VGT1	North Las Vegas	Nevada	89115
VGT2	Las Vegas	Nevada	89115-2013
VGT5	Las Vegas	Nevada	89115
XCA2	City of Industry	California	91746
XLX1	Hagerstown	Maryland	21740
XLX6	Pineville	North Carolina	28134
XLX7	Victorville	California	92301

