

Date: 25/06/2019

Event: Visit to Amazon Fresh centre

Participants: Commissioner Andriukaitis, Vilija Sysaitė (Cab), Marco Valletta (Cab), 
 G3,  G3, staff from the German Commission representation office, Amazon managers.

Commissioner Andriukaitis has been invited to visit the Amazon food storage and delivery center in connection with his presence in Berlin to open the International Conference on “eCommerce of food, trends and Official Control”, which took place from 24 to 26 June 2019 in Berlin.

The “Amazon food storage centre” is a functional service warehouse of “Amazon Fresh” that started in Germany in 2017 with Berlin as first location and offers a comprehensive selection of products, including fresh products delivered to clients in the Berlin area. Around 200 people are working in the centre that offers a variety of food and cosmetics products included frozen products.

The purpose of the visit was to offer a general view of the company's operating procedures and safety measures in place in the event of non-compliance on-line sold food products.

During the visit, Amazon’s managers explained the processes in place to fulfil the on-line customer’s orders.

Amazon’s managers have described food safety procedures and provided data and details on the different ways of processing Amazon fresh orders depending on the nature of the products.

Concrete examples of the handling of food alert cases have been presented and discussed.

The Commissioner stressed the importance of collaboration between stakeholders dealing with the e-commerce of food and Competent Authorities while appreciating that Amazon provided a single contact point where the food control authorities in the Member States have the possibility to address their request of information and can request to remove non-compliant or fraudulent advertisements related to food products.

Amazon managers thanked Commissioner and the delegations for the visit wishing each other an effective collaboration also for the future.