



## How it Works

### What is Amazon Key?

Amazon Key is a cellular smart device that provides a security update and procedural fix for package delivery in multi-unit residential buildings and concierge sites. Amazon Key connects to Amazon Web Services (AWS) to map sites, track packages, and verify delivery drivers. Using Amazon Key, drivers can also be given specific package delivery instructions for your building.

### How does it work?

All Amazon delivery drivers carry a smartphone that is connected to AWS. When an Amazon delivery driver arrives at a building updated with the Amazon Key smart device, AWS will recognize the device in real time. At that moment, step by step instructions will be sent to the delivery driver's smartphone. The instructions will inform the delivery driver exactly how to enter the building and where the packages are to be safely delivered. The smartphone will also work directly with the building electronic entryway, providing one-time approved access for the driver to complete their delivery.

### Is it safe?

This update will make your buildings smarter and more secure. AWS uses a multi-factor authentication to ensure that delivery drivers will only gain access to your building if they have a package scheduled for delivery. All Amazon delivery drivers must pass a comprehensive background check. Amazon delivery drivers will not be given physical keys, fobs, or access codes to any buildings. All entry information is stored in the AWS cloud. AWS work with local and national government in the UK and have clients that include HMRC, the UK Ministry of Defence (MoD) and the Foreign, Commonwealth & Development Office (FCDO).

### What are the benefits for residential buildings?

Amazon Key will increase the building security for residents and make deliveries more accurate. Postcodes and addresses of buildings that have Amazon Key are mapped to direct Amazon delivery drivers to the correct building entrance to make a delivery. Each Amazon delivery to the building will be verified and recorded by Amazon using AWS to ensure that only an Amazon driver with a package for delivery on a live route can access the building to make a delivery. The driver will receive instructions when they enter the building about the appropriate building delivery procedure. This will make deliveries more reliable and building access more secure. The update will reduce the number of misplaced or stolen packages.

### How to update?

To update a building with Amazon Key, we simply need to send an authorized Amazon technician to your property and pair the smartphone app with your current electronic entryway system. This will take about an hour. The technician will install a 6" by 6" companion device alongside your current door entry system, usually in the building electrical cupboard or riser room.

Amazon provides Amazon Key free to your staff and residents.

