

Company Name Starbucks
Industry Agricultural Products (Supply Chain and Own Operations)
Overall Score 15.4 out of 100

Theme Score	Out of	For Theme
3.0	10	A. Governance and Policies
3.3	25	B. Embedding Respect and Human Rights Due Diligence
3.5	20	C. Remedies and Grievance Mechanisms
3.4	25	D. Performance: Company Human Rights Practices
2.2	20	E. Performance: Responses to Serious Allegations

Please note that any small differences between the Overall Score and the added total of Measurement Theme scores are due to rounding the numbers at different stages of the score calculation process.

Please note also that the "Not met" labels in the Explanation boxes below do not necessarily mean that the company does not meet the requirements as they are described in the bullet point short text. Rather, it means that the analysts could not find information *in public sources* that met the requirements *as described in full* in the CHRB 2022 Methodology document for the sector concerned. For example, a "Not met" under "General HRs Commitment", which is the first bullet point for indicator A.1.1, does not necessarily mean that the company does not have a general commitment to human rights. Rather, it means that the CHRB could not identify a public statement of policy in which the company commits to respecting human rights.

Detailed assessment

A. Governance and Policies (10% of Total)

A.1 Policy Commitments (5% of Total)

Indicator Code	Indicator name	Score (out of 2)	Explanation
A.1.1	Commitment to respect human rights	2	The individual elements of the assessment are met or not as follows: Score 1 <ul style="list-style-type: none"> Met: General HRs commitment: The Global Human Rights statement indicates that 'We respect the human rights of individuals and communities impacted by our operations and products'. [Global Human Rights Statement, 2020: content-prod-live.cert.starbucks.com] Score 2 <ul style="list-style-type: none"> Met: Commitment to the UNGPs: It also indicates that indicates 'we commit to respect the principles of the: UN Guiding Principles on Business and Human Rights'. [Global Human Rights Statement, 2020: content-prod-live.cert.starbucks.com]
A.1.2.a	Commitment to respect the human rights of workers: ILO Declaration on Fundamental Principles and Rights at Work	0.5	The individual elements of the assessment are met or not as follows: Score 1 <ul style="list-style-type: none"> Met: Company has a commitment to the ILO Core: It indicates: 'we commit to respect the principles of the: (...) ILO Core Labor Standards'. [Global Human Rights Statement, 2020: content-prod-live.cert.starbucks.com] Not Met: Company has a explicit commitment to All four ILO Core: The Company's Standard of Business Conduct indicates that it 'does not use forced labor'. The Global Human Rights Statement states: 'We adhere to ILO Core Labor Standards, including the rights to non-discrimination, (...) freedom of association, participation in collective bargaining'. Although child labor is mentioned in the statement, it appears in the context of the Company's supply chain. It is not clear the commitment also covers child labor for its own operations. Previous assessment used evidence from an outdated version of the Global Human Rights Statement. No further evidence found. The Company provided feedback to CHRB on this datapoint, however, no evidence of an explicit commitment not to use child labour found. According to CHRB standards the commitment has to be found in a

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			<p>formal policy statement and mention each ILO core explicitly. [Standards of Business Conduct, 2019: businessconduct.eawebsite.com] & [Global Human Rights Statement, 2020: content-prod-live.cert.starbucks.com]</p> <p>Score 2</p> <ul style="list-style-type: none"> • Met: Company expect suppliers to commit to ILO Core: As indicated below, the Company's supplier requirements cover each ILO Core commitment: discrimination, forced labour, child labour, freedom of association and collective bargaining, as indicated below. [Ethical Sourcing for Manufactured Goods v.2, 02/05/2018: content-prod-live.cert.starbucks.com] • Met: Company explicitly list All four ILO for suppliers: The Ethical Sourcing for Manufactured Goods states: 'Starbucks will not tolerate the use of any forced or involuntary labor, either directly or indirectly, by our suppliers, contractors or subcontractors.(...) Suppliers shall not discriminate (...) Suppliers must recognize and respect the right of workers to freedom of association and to bargain collectively. Workers must not be subject to intimidation or harassment in the exercise of their right to join or to refrain from joining any organization. Suppliers will not employ any persons under the age of 15. Exceptions to this apply only to family or small-scale businesses which do not regularly employ hired workers. If local regulations stipulate compulsory education up to an age greater than 15, those regulations will apply during school hours. Suppliers must observe all legal requirements for the work of minors (age 15 to 17), including, but not limited to, those pertaining to age, hours of work, wages, minimum education and working conditions. We encourage suppliers to support education and work-study programs, and to encourage all workers to participate'. [Ethical Sourcing for Manufactured Goods v.2, 02/05/2018: content-prod-live.cert.starbucks.com]
A.1.2.b	Commitment to respect the human rights of workers: Health and safety and working hours	0.5	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> • Met: Commitment to respect H&S of workers: The HR statement indicates that 'We adhere to ILO Core Labor Standards, including the rights to (...) just and favorable conditions of work, such as ensuring the health and safety of our Partners'. Partners are the Company's workers according to the document 'Our Commitment to Partners'. [Global Human Rights Statement, 2020: content-prod-live.cert.starbucks.com] & [Our Commitment to Partners, 26/10/2021: stories.starbucks.com] • Not Met: Respect ILO labour standards on working hours or Commits to 48 hours regular work week: The Standard of Business Conduct indicates: 'We are committed to following all applicable wage and hour laws and regulations. To help ensure that all work performed for Starbucks is compensated correctly, partners compensated on the basis of hours worked must report and record time accurately in accordance with established local procedure'. However, no evidence found of the Company explicitly committing to respect ILO conventions on working hours or that publicly states that workers are not required to work more than 48 hours as regular working week, and that overtime is consensual and paid at a premium rate. The Company has provided additional sources to this indicator, however, the sources were not considered formal policy statements, which is an indicator requirement. In order the meet CHRB requirement for this datapoint, the evidence has to be found in a formal policy statement. [Standards of Business Conduct, 2019: businessconduct.eawebsite.com] <p>Score 2</p> <ul style="list-style-type: none"> • Met: Expect suppliers to commit to H&S of their workers: According to the Ethical Sourcing for Manufactured Goods: 'At a minimum, we require our suppliers to comply with all applicable laws, codes and regulations, including health codes'. [Ethical Sourcing for Manufactured Goods v.2, 02/05/2018: content-prod-live.cert.starbucks.com] • Not Met: Expect suppliers to commit to ILO labour standard or to 48 hours regular work week: It indicates: 'Workers must not work more hours in one week than allowable under applicable laws or 60 hours per week, whichever is less. Workers must be properly compensated for overtime work and must be allowed at least one uninterrupted, 24-hour rest period after every 6 consecutive days worked'. However, no formal commitment about respecting the ILO conventions on working hours was found. Alternatively, the Company would achieve this by committing to a 48 hours regular working week, and consensual overtime paid at a premium rate. The Company has provided additional sources to this indicator, however, the sources were not considered formal policy statements, which is an indicator requirement. In order the meet CHRB requirement for this datapoint, the evidence has to be found in a formal policy statement. [Ethical Sourcing for Manufactured Goods v.2, 02/05/2018: content-prod-live.cert.starbucks.com]

Indicator Code	Indicator name	Score (out of 2)	Explanation
A.1.3.a.AG	Commitment to respect human rights particularly relevant to the industry – land, natural resources and indigenous peoples’ rights (AG)	0	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> • Not Met: Respect land ownership and natural resources as set out in VGGT: The HR statement indicates that: 'We recognize and are committed to respecting the rights to land, water and natural resources'. However, no evidence of a commitment to respecting ownership/use of land and natural resources and respect legitimate tenure rights as set out in the relevant part(s) of the Voluntary Guidelines on the Responsible Governance of Tenure of Land, Fisheries and Forests in the Context of National Food Security (VGGT) or in the IFC Performance Standards. Moreover, it is not clear that this is a broader commitment or if it only refers to the Company’s commitment to its supply chain, as the text appear under the subsection 'Our Supply Chain'. [Global Human Rights Statement, 2020: content-prod-live.cert.starbucks.com] • Not Met: Respect land ownership and natural resources as set out in The IFC Performance Standards: See above. [Global Human Rights Statement, 2020: content-prod-live.cert.starbucks.com] • Not Met: Respecting indigenous peoples’ rights or ILO Convention No.169 or UN Declaration: It indicates: 'As part of our commitment, we respect the rights of vulnerable groups, such as women, migrant, seasonal and temporary workers, as well as the rights of indigenous communities'. However, it is not clear that this is a broader commitment or it only refers to the Company’s commitment to its supply chain, as the text appear under the subsection 'Our Supply Chain'. [Global Human Rights Statement, 2020: content-prod-live.cert.starbucks.com] • Not Met: Expecting suppliers to make these commitments <p>Score 2</p> <ul style="list-style-type: none"> • Not Met: Respecting the right to water: It indicates: 'We recognize and are committed to respecting the rights to land, water and natural resources’. However, it is not clear that this is a broader commitment or it only refers to the Company’s commitment to its supply chain, as the text appear under the subsection ‘Our Supply Chain'. [Global Human Rights Statement, 2020: content-prod-live.cert.starbucks.com] • Not Met: Company's policy commits to obtain FPIC: As part of the Company’s approach to its supply chain, it indicates: 'As part of our commitment, we respect the rights of vulnerable groups, such as women, migrant, seasonal and temporary workers, as well as the rights of indigenous communities'. Moreover, it states: 'We recognize and are committed to respecting the rights to land, water and natural resources'. However, it is not clear that the Company expects its suppliers to commit to respecting ownership/use of land as set out in VGGT or in the IFC or to respecting indigenous peoples’ rights as it does not explicitly mention it. [Global Human Rights Statement, 2020: content-prod-live.cert.starbucks.com] • Not Met: Expecting suppliers to make these commitments <p>: As part of the Company’s approach to its supply chain, it indicates: 'We recognize and are committed to respecting the rights to land, water and natural resources'. However, it is not clear the Company expects supplier to make the same commitment. Moreover, no evidence the Company expects suppliers to commit to obtain the free prior and informed consent (FPIC). [Global Human Rights Statement, 2020: content-prod-live.cert.starbucks.com]</p>
A.1.3.b.AG	Commitment to respect human rights particularly relevant to the industry – vulnerable groups (AG)	2	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> • Met: Women's rights: The HR statement indicates that 'we commit to respect the principles of the: (...) Women’s Empowerment Principles'. [Global Human Rights Statement, 2020: content-prod-live.cert.starbucks.com] • Met: Expects suppliers to respect at least one of these rights: The subsection 'Our Supply Chain' found in the Company’s Global Human Rights Statement indicates: ‘As part of our commitment, we respect the rights of vulnerable groups, such as women, migrant, seasonal and temporary workers, as well as the rights of indigenous communities'. [Global Human Rights Statement, 2020: content-prod-live.cert.starbucks.com] <p>Score 2</p> <ul style="list-style-type: none"> • Met: CEDAW/Women's Empowerment Principles: It indicates: ‘we commit to respect the principles of the: (...) Women’s Empowerment Principles’. [Global Human Rights Statement, 2020: content-prod-live.cert.starbucks.com] • Met: Expecting suppliers to respect these rights: The HR statement indicates that 'we commit to respect the principles of the: (...) Women’s Empowerment Principles'. It also indicates: ‘This Global Human Rights Statement is applicable to all Starbucks Partners, and we extend the expectations detailed in this statement to suppliers throughout our Supply Chain’. [Global Human Rights Statement, 2020: content-prod-live.cert.starbucks.com]

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A.1.4	Commitment to remedy	1.5	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> • Met: The Company commits to remedy: The HR Statement indicates that 'We are committed to providing remedy in cases where we may have caused or contributed to an adverse human rights impact across our value chain'. [Global Human Rights Statement, 2020: content-prod-live.cert.starbucks.com] • Met: Company expect suppliers to make this commitment: The HR statement indicates that 'This Global Human Rights Statement is applicable to all Starbucks Partners, and we extend the expectations detailed in this statement to suppliers throughout our Supply Chain'. It also states that 'We are committed to providing remedy in cases where we may have caused or contributed to an adverse human rights impact across our value chain'. [Global Human Rights Statement, 2020: content-prod-live.cert.starbucks.com] <p>Score 2</p> <ul style="list-style-type: none"> • Not Met: Collaborating with other remedy initiatives • Met: Work with suppliers to remedy impact: It also indicates: 'we will work with our Supply Chain and Business Partners to remedy adverse impacts that we are directly linked to'. [Global Human Rights Statement, 2020: content-prod-live.cert.starbucks.com]
A.1.5	Commitment to respect the rights of human rights defenders	1	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> • Met: Zero tolerance attacks on HRs Defenders (HRDs): The HR Statement indicates that 'We respect the crucial work done by Human Rights Defenders who work individually or with others to promote or protect human rights. We value their input, as we value the input of all of our stakeholders, and we neither tolerate nor contribute to threats, intimidation and attacks against Human Rights Defenders'. [Global Human Rights Statement, 2020: content-prod-live.cert.starbucks.com] • Met: Company expect suppliers to make this commitment: It indicates: 'We respect the crucial work done by Human Rights Defenders who work individually or with others to promote or protect human rights. We value their input, as we value the input of all of our stakeholders, and we neither tolerate nor contribute to threats, intimidation and attacks against Human Rights Defenders. We expect our Supply Chain to act accordingly as well'. [Global Human Rights Statement, 2020: content-prod-live.cert.starbucks.com] <p>Score 2</p> <ul style="list-style-type: none"> • Not Met: Work with HRD to create safe and enabling environment

A.2 Policy Commitments (5% of Total)

Indicator Code	Indicator name	Score (out of 2)	Explanation
A.2.1	Commitment from the top	0	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> • Not Met: Board level responsibility for HRs: The Global Human Rights statement indicates: 'Starbucks Audit and Compliance Committee, a committee of Starbucks Board of Directors, oversees the Company's enterprise risk management practices, internal and external audit process and the system of internal controls. The Audit and Compliance Committee receives updates from management and the internal auditor on enterprise risk management practices and internal audits which may include the operation of our ethical sourcing programs and standards that support our Global Human Rights Statement'. The Proxy Statement explains: 'Our board is highly engaged in sustainability matters given that our global social impact and sustainability goals are intricately linked to our strategic direction. Our board considers our global social impact agenda at least annually in connection with the strategic plan. In addition, our Nominating/Governance Committee [Board level committee] is tasked with the responsibility of overseeing the effectiveness of our environmental and social responsibility policies, goals and programs, including review of our annual Global Social Impact Report. Other board committees are also involved in assessing and managing our environmental and social priorities through their oversight responsibilities, including risk management and talent management'. Finally, the 2021 Global Environmental and Social Impact Report states that the Compensation Committee: 'Oversees the development, implementation and effectiveness of Starbucks practices, policies and strategies relating to human capital management as they relate to Starbucks workforce generally'. However, although human rights are included within Impact report, no evidence found in publicly available sources how human rights approach is included within 'environmental and social policies, goals and programs'. [2021 Proxy-Statement, 22/01/2022: s22.q4cdn.com] & [2021 Global Environmental and Social Impact Report, 2022: stories.starbucks.com]

Indicator Code	Indicator name	Score (out of 2)	Explanation
			<ul style="list-style-type: none"> • Not Met: Describe HR expertise of Board member Score 2 <ul style="list-style-type: none"> • Not Met: Speeches/letters by Board members or CEO
A.2.2	Board responsibility	0	The individual elements of the assessment are met or not as follows: Score 1 <ul style="list-style-type: none"> • Not Met: Board/Committee review HRs strategy: The Company states that 'Our board is highly engaged in sustainability matters given that our global social impact and sustainability goals are intricately linked to our strategic direction. Our board considers our global social impact agenda at least annually in connection with the strategic plan. In addition, our Nominating/Governance Committee is tasked with the responsibility of overseeing the effectiveness of our environmental and social responsibility policies, goals and programs, including review of our annual Global Social Impact Report. Other board committees are also involved in assessing and managing our environmental and social priorities through their oversight responsibilities, including risk management and talent management'. The Nominating and Corporate Governance Committee 'annually reviews and reassesses the adequacy of its charter and recommends any proposed changes to the charter to the board for approval. As more fully described in its charter, the primary responsibilities of the Nominating/Governance Committee are to: [...] annually review and assess the effectiveness of the Company's environmental and social responsibility policies, goals and programs and make recommendations as appropriate'. However, no further description found of the processes it has in place to discuss and regularly review its human rights strategy or policy or management processes. [2021 Proxy-Statement, 22/01/2022: s22.q4cdn.com] Score 2 <ul style="list-style-type: none"> • Not Met: Examples/trends re HR discussion in the last reporting period • Not Met: Meets both requirements under score 1 • Not Met: How affected stakeholders/HR experts informed discussions: The Company indicates: 'In addition to board oversight of our environmental and social goals, we regularly engage with informal advisors who are experts and influencers in sustainability'. However, no further description found of how the experiences of affected stakeholders or external human rights experts informed board discussions on human rights. [2021 Global Environmental and Social Impact Report, 2022: stories.starbucks.com]
A.2.3	Incentives and performance management	0	The individual elements of the assessment are met or not as follows: Score 1 <ul style="list-style-type: none"> • Not Met: Incentives for at least one board member • Not Met: At least one key HR risk, beyond employee H&S Score 2 <ul style="list-style-type: none"> • Not Met: Performance criteria made public • Not Met: Review of other board performance criteria: The company states: "Annually reviewing the experience and qualifications of the senior members of the independent auditors' team. Ensure the appropriate rotation of the lead audit and key review partners as the Committee shall determine necessary in its sole discretion." However, no information found regarding performance criteria for Human rights. [Starbucks Corporation Audit and Compliance Committee Charter, 2021: globalassets.starbucks.com]
A.2.4	Business model strategy and risks	0	The individual elements of the assessment are met or not as follows: Score 1 <ul style="list-style-type: none"> • Not Met: Board process to review bussiness model and strategy • Not Met: Describe frequency and triggers for reviewing Score 2 <ul style="list-style-type: none"> • Not Met: Meets both requirements under score 1 • Not Met: Example of actions decided

B. Embedding Respect and Human Rights Due Diligence (25% of Total)

B.1 Embedding Respect for Human Rights in Company Culture and Management Systems (10% of Total)

Indicator Code	Indicator name	Score (out of 2)	Explanation
B.1.1	Responsibility and resources for day-to-day human rights functions	0	The individual elements of the assessment are met or not as follows: Score 1 <ul style="list-style-type: none"> • Not Met: Score of 1 on A.1.2.a: Company does not meet ILO requirement under A.1.2.a • Not Met: Senior responsibility for HR implementation and decision making Score 2 <ul style="list-style-type: none"> • Not Met: How it assigns Day-to-day responsibility

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			<ul style="list-style-type: none"> • Not Met: Day-to-day resources and expertise allocation in own ops • Not Met: Resources and expertise allocation in the supply chain: The company states: "Starbucks has spent nearly \$8 billion with diverse suppliers since 2000. In FY20, we spent more than \$600 million with diverse tier-one suppliers, which was 8.1% of the company's total spend in the U.S. and Canada." However, it is not clear if this includes human rights expertise and resources.
B.1.2	Incentives and performance management	0	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> • Not Met: Senior manager incentives for human rights: Regarding the Executive Compensation Tied to ESG Performance, the Company indicates: 'In FY21, we incorporated a new set of measurements into our executive compensation programs focused on sustainability and building inclusive and diverse teams, which resulted in the increase of the individual performance factor (IPF) of the Annual Incentive Bonus Plan from 30% to 50% of the overall payout calculation. Ten percent of the overall bonus payout calculation for Starbucks senior vice president and above population is tied to Starbucks planet-positive results which aligns to our vision of giving back more than we take from the planet, as well as ensuring the sustainability of coffee and other materials which are paramount to our business operations. Another ten percent of the overall bonus payout calculation is tied to creating an inclusive environment where everyone belongs, because the strength, diversity and inclusiveness of our workforce drives our success as a global brand'. The 2021 Proxy Statement explains that Lucy Helm (NEO) had part of her incentives linked to 'redesigned fiscal 2021 incentive plans, to support inclusion and diversity and sustainability goals' and Kevin Johnson (NEO) linked to 'shaping and clarifying Starbucks long-term strategy as it relates to Environmental, Social and Corporate Governance goals by elevating our "social impact agenda" to a new model that describes what it means to be Planet Positive, People Positive, and Profit Positive'. Although the Company indicates that part of its Annual Incentive Bonus Plan is linked to 'inclusive environment' and other social aspects, it is not clear how this linked to its human rights issues. [2021 Global Environmental and Social Impact Report, 2022: stories.starbucks.com] & [2021 Proxy-Statement, 22/01/2022: s22.q4cdn.com] • Not Met: At least one key HR risk, beyond employee H&S <p>Score 2</p> <ul style="list-style-type: none"> • Not Met: Performance criteria made public • Not Met: Review of other senior management performance
B.1.3	Integration with enterprise risk management	0	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> • Not Met: HR risks is integrated as part of enterprise risk system: The Company indicates that 'Starbucks Audit and Compliance Committee, a committee of Starbucks Board of Directors, oversees the Company's enterprise risk management practices, internal and external audit process and the system of internal controls. The Audit and Compliance Committee receives updates from management and the internal auditor on enterprise risk management practices and internal audits which may include the operation of our ethical sourcing programs and standards that support our Global Human Rights Statement'. However, no further description found of how attention to human rights risks is integrated into its broader enterprise risk management system. [Global Human Rights Statement, 2020: content-prod-live.cert.starbucks.com] • Not Met: Provides an example <p>Score 2</p> <ul style="list-style-type: none"> • Not Met: Audit Ctte or independent risk assessment: The Company indicates that 'Starbucks Audit and Compliance Committee, a committee of Starbucks Board of Directors, oversees the Company's enterprise risk management practices, internal and external audit process and the system of internal controls. The Audit and Compliance Committee receives updates from management and the internal auditor on enterprise risk management practices and internal audits which may include the operation of our ethical sourcing programs and standards that support our Global Human Rights Statement'. However, no further description found of how attention the Audit Committee oversees the adequacy of the ERM in managing human rights during last reporting year.
B.1.4.a	Communication /dissemination of policy commitment(s) to workers and	0.5	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> • Not Met: Score of 1 on A.1.2.a: See indicator A.1.2.a • Met: Communicates its policy to all workers in own operations: The Company states in its California Transparency in Supply Chain ACT that 'Starbucks Standards of Business Conduct highlights our commitment to ethical business practices, and all employees (referred to as "partners") are required to take regular training on

Indicator Code	Indicator name	Score (out of 2)	Explanation
	external stakeholders		<p>our Standards'. It indicates, in its 2021 Global Environmental and Social Impact Report : 'We provide all Starbucks partners with our Standards of Business Conduct, a framework to guide them in ethical decisions at work. The Standards of Business Conduct is supported by other robust global company policies and training for our partners. Our internal policies cover ethics and human rights issues including Anti-Harassment, Anti-Discrimination, Conflicts of Interest, Gifts & Entertainment, Anti-Bribery and Equal Employment Opportunity. Annually, we conduct training on our SoBC for our partners to recommit to our company values'. The Standards of Business Conduct contains the Company's expectations regarding Human Rights. The Global Human Rights Statement indicates that partners are 'Employees of Starbucks or its wholly-owned subsidiaries (direct or through intermediate subsidiaries)'. It is being assumed that training takes place in local languages. [California Transparency in Supply Chains Act of 2010 (SB 657), 05/2019: globalassets.starbucks.com] & [2021 Global Environmental and Social Impact Report, 2022: stories.starbucks.com]</p> <p>Score 2</p> <ul style="list-style-type: none"> • Not Met: Communication of policy commitments to stakeholder: The Company states in its California Transparency in Supply Chain ACT that 'Starbucks Standards of Business Conduct highlights our commitment to ethical business practices, and all employees (referred to as "partners") are required to take regular training on our Standards.' However, it is not clear how the company communicates its policy to stakeholders, including communities. [California Transparency in Supply Chains Act of 2010 (SB 657), 05/2019: globalassets.starbucks.com] • Not Met: How policy commitments are made accessible to audience
B.1.4.b	Communication /dissemination of policy commitment(s) to business relationships	2	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> • Met: Meets ILO requirement for suppliers on A.1.2.a: See indicator A.1.2.a • Met: Requires suppliers to communicate policy requirements: The Company's Supplier Social Responsibility Standards state that 'Starbucks requires that an officer or senior management representative from the Supplier sign an agreement pledging compliance with our Supplier Code of Conduct and any related Supplier Social Responsibility Standards'. In addition, the Company indicates. 'We require our suppliers to communicate and uphold these Standards with their employees, suppliers, contractors and subcontractors and, when appropriate, to post them in the local language in a prominent place accessible to all workers. Suppliers shall communicate these Standards verbally to any illiterate workers'. The Company indicated in its feedback to CHRB that it also has a document called C.A.F.E. Practices Verifier and Inspector Operations Manual. [Supplier Social Responsibility Standards: Manufactured Goods and Services, 2006: globalassets.starbucks.com] <p>Score 2</p> <ul style="list-style-type: none"> • Met: How HR commitments made binding/contractual: In addition, the Company's Standards Term of Condition indicates: 'Seller must comply with the requirements, standards, guidelines, and policies set forth in Starbucks Supplier Social Responsibility Standards, as such standards may be amended, changed, or modified by Starbucks from time to time.' [Standard Term and Condition (online), 01/08/2019: starbucks.com] • Met: Company requires suppliers to cascade down to their suppliers: The Company states: 'We require our suppliers to communicate and uphold these Standards with their employees, suppliers, contractors and subcontractors' [Supplier Social Responsibility Standards: Manufactured Goods and Services, 2006: globalassets.starbucks.com]
B.1.5	Training on Human Rights	0.5	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> • Not Met: Scores at least 1 on A.1.2.a: See indicator A.1.2.a • Met: How workers are trained on HR policy commitments: The Company states in its California Transparency in Supply Chain ACT: 'Starbucks Standards of Business Conduct highlights our commitment to ethical business practices, and all employees (referred to as "partners") are required to take regular training on our Standards'. In addition, the Company states that 'Our commitment to respect the human and civil rights of our Partners applies across the world — whether in our Starbucks Support Center (i.e., headquarters) or in Starbucks company-operated retail stores. This commitment is communicated with and embedded in our training materials and manuals and Starbucks Standards of Business Conduct'. The Company indicates, in its 2021 Global Environmental and Social Impact Report that: 'We provide all Starbucks partners with our Standards of Business Conduct, a framework to guide them in ethical decisions at work. The Standards of Business Conduct is supported by other robust global company policies and training for our partners. Our internal policies cover ethics and human rights issues including Anti-

Indicator Code	Indicator name	Score (out of 2)	Explanation
			<p>Harassment, Anti-Discrimination, Conflicts of Interest, Gifts & Entertainment, Anti-Bribery and Equal Employment Opportunity. Annually, we conduct training on our SoBC for our partners to recommit to our company values'. The Standards of Business Conduct contains the Company's expectations regarding Human Rights. The 2021 Global Environmental and Social Impact Report also notes 'We are investing Starbucks success back into our partners. Training and educational resources are designed to recruit and retain the best people and affirm Starbucks as one of the very best jobs in retail globally. The way we hire, develop and advance our partners is critical to our journey toward inclusion, diversity and equity at Starbucks'. [California Transparency in Supply Chains Act of 2010 (SB 657), 05/2019: globalassets.starbucks.com] & [Global Human Rights Statement - website, 2020: stories.starbucks.com]</p> <ul style="list-style-type: none"> • Met: Trains relevant managers including procurement: In addition, the Company indicates: "[...] partners who have responsibility for purchasing products sold in our stores receive training on our Ethical Sourcing program [...]. The program, is designed to educate these groups specifically about human trafficking and forced labor and about how they can help reduce the risk that such practices may occur in the Starbucks supply chain and, in the case of our suppliers, their supply chains." [California Transparency in Supply Chains Act of 2010 (SB 657), 05/2019: globalassets.starbucks.com] <p>Score 2</p> <ul style="list-style-type: none"> • Not Met: Score of 2 on A.1.2.a: See indicator A.1.2.a • Met: Meets both requirements under score 1: As above • Not Met: Trains suppliers to meet company's HR commitment • Not Met: Disclose % trained
B.1.6	Monitoring and corrective actions	0.5	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> • Not Met: Scores at least 1 on A.1.2.a: See indicator A.1.2.a • Not Met: Monitoring implementation of HR policy commitments across global ops and supply chain: Regarding its coffee chain monitoring process, the Company indicates that 'All suppliers from which we purchase a product or service are required to pledge compliance with our Supplier Code of Conduct. Our flagship ethical sourcing program, based on the Coffee and Farmer Equity (C.A.F.E.) Practices standard, is dedicated to monitoring 100 percent of our C.A.F.E.-approved, coffee supply chains, which has represented 95%-99% of our total coffee sourcing, today representing more than 400,000 farms around the world. A "coffee supply chain" is a network of farms, mills, and warehouses. We work with more than 1,100 coffee supply chains, which are made up of more than 400,000 individual farms. We also monitor all facilities in our first-tier, manufactured goods supply chain. [...] All coffee supply chains are verified or audited at regular intervals by approved, verification organizations and with oversight provided by SCS Global Services that includes additional audits. While exceptions exist, as a general rule, we verify or audit all new supply chains and large-scale supply chains every year. Returning or reverifying coffee supply chains are generally verified approximately every two years'. However, although the Company indicates how it monitors its coffee suppliers, no further details were found, including how human rights monitoring is carried out across its own operations. [2021 Global Environmental and Social Impact Report, 2022: stories.starbucks.com] • Not Met: Proportion of supply chain monitored: As its mentioned above, the Company indicates: 'Our flagship ethical sourcing program, based on the Coffee and Farmer Equity (C.A.F.E.) Practices standard, is dedicated to monitoring 100 percent of our C.A.F.E.-approved, coffee supply chains, which has represented 95%-99% of our total coffee sourcing, today representing more than 400,000 farms around the world. A "coffee supply chain" is a network of farms, mills, and warehouses. We work with more than 1,100 coffee supply chains, which are made up of more than 400,000 individual farms. We also monitor all facilities in our first-tier, manufactured goods supply chain'. However, it is not clear the proportion of its supply chain that these figures represent. [2021 Global Environmental and Social Impact Report, 2022: stories.starbucks.com] • Not Met: Describe how workers are involved in monitoring <p>Score 2</p> <ul style="list-style-type: none"> • Not Met: Score of 2 on A.1.2.a: See indicator A.1.2.a • Met: Describes corrective action process: The Company indicates: 'For each zero tolerance non-conformity brought to our attention through C.A.F.E. Practices, we swiftly addressed them by working closely with our suppliers and our on-the-ground, third-party partners to pursue corrective actions, including, where appropriate, providing remedy for the impacted individuals'. The Company explains its Zero Tolerance Corrective Action process in depth in its C.A.F.E. Practices Verifier

Indicator Code	Indicator name	Score (out of 2)	Explanation
			<p>and Inspector Operations Manual. [2021 Global Environmental and Social Impact Report, 2022: stories.starbucks.com] & [C.A.F.E. Practices Verifier and Inspector Operations Manual, 10/2017: cdn.scsglobalservices.com]</p> <ul style="list-style-type: none"> • Met: Disclose findings and number of corrective action: It also notes: 'A non-conformity is a breach of any one of Starbucks zero-tolerance indicators. Multiple nonconformities could be identified in a single location. In FY21, we verified or audited 525 coffee supply chains and identified 296 zero- tolerance nonconformities in 88 supply chains. For each zero tolerance non-conformity brought to our attention through C.A.F.E. Practices, we swiftly addressed them by working closely with our suppliers and our on-the-ground, third-party partners to pursue corrective actions, including, where appropriate, providing remedy for the impacted individuals. For manufactured goods, we assessed 213 manufactured goods facilities and identified 30 zero- tolerance nonconformities in 10 facilities'. [2021 Global Environmental and Social Impact Report, 2022: stories.starbucks.com]
B.1.7	Engaging and terminating business relationships	0.5	<p>The individual elements of the assessment are met or not as follows: Score 1</p> <ul style="list-style-type: none"> • Not Met: HR affects selection of suppliers: According to its latest Transparency in Supply Chain ACT, the Company 'has a goal to purchase 100% of the coffee, cocoa, and tea we sell in accordance with its Ethical Sourcing programs by 2020 and we are currently on track to meet this goal'. In its Global Social Impact Report 2018, the Company states that 99% of its coffee and 95% of its Tea were verified as ethically sourced, it also indicates that 'also working toward a goal of 100 percent ethically sourced tea and cocoa for beverages by 2020.' However, no evidence found on how human rights performance is taken into account in the identification and selection of potential business relationships. For instance, in its Cocoa Terms and Conditions it states: 'A COCOA Practices status neither implies nor guarantees that cocoa will be purchased by Starbucks Coffee Trading Company (SCTC)'. In its C.A.F.E. Practices - Terms & Conditions, the Company indicates: 'All applicants wanting to sell C.A.F.E. Practices verified coffee to Starbucks Coffee Trading Company (SCTC) must first schedule a C.A.F.E. Practices 3rd party verification AND obtain a C.A.F.E. Practices validity and status before considering any sales to Starbucks. [...] First time applicants must complete the following steps to prepare for the initial verification: i. Submission of completed application. ii. Commitment to implement C.A.F.E. Practices guidelines throughout the supply chain, including signed confirmation that no C.A.F.E. Practices Zero Tolerance (ZT) indicators are identified. iii. All farms within the supply chain have been informed and consent to participating in C.A.F.E. Practices and are not a member of another C.A.F.E. Practices supply chain with a current validity. [...] After the verification is completed and compliance with C.A.F.E. Practices is confirmed, applicants will be granted an approved status of either Verified or Strategic (Table 3) depending on score achieved. The validity period is determined by verification score and harvest classification. i. Starbucks expects our suppliers to provide details on corrective actions and/or work plans upon request. [...] If non-compliance with Zero Tolerance (ZT) indicators is identified by the 3rd party verification organization, the applicant will be requested to develop and submit a Corrective Action Plan. The applicant will be notified by the verifier and the 3rd party Scientific Certification System (SCS) which will also be supervising the whole process'. According to the C.A.F.E. Practices Verifier and Inspector Operations Manual, Zero Tolerance requirement are related to human rights issues, such as child and bonded labor and discrimination. However, it is not clear if these or similar procedures are applied to suppliers beyond coffee.. [California Transparency in Supply Chains Act of 2010 (SB 657), 05/2019: globalassets.starbucks.com] & [Global Social Impact 2018 Report, 2019: globalassets.starbucks.com] • Met: HR affects on-going supplier relationships: The Company states in its latest Transparency in Supply Chain ACT: 'If it is determined that a supplier is operating outside of Starbucks policies, Starbucks or its third party representative and the supplier will develop and implement a corrective action plan including a mutually agreed upon schedule for resolution of all issues. Any failure thereafter to meet a corrective action plan commitment is considered a material breach of Starbucks agreement with the supplier and may result in cancellation of any current orders and/or termination of Starbucks contractual relationship with the supplier. Gross violations or illegal activities are cause for outright and immediate termination of the contractual and business relationship'. [California Transparency in Supply Chains Act of 2010 (SB 657), 05/2019: globalassets.starbucks.com] <p>Score 2</p> <ul style="list-style-type: none"> • Met: Describe positive incentives offered to respect human rights: The Company indicates its buying practices to support farmers: 'We also pay additional premiums to reward supply chains that show continuous improvement across C.A.F.E.

Indicator Code	Indicator name	Score (out of 2)	Explanation
			Practices'. C.A.F.E. Practices address different human rights issues among other standards to be met. [Building a Sustainable Future for Coffee, Together (web), 05/2022: stories.starbucks.com] <ul style="list-style-type: none"> • Not Met: Working with suppliers to meet HR requirements
B.1.8	Approach to engagement with affected stakeholders	0	The individual elements of the assessment are met or not as follows: Score 1 <ul style="list-style-type: none"> • Not Met: Stakeholder process or systems to identify and engage with workers/communities in the last two years: The Company indicates, in its 2021 Global Environmental and Social Impact Report: 'Our ESG goals are formulated based on a comprehensive stakeholder review process which includes materiality review and analysis and identifying business critical issues. By actively engaging both internal and external stakeholders in this process, we ensured our strategy and goals are targeted to key areas allowing us to have the greatest impact and create positive outcomes. This process includes direct outreach, public forums and industry working groups, and we will continue to leverage these channels on an ongoing basis. At the local level, operations teams, including our regional, district and store managers are available and often actively engage local stakeholder questions or concerns. If an issue goes beyond the scope of their responsibilities, they escalate it to the Starbucks Support Center (headquarters). Any issues related to ESG matters referred to the Global Social Impact and Global Public Policy team for response or further action'. The Document C.A.F.E. Practices Verifier and Inspector Operations Manual describes how a Inspector show approach an interview with workers. However, it is not clear how the Company has identified affected stakeholders, including workers or local communities in its supply chain to include them in the engagement process. [2021 Global Environmental and Social Impact Report, 2022: stories.starbucks.com] & [C.A.F.E. Practices Verifier and Inspector Operations Manual, 10/2017: cdn.scsglobalservices.com] <ul style="list-style-type: none"> • Not Met: Discloses stakeholders that HRs may be affected • Not Met: Provides two examples of engagement with stakeholders Score 2 <ul style="list-style-type: none"> • Not Met: Analysis of stakeholder views on company's HR issues • Not Met: Describe how views influenced company's HR approach

B.2 Human Rights Due Diligence (15% of Total)

Indicator Code	Indicator name	Score (out of 2)	Explanation
B.2.1	Identifying human rights risks and impacts	0	The individual elements of the assessment are met or not as follows: Score 1 <ul style="list-style-type: none"> • Not Met: Identifying risks in own operations • Not Met: Identifying risks through relevant business relationships: The C.A.F.E. Practices Verifier and Inspector Operations Manual indicates: 'The assessment of Social Responsibility criteria can be conducted using three methods: Worker Interviews - Interviews with workers are essential to discern compliance with the Social Responsibility subject area of C.A.F.E. Practices, [...]. Document Review - The documents listed in Section 6.3 [...] can provide evidence for Social Responsibility evaluation. In the case of some indicators, documentation must be available to the inspector in order to consider an evaluation of Comply [...]. While documented evidence is necessary in these cases, it is important to note that documentation alone is usually not sufficient to fully justify an evaluation of Comply, and additional sources of evidence are often required. For example, an entity that has a written policy on non-discrimination but at which discriminatory practices are observed should not be evaluated based on the existence of documentation alone. Inspectors should always ensure that evidence is corroborated through observation and worker interviews. Direct Observation - Observations play a key role in verifying documented evidence, as well as noting whether underage workers may be present, whether living conditions are habitable, and whether workers have access to potable water. Direct observation is also essential to verifying that worker safety mechanisms such as Personal Protective Equipment (PPE) and safety procedures are not only provided and documented but are also used and implemented'. This methodology is used to verify practice in its coffee supply chain. However, the evidence seems to focus on compliance verification rather than due diligence carried out to determine the potential human right risks and impacts it faces as a Company. [C.A.F.E. Practices Verifier and Inspector Operations Manual, 10/2017: cdn.scsglobalservices.com] Score 2 <ul style="list-style-type: none"> • Not Met: Describe ongoing global risk identification in consultation with stakeholder/HR experts • Not Met: Triggered by new circumstances

Indicator Code	Indicator name	Score (out of 2)	Explanation
B.2.2	Assessing human rights risks and impacts	0	<p>• Not Met: Describes risks identified [2020 Report: Planet, 04/27/2021: stories.starbucks.com]</p> <p>The individual elements of the assessment are met or not as follows: Score 1</p> <ul style="list-style-type: none"> • Not Met: Describe process for assessment of HR risks and discloses salient HR issues • Not Met: How process applies to supply chain: The C.A.F.E. Practices Verifier and Inspector Operations Manual indicates: 'The assessment of Social Responsibility criteria can be conducted using three methods: Worker Interviews - Interviews with workers are essential to discern compliance with the Social Responsibility subject area of C.A.F.E. Practices, [...]. Document Review - The documents listed in Section 6.3 [...] can provide evidence for Social Responsibility evaluation. In the case of some indicators, documentation must be available to the inspector in order to consider an evaluation of Comply [...]. While documented evidence is necessary in these cases, it is important to note that documentation alone is usually not sufficient to fully justify an evaluation of Comply, and additional sources of evidence are often required. For example, an entity that has a written policy on non-discrimination but at which discriminatory practices are observed should not be evaluated based on the existence of documentation alone. Inspectors should always ensure that evidence is corroborated through observation and worker interviews. Direct Observation - Observations play a key role in verifying documented evidence, as well as noting whether underage workers may be present, whether living conditions are habitable, and whether workers have access to potable water. Direct observation is also essential to verifying that worker safety mechanisms such as Personal Protective Equipment (PPE) and safety procedures are not only provided and documented but are also used and implemented'. This methodology is used to verify practice in its coffee supply chain. However, the evidence seems to focus on compliance verification rather than due diligence carried out to determine the potential human right risks and impacts it faces as a Company. It is not clear the process it has in place for assessing its human rights risks and discloses what it considers to be its salient human rights issues. This description includes how relevant factors are taken into account, such as geographical, economic, social and other factors in its supply chain. [C.A.F.E. Practices Verifier and Inspector Operations Manual, 10/2017: cdn.scsglobalservices.com] <p>Score 2</p> <ul style="list-style-type: none"> • Not Met: Public disclosure of the results of HR assessment • Not Met: Meets all requirements under score 1 • Not Met: How it involved affected stakeholders in the assessment
B.2.3	Integrating and acting on human rights risks and impact assessments	0	<p>The individual elements of the assessment are met or not as follows: Score 1</p> <ul style="list-style-type: none"> • Not Met: Action Plans to mitigate risks: The Company indicates: 'The Zero Tolerance Corrective Action procedure applies for supply chains that receive evaluations of Not Comply for zero tolerance indicators (ZT-NC). After the Early ZT notification or an application with ZT-NCs is submitted in the VRS, Starbucks will send a letter that includes a Zero Tolerance Corrective Action Request (ZT-CAR) to the supplier. The supplier may choose to participate and follow the steps for the ZT-CAR procedure as outlined below, or if they chose not to follow the steps of the ZT-CAR, the application is assigned non-compliant status and must undergo a complete re-verification in order to be considered for new status in the C.A.F.E. Practices program. In order to participate in the ZT-CAR procedure, the supplier must submit the following to Starbucks: A corrective action plan; A commitment letter, including a proposed date for a third party verification check for implementation of the corrective action plan (to occur within 3 months from the date of submission of the corrective action plan) After the supplier (client) has submitted the corrective action plan to Starbucks and the plan has been confirmed by Starbucks, verifiers will have access to the corrective action plan in the VRS. It will be the responsibility of the supplier to contact their contracted verification organization to inform them of the need to conduct a verification of the corrective action plan'. However, evidence seems to focus in compliance monitoring and correcting wrongdoings from suppliers, rather than about specific steps in the human rights due diligence process to address salient human rights impacts. The Company is expected to provide a description of its global system to prevent, mitigate or remediate its salient human rights issues. [C.A.F.E. Practices Verifier and Inspector Operations Manual, 10/2017: cdn.scsglobalservices.com] • Not Met: Description of how global system applies to supply chain • Not Met: Example of actions decided on at least 1 salient HR issues

Indicator Code	Indicator name	Score (out of 2)	Explanation
			Score 2 <ul style="list-style-type: none"> • Not Met: Meets all requirements under score 1 • Not Met: Involve stakeholders in decisions about actions
B.2.4	Tracking the effectiveness of actions to respond to human rights risks and impacts	0	The individual elements of the assessment are met or not as follows: Score 1 <ul style="list-style-type: none"> • Not Met: System for tracking or monitor if actions taken are effective: The Company has provided an additional source to CHRB regarding this indicator, however, no material evidence was found. • Not Met: Lessons learnt from checking system effectiveness Score 2 <ul style="list-style-type: none"> • Not Met: Meets both requirements under score 1 • Not Met: Involve stakeholders in evaluation of actions taken
B.2.5	Communicating on human rights impacts	1	The individual elements of the assessment are met or not as follows: Score 1 <ul style="list-style-type: none"> • Met: Provides two examples of comms with stakeholders: The Company provides different examples of communication with affected stakeholders in its feedback to CHRB. The first one is the Company's response to the allegation child labor on coffee farms in Guatemala. The second example was the Company's response to allegations that workers at the Company's supply chain were being underpaid. The third example of communication was a response to alleged violations against former technical trainees after investigation. [A message from Starbucks svp, global coffee (web), 01/03/2022: stories.starbucks.com] & [Starbucks' response (web), 13/11/2020: business-humanrights.org] Score 2 <ul style="list-style-type: none"> • Not Met: Describe challenges to effective comms and how it is working to address them

C. Remedies and Grievance Mechanisms (20% of Total)

Indicator Code	Indicator name	Score (out of 2)	Explanation
C.1	Grievance channel(s)/mechanism(s) to receive complaints or concerns from workers	1.5	The individual elements of the assessment are met or not as follows: Score 1 <ul style="list-style-type: none"> • Met: Channel accessible to all workers: Starbucks states that a potential violation of the Global Human Rights Policy can be reported by following the Company's Anti-Harassment / Anti-Retaliation Compliant Procedure or the Standards of Business Conduct. The Ethics and Compliance helpline and WebLine are also available for all partners (workers). [Ethics and Compliance Helpline: businessconduct.eawebsite.com] & [Standards of Business Conduct, 2019: businessconduct.eawebsite.com] Score 2 <ul style="list-style-type: none"> • Met: Channel is available in all appropriate languages and workers aware: Its Ethics and Compliance website is available in 10 languages (Chinese and Thai included). In addition, Starbucks states that 'a live interpreter can be made available upon request' [Ethics and Compliance Helpline: businessconduct.eawebsite.com] & [Speaking up (web): livingourvalues.starbucks.com] • Not Met: Describe how workers in the supply chain have access to grievance mechanism • Not Met: Expect Suppliers to convey expectation to their own suppliers
C.2	Grievance channel(s)/mechanism(s) to receive complaints or concerns from external individuals and communities	1	The individual elements of the assessment are met or not as follows: Score 1 <ul style="list-style-type: none"> • Met: Grievance mechanism for community: The Global Human Rights Statement indicates: 'Our Ethics and Compliance Helpline, which can be accessed anytime online or by phone, is a resource to ask questions or raise concerns. Available in multiple languages, and accessible locally in many geographies, Partners or individuals that experience or see conduct that is inconsistent with our Global Human Rights Statement may use our Ethics and Compliance Helpline to raise concerns'. [Global Human Rights Statement - website, 2020: stories.starbucks.com] Score 2 <ul style="list-style-type: none"> • Not Met: Describes accessibility and local languages and stakeholder awareness: The Company indicates that its Ethics and Compliance Helpline 'can be accessed anytime online or by phone, is a resource to ask questions or raise concerns. Available in multiple languages, and accessible locally in many geographies'. However, it is not clear how all affected external stakeholders at its own operations are made aware of it. The Company has provided an additional source to CHRB regarding this indicator, however, no material evidence was found. [Global Human Rights Statement - website, 2020: stories.starbucks.com] • Not Met: Communities access mechanism direct or through suppliers • Not Met: Expect supplier to convey expectation to their own suppliers

Indicator Code	Indicator name	Score (out of 2)	Explanation
C.3	Users are involved in the design and performance of the channel(s)/mechanism(s)	0	The individual elements of the assessment are met or not as follows: Score 1 <ul style="list-style-type: none"> • Not Met: Engages users to create or assess system • Not Met: Examples (at least two) of how they do this Score 2 <ul style="list-style-type: none"> • Not Met: Engages with potential or actual users on the improvement of the mechanism • Not Met: Provides user engagement example (at least two) on improvement
C.4	Procedures related to the mechanism(s)/channel(s) are equitable, publicly available and explained	0	The individual elements of the assessment are met or not as follows: Score 1 <ul style="list-style-type: none"> • Not Met: Response timescales and how complainants will be informed: On the company's Speak UP channel, complainant has the option to follow the status of their complaint.' However, no further information about timescale. [Speaking up (web): livingourvalues.starbucks.com] • Not Met: Describe support (technical, financial,etc) available for equal access by complainants Score 2 <ul style="list-style-type: none"> • Not Met: Describe types of outcome to complainant through use of mechanism [Categories of Partner (Employee) Concerns Reported to Starbucks Ethics & Compliance — Fiscal 2021, 2021: content-prod-live.cert.starbucks.com] • Not Met: Escalation to senior/independent level: Regarding the Ethics and Compliance Helpline, the Global Human Rights Statement: 'Reported concerns specifically related to human rights are escalated to the appropriate team at Starbucks'. However, although the Company indicates that human rights related concerns are escalated to the appropriate team, it is not clear reports can be escalated to more senior levels or independent third party adjudicators or mediators to challenge the process or outcome at the complainant's discretion. [Global Human Rights Statement - website, 2020: stories.starbucks.com]
C.5	Prohibition of retaliation for raising complaints or concerns	1	The individual elements of the assessment are met or not as follows: Score 1 <ul style="list-style-type: none"> • Met: Public statement prohibiting retaliation: The company states: 'Starbucks does not tolerate retaliation against any partner who raises concerns or questions regarding a potential violation of Starbucks policy that he or she reasonably believes to have occurred'. The Company has provided comments to CHRB regarding this indicator. However, the content of it was already in use. [Speaking up (web): livingourvalues.starbucks.com] & [Supplier Social Responsibility Standards: Manufactured Goods and Services, 2006: globalassets.starbucks.com] • Met: Practical measures to prevent retaliation: The 2021 Proxy Statement notes: 'Partners have multiple avenues, including the Ethics & Compliance Helpline, to raise and have addressed, anonymously if they wish, any compliance or other question or concern (see our Standards of Business Conduct)'. [2021 Proxy-Statement, 22/01/2022: s22.q4cdn.com] Score 2 <ul style="list-style-type: none"> • Not Met: Company indicate it will not retaliate against workers/stakeholders [Speaking up (web): livingourvalues.starbucks.com] • Not Met: Expects suppliers to prohibit retaliation against workers/stakeholders: 'Suppliers shall also publicize and enforce a non-retaliation policy that permits workers to discuss these Standards with their management, suppliers, customers and Starbucks or its designated third party, without fear of retaliation by management'. However, the no retaliation policy does not cover other stakeholders. [Supplier Social Responsibility Standards: Manufactured Goods and Services, 2006: globalassets.starbucks.com]
C.6	Company involvement with state-based judicial and non-judicial grievance mechanisms	0	The individual elements of the assessment are met or not as follows: Score 1 <ul style="list-style-type: none"> • Not Met: Complainants not asked to waive rights • Not Met: Company does not require confidentiality provisions [Speaking up (web): livingourvalues.starbucks.com] Score 2 <ul style="list-style-type: none"> • Not Met: Will work with state based non judicial mechanisms • Not Met: Example of issue resolved (if applicable)
C.7	Remedying adverse impacts	0	The individual elements of the assessment are met or not as follows: Score 1 <ul style="list-style-type: none"> • Not Met: Describes how remedy has been provided: The Company indicates 'A nonconformity is a breach of any one of Starbucks zero-tolerance indicators. Multiple nonconformities could be identified in a single location. In FY21, we verified or audited 525 coffee supply chains and identified 296 zero tolerance nonconformities in 88 supply chains. For each zero tolerance non-conformity

Indicator Code	Indicator name	Score (out of 2)	Explanation
			<p>brought to our attention through C.A.F.E. Practices, we swiftly addressed them by working closely with our suppliers and our on-the-ground, third-party partners to pursue corrective actions, including, where appropriate, providing remedy for the impacted individuals. For manufactured goods, we assessed 213 manufactured goods facilities and identified 30 zero tolerance nonconformities in 10 facilities. All coffee supply chains are verified or audited at regular intervals by approved, verification organizations and with oversight provided by SCS Global Services that includes additional audits. While exceptions exist, as a general rule, we verify or audit all new supply chains and large-scale supply chains every year. Returning or reverifying coffee supply chains are generally verified approximately every two years'. However, although the Company indicates it helps suppliers to correct noncompliance's, no description found of the approach it took to provide or enable a timely remedy for victims. [2021 Global Environmental and Social Impact Report, 2022: stories.starbucks.com]</p> <ul style="list-style-type: none"> • Not Met: Says how it would provide remedy for victims if no adverse impact identified <p>Score 2</p> <ul style="list-style-type: none"> • Not Met: Changes to systems, processes and practices to stop similar impact: 'At Starbucks, we are on a journey to advance racial and social equity for our partners, our community and our society. Our work to advance inclusion, diversity and equity has already led to important policies, programs and initiatives. We are building on the work in our prior Civil Rights Assessments, conducted by Covington & Burling, including the recommendation to hire a chief inclusion & diversity officer and to set and meet representation goals for Black, Indigenous and People of Color (BIPOC) partners and women partners across the company. Starbucks continues its efforts to achieve 2025 representation goals, including achieving at least 30% BIPOC representation at all corporate levels and at least 40% in all retail and manufacturing roles. We also aim to achieve 55% women in all retail roles, 50% women in corporate roles and 30% women in manufacturing roles by 2025. We are working to ensure that our partners represent the communities they are part of and serve'. However, this subindicator looks for evidence of changes to systems, processes and practices to prevent specific human rights impacts which it has already caused from happening in the future again. [2021 Global Environmental and Social Impact Report, 2022: stories.starbucks.com] • Not Met: Describe approach to monitoring implementation of agreed remedy: The Company notes: 'Since 2019, Starbucks has commissioned an annual, objective assessment of our company's commitment to civil rights. In FY21, we published our third Civil Rights Assessment. This assessment, conducted by Covington & Burling LLP under the leadership of former U.S. Attorney General Eric Holder, Jr., addresses our progress over time and provides recommendations for how we can better advance inclusion, diversity and equity on behalf of our partners, customers and communities. To promote transparency, we publish these assessments online'. However, this subindicator looks for evidence of how the Company monitors the implementation of an agreed remedy. [2021 Global Environmental and Social Impact Report, 2022: stories.starbucks.com] • Not Met: Approach to learning from incident to prevent future impacts
C.8	Communication on the effectiveness of grievance mechanism(s) and incorporating lessons learned	0	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> • Not Met: Number grievances filed, addressed or resolved and outcome achieved • Not Met: How lessons from mechanism improve management system: The company says: "In line with our value of continuous improvement, Starbucks is committed to incorporating the lessons we learn from instances where we may have caused or contributed to harm and communicating the changes we introduce to prevent repeating harms." However, no further information found in regards to how they have improved the system. [Global Human Rights Statement, 2020: content-prod-live.cert.starbucks.com] <p>Score 2</p> <ul style="list-style-type: none"> • Not Met: Evaluation of the channel/mechanism and changes made as result • Not Met: Describes procedures to address delays of outcomes agreed with stakeholders

D. Performance: Company Human Rights Practices (25% of Total)

Indicator Code	Indicator name	Score (out of 2)	Explanation
D.1.1.a	Living wage (in own production or manufacturing operations)	0	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> • Not Met: Pays living wage or sets target date • Not Met: Describes how living wage determined <p>Score 2</p> <ul style="list-style-type: none"> • Not Met: Achieved paying a living wage • Not Met: Definition of living wage reviewed with unions
D.1.1.b	Living wage (in the supply chain)	0	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> • Not Met: Discloses timebound target for suppliers to pay living wage or include in code or contracts [C.A.F.E Practices, 2016: scsglobalservices.com] • Not Met: Improving living wage practices of suppliers <p>Score 2</p> <ul style="list-style-type: none"> • Not Met: Assessment of number affected by payment below living wage • Not Met: Provides analysis of trends demonstrating progress
D.1.2	Aligning purchasing decisions with human rights	0.5	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> • Met: Avoids business model pressure on HRs (purchasing practices): The Company states that 'As much as possible, we finalize coffee purchasing contracts years in advance, which reduces volatility for everyone and helps foster long-term relationships with farmers and suppliers. We don't have a one-size-fits-all pricing structure, but we tend buy coffee through "long-term price fixed" and "price-to-be-fixed" models, each of which feature price premiums above commercial market prices. The advantage of the first contract model is that sets a price in advance and provides price predictability. The second contract model can be of advantage to the seller when prices are increasing over time; it allows Starbucks and the seller to first agree on a premium to pay over commercial market prices, and then the seller chooses when to fix the price'. [Building a Sustainable Future for Coffee, Together (web), 05/2022: stories.starbucks.com] • Not Met: Practices adopted to pay suppliers in line with agreed timeframes: As it is indicated above: 'As much as possible, we finalize coffee purchasing contracts years in advance, which reduces volatility for everyone and helps foster long-term relationships with farmers and suppliers. We don't have a one-size-fits-all pricing structure, but we tend buy coffee through "long-term price fixed" and "price-to-be-fixed" models, each of which feature price premiums above commercial market prices. The advantage of the first contract model is that sets a price in advance and provides price predictability. The second contract model can be of advantage to the seller when prices are increasing over time; it allows Starbucks and the seller to first agree on a premium to pay over commercial market prices, and then the seller chooses when to fix the price'. However, it is not clear if these procedures ensure the Company pay suppliers in line with agreed timeframe. [Building a Sustainable Future for Coffee, Together (web), 05/2022: stories.starbucks.com] • Not Met: Review own operations to mitigate negative impact <p>Score 2</p> <ul style="list-style-type: none"> • Not Met: Meets all requirements under score 1 • Not Met: Examples of how it assessed, addressed and change purchasing practices

Indicator Code	Indicator name	Score (out of 2)	Explanation
D.1.3	Mapping and disclosing the supply chain	1	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> • Met: Identifies direct and indirect suppliers back to manufacturing sites (factories or fields): In its California Transparency in Supply Chain Act, the Company indicates: '[...]we have devoted considerable resources over the last several years to mapping our supply chain for greater transparency and developing and implementing appropriate ethical standards applicable to our many suppliers and those involved in the production, processing and manufacturing of all the products we sell.' The 2021 Global Environmental and Social Impact Report notes: 'While the COVID-19 pandemic limited our ability to conduct these on-the-ground assessments, we were nevertheless able to achieve a significant milestone in FY21: the mapping of and transparency into 98% of our Tier 1 manufactured goods supply chain. Going forward, we now have the transparency we need to influence, measure and report the performance of nearly our entire Tier 1 manufactured goods supply base'. The webpage section Building a Sustainable Future for Coffee, Together reports: 'We have always known every farm and every farmer that we purchase from as part of our ethical sourcing program (C.A.F.E. Practices)'. The Company also describes a tool [Starbucks Digital Traceability web tool] with which costumers can access information on the origin of the coffee they are buying. The webpage section C.A.F.E. Practices: Starbucks Approach to Ethically Sourcing Coffee, also explains: 'C.A.F.E. Practices is a verification program that measures farms against economic, social and environmental criteria, all designed to promote transparent, profitable and sustainable coffee growing practices while also protecting the well-being of coffee farmers and workers their families and their communities. [...] To maintain an active status in the program, each supply chain is required to undergo reverification regularly, with frequency dictated by their performance in the program'. The Company also discloses the C.A.F.E. Practices scoreboards for farmers in general and for smallholders. [California Transparency in Supply Chains Act of 2010 (SB 657), 05/2019: globalassets.starbucks.com] & [2021 Global Environmental and Social Impact Report, 2022: stories.starbucks.com] <p>Score 2</p> <ul style="list-style-type: none"> • Not Met: Discloses names and locations of significant parts of SP and why • Not Met: Discloses which direct or indirect suppliers is involved in higher-risk activities
D.1.4.a	Prohibition of child labour: Age verification and corrective actions (in own production or manufacturing operations)	0.5	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> • Met: Does not use child labour: The Company indicates, in its webpage section A message from Starbucks svp, global coffee: Zero tolerance for child labor: 'we have zero tolerance for child labor anywhere in our supply chain'. Also, in the webpage section C.A.F.E. Practices: Starbucks Approach to Ethically Sourcing Coffee it notes that its ethical sourcing approach has 'There is zero tolerance for any form of child labor' among its four criteria areas. Moreover, the Standards of Business Conduct states: 'When employing partners under the age of 18, managers must comply with all Starbucks-established or legally required limitations on minimum hiring age, and on hours and tasks performed by these partners to ensure any work performed does not hamper the partner's education, health, safety, and mental or physical development'. [A message from Starbucks svp, global coffee (web), 01/03/2022: stories.starbucks.com] & [C.A.F.E. Practices: Starbucks Approach to Ethically Sourcing Coffee, 28/02/2020: stories.starbucks.com] • Not Met: Age verification of workers recruited: The C.A.F.E. Practices Smallholder Scoreboard includes the following indicator: 'Producer Support Organization has documented materials for training members in its network on legal hiring practices, including but not limited to: legal minimum wage, age verification, access to education, and related laws'. However, it is not clear the Company verifies the age of workers recruited in its own operations to ensure that they are not engaged in child labour. Previous evidence was based on an old version of the Global Human Rights Statement. No evidence found of age verification in latest Statement. Further comments and sources were provided, however, they seem to be related to the Company's supply chain. [Smallholder Scoreboard, 01/2016: cdn.scsglobalservices.com] <p>Score 2</p> <ul style="list-style-type: none"> • Not Met: Remediation if children identified

Indicator Code	Indicator name	Score (out of 2)	Explanation
D.1.4.b	Prohibition of child labour: Age verification and corrective actions (in the supply chain)	0.5	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> • Not Met: Child Labour rules in codes or contracts: The Global Human Rights Statement indicates that it 'is applicable to all Starbucks Partners, and we extend the expectations detailed in this statement to suppliers throughout our Supply Chain'. It also states: 'Our ethical sourcing programs integrate respect for human rights throughout our Supply Chain, addressing rights such as: [...] the right to be free from forced and child labor'. The Company discloses some of the indicators related to child labor in its CAFE Practices Standards Generic Scoreboard [for coffee suppliers]: 'the Employer does not directly or indirectly employ any persons who are under the age of 14 or the legal working age. [...] Employment of authorized minors follows all legal requirements, including, but not limited to, work hours, wages, education, working conditions, and does not conflict with or limit their access to education'. The Company indicates that it has zero tolerance for the non-compliance of these two indicators. The webpage section C.A.F.E. Practices: Starbucks Approach to Ethically Sourcing Coffee, explains: 'C.A.F.E. Practices is a verification program that measures farms against economic, social and environmental criteria, all designed to promote transparent, profitable and sustainable coffee growing practices while also protecting the well-being of coffee farmers and workers their families and their communities. [...] To maintain an active status in the program, each supply chain is required to undergo reverification regularly, with frequency dictated by their performance in the program'. It also indicates: 'There is zero tolerance for any form of child labor'. However, no evidence found of child labour requirements, including verifying the age of workers recruited, and remediation programmes, within its contractual arrangements with its suppliers or supplier code of conduct covering all its suppliers. . The Company has provided an additional source to CHRB regarding this indicator, however, no material evidence was found. [Global Human Rights Statement - website, 2020: stories.starbucks.com] & [CAFE Practices Standards – Generic Scoreboard, 01/2016: cdn.scsglobalservices.com] • Not Met: How working with suppliers on child labour: In its webpage section A message from Starbucks svp, global coffee: Zero tolerance for child labor, the Company indicates: 'We have a long history of working to support coffee farmers in Guatemala, and we care deeply about the well-being of the coffee farming communities there. To further support this community, we are taking these additional steps in 2020. First, we commit to increasing the frequency of third-party audits on C.A.F.E. Practice-verified farms not just in Guatemala but throughout the world, which includes new measures to ensure both announced and unannounced inspections. Second, we recommit to an Emergency Relief Fund to be paid in 2020 to farmers in Guatemala who sell coffee to Starbucks. Third, we commit to a community investment of social service resources to be developed in partnership with others in Guatemala. And finally: we commit to support farmers and their communities through piloting regional community and childcare centers'. However, no evidence found of how it works with suppliers specifically to eliminate child labour and to improve working conditions for young workers where relevant. [A message from Starbucks svp, global coffee (web), 01/03/2022: stories.starbucks.com] <p>Score 2</p> <ul style="list-style-type: none"> • Not Met: Assessment of number affected by child labour in supply chain • Met: Analysis of trends in progress made: In its 2021 Global Environmental and Social Impact Report, the Company discloses data on Nonconformities related to child labor in its coffee supply chain and in its manufactured goods [CAFE Practices results]. The 2014-2018 CAFE Practices Impact Assessment indicates: 'Total workers hired increased by 134% yet did not result in increased incidents of child labor or children working and not attending school (both had 99.7% compliance rates)'. The latter document discloses figures on child labor in different parts of the world [broke down by country], disclosing figures of compliance for 2018 [in %] and percentage point 2018-2014. This is the most recent evidence showing a trend (will not be valid in next iteration) [2021 Global Environmental and Social Impact Report, 2022: stories.starbucks.com] & [2014-2018 Impact Assessment, N/A: conservation.org]

Indicator Code	Indicator name	Score (out of 2)	Explanation
D.1.5.a	Prohibition of forced labour: recruitment fees and costs (in own production or manufacturing operations)	0	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> • Not Met: Job seekers and workers do not pay recruitment fee • Not Met: Commits to fully reimbursing if they have paid <p>Score 2</p> <ul style="list-style-type: none"> • Not Met: How practices are implemented and monitored for agencies, labour brokers or recruiters
D.1.5.b	Prohibition of forced labour: Recruitment fees and costs (in the supply chain)	0	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> • Not Met: Debt and fees rules in codes or contracts: The Global Human Rights Statement indicates that it 'is applicable to all Starbucks Partners, and we extend the expectations detailed in this statement to suppliers throughout our Supply Chain'. It also states: 'Our ethical sourcing programs integrate respect for human rights throughout our Supply Chain, addressing rights such as: [...] the right to be free from forced and child labor'. It also indicates in its CAFE Practices Standards [for coffee suppliers] different social responsibility indicators, among which, 'Workers are not required to pay a recruitment fee as a condition for employment'. However, it is not clear the Company prohibits all its suppliers and any third-party recruitment intermediaries from imposing financial burdens on job seekers and workers by collecting recruitment fees or related costs in its contractual arrangements or supplier code of conduct covering all its suppliers. [Global Human Rights Statement - website, 2020: stories.starbucks.com] & [CAFE Practices Standards – Generic Scoreboard, 01/2016: cdn.scsglobal.com] • Not Met: How working with suppliers on debt & fees: The Company has provided an additional source to this indicator, however, no material evidence was found. <p>Score 2</p> <ul style="list-style-type: none"> • Not Met: Assessment of the number affected by payment of recruitment fees • Not Met: Analysis of trends in progress made: In its 2021 Global Environmental and Social Impact Report, the Company provides figures of non-conformities related to forced labor, abuse, or unethical recruitment practices. Also, the 2014-2018 CAFE Practices Impact Assessment notes: 'The program prohibits the use of forced, bonded, indentured, convict or trafficked labor. Results show that there has been a decline in non-compliance from 190 in 2014 (24% of ZT) to 8 in 2018 (6% of ZT). Evidence provided by inspectors reported the reason for the non-compliance was a lack of a written policy prohibiting forced labor versus evidence of forced labor occurring on the farm or mill'. However, although the Company discloses figures related to the progress of compliance with forced labor requirements, no analysis of trends demonstrating progress specifically on the issue of financial burdens on job seekers and workers found. [2021 Global Environmental and Social Impact Report, 2022: stories.starbucks.com] & [2014-2018 Impact Assessment, N/A: conservation.org]
D.1.5.c	Prohibition of forced labour: Wage practices (in own production or manufacturing operations)	0	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> • Not Met: Pays workers in full and on time: The Company indicates: 'We are committed to following all applicable wage and hour laws and regulations. [...] To help insure that all work performed for Starbucks is compensated correctly, partners compensated on the basis of hours worked must report and record time accurately in accordance with established local procedure'. However, no further evidence found indicating that it pays workers in full and on time. [How We Treat One Another (web), N/A: livingourvalues.starbucks.com] • Not Met: Payslips show any legitimate deductions <p>Score 2</p> <ul style="list-style-type: none"> • Not Met: How these practices are monitored for agencies, labour brokers or recruiters

Indicator Code	Indicator name	Score (out of 2)	Explanation
D.1.5.d	Prohibition of forced labour: Wage practices (in the supply chain)	0	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> • Not Met: Suppliers to pay workers in full and on time in codes or contracts: The Global Human Rights Statement indicates that it 'is applicable to all Starbucks Partners, and we extend the expectations detailed in this statement to suppliers throughout our Supply Chain'. It also states: 'Our ethical sourcing programs integrate respect for human rights throughout our Supply Chain, addressing rights such as: [...] the right to be free from forced and child labor'. It also indicates in its CAFE Practices Standards Generic Scoreboard [for coffee suppliers] different social responsibility indicators, among which, 'Wages are paid regularly to all workers in cash, cash equivalent (check, direct deposit), or through in-kind payments (e.g., food), if legally permissible'. However, it is not clear the Company requires all of its suppliers to pay workers in full and on time in its contractual arrangements with suppliers or supplier code of conduct, as part of the evidence seems to refer to coffee suppliers. [Global Human Rights Statement - website, 2020: stories.starbucks.com] & [CAFE Practices Standards – Generic Scoreboard, 01/2016: cdn.scsglobal.com] • Not Met: How working with supply chain to pay workers regularly and on time: The Company has provided an additional source to this indicator, however, no material evidence was found. <p>Score 2</p> <ul style="list-style-type: none"> • Not Met: Assessment of the number affected by failure to pay directly • Not Met: Provides analysis of trends demonstrating progress: In its 2021 Global Environmental and Social Impact Report, the Company provides figures of non-conformities related to forced labor, abuse, or unethical recruitment practices. Also, the 2014-2018 CAFE Practices Impact Assessment notes: 'The program prohibits the use of forced, bonded, indentured, convict or trafficked labor. Results show that there has been a decline in non-compliance from 190 in 2014 (24% of ZT) to 8 in 2018 (6% of ZT). Evidence provided by inspectors reported the reason for the non-compliance was a lack of a written policy prohibiting forced labor versus evidence of forced labor occurring on the farm or mill'. However, although the Company discloses figures related to the progress of compliance with forced labor requirements, no analysis of trends demonstrating progress specifically on the payment of workers in full and on time. [2014-2018 Impact Assessment, N/A: conservation.org] & [2021 Global Environmental and Social Impact Report, 2022: stories.starbucks.com]
D.1.5.e	Prohibition of forced labour: Restrictions on workers (in own production or manufacturing operations)	0	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> • Not Met: Does not retain documents or restrict movement <p>Score 2</p> <ul style="list-style-type: none"> • Not Met: How these practices are monitored for agencies, labour brokers or recruiters
D.1.5.f	Prohibition of forced labour: Restrictions on workers (in the supply chain)	0	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> • Not Met: Free movement rules in codes or contracts: The Global Human Rights Statement indicates that it 'is applicable to all Starbucks Partners, and we extend the expectations detailed in this statement to suppliers throughout our Supply Chain'. It also states: 'Our ethical sourcing programs integrate respect for human rights throughout our Supply Chain, addressing rights such as: [...] the right to be free from forced and child labor'. It also indicates in its CAFE Practices Standards Generic Scoreboard [for coffee suppliers] different social responsibility indicators, among which, 'Workers do not surrender their identity papers or other original personal documents or pay deposits as a condition of employment'. However, it is not clear the Company prohibits all of its suppliers from retaining workers' personal documents or restricting workers' freedom of movement or requiring workers to use company provided accommodation in its contractual arrangements or within its supplier code of conduct. [Global Human Rights Statement - website, 2020: stories.starbucks.com] & [CAFE Practices Standards – Generic Scoreboard, 01/2016: cdn.scsglobal.com] • Not Met: How working with suppliers on free movement: The Company has provided an additional source to this indicator, however, no material evidence was found. <p>Score 2</p> <ul style="list-style-type: none"> • Not Met: Assessment of the number affected by retaining docs or restricting movement

Indicator Code	Indicator name	Score (out of 2)	Explanation
			<ul style="list-style-type: none"> • Not Met: Provides analysis of trends demonstrating progress: In its 2021 Global Environmental and Social Impact Report, the Company provides figures of non-conformities related to forced labor, abuse, or unethical recruitment practices. Also, the 2014-2018 CAFE Practices Impact Assessment notes: 'The program prohibits the use of forced, bonded, indentured, convict or trafficked labor. Results show that there has been a decline in non-compliance from 190 in 2014 (24% of ZT) to 8 in 2018 (6% of ZT). Evidence provided by inspectors reported the reason for the non-compliance was a lack of a written policy prohibiting forced labor versus evidence of forced labor occurring on the farm or mill'. However, although the Company discloses figures related to the progress of compliance with forced labor requirements, no analysis of trends demonstrating progress specifically on restrictions on workers. [2021 Global Environmental and Social Impact Report, 2022: stories.starbucks.com] & [2014-2018 Impact Assessment, N/A: conservation.org]
D.1.6.a	Freedom of association and collective bargaining (in own production or manufacturing operation)	0	<p>The individual elements of the assessment are met or not as follows: Score 1</p> <ul style="list-style-type: none"> • Not Met: Commits not to interfere with union rights / Steps to avoid intimidation or retaliation: The Company's Global Human Rights Statement includes a commitment to guarantee the rights to form or join trade unions and to bargain collectively. However, there is no information disclosed on the measures to prohibit intimidation or retaliation against workers seeking to exercise these rights. In its webpage section We are ALL Starbucks Partners the Company discloses some information about union and unionizing. However, it is not clear the measures in place to prohibit any form of intimidation, harassment, retaliation or violence against workers seeking to exercise the right to form and join a trade union of their choice (or equivalent worker bodies where the right to freedom of association and collective bargaining is restricted under law). The Company has provided an additional source to this indicator, however, no material evidence was found. [Global Human Rights Statement - website, 2020: stories.starbucks.com] & [We are ALL Starbucks (web), N/A: one.starbucks.com] • Not Met: Discloses % total direct operations covered by collective CB agreements <p>Score 2</p> <ul style="list-style-type: none"> • Not Met: Meets both requirements under score 1
D.1.6.b	Freedom of association and collective bargaining (in the supply chain)	0	<p>The individual elements of the assessment are met or not as follows: Score 1</p> <ul style="list-style-type: none"> • Not Met: FoA & CB rules in codes or contracts: The Global Human Rights Statement indicates that it 'is applicable to all Starbucks Partners, and we extend the expectations detailed in this statement to suppliers throughout our Supply Chain'. It also states: 'We adhere to ILO Core Labor Standards, including the rights to [...] freedom of association, participation in collective bargaining'. It also indicates in its CAFE Practices Standards Generic Scoreboard [for coffee suppliers] different social responsibility indicators, among which: 'Workers have either direct communication or a designated representative to communicate with management or employer. [...] Workers are able to talk about workplace grievances with management or employer with no fear of reprisal. [...] Management policies recognize the workers' rights to organize and/or collectively bargain as allowed by national laws and international obligations. [...] A workers' association or committee has been formed and governed by the employees, independent of management influence except where prohibited by law. [...] There are regular meetings between management and employees or worker's representative to improve working conditions'. However, although the Company indicates its expectations to suppliers and it has freedom of association, participation in collective bargaining indicators in its verification standards for its coffee supply chain, it is not clear that, in its contractual arrangements with all of its suppliers or supplier code of conduct, it requires prohibiting intimidation, harassment, retaliation and violence against trade union members and trade union representatives. [Global Human Rights Statement - website, 2020: stories.starbucks.com] & [CAFE Practices Standards – Generic Scoreboard, 01/2016: cdn.scsglobal.com] • Not Met: How working with suppliers on FoA and CB: The Company has provided an additional source to this indicator, however, no material evidence was found. <p>Score 2</p> <ul style="list-style-type: none"> • Not Met: Assessment of the number affected by restrictions to FoA and CB in the SP • Not Met: Provides analysis of trends demonstrating progress: The Company has provided an additional source to this indicator, however, no material evidence was found.

Indicator Code	Indicator name	Score (out of 2)	Explanation
D.1.7.a	Health and safety: Fatalities, lost days, injury, occupational disease rates (in own production or manufacturing operations)	0	The individual elements of the assessment are met or not as follows: Score 1 <ul style="list-style-type: none"> • Not Met: Describes process to identify H&S risks and impacts • Not Met: Injury Rate or Lost days or Near miss disclosures for last reporting period • Not Met: Fatalities for lasting reporting period • Not Met: Occupational disease rate for last reporting period Score 2 <ul style="list-style-type: none"> • Not Met: Set targets for H&S performance • Not Met: Met targets or explains why not or how improve management systems
D.1.7.b	Health and safety: Fatalities, lost days, injury, occupational disease rates (in the supply chain)	0.5	The individual elements of the assessment are met or not as follows: Score 1 <ul style="list-style-type: none"> • Met: Sets out clear Health and Safety requirements: The Company has different Standards and Practices documents for each sector (Coffee, Tea, Cocoa, Manufactured Goods and Services, etc.). All standards include the prohibition to use forced, bonded, indentured, convict or trafficked labour. All Standards include health and safety requirements, such as: 'Employer provides appropriate Personal Protective Equipment (PPE) to all applicable workers at no cost. For farms: respirators with filters, goggles, rubber boots, water-proof gloves, impermeable clothing, For dry mills: goggles, ear plugs, masks', 'Health and safety training occurs for all workers at least once a year, free of charge, and during regular working hours. Training is documented including instructors, agendas and attendance' (C.A.F.E and Cocoa), 'Measures should be taken to ensure that the workplace, including production areas, toilets and cooking areas are all regularly cleaned', 'The workplace should have sufficient and suitable ventilation, natural or artificial or both, supplying fresh or purified air' (ETP), and 'Suppliers must provide all their workers with a safe and healthy work environment and comply with all applicable laws and regulations regarding working conditions including, but not limited to: Access to potable drinking water, emergency medical care and first aid kits; Appropriate personal protective equipment, available at no cost to all applicable employees; Instruction in and enforcement of proper use of protective equipment; [...] ' (Manufactured Goods and Services). The Company has provided additional sources to CHRB for this indicator, however, key evidence was already in use. [Supplier Social Responsibility Standards: Manufactured Goods and Services, 2006: globalassets.starbucks.com] • Not Met: Injury Rate or Lost days or Near miss disclosures for last reporting period • Not Met: Fatalities rate for lasting reporting period • Not Met: Occupation disease rate for last reporting period Score 2 <ul style="list-style-type: none"> • Not Met: How working with suppliers on H&S: The Company has provided an additional source to this indicator, however, no material evidence was found. • Not Met: Assessment of the number affected by H&S issues in the SP • Not Met: Provides analysis of trends demonstrating progress
D.1.8.a	Land rights: Land acquisition (in own production or manufacturing operations)	0	The individual elements of the assessment are met or not as follows: Score 1 <ul style="list-style-type: none"> • Not Met: Approach to identification of land tenure rights holders Score 2 <ul style="list-style-type: none"> • Not Met: How valuation and compensation works • Not Met: Follows IFC PS 5 in any state land deals
D.1.8.b	Land rights: Land acquisition (in the supply chain)	0	The individual elements of the assessment are met or not as follows: Score 1 <ul style="list-style-type: none"> • Not Met: Rules on land & owners in codes or contracts • Not Met: How working with suppliers on land issues Score 2 <ul style="list-style-type: none"> • Not Met: Includes resettlement requirements that the supplier provides financial compensation • Not Met: Assessment of the number affected by land rights issues in its SP • Not Met: Provides analysis of trends demonstrating progress

Indicator Code	Indicator name	Score (out of 2)	Explanation
D.1.9.a	Water and sanitation (in own production or manufacturing operations)	0	The individual elements of the assessment are met or not as follows: Score 1 <ul style="list-style-type: none"> • Not Met: Action to prevent water and sanitation risks Score 2 <ul style="list-style-type: none"> • Not Met: Water targets considering local factors • Not Met: Reports progress and shows trends in progress made
D.1.9.b	Water and sanitation (in the supply chain)	0.5	The individual elements of the assessment are met or not as follows: Score 1 <ul style="list-style-type: none"> • Met: Rules on water stewardship in codes or contracts: The Company has different Standards and Practices documents for each sector (Coffee, Tea, Cocoa, Manufactured Goods and Services, etc.). All standards include access to water and sanitation guidelines, such as: 'Employer provides workers with convenient access to safe drinking water.', 'Workers have convenient access to sanitary facilities that do not contaminate the local environment.' (C.A.F.E. and Cocoa), or 'Access to drinking water should not be restricted and should be available in all areas of the workplace. Drinking water should be tested to ensure it is potable and records should be kept of these tests. The testing should be carried out by laboratories accredited by an appropriate authority.' (ETP), or "Suppliers must provide all their workers with a safe and healthy work environment and comply with all applicable laws and regulations regarding working conditions including, but not limited to: Access to potable drinking water' (Manufactured Goods and Services). The Company has provided additional sources to CHRB for this indicator, however, key evidence was already in use. [Supplier Social Responsibility Standards: Manufactured Goods and Services, 2006: globalassets.starbucks.com] & [C.A.F.E Practices, 2016: scsglobalservices.com] <ul style="list-style-type: none"> • Not Met: How working with suppliers on water stewardship issues: The Company has provided an additional source to this indicator, however, no material evidence was found describing how it works with suppliers to improve their practices in relation to access to water and sanitation. Score 2 <ul style="list-style-type: none"> • Not Met: Assessment on the number affected by lack of access to water and sanitation • Not Met: Provides analysis of trends demonstrating progress: In the CAFE Practices Impact assessment (2014-2018), the Company discloses figures of Wastewater management and Water body buffer zones for different countries around the world. However, no analysis of trends demonstrating progress on access to water and sanitation found. [2014-2018 Impact Assessment, N/A: conservation.org]
D.1.10.a	Women's rights (in own production or manufacturing operations)	0.5	The individual elements of the assessment are met or not as follows: Score 1 <ul style="list-style-type: none"> • Not Met: Process to stop harassment and violence against women: The Company indicates on its website that 'All partners are entitled to work in an environment that is free of harassment, bullying and discrimination. Harassment, bullying and discrimination take many forms, including: Unwelcome remarks, gestures or physical contact The display or circulation of offensive, derogatory or sexually explicit pictures or other materials, including by email and on the Internet Offensive or derogatory jokes or comments (explicit or by innuendo) Verbal or physical abuse or threats'. However, no description found of its process to prohibit and address harassment, intimidation and violence specifically against women. [How We Treat One Another (web), N/A: livingourvalues.starbucks.com] <ul style="list-style-type: none"> • Not Met: Working conditions take account of gender

Indicator Code	Indicator name	Score (out of 2)	Explanation
			<ul style="list-style-type: none"> • Met: Measures and steps to address gender pay gap at all levels of employment: The Company states in its 2020 Report: People: ‘Starbucks has achieved and maintained 100% pay equity for women and men. In its 2021 Global Environmental and Social Impact Report, it indicates: ‘Since announcing in 2018 that Starbucks had achieved 100 percent pay equity for women and men and people of all races performing similar work in the United States, we have committed to maintaining that standard annually and reaching 100% gender pay equity for all partners in Starbucks company operated markets globally. In FY21, Starbucks once again maintained 100% pay equity for women and men and people of all races performing similar work in the U.S. As of the end of FY21, median pay ratio in the U.S. was 100% for women and BIPOC partners. Globally, in FY21 the median pay for women was 100% of the median for men. We once again maintained gender equity in pay in company-operated markets Canada and Great Britain. In FY20, our licensed partners in Singapore, the Philippines and India achieved 100% pay equity for women and men. In FY21, eight additional markets in Asia-Pacific and the Hong Kong Support Center achieved 100% gender pay equity, and we continue to work with licensed partners to prioritize gender pay equity in all markets. We continue to leverage our experience in achieving gender equity in pay in the U.S. and other markets by sharing our pay-equity principles — equal footing, transparency and accountability — with other employers to help address known, systemic barriers to global pay equity’. Finally, in its document Pay Equity, it indicates best practices and tools used to achieve pay equity: ‘ We create all compensation offers consistently. [...] We do not ask for compensation history. [...] We provide pay ranges for any role to U.S. and Canada job candidates who ask.[...] Offering benefits like paid sick time and paid family and medical leave and access to ten free days of childcare or eldercare.[...] We have clear and consistent processes for annual merit increase and bonuses.[...] We’re committed to fostering a culture of inclusion.[...] We are focused on creating a culture of transparency when it comes to pay, and we want all our partners to understand how our compensation programs work—as well as their own pay package’. [2020 Report: People, 04/27/2021: stories.starbucks.com] & [2021 Global Environmental and Social Impact Report, 2022: stories.starbucks.com] <p>Score 2</p> <ul style="list-style-type: none"> • Not Met: Meets all requirements under score 1 • Not Met: Provides analysis of trends demonstrating closing gender pay gap
D.1.10.b	Women's rights (in the supply chain)	0	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> • Not Met: Women's rights in codes or contracts: The C.A.F.E. Practices Generic Scoreboard includes indicators such as: ‘Employer enforces a policy of prohibiting discrimination on the basis of gender, race, ethnicity, age or religion’. Also: ‘ All workers are employed, promoted, and compensated equally based upon their ability to perform their job, and not on the basis of gender, ethnicity, religious or cultural beliefs’. However, it is not clear that the Company requires all of its suppliers to provide equal pay for equal work, introduce measures to ensure equal opportunities throughout all levels of employment and to eliminate health and safety concerns that are particularly prevalent among women workers in its contractual arrangements with suppliers or supplier code of conduct. Current evidence refers to coffee suppliers. [CAFE Practices Standards – Generic Scoreboard, 01/2016: cdn.scsfglobalservices.com] <p>Score 2</p> <ul style="list-style-type: none"> • Not Met: How working with suppliers on women's rights • Not Met: Assessment on the number affected by discrimination or unsafe working conditions • Not Met: Provides analysis of trends demonstrating progress

E. Performance: Responses to Serious Allegations (20% of Total)

Indicator Code	Indicator name	Score (out of 2)	Explanation
E(1).0	Serious allegation No 1		<ul style="list-style-type: none"> • Area: Forced labour; working hours • Headline: Animale, Work Global Brazil and others linked to slave labor in Brazil Nestle Nespresso, Starbucks, and Syngenta's Nucoffee reported to have sourced coffee from Brazilian farms using forced labor and child labor • Story: In April 2019 the Brazilian Government updated its 'Dirty List' of employers - those deemed guilty by an internal government body to have engaged in acts of modern slavery - to include 48 additional employers. Press sources note "Another new member of the 'dirty list' is the producer of Fazenda Cedro II, in Triângulo Mineiro, Helvécio Sebastião Batista, who sells Café Fazenda Cedro," which had been certified with Nespresso and Starbucks quality seals and used to provide coffee for both brands. The sources observe that labour inspectors found six workers on the farm, after inspection in July 2018, with exhaustive hours that went, in some cases, from 6am to 11 pm, in addition to hygiene conditions considered degrading in the lodgings. Cedro II and other properties managed by Batista, labour inspectors found 19 more workers in slavery-like conditions, in addition to the six that caused this entity's inclusion on the Dirty List. Those properties lacked proper toilets and had no kitchen facilities. The workers also reported working exhaustive hours, in some cases until 11pm, often without their mandatory weekly day off. In a statement to Reporter Brasil, Starbucks said it would investigate the episode, which "could lead to the suspension of the commercial relationship with a farm until the case has been clarified". The company has since announced that it suspended the farm from its supplier list because of the charges. In Brazil slavery is defined as forced labor, but also includes debt bondage, degrading work conditions, long hours that pose a health risk or work that violates human dignity. [Reporter Brasil, 03/05/2019, "Slave labor found at second Starbucks-certified Brazilian coffee farm": reporterbrasil.org.br] [Reporter Brasil, 04/04/2019, "Nespresso and Starbucks bought coffee from farm caught with slave labor": reporterbrasil.org.br] [Monga Bay, 03/05/2019, "Slave labor found at second Starbucks-certified Brazilian coffee farm": news.mongabay.com]
E(1).1	The company has responded publicly to the allegation	1	<p>The individual elements of the assessment are met or not as follows: Score 1</p> <ul style="list-style-type: none"> • Met: Public response: In its response to Reporter Brasil, Starbucks said it will look into the incident and that it has suspended the farm from its supplier list because of the charges. It said the farm's practices previously complied with the C.A.F.E. certification seal, which follows "ethical and sustainable standards" developed in partnership with Conservation International and overseen by SCS Global Services. [Reporter Brasil, 04/04/2019: reporterbrasil.org.br] <p>Score 2</p> <ul style="list-style-type: none"> • Not Met: Detailed response: The company's response is very general and doesn't provide sufficient detail on the content of the allegations.
E(1).2	The company has investigated and taken appropriate action	0	<p>The individual elements of the assessment are met or not as follows: Score 1</p> <ul style="list-style-type: none"> • Not Met: Engaged with stakeholders: In its response to Reporter Brasil Starbucks said it will look into the incident and that it has suspended the farm from its supplier list because of the charges. However, there is no evidence that the company has engaged with the affected stakeholders. <p>In addition, the company provided feedback to CHRB for this indicator mentioning "A message from Starbucks svp, global coffee: Zero tolerance for child labor". However, the page did not address the specific allegation and responded in very general term about child labour. So, for this reason, the statement is not material for this indicator. [Reporter Brasil, 04/04/2019: reporterbrasil.org.br]</p> <ul style="list-style-type: none"> • Not Met: Identified cause: In its response to Reporter Brasil Starbucks said it will look into the incident and that it has suspended the farm from its supplier list because of the charges. However, the company did not present investigative results regarding the root causes of the events. <p>Score 2</p> <ul style="list-style-type: none"> • Not Met: Identified and implemented improvements: In its response to Reporter Brasil, Starbucks said it will look into the incident and that it has suspended the farm from its supplier list because of the charges. However there is no evidence that the company has reviewed its management systems in light of the allegations. [Reporter Brasil, 04/04/2019: reporterbrasil.org.br] • Not Met: Stakeholder input to steps taken

Indicator Code	Indicator name	Score (out of 2)	Explanation
E(1).3	The company has engaged with affected stakeholders to provide for or cooperate in remedy(ies)	0	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> • Not Met: Provided remedy: The company provided feedback to CHRB for this indicator mentioning "A message from Starbucks svp, global coffee: Zero tolerance for child labor". However, the page did not address the specific allegation and responded in very general term about child labour. So, for this reason, the statement is not material for this indicator. • Not Met: Evidence for lack of Impact or link <p>Score 2</p> <ul style="list-style-type: none"> • Not Met: Remedy satisfactory to stakeholders: The company provided feedback to CHRB for this indicator mentioning "A message from Starbucks svp, global coffee: Zero tolerance for child labor". However, the page did not address the specific allegation and responded in very general term about child labour. So, for this reason, the statement is not material for this indicator. • Not Met: Remedy delivered: See above. • Not Met: Independent remedy process used
E(2).0	Serious allegation No 2		<ul style="list-style-type: none"> • Area: FoA/CB • Headline: Starbucks accused of union busting and other labour rights violations • Story: On September 15, 2021, press sources reported that Starbucks has been accused of union-busting tactics as workers in a number of its New York stores continue their fight for recognition. <p>The Company has allegedly deployed top executives to turn up at stores in Buffalo, where a unionisation campaign is underway, where they are pulling staff into "intimidating one-to-one meetings". Adding to that, Starbucks has allegedly asked managers from across the country to go to Buffalo for three months "to help stop the union".</p> <p>Employees at three stores in the Buffalo region of New York State said they wanted to unionise, citing a chaotic work environment, erratic hours, and difficulty in taking sick leave during the COVID-19 pandemic.</p> <p>They described the difficulty of working while the store was understaffed, doing "more work for the same pay," and getting conflicting orders, such as increasing drive-thru times but also have more meaningful customer experiences.</p> <p>The workers, numbering between 20 and 30 in each of the three outlets, sent an open letter to Starbucks CEO Kevin Johnson on behalf of the newly formed Starbucks Workers United (SWU) organising committee.</p> <p>On August 12, 2021, workers from the three Buffalo-area stores filed a petition with the National Labour Relations Board to hold official union elections. The organizing committee SWU included nearly 80 employees from 14 stores across the region, according to a release on the petition.</p> <p>In June 2021, Starbucks was found to have unlawfully fired two workers in Philadelphia to hinder a unionisation drive and to have spied on conversations workers had with colleagues.</p> <p>The organizers' actions have attracted regional political attention. In their release, workers noted the support of New York State Congressman and Buffalo mayoral candidate. The move has also gained some broader attention from the recently elected president of the AFL-CIO, who has expressed her support for the union-organizing effort.</p> <p>[Morning Star, 15/09/2021, "Starbucks accused of union-busting tactics in New York as recognition drive continues": morningstaronline.co.uk] [The Philadelphia Inquirer, 12/08/2021, "Fired Philly baristas won their labor case against Starbucks. Here's how.": inquirer.com] [HR Dive, 02/09/2021, "Buffalo-area Starbucks employees move to form a union": hrdive.com]</p>
E(2).1	The Company has responded publicly to the allegation	0	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> • Not Met: Public response: In response to the allegation, Jory Mendes, Starbucks' senior manager of corporate communications stated: "While Starbucks respects the free choice of our partners, we firmly believe that our work environment, coupled with our competitive compensation and benefits, makes unions unnecessary at Starbucks". And continued saying: "We respect our partners' right

Indicator Code	Indicator name	Score (out of 2)	Explanation
			to organize but believe that they would not find it necessary given our pro-partner environment." This statement does not, however, address the allegations concerning anti-union actions by the company. As a general statement on unionising it does not meet the requirements for this datapoint [HR Dive, 02/09/2021: hrdive.com] [Starbucks, 18/10/2021, "Working Directly Together as Partners, We Can Build a Different Kind of Company": stories.starbucks.com] Score 2 • Not Met: Detailed response [HR Dive, 02/09/2021: hrdive.com]
E(2).2	The Company has appropriate policies in place	0	The individual elements of the assessment are met or not as follows: Score 1 • Not Met: Engaged with stakeholders • Not Met: Identified cause Score 2 • Not Met: Identified and implemented improvements • Not Met: Stakeholder input to steps taken
E(2).3	The Company has taken appropriate action	0	The individual elements of the assessment are met or not as follows: Score 1 • Not Met: Provided remedy • Not Met: Evidence for lack of Impact or link Score 2 • Not Met: Remedy satisfactory to stakeholders • Not Met: Remedy delivered • Not Met: Independent remedy process used
E(3).0	Serious allegation No 3		• Area: Child labour • Headline: Children as young as eight picked coffee beans on farms in Guatemala supplying Starbucks • Story: On March 1st, 2020, Channel 4's Dispatches exposed coffee farms in the Central American country paying children less than GBP 5 to work eight-hour days. Children were filmed working up to six days a week picking beans and lifting heavy loads at the plantations linked to Starbucks. Dispatches said it was given access to Nespresso supplier farms in remote regions of Guatemala, and found children working at all of them. According to this statement some of the children, who worked around eight hours a day, six days a week, looked as young as eight. They, were paid depending on the weight of beans they picked, with sacks weighing up to 45kg. Typically, a child would earn less than £5 a day, although sometimes it could be as low as 31p an hour. [Business and Human Rights Resource Centre, 02/03/2020, "Guatemala: Children as young as eight picked coffee beans on farms supplying Starbucks": business-humanrights.org] [Channel 4, 01/03/2020, "Dispatches: Starbucks and Nespresso: The Truth About Your Coffee": channel4.com] [The Guardian, 01/03/2020, "Children as young as eight picked coffee beans on farms supplying Starbucks": theguardian.com]
E(3).1	The Company has responded publicly to the allegation	1	The individual elements of the assessment are met or not as follows: Score 1 • Met: Public response: Starbucks said in a statement to Dispatches that "We've launched a full investigation into the claims brought by Channel 4, carried out in partnership with a leading third-party auditor. We can confirm we have not purchased coffee from the farms in question during the most recent harvest season, and we will not do so until we can verify that they are not in breach of C.A.F.E. Practices – our ethical sourcing program developed in partnership with Conservation International that provides comprehensive social, environmental and economic standards, including zero tolerance for child labour." [Channel 4, 01/03/2020: channel4.com] Score 2 • Not Met: Detailed response: The company stated that it has zero tolerance for child labour and that it has launched an investigation into the allegations. However, it does not address the allegation in detail, but instead only references their policy on child labour in very general terms. [Business and Human Rights Resource Centre, 02/03/2020: business-humanrights.org] [Channel 4, 01/03/2020: channel4.com] [The Guardian, 01/03/2020: theguardian.com]
E(3).2	The Company has appropriate policies in place	0.5	The individual elements of the assessment are met or not as follows: Score 1 • Not Met: Engaged with stakeholders: Although Starbucks launched an investigation into the allegations of child labour in its supply chain, there is no indication that this included engagement with affected stakeholders.

Indicator Code	Indicator name	Score (out of 2)	Explanation
			<ul style="list-style-type: none"> • Not Met: Identified cause: Although Starbucks launched an investigation into the allegations of child labour in its supply chain, the results of this investigation were not made publicly available. The company provided an update in July 2020, stating that no instances of child labour were found at the farms in question. The company does, however, acknowledge in its update that the audits were conducted at the end of the harvesting season, therefore, "the same level of activity on the farms as witnessed by Dispatches was not present". The company indicated that it would continue its investigation, however, no further updates could be found. [Business and Human Rights Resource Centre, 02/03/2020: business-humanrights.org] [A message from Starbucks svp, global coffee (web), 01/03/2022: stories.starbucks.com] <p>Score 2</p> <ul style="list-style-type: none"> • Met: Identified and implemented improvements: Starbucks has its Supplier Code of Conduct and its C.A.F.E. Practices to use as a guide to ensure that it is sourcing ethical coffee. However, these existed before the allegations were made public and can not be considered improvements to avoid similar violations from occurring. <p>Starbucks further pledged taking additional steps in 2020 following the allegations: "First, we commit to increasing the frequency of third-party audits on C.A.F.E. Practice-verified farms not just in Guatemala but throughout the world, which includes new measures to ensure both announced and unannounced inspections. Second, we recommit to an Emergency Relief Fund to be paid in 2020 to farmers in Guatemala who sell coffee to Starbucks. Third, we commit to a community investment of social service resources to be developed in partnership with others in Guatemala. And finally: we commit to support farmers and their communities through piloting regional community and childcare centers." [C.A.F.E Practices, 2016: scsglobalservices.com] & [A message from Starbucks svp, global coffee: Zero tolerance for child labor, 01/03/2020: stories.starbucks.com]</p> <ul style="list-style-type: none"> • Not Met: Stakeholder input to steps taken: Although Starbucks has launched various initiatives to mitigate the unethical sourcing of its coffee, there is no evidence that the company engaged with affected individuals and implemented these specific programs and policies as a result of the allegations of child labour in its supply chain in Guatemala.
E(3).3	The Company has taken appropriate action	0	<p>The individual elements of the assessment are met or not as follows:</p> <p>Score 1</p> <ul style="list-style-type: none"> • Not Met: Provided remedy • Not Met: Evidence for lack of Impact or link: Starbucks launched an investigation into the allegations of child labour in its supply chain and confirmed that it did not purchase any coffee from the farms in question. However, the information provided by Starbucks referred only to the most recent harvest and can therefore not be considered as detailed enough evidence as required by this datapoint. [Business and Human Rights Resource Centre, 02/03/2020: business-humanrights.org] [Channel 4, 01/03/2020: channel4.com] [The Guardian, 01/03/2020: theguardian.com] [A message from Starbucks svp, global coffee: Zero tolerance for child labor, 01/03/2020: stories.starbucks.com] <p>Score 2</p> <ul style="list-style-type: none"> • Not Met: Remedy satisfactory to stakeholders • Not Met: Remedy delivered • Not Met: Independent remedy process used: Starbucks' C.A.F.E. Practices program is not considered as an independent process as required by this datapoint. [C.A.F.E Practices, 2016: scsglobalservices.com] & [Global Human Rights Statement, 2020: content-prod-live.cert.starbucks.com]
E(4).0	Serious allegation No 4		<ul style="list-style-type: none"> • Area: Health & safety • Headline: Tea workers in Kenya file 'landmark' lawsuit against James Finlay over injuries allegedly caused by working conditions • Story: In 2019, Kenyan tea plantation workers have filed a lawsuit against James Finlay before a Scottish court claiming damages for serious chronic health issues allegedly related to the working conditions they were subjected to working for the company. The claimants argued they had suffered severe impacts to their spines due to having to carry heavy baskets for extended periods of time. <p>The company did not collaborate in the courts investigation of the claims and even challenged an order by the Scottish court to grant access to the farms in a Kenyan court.</p>

Indicator Code	Indicator name	Score (out of 2)	Explanation
			James Finlay is a supplier of Starbucks. [Business and Human Rights Resource Centre, 10/10/2021, "Kenya: Tea workers file 'landmark' lawsuit against James Finlay over injuries allegedly caused by working conditions": business-humanrights.org] [BBC News, 05/03/2021, "Kenyan farm workers launch Scottish legal bid against tea giant": bbc.com]
E(4).1	The Company has responded publicly to the allegation	1	The individual elements of the assessment are met or not as follows: Score 1 <ul style="list-style-type: none"> Met: Public response: Starbucks was cited by media commenting on the allegation that it was aware of the claims and had been in contact with James Finlay Kenya. It said all the tea it bought from Finlays was Rainforest Alliance certified. [Business and Human Rights Resource Centre, 10/10/2021: business-humanrights.org] Score 2 <ul style="list-style-type: none"> Not Met: Detailed response: The company reportedly stated that it had contacted James Finlay regarding the allegations and added that the tea purchased from Finlays was Rainforest Alliance Certified. However, the company did not comment on the poor labour conditions in the tea farms. [Business and Human Rights Resource Centre, 10/10/2021: business-humanrights.org]
E(4).2	The Company has appropriate policies in place	0	The individual elements of the assessment are met or not as follows: Score 1 <ul style="list-style-type: none"> Not Met: Engaged with stakeholders: Although Finlays reports that Starbucks visited one of its tea farms in Kericho, Kenya, there is no evidence that Starbucks directly engaged with affected stakeholders in the area. Not Met: Identified cause Score 2 <ul style="list-style-type: none"> Not Met: Identified and implemented improvements: Although in February 2020, Finlays shared that it is working alongside Starbucks on sustainability related projects in Kenya. These projects focus on gender inequality and entrepreneurship training. They do not directly address the issues of poor working conditions of Finlays in Kenya. [Together We're Stronger, 14 April 2020: finlays.net] Not Met: Stakeholder input to steps taken
E(4).3	The Company has taken appropriate action	0	The individual elements of the assessment are met or not as follows: Score 1 <ul style="list-style-type: none"> Not Met: Provided remedy Not Met: Evidence for lack of Impact or link: Starbucks claims that the tea from Finlays is Rainforest Alliance certified. Supposedly meaning that the suppliers "products, or ingredients, are produced on farms that help support the rights and well-being of farm workers, the conservation of natural resources and the protection of wildlife and the environment." However, as of January 2022, a Scottish Judge has reportedly allowed current and former Finlay workers to take legal action against Finlays in Scotland for poor working conditions. Therefore, the information presented by Starbucks is not sufficient to prove a lack of impact or link. [BBC News, 27/01/2022, "Kenyan tea pickers allowed to sue firm in Scotland": bbc.co.uk] Score 2 <ul style="list-style-type: none"> Not Met: Remedy satisfactory to stakeholders Not Met: Remedy delivered Not Met: Independent remedy process used: Although the tea farms were reportedly certified by Rainforest Alliance Network, there is no evidence that a third-party audit was conducted after the allegations of poor working conditions were made. The legal procedure before a Scottish court is still ongoing. [BBC News, 27/01/2022: bbc.co.uk]

Disclaimer

A score of zero for a particular indicator does not mean that bad practices are present. Rather it means that we have been unable to identify the required information in public documentation.

See the 2020 Key Findings report and the 2019 technical annex for more details of the research process.

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