

## **Starbucks' response to allegations of human rights violations in the tea supply chain – August 2023**

Thank you for the opportunity to respond as we take all reported safety concerns and incidents seriously.

### **Dufflaghur Tea Estate**

On behalf of Starbucks, we would first like to send our deepest condolences to the family and community of Shri. Sukman Munda.

Once we were made aware of the unfortunate incident at Dufflaghur Tea Estate, we immediately reached out to directly to understand what occurred and requested that our supplier share their due diligence approach. We also shared our expectation of our supplier to develop a plan to improve safety measures. To ensure the improved safety measures are implemented, we have also put in place a progress report with our supplier.

Starbucks due diligence processes are aimed at preventing, mitigating or ceasing adverse human rights throughout our supply chain. For tea, our approach includes sourcing Rainforest Alliance Certified tea. For more information on the farm requirements in the Rainforest Alliance certification program, which is part of a due diligence approach, please visit [here](#).

### **Starbucks Supplier Requirements and Code of Conduct**

Our tea suppliers are required to acknowledge Starbucks [Supplier Code of Conduct](#), [Standards of Business Conduct](#) as well as [Starbucks Global Human Rights Statement](#). Starbucks also requires all tea suppliers to hold a current Rainforest Alliance Certificate. In FY22, 99.7% of tea sourced by the global tea sourcing team was verified as responsibly sourced (as disclosed in our [2022 Global Environment & Social Impact Report](#)). However, continued failure to comply, or failure to work with Starbucks or a third party to correct non-compliance with our policies, are grounds for cancellation of open orders, discontinued use of non-complying production sites, or termination of our business relationship.

### **Namdang Tea Estate**

Starbucks does source from Namdang Tea Estate owned by McLeod Russel India Limited, but the incident referenced in the article incorrectly identified Namdang whereas the incident occurred at Samdang, owned by MK Shah. Starbucks did not source from Samdang Tea Estate in 2022 or 2023.