



Starbucks Response – March 4, 2024

Thank you. We're glad for the opportunity to respond.

We take allegations like these extremely seriously and are actively engaged with farms to ensure they adhere to our standards. Starbucks remains committed to working with our business partners to meet the expectations detailed in our [Global Human Rights Statement](#).

We continue to aggressively defend against claims that Starbucks has misrepresented our ethical sourcing commitments to customers – and remain committed to our goal to source and verify 100% of Starbucks coffee through C.A.F.E. Practices. As stated in our fiscal 2023 [Starbucks Global Impact Report](#), 99.7% of Starbucks coffee was ethically sourced and verified through C.A.F.E Practices.

[Coffee and Farmer Equity \(C.A.F.E.\) Practices](#), developed in collaboration with [Conservation International](#), was one of the industry's first set of ethical sourcing standards when it launched in 2004 and remains the cornerstone of our holistic work to ensure the long-term supply of high-quality coffee. To maintain an active status in the program, each supply chain is required to undergo reverification regularly with frequency dictated by the size of the farm. Starbucks relies on SCS Global Services (SCS) to ensure the quality and integrity of the third-party auditing for C.A.F.E. Practices. Evaluation criteria are [open-sourced and publicly available](#), consisting of more than 200 indicators across four criteria areas: economic transparency, social responsibility, environmental leadership and quality.

In instances where Starbucks is notified of alleged violations, we take immediate action. This includes an investigation that may lead to asking the farm to create a plan describing how the issue will be corrected or suspending the commercial relationship with a farm. Examples of immediate action include our decision to suspend purchasing from the tea estate in Kenya referenced in this report and our 2020 commitment to work alongside coffee farmers in [Guatemala](#), including increasing the frequency of third-party audits on C.A.F.E. Practice-verified farms, supporting the unmet needs of farmers through financing and investing in social service resources.

We also believe that transparency and a focus on scrutiny for continuous improvement is the right approach to promote positive change. With that commitment, we have disclosed our fiscal 2023 suppliers for coffee, tea and cocoa. In December, we shared the results of our first Human Rights Impact Assessment. Within the assessment, we outline key recommendations related to human rights including advancing implementation of targeted risk-mitigation action plans for specific salient risks, commodities and regions. This assessment represents the next step in our journey to assess salient human rights risks and make key investments to support our partners, farmers, communities and the environment. As we have in the past, we look forward to updating our stakeholders on our human rights due diligence program in the years to come.