

Particulars

About Your Organisation

1.1 Name of your organization

Starbucks Corporation

1.2 What is/are the primary activity(ies) or product(s) of your organization?

- Oil Palm Growers
 - Palm Oil Processors and/or Traders
 - Consumer Goods Manufacturers
 - Retailers
 - Banks and Investors
 - Social or Development Organisations (Non Governmental Organisations)
 - Environmental or Nature Conservation Organisations (Non Governmental Organisations)
 - Affiliate Members
 - Supply Chain Associate
-

1.3 Membership number

3-0086-16-000-00

1.4 Membership category

Ordinary

1.5 Membership sector

Retailers

Retailers

Operational Profile

1.1 Please state your main activities within the palm oil supply chain. Tick all that apply:

- Wholesaler
- Retail
- Food service providers
- Own-brand
- Third party brands
- Biofuels
- Other

Operations and Certification Progress

2.1 In which markets where you operate do you sell goods containing palm oil and oil palm products?

Austria, Brazil, Canada, China, France, Germany, Japan, Netherlands, Puerto Rico, Singapore, Switzerland, Thailand, United Kingdom, United States

2.2 Do you have a system for calculating how much palm oil and palm oil products there is in the goods you sell?

Yes

2.3 Does this system cover your own-brand use of palm oil and oil palm products or all brands you sell?

Own brand only

2.4 In which markets where you operate do you calculate how much palm oil and oil palm product there is in the goods you sell?

Austria, Brazil, Canada, China, France, Germany, Japan, Netherlands, Puerto Rico, Singapore, Switzerland, Thailand, United Kingdom, United States

2.5 Total volume of all palm oil and oil palm products in the goods sold in the year:

2.5.1 Total volume of Refined /Crude Palm Oil in the goods sold in the year

765.33 Tonnes

2.5.2 Total volume of Crude and Refined Palm Kernel Oil in the goods sold in the year

467.87 Tonnes

2.5.3 Total volume of Palm Kernel Expeller sold in the year

Tonnes

2.5.4 Total volume of other Palm-based Derivatives and Fractions used in the year

532.84 Tonnes

2.5.5 Total volume of all palm oil and oil palm products in the goods sold in the year

1766.04 Tonnes

2.6 Volume of palm oil and oil palm products used in the year, in your own brand of products, that are RSPO-certified

No	Description	Crude and Refined Palm Oil (Tonnes)	Crude and Refined Palm Kernel Oil (Tonnes)	Palm Kernel Expeller (Tonnes)	Other palm-based derivatives and fractions (Tonnes)
2.6.1	Book & Claim	610.59	444.53		427.41
2.6.2	Mass Balance	79.01	21.95		92.06
2.6.3	Segregated	58.54	1.39		13.37
2.6.4	Identity Preserved	17.19			
2.6.5	Total volume	765.33	467.87		532.84

2.7 Volume of RSPO certified sustainable palm oil and oil palm products purchased from other RSPO certified companies (tonnes)

No	Description	Crude and Refined Palm Oil (Tonnes)	Crude and Refined Palm Kernel Oil (Tonnes)	Palm Kernel Expeller (Tonnes)	Other palm-based derivatives and fractions (Tonnes)
2.7.1	Book & Claim	-	-	-	-
2.7.2	Mass Balance	-	-	-	-
2.7.3	Segregated	-	-	-	-
2.7.4	Identity Preserved	-	-	-	-
2.7.5	Total volume	-	-	-	-

2.8 What is the percentage of RSPO certified sustainable palm oil and oil palm products in the total volume handled by your company in the following regions:

Africa --%
Australasia --%
Europe (incl. Russia) --%
North America --%
South America --%
Middle East --%
China --%
India --%
Indonesia --%
Malaysia --%
Rest of Asia --%

Time-Bound Plan**3.1 Year expected to start (or year started) using RSPO certified sustainable palm oil and oil palm products, in your own brand of products**

2014

3.2 Year expected to be (or already) using 100% RSPO certified sustainable palm oil and oil palm products from any supply chain option in your own brand products

2016

Comment:

Starbucks is not a direct purchaser of palm oil and uses a diminuous amount in each market. 2016 was the first year Starbucks used a third-party tool to gather information from suppliers. The resulting data has provided us with a better idea of where supplier engagement and education will be required to continually meet our palm oil goal. While the tool uncovered suppliers who do not purchase RSPO certified palm oil per our policy, we are covering the volume through RSPO Credits. Starbucks will be working with these suppliers to re-communicate the commitment and requirement, providing additional assistance where needed.

Much of the palm oil volume that was not RSPO certified was used in products made for our Japan market. As noted in the challenges section, requiring RSPO certification for the palm oil in locally produced food and beverage items in the Japan market is very challenging. We have set a plan to be compliant with company policy in our Japan market by 2018. To that end, the Starbucks Japan sourcing team, with help from the Starbucks Global Ethical Sourcing team, has been helping to lead the sector in raising awareness about palm oil issues and RSPO in that market.

3.3 Year expected to be using 100% RSPO certified sustainable palm oil and oil palm products from physical supply chains (Identity Preserved, Segregated and/or Mass Balance) in your own brand products

2018

3.4 In which markets where you operate, do these commitments cover?

Austria, Brazil, Canada, China, France, Germany, Japan, Netherlands, Puerto Rico, Singapore, Switzerland, Thailand, United Kingdom, United States

3.5 Does your company have a Time-Bound Plan to require the use of RSPO certified palm oil and oil palm products in the products you sell on behalf of other companies brands?

No

Trademark Related**4.1 Do you use or plan to use the RSPO Trademark on your own brand products?**

No

Actions for Next Reporting Period**5.1 Outline actions that you will take in the coming year to promote the use of RSPO certified sustainable palm oil and oil palm products along the supply chain**

Since Starbucks is not a direct purchaser, each reporting cycle Starbucks deepens our suppliers' awareness of our commitment to RSPO certified sustainable palm oil and palm oil products and the importance of this commitment. In 2017 we contracted a third-party provider to build a reporting platform to use with suppliers.

We are working through the significant challenges to achieving our goal in Japan due to different labeling requirements, lack of local awareness of the issues and lack of availability of the correct palm oil products in market. Starbucks local teams have been working diligently to educate suppliers, build awareness with other brands and NGOs starting to focus on palm oil within Japan, and creating actionable plans with suppliers to achieve a 2018 year end goal of 100% certified palm oil use in our products.

Reasons for Non-Disclosure of Information**6.1 If you have not disclosed any of the above information, please indicate the reasons why**

Confidential

Application of Principles & Criteria for all members sectors

7.1 Do you have organizational policies that are in line with the RSPO P&C, such as:

- Water, land, energy and carbon footprints
No file was uploaded
Related link: https://www.scsglobalservices.com/files/program_documents/cafe_scr_genericv3.4_011516.pdf
- Ethical conduct and human rights
No file was uploaded
Related link: <https://globalassets.starbucks.com/assets/eecd184d6d2141d58966319744393d1f.pdf>
- Labour rights
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Related link: <https://globalassets.starbucks.com/assets/1d7de46ff5f845d89c01a81bebdbdb59.pdf>
- Stakeholder engagement
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- None of the above

7.2 What best practice guidelines or information has your organisation provided in the past year, to facilitate the uptake of RSPO certified sustainable palm oil and oil palm products? What languages are these guidelines available in?

Starbucks is working closely with suppliers in Japan to raise awareness about the issues in palm oil production and the importance of RSPO certification. As part of developing a palm oil reporting platform with a third-party, educational materials from RSPO and the Sustainable Sourcing Guide for Palm Oil Users published by Conservation International and WWF were incorporated into education sections of the tool. Starbucks sourcing managers were empowered to follow up directly with suppliers to ensure participation in the reporting process.

7.3 Your answers above indicate that you are not yet using 100% RSPO certified palm oil and oil palm products. Do you have plans to immediately cover the gap using Book & Claim?

Yes

GHG Emissions**8.1 Are you currently assessing your operational GHG emissions?**

Yes

Uploaded files:

No files were uploaded

Link to Website

<https://www.starbucks.com/responsibility/environment/climate-change>

8.2 Do you publicly report the GHG emissions of your operations?

Yes

Uploaded files:

No files were uploaded

Link to Website

<https://www.starbucks.com/responsibility/environment/climate-change>

Support Smallholders**9.1 Are you currently supporting any independent smallholder groups?**

No

9.2 If no, do you have any future plans to support independent smallholders?

No

Challenges

1 What significant economic, social or environmental obstacles have you encountered in the production, procurement, use and/or promotion of CSPO and what efforts did you make to mitigate or resolve them?

Starbucks is not a direct purchaser of palm oil and uses a diminimous amount in each market. All palm oil is purchased by our suppliers who bake, assemble or otherwise make products on our behalf. Rather than centralized recipes and control, we have a focus on market relevance, driven by local decision-making. We must individually communicate with and educate a vast, diverse and globally dispersed group of companies to ensure compliance with our palm oil policy. This is the first year we have used a third-party to facilitate reporting and it was very helpful but supplier awareness continues to be a challenge for a global organization with local production, especially in markets like Japan where consumer awareness and concern is very low. Starbucks volume of use is so low that we do not have much influence on suppliers and there are few other companies producing products locally with an RSPO certified palm oil requirement.

2 How has your organization supported the vision of RSPO to transform markets? (e.g. Funding; Engagement with key stakeholders; Business to business education/outreach)

As noted, Starbucks local sourcing team's engagement with suppliers and other businesses in Japan has significantly helped to build awareness there for palm oil issues and the importance of certification. In addition, Starbucks investment and time to help a third-party build a reporting platform for palm oil compliance will benefit the RSPO agenda.

3 Other information on palm oil (sustainability reports, policies, other public information)

- No files were uploaded

Link: <https://globalassets.starbucks.com/assets/0c1557af08a04ac1b45dd6bcc84c3c4b.pdf>
