

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?

- Grower
 - Processor and/or Trader
 - Consumer Goods Manufacturer
 - Retailer and/or Wholesaler
 - Bank and/or Investor
 - Social and/or Development NGO
 - Environmental and/or Conservation NGO
 - Supply Chain Associate
 - Affiliate
-

1.3 Membership number

3-0086-16-000-00

1.4 Membership category

Retailers

1.5 Membership sector

Ordinary

Retailer and/or Wholesaler**1. Operational Profile**

1.1 Please state your main activity(ies) within the palm oil supply chain. Please select the option(s) that apply to you

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

Other:

2. Palm Oil Use and Certification Progress

2.1 Please include details of all operations using palm oil, owned and/or managed by the member and/or all entities that belong to the group.

Palm oil may be used in company own-branded items and other 3rd party retail items manufactured by 3rd party manufacturers.

2.1.1 In which markets do you sell goods with palm oil and oil palm products?

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

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

2.2.1 Total volume of refined /crude palm oil in the goods sold in the year (tonnes)

1,725.03

2.2.2 Total volume of crude and refined palm kernel oil in the goods sold in the year (tonnes)

956.66

2.2.3 Total volume of palm kernel expeller sold in the year (tonnes)

0.00

2.2.4 Total volume of other palm-based derivatives and fractions in the year (tonnes)

574.53

2.2.5 Total volume of all palm oil and oil palm products in the goods sold in the year (tonnes)

3,256.22

2.3 Volume of palm oil and oil palm products used in the year, in your own brand products, that are RSPO-certified (tonnes):

Description	Crude and Refined Palm Oil	Crude and Refined Palm Kernel Oil	Palm Kernel Expeller	Other palm-based derivatives and fractions
2.3.1 Book and Claim from Mill / Crusher	-	-	-	-
2.3.2 Book and Claim from Independent Smallholder	-	-	-	-
2.3.3 Mass Balance (MB)	512.48	386.5	-	112.87
2.3.4 Segregated (SG)	78.18	20.93	-	0.17
2.3.5 Identity Preserved (IP)	2.4	-	-	-
2.3.6 Total volume (tonnes)	593.0600000000001	407.43	-	113.04

2.4 According to the information you have provided in this questionnaire, your company has not reached 100% sustainable palm yet by using the four supply chain models (Book and Claim, MB, SG, IP). Do you have plans to immediately cover the gap by using RSPO Credits?

2.4.1 When do you plan to cover the gap by using RSPO Credits?

-

2.4.2 Please explain why

-

2.5 What is the percentage of Certified Sustainable Palm Oil and oil palm products in the total volume handled by your company in the following regions:

2.5.1 Africa

0%

2.5.2 Oceania

0%

2.5.3 Europe

0%

2.5.4 North America

0%

2.5.5 Latin America

0%

2.5.6 Middle East

0%

2.5.7 China0%

2.5.8 India0%

2.5.9 Indonesia0%

2.5.10 Malaysia0%

2.5.11 Rest of Asia0%

3. 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 products**2014

3.2 Year started/expected to start using any RSPO-certified sustainable palm oil and oil palm products in your own brand products2014

3.2.1 If target has not been met, please explain why.

Low supply and demand of certified palm oil. We continue to work with our suppliers to meet this objective, especially in areas where the demand for certified palm oil is low (i.e. Asia).

3.3 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.2015

3.3.1 If target has not been met, please explain why.

Low supply and demand of certified palm oil. We continue to work with our suppliers to meet this objective, especially in areas where the demand for certified palm oil is low (i.e. Asia). Some markets started the process behind other company operated markets and have experienced significant challenges working with second tier suppliers to find availability of certified palm oil from physical supply chains. They are on target for 2020 and have made progress year over year.

3.4 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.2020

3.4.1 If target has not been met, please explain why.

Low supply and demand of certified palm oil. We continue to work with our suppliers to meet this objective, especially in areas where the demand for certified palm oil is low (i.e. Asia). Some markets started the process behind other company operated markets and have experienced significant challenges working with second tier suppliers to find availability of certified palm oil from physical supply chains. They are on target for 2020 and have made progress year over year.

3.5 Which markets do these commitments cover?

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

3.6 Does your company use RSPO-certified sustainable palm oil and oil palm products in goods you manufacture on behalf of other companies?

No

3.7 Does your company have a Time-Bound Plan to only use RSPO-certified sustainable palm oil and oil palm products in the goods you manufacture on behalf of other companies?

No

3.8 When do you expect all products you manufacture to only contain RSPO-certified sustainable palm oil and oil palm products?

N/A

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

No

4.2 Please select the countries where you use or intend to apply the Trademark.

-

4.2.1 Please state the year that you started using the RSPO Trademark or the year you plan to start using the RSPO Trademark.

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4.3 Please explain why

- Challenging reputation of palm oil
 - Confusion among end-consumers
 - Costs of changing labels
 - Difficulty of applying for RSPO Trademark
 - Lack of customer demand
 - Limited label space
 - Low consumer awareness
 - Low usage of palm oil
 - Risk of supply disruption
 - Others
-

Other:

We sell fresh food and do not market specific ingredient attributes at point of sale except in very unique circumstances.

4.4 Have you uploaded information and images of products using the RSPO Trademark to the RSPO mobile app?**5. 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.**

Starbucks does manufacture products on behalf of other brands. Starbucks does not directly buy palm oil so we are constantly improving our communication with suppliers to ensure they are aware of our RSPO commitment and prepared to complete reporting each year. The 2018 report is the third time the data has been gathered through a third-party. We saw improvements in accuracy year over year and will keep working with the third-party and our internal Sourcing organization to continue to make the process easier and achieve greater progress.

6. Non-Disclosure of Information

6.1 Information in the sections above are mandatory declarations in your ACOP. For confidentiality purposes, members may choose not to display volume data in Section 2 publicly; however, RSPO reserves the right to utilise the member's data on an aggregate basis for sectoral and total analysis. Please check this box if the member chooses to have the data in Section 2 displayed publicly.

Yes - Display Publicly

7. Application of Principles & Criteria for all member sectors

7.1 Related to company's procurement or operations, do you have organisational policies that are in line with the RSPO P&C? Select all relevant options.

7.1.A Water, land, energy and carbon footprints

File: [cafe_scr_genericv3.4_011516.pdf](#)

Link: https://www.scsglobalservices.com/files/program_documents/cafe_scr_genericv3.4_011516.pdf

7.1.B Land use rights

File: --

Link: --

7.1.C Ethical conduct and human rights

File: [1d7de46ff5f845d89c01a81bebdbb59.pdf](#)

Link: <https://livingourvalues.starbucks.com/en-us/>

7.1.D Labour rights

File: [ada1f37e34954eb1883a6b32d3e8a430.pdf](#)

Link: <https://globalassets.starbucks.com/assets/ada1f37e34954eb1883a6b32d3e8a430.pdf>

7.1.E Stakeholder engagement

File: --

Link: <https://globalassets.starbucks.com/assets/8c1f8c07efde407e9d48bfaf518c0b45.pdf>

7.1.F None of the above. Please explain why

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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 has utilized the Sustainable Source Guide for Palm Oil Users published by Conservation International and WWF - in whole and excerpted into presentations. Our Japan business has used the guidebook published by WWF Japan in Japanese.

8. Greenhouse Gas (GHG) Footprint**8.1 Are you currently reporting any GHG footprint?**

Yes

8.1.1 Please upload your publicly available GHG report

File: --

8.1.1.1 OR please insert the URL to the GHG section of your corporate website.

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

8.2 Please explain and justify why you are not calculating your GHG footprint. Please include any future plans you may have to calculate your GHG footprint.

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8.3 What methodology are you using to calculate your GHG footprint?

To continue to track and quantify our own environmental footprint, we conduct a yearly inventory of our greenhouse gas (GHG) emissions. Using the World Resources Institute/WBCSD Greenhouse Gas Protocol, we evaluated the major emissions from our global retail stores, manufacturing operations and purchased goods and services.

9. Support for Oil Palm Smallholders**9.1 Are you currently supporting any oil palm Independent Smallholder groups?**

No

9.2 If yes, how are you supporting them?

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9.2.1 Do you have any future plans to support oil palm Independent Smallholders?

No

9.2.2 When do you plan to start your support for oil palm Independent Smallholders?

-

10. Challenges

10.1 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?

- Awareness of RSPO in the market
- Difficulties in the certification process
- Certification of smallholders
- Competition with non-RSPO members
- High costs in achieving or adhering to certification
- Human rights issues
- Insufficient demand for RSPO-certified palm oil
- Low usage of palm oil
- Reputation of palm oil in the market
- Reputation of RSPO in the market
- Supply issues
- Traceability issues
- Others

Other:

Starbucks biggest challenge has been in Japan. As we understand it, Starbucks is the only buyer asking our tier-2 suppliers to use mass balance or better palm oil and palm oil derivatives. There are many different product specifications involved and relatively low volume available since it is only for the Starbucks business. Starbucks Sourcing team in Japan continues the education process with suppliers and in April 2018 participated in the Consumer Goods Forum Japan Days conference which covered palm oil, among other topics. Perception is that palm oil in general is bad, and therefore, some are eliminating it from ingredient specifications all together instead of solving the issues.

10.2 In addition to the actions already reported in this ACOP, how has your organisation supported the vision of RSPO to transform the market for sustainable palm oil in other ways? (e.g. Funding; Engagement with key stakeholders; Business to business education/outreach)

- Engagement with business partners or consumers on the use of CSPO
- Engagement with government agencies
- Promotion of CSPO outside of RSPO venues eg trade workshops industry associations
- Promotion of physical CSPO
- Providing funding or support for CSPO development efforts
- Research & Development support
- Stakeholder engagement
- Others

Other:

Starbucks local sourcing teams have significantly increased supplier education and understanding of palm oil issues and in some markets like Japan, where palm oil is used more widely, we have increased demand for RSPO certified palm oil and derivatives. Starbucks continues to invest in developing a reporting tool with a third-party that will eventually help other companies to complete their palm oil reporting, and provide educational tools related to palm oil.

10.3 Please attach or add links to any other information from your organisation on your palm oil policies and activities (e.g.: sustainability reports, policies, other public information)

<https://globalassets.starbucks.com/assets/0c1557af08a04ac1b45dd6bcc84c3c4b.pdf>
<https://globalassets.starbucks.com/assets/d2eef5b7e3df4b59817cb24880a0d44f.pdf>