

Particulars

About Your Organisation

1.1 Member Name

Starbucks Corporation

1.2 Membership Number

3-0086-16-000-00

1.3 Membership Sector

Retailers

1.4 Membership Category

Ordinary

1.5 Country

United States

2.0 Does your company or organisation produce, process, consume or sell any palm oil or any products containing derivatives of palm oil?

Yes

2.1 Please select all description(s) that describe the palm oil-related activities of your company or organisation. Multiple selections are allowed, and not limited to the primary sector of the member's RSPO membership. You will be required to complete the relevant ACOP section based on your selection(s).

- I own and operate oil palm estate(s) and/or palm oil mill(s)
- I represent a palm oil Independent Smallholder farmer Group
- I own and operate independent palm oil mills
- I own and operate independent palm kernel crushing plants - Processors and/or Traders
- I trade or broker palm oil, palm kernel oil or related products - Processors and/or Traders
- I am a refiner of palm oil or palm kernel oil - Processors and/or Traders
- I am a processor of intermediate (B2B) palm oil, palm kernel oil or related fractions/derivatives - Processors and/or Traders
- I am a B2B distributor or wholesaler of palm oil, palm kernel oil or related products - Processors and/or Traders
- I manufacture final consumer (B2C) products containing palm oil, palm kernel oil or related products. This includes products manufactured by 3rd party contractors - Consumer Goods Manufacturers
- I retail final consumer (B2C) products containing palm oil, palm kernel oil or related products - Retailers
- I operate food retail outlets that use palm oil, palm kernel oil or related products - Retailers
- I am a conservation and environmental NGO supporting the sustainable development of the palm oil industry
- I am a social and human development NGO supporting the sustainable development of the palm oil industry

Retailers

1. Operational Profile

1.1 Please state your company's main activity(ies) within the palm oil supply chain. Please select all options that apply to your operations.

- Retail - with own brand products
- Retail - without own brand products
- Food service providers
- Retail wholesalers
- Other

Other

-

2. Palm Oil and Certified Sustainable Palm Oil Consumption

Information in Section 2.0 - Palm Oil and Certified Sustainable Palm Oil Consumption - is a mandatory declaration in your ACOP. This includes volume data on palm oil, palm kernel oil and related products consumed, to enable the RSPO to accurately calculate uptake of individual members, sectors and RSPO members as a whole. ACOP reports without reported volume data will be considered as incomplete and will not be accepted. Incomplete ACOP reports may lead to suspension or termination of RSPO membership.

2.1 Please list down all operations and subsidiaries using palm oil, palm kernel oil and related products that are owned and/or managed by the member, including those under Group Membership

Fully-owned, company-owned Starbucks stores

2.1.1 In which markets does your company sell goods with palm oil and oil palm products?

Europe ,North America ,China,Rest of the World

DL.2.0 In order to facilitate ease of reporting and transparency, RSPO members operating within the palm oil demand supply chain can now choose to report palm oil and palm oil product volumes on:

an aggregate level (as in previous ACOP reporting cycles)

2.2 Total volume of RSPO-certified (IP, MB, SG and RSPO Credits/Book and Claim) and Non RSPO-certified palm oil, palm kernel oil and related products purchased for use in your company's own-brand products. Third-party brand products containing palm oil should be excluded.

Description	Tonnes
Total volume of crude palm oil (tonnes)	6831.10
Total volume of crude palm kernel oil (tonnes)	1278.79
Total volume of palm kernel expeller (tonnes)	0.00
Total volume of crude palm oil/palm kernel oil-based derivatives and fractions (tonnes)	603.32
Total	8713.21

2.2.1 Please estimate the percentage of derivatives and fractions (reported in Question RT.2.2) derived from palm oil or from palm kernel oil. The default split for volumes is assumed to be 80% palm oil-based derivatives and 20% palm kernel oil-based derivatives.

Description	Percentage
Palm oil-based derivatives and fractions	80
Palm kernel oil-based derivatives and fractions	20

2.3 Please estimate the regional distribution of your company's uncertified and certified palm oil, palm kernel oil and related products sales (as declared in Question 2.2) in the following countries/regions.

Countries/Regions	Percentage
Europe	3
North America	49
Malaysia	0
Indonesia	0
China	5
India	0
Latin America	0
Africa	0
Rest of World	43

2.4 Total volume of RSPO-certified palm oil, palm kernel oil and related products purchased for use in your company's own-brand products. Third-party brand products containing palm oil should be excluded.

Description	Crude/Refined Palm Oil (CSPO)	Crude/Refined Palm Kernel Oil (CSPKO)	Palm Kernel Expeller (CSPKE)	Certified Derivatives and Fractions
RSPO Credits from Mill / Crusher	0.00	0.00	0.00	0.00
RSPO Credits from Independent Smallholder	0.00	0.00	0.00	0.00
Mass Balance (MB)	5279.25	789.89	0.00	31.03
Segregated (SG)	301.22	389.86	0.00	40.05
Identity Preserved (IP)	6.89	1.10	0.00	0.00
Total	5587.36	1180.85	0.00	71.08

2.4.1 Please estimate the percentage of RSPO-certified derivatives and fractions (reported in Question RT.2.4) derived from RSPO-certified palm oil or from RSPO-certified palm kernel oil. The default split for volumes is assumed to be 80% palm oil-based derivatives and 20% palm kernel oil-based

Description	Percentage
Certified Palm oil-based derivatives and fractions	80
Certified Palm kernel oil-based derivatives and fractions	20

2.5 According to the volume information you have provided in Question 2.2 and Question 2.4, your company's Certified Sustainable Palm Oil uptake is:

78.49%

2.5.1 Please provide additional information on your certified palm oil, palm kernel oil and related products uptake. This may include your usage of RSPO Credits to cover gaps in certified uptake, changes due to business environment, variations due to stock positions or efforts to support independent smallholders beyond volume commitments.

In prior years we have steadily increased the amount of certified palm oil that we purchase, and have also purchased credits to close the gap between our certified and uncertified supply. We are proud of the incremental increase we have seen year over year in certified palm purchased within our supply chain, including in 2023. We will again purchase palm oil credits to offset the remaining gap. Aside from our credit purchases, Starbucks has seen another increase this year in the percentage of certified palm that our suppliers purchase for use in our products, and we will continue our work to steadily increase that percentage in the years to come. To support this, we will work through updates to our internal processes, documentation and communication with our suppliers to drive a continued increase in our percentage of purchased palm oil going forward as we continue to work towards 100% RSPO-certified palm in our company-owned supply chain. Likewise we will continue to adjust our internal reporting schedule to target more timely purchase and claim of palm oil credits. Continuous improvement is very important at Starbucks and we look forward to increasing the amount of certified palm purchased in our supply chain.

2.6 Please estimate the regional distribution of your company's RSPO certified palm oil, palm kernel oil and related products (as declared in Question RT.2.4) in the following countries/regions:

Countries/Regions	Percentage
Europe	2
North America	47
Malaysia	0
Indonesia	0
China	1
India	0
Latin America	0
Africa	0
Rest of World	50

3. TimeBound Plan

3.1 Which year did your company begin (or expects to begin) using RSPO-certified sustainable palm oil and palm oil products in own-brand products

2014

3.1.1 If the previous target year has not been met, please explain why.

While we did not meet our goal of 2014, we successfully achieved our goal of beginning to procure RSPO-certified sustainable palm oil as reported in our 2016 ACOP report. As detailed in the following indicators, we have not reached the ability to exclusively source RSPO-certified sustainable palm oil through our suppliers as of this submission.

3.2 Which year did your company begin (or expects to begin) using only RSPO-certified sustainable palm oil, palm kernel oil and related products from any supply chain option in own-brand products.

2015

3.2.1 If the previous target year 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.

3.3 Which year did your company begin (or expects to begin) using only RSPO-certified sustainable palm oil and palm oil products from physical supply chain options (Identity Preserved, Segregated and/or Mass Balance) in own-brand products.

2020

3.3.1 If the previous target year 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. We continue to focus on how we can make progress.

3.4 If the TimeBound Plan commitments declared above do not cover all countries in which the member operates, please explain why

Our policy covers all company-operated stores, globally.

4. Trademark Use

4.1 Does your company use or plan to use the RSPO Trademark in own-brand products?

No

4.3 Please explain why your company does not plan to use the RSPO Trademark in own-brand products

- 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

Others

We sell fresh food and do not market specific ingredient attributes at point of sale except in very unique circumstances. We will continue to monitor potential opportunities for use of branding, but at this time are not planning to do so.

5. Actions for Next Reporting Period

5.1 Please outline activities that your company will take in the coming year to promote the production or consumption of certified sustainable palm oil (CSPO)

- Participation in RSPO Working Group or Task Forces
- Support Independent Smallholders (ISH)
- Contribute to the RSPO Smallholder Trainer Academy
- Financial contribution to the RSPO Smallholder Support Fund
- Direct investments in Smallholder Certification projects
- Involvement/direct investments in Jurisdictional/Landscape approach
- Direct/collective investments in conservation and restoration initiatives
- Financial contribution to support members with Remediation and Compensation (RaCP) process, direct/collective investments in conservation and restoration initiatives
- Allocating FTE to promote the production or consumption of certified sustainable oil palm products
- Specific policies and action plans by the member to promote CSPO production or consumption in the upstream or downstream supply chain, including target dates or broader policies that include such efforts
- No activities planned
- Others

Other

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 2023 ACOP report represents the eighth time the data has been gathered and we continue to work year over year to improve the accuracy of and completeness of this data, in partnership with our suppliers and Sourcing organization.

Shared Responsibility

The Board of Governors of the Roundtable on Sustainable Palm Oil approved new Shared Responsibility rules on 31 October 2019, requiring all members to share sustainability requirements and obligations. Reporting of Shared Responsibility (SR) requirements will be done through ACOP and MyRSPO. As the process of verification of the reports is in development, the Shared Responsibility section in ACOP may change in future ACOP cycles. Evidence to show compliance to the SR requirements shall be uploaded via your membership profile in MyRSPO. Please login to your MyRSPO account and upload the relevant policies, plans and relevant reports there. If you do not have a policy or your policy does not cover all items, you will be required to provide a Declaration of Support for the relevant policy items in your MyRSPO profile. Additional information on the required policies and plans applicable to all sectors as well as the annual uptake targets for supply chain actors can be found on <https://rspo.org/members/shared-responsibility> or email the Shared Responsibility team at sharedresponsibility@rspo.org.

SR 1. Transparency

1.1 Does your organisation have organisational management documents publicly-available?

Yes

SR 2. Ethical Conduct

1.2 Does your organisation have a publicly-available policy covering Ethical Conduct, including for recruitment and contractors?

Yes

SR 3 and SR 4. Legal Compliance

1.3 Does your organisation comply with all applicable legal requirements?

Yes

1.4 Does your organisation require its third party contractors to comply with legal requirements?

Yes

SR 7. Claims and labels

1.7a Does your organisation promote the use of off-product RSPO claims and labels?

Yes

SR 8. Information and outreach activities

1.8 Does your organisation implement transparent communication and outreach activities to promote sustainable palm oil?

Yes

SR 9. Human Rights

1.9 Does your organisation have a publicly-available Policy on respect for human rights, including for suppliers and sub-contractors?

Yes

SR 10. Complaints & Grievances**1.10 Does your organisation have a Grievance Mechanism that is accessible to all affected parties?**No

SR 11 and SR 12. Land Use and FPIC**1.11a Does your organisation have a policy covering Commitment to respect Free Prior and Informed Consent (FPIC) in the operational Palm Oil Supply chain?**No

SR 13 and SR 14. Smallholders inclusion**1.13 Does your organisation support oil palm smallholders (groups)?**No

SR 15 - SR 20. Labour & Labour Rights**1.15 Does your organisation have a publicly-available policy covering Labour & Labour Rights?**Yes

1.15.1 Does the policy cover:

- No discrimination and equal opportunities
- Pay and conditions of the workers.
- Freedom of association and Collective bargaining
- Protection of children and remediation for suppliers and third party contractors.
- Prevention of all forms of harassment, including sexual harassment
- No forced or trafficked labour

SR 21. Occupational Health & Safety**1.21 Does your organisation have a publicly-available Policy covering Occupational Health & Safety?**

Yes

SR 22. Waste Management**1.22a Does your organisation have a waste management plan that includes reduction, recycling, reusing and disposal based on the hazardous characteristics?**

Yes

1.22a.1 Is this plan implemented?

Yes

SR 23. Water Management**1.23 Does your organisation have a water management plan to promote efficient use and continued availability of water sources?**

Yes

1.23.1 Is this plan implemented?

Yes

SR 24. Energy Use**1.24 Does your organisation have an energy use plan to improve the efficiency of the fossil fuels used and to optimise renewable energy?**

Yes

1.24.1 Are there records of implementation of the plan ie. monitoring and reporting?

Yes

SR 25. Climate Change and Greenhouse Gases (GHG)**1.25 Does your organisation have a publicly-available policy covering Climate Change & Greenhouse Gas (GHG) including identification and assessment of GHG emissions and implementation of a plan to reduce or minimise them?**

Yes

SR 26. Promotion of certification/uptake**1.26b Does your organisation meet the SR CSPO uptake target?**

No

1.26b.1 Why not?

- Lack of knowledge on the SR uptake target and /or how to calculate it
- Lack of suppliers.
- Lack of demand from my clients
- Other

Others

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. We continue to focus on how we can make progress.

SR 27. Sustainable Palm Oil Policy**1.27a Does your organisation have other relevant policies as a sustainable palm oil sourcing policy?**

No

SR 28 and SR 29. Support and resourcing**1.28 Does your organisation provides services and support to RSPO and resources to implement SR?**

No

Challenges and Support

1.1 What significant obstacles or challenges has your company encountered in the promotion of certified sustainable palm oil (CSPO)? What efforts has your company taken to address these obstacles or challenges?

- 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
- No challenges faced
- Others

Others

Perception is that palm oil in general is bad, and therefore some are eliminating it from ingredient specifications altogether instead of addressing the root cause of issues associated with conventional palm oil harvesting.

1.2 In addition to the actions already reported in this ACOP report, what other ways has your company supported the vision of the RSPO to transform markets to make sustainable palm oil the norm?

- Communication and/or engagement to transform the negative perception of palm oil
- Engagement with business partners or consumers on the use of CSPO
- Engagement with government agencies
- Engagement with peers and clients
- Promotion of CSPO through off product claims
- Promotion of CSPO outside of RSPO venues such as trade workshops or industry associations
- Promotion of physical CSPO
- Providing funding or support for CSPO development efforts
- Research & Development support
- Stakeholder engagement
- No actions taken
- Others

Others

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 explore opportunities to advance better social and environmental practices within the palm oil supply chain.

1.3 If your company has any other publicly-available reports or information regarding its palm oil-related policies and activities, please provide the links here

<https://stories.starbucks.com/press/2016/starbucks-policy-on-palm-oil/>
