

## What to Know

A conflict of interest exists when a personal interest or activity interferes or merely appears to interfere with the duties that a partner performs at Starbucks.

Conflicts of interest should be avoided. An actual or potential conflict can cloud a partner's judgment or call a partner's integrity into question and may violate company policy or the law.

If you think you have a potential conflict, you must disclose it to your manager, who will work with Business Ethics and Compliance to resolve the matter, or you may disclose directly to Business Ethics and Compliance. Transparency in issues such as conflicts helps to protect the interests and the reputations of involved partners, outside parties, and Starbucks.

## Quick Tips

Remove yourself from making decisions on issues that could either be a personal benefit or detriment to you.

Be familiar with Starbucks Outside Service and Activities, and Conflicts of Interest policy. (A copy of the policy may be obtained from Business Ethics and Compliance.)

Avoid personal involvement with companies that do, or desire to do, business with Starbucks or that compete with Starbucks.

Check in when your role changes – promotions or moves to other functions may create a conflict where one did not exist previously.



## Ask Yourself

- Does the relationship in question influence, or appear to influence, my business decisions?
- Do I, a family member, or friend stand to benefit from my involvement in this situation?
- Could my participation in this activity interfere with my ability to do my job?
- Is this outside entity a competitor?
- Are my job responsibilities similar to those of a spouse, family member or close friend who works for a competitor?

***Starbucks does not tolerate retaliation against or the victimization of any partner who raises concerns or questions regarding a potential violation of Starbucks policy that he or she reasonably believes to have occurred.***



**Business Ethics  
and Compliance**

Helping Partners Live Our Values

Business Ethics and Compliance is available  
24 hours a day, seven days a week via:

Business Conduct Webline:  
<https://BusinessConduct.EAWebline.com>

E-mail address:  
[BusinessConduct@Starbucks.com](mailto:BusinessConduct@Starbucks.com)



## Business Ethics and Compliance

Helping Partners Live Our Values

### Business Conduct Helpline:

Australia	1-800-45-4956 or 1-800-154-867
Brazil	0800-892-1655
Canada-English	1-800-611-7792
Canada-French	1-866-614-0760
Chile	1230-020-5460
China-North	10-800-711-0718
China-South	10-800-110-0661
Costa Rica	0-800-011-0928
France	0800-91-5128
Germany	0800-182-2581
Hong Kong	800-90-8032
Netherlands	0800-022-2214
Puerto Rico	1-800-611-7792
Republic of Ireland	1-800-55-8618
Singapore	800-110-1584
Switzerland	0800-56-1170
Thailand	001-800-11-005-7967
United Kingdom	0800-028-3528
United States	1-800-611-7792

Areas that do not yet have a local Helpline number: Place a free call to the Helpline by contacting your local operator and advising you would like to place a "reverse charge" or "collect" call to the United States, number 678-250-7560. If you would like to place your call anonymously, please say "Miss Starbucks" or "Mister Starbucks" when the operator requests your name.

Be advised that calls and electronic submissions are transferred to the United States.



## Conflicts of Interest