

Business Ethics and Compliance (BEC) supports Starbucks core values and helps promote ethical leadership and business practices in all that we do.

We help partners live our values by:

distributing the *Standards of Business Conduct*, a guide to help partners make appropriate decisions at work;

providing mechanisms for partners to ask for guidance or voice concerns;

facilitating legal compliance and ethics training;

investigating sensitive issues and reviewing potential conflicts of interest; and

developing and providing guidance on policies such as: Gifts and Entertainment, Conflicts of Interest, and Anti-Bribery.

Asking for Guidance and Voicing Concerns

Starbucks core values require compliance with the law, as well as ethical conduct. If you feel this standard has not been met, or if you have any questions, please contact your manager; Partner Resources; or Business Ethics and Compliance.

Q: How do I contact BEC?

A: The program is available 24 hours a day, seven days a week via:

- Business Conduct Helpline, a free phone number
- Business Conduct Weblines, an online submission tool
- E-mail

For full contact information, please refer to the back of this brochure or to the *Standards of Business Conduct*, available on starbucks.com.

Q: What happens when I contact the program?

A: All matters reported to the program are handled in a confidential manner.

- Calls to the Helpline are answered by a third-party located in the United States. Trained specialists speak directly with callers regarding their questions or concerns.
- Submissions via Weblines are completed on the Internet by filling out an online form and submitting it electronically.
- A report is then forwarded to the appropriate party or department for investigation and any appropriate action.

Q: May I contact the program if I am not fluent in English?

A: Yes. When calling the Helpline, a live interpreter can be requested. When accessing Weblines, partners may select different languages to view the Web page.

Q: May I contact the program anonymously?

A: Yes. If you use the Helpline or Weblines, you will be given a unique report number that will allow you to call or log in again and anonymously check on the status of your report.

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



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.

Business Ethics and Compliance Overview