

## What to Know

The “right” thing to do isn’t always obvious — sometimes we find ourselves in a situation where competing priorities cause tension and it’s unclear what is right. And yet, we all have to make difficult decisions every day. When you do, be deliberate. Starbucks trusts you to do the right thing.



**YOU ARE EMPOWERED.** You can deliver great customer experiences, knowing that Starbucks supports you in doing the right thing and conducting business with integrity.

**YOU HAVE RESPONSIBILITY.** You play a critical role in ensuring that Starbucks is a great work environment and in protecting our culture, our reputation and our brand.

**YOU HAVE HELP.** If you are unsure what to do in a situation, you have resources available to you, including the Business Ethics and Compliance program and Starbucks *Standards of Business Conduct*.

**YOU HAVE A VOICE.** When you believe something isn’t right, you can speak up and share your concerns knowing that Starbucks wants to hear them, and does not tolerate retaliation against partners.

## Ask Yourself

- Is my decision consistent with Our Starbucks Mission, the *Standards of Business Conduct* and any applicable law or regulation?
- Would my approach embarrass me or Starbucks?
- How would my approach look published in the newspaper?
- Would I be comfortable with the example it sets for future decisions?

## Quick Tips

Identify the problem.

List possible solutions (what could you do?) and any obstacles to resolving the problem.

Seek input from others, if appropriate.

Determine the best approach.  
(What should you do?)

If the path isn’t clear, ask for guidance.

Follow through on your decision.

*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.



## Ethics @ Work