

Ethical Decision-Making Framework

Identify
the ethical
problem

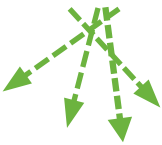


List possible solutions
(what could you do?)
and any obstacles to
resolving the problem.

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

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

If the path isn't clear



ask for
guidance



Follow
through
on your
decision



Seek input
from others,
if appropriate.

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 of what to do in a situation, you have resources available to you, including Partner Resources, the *Standards of Business Conduct* and Business Ethics and Compliance.

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.