



David Andersen Thing <dat@danwatch.dk>

Fwd: CSR Survey

Julie Hjerl <jh@danwatch.dk>

19. oktober 2015 kl. 10.38

Til: David Andersen Thing <dat@danwatch.dk>

----- Forwarded message -----

From: **EMEA communications** <EMEACommunications@starbucks.com>

Date: 2015-10-17 9:34 GMT+02:00

Subject: RE: CSR Survey

To: "jh@danwatch.dk" <jh@danwatch.dk>

Dear Julie,

Please find a response from Starbucks below.

Contact us for anything else.

Kind regards,

Clare

Starbucks currently sources coffee from more than 30 countries around the world, the majority of which comes from Latin America, including Brazil. The Company's approach to ethical sourcing aims to both ensure a long-term supply of high quality coffee for our customers and positively impact the lives and livelihoods of coffee farmers and their communities. Our holistic model includes: responsible purchasing practices; farmer support; economic, social and environmental standards for suppliers; industry collaboration; and community development programs.

We've worked closely in partnership with Conservation International to develop and implement a holistic approach to sourcing that also ensures fair pay and working conditions, economic transparency and sound resource management, referred to as Coffee and Farmer Equity (C.A.F.E.) Practices. C.A.F.E. Practices is one of the coffee industry's first sets of comprehensive sustainability standards globally, verified by third-party experts, benefitting over a million coffee farmers and their families around the world. Just this year Starbucks verified 99% of its coffee as ethically sourced, ensuring our standards are adhered to globally.

Through C.A.F.E. Practices, Starbucks also performs on-site inspections which require suppliers to meet certain standards, including legal requirements and engage in continuous improvement where law or standards are not currently met.

Starbucks relies on SCS Global Services (SCS) to ensure the quality and integrity of the third-party verification process for its C.A.F. E. (Coffee and Farmer Equity) Practices. SCS trains and approves third-party organizations who verify suppliers participating in C.A.F.E. Practices. We have a list of approved monitor organizations in Brazil available on the SCS Global Services website: <http://www.scsglobalservices.com/starbucks-cafe-practices>

The C.A.F.E. Practices program uses a sampling approach to farm inspections. The sample size selection for inspection is based on the supply chain structure and farm sizes. Small farms are sampled using the square root, medium farms 1.5 x Square Root, and all large farms are inspected. In supply chains with more than 20 medium or large farms, 1.5 x Square Root is used. To maintain status in C.A.F.E. Practices, Starbucks suppliers must go through re-verification regularly where additional farms in the supply chain are inspected.

Our C.A.F.E. Practices program is based on the philosophy that promotes continuous improvement. Should we find violations, we implement a zero tolerance corrective action procedure. Suppliers are always encouraged to make positive changes. Suppliers with zero tolerance violations are asked to:

1. Provide their commitment to corrective action
2. Develop a corrective action plan which is reviewed by a Starbucks Farmer Support Center
3. Once changes are implemented, they must be confirmed via third party

C.A.F.E. Practices includes zero tolerance indicators that must be met. They include:

- The supplier does not employ workers under the age of 14 or the legal working age. Children of legal school age attend school and do not work during school hours. Employment of authorized minors older than 14 does not conflict with their access to education (if required by law).
- No forced labor. Workers do not surrender their identity papers or other original personal documents or pay deposits as a condition of employment.
- Minimum wage for all employees. Wages are paid directly and regularly to all workers. Adequate documentation is available to verify that minimum wages are being paid to all.
- Labor intermediaries are only used where legally permissible and can demonstrate compliance with all legal requirements.
- The workplace is free from physical, sexual, and verbal harassment and abuse.
- Management has an enforced enforces a policy of prohibiting discrimination on the basis of gender, race, ethnicity, age or religion as per ILO Convention 111.
- There is a system in place to track C.A.F.E. Practices coffee from initial purchase or intake through final sale or output.
- No conversion of natural forest to agricultural production since 2004.

- Farm does not use pesticides that are listed by the World Health Organization as Type 1A or 1B, or that are banned according to national, regional, or local laws.

From 2008-2012 Conservation International studied the results and performance of C.A.F.E. Practices using verification data and published several reports sharing the performance of Starbucks supply chains. These reports can be found on their website along with country dashboards, including Brazil, which show performance against key performance indicators.

- Starbucks C.A.F.E. Practices Dashboard: http://www.conservation.org/publications/Documents/2011_2012_Starbucks_CAFE_Practices_Country_Dashboards.pdf
- Starbucks C.A.F.E. Practices Assessment: http://www.conservation.org/publications/Documents/2012_04_CAFE_Practices_Assessment_FY08-FY10_Final.pdf

Starbucks has built a network of eight farmer support centers around the world, including Rwanda, Tanzania, Colombia, China, Costa Rica, Ethiopia, Sumatra and Mexico coming in 2016. Through our Farmer Support Centers (FSCs), Starbucks experts are able to provide on-the-ground support to coffee growers to further support coffee supply chains to make improvements in the areas identified.

While we are not currently part of The National Pact, Starbucks has engaged our suppliers and communicated our expectation that we will not work with any farmer included on the blacklist.

With that said, our suppliers are required to sign an agreement pledging compliance with Starbucks Supplier Code of Conduct and specific standards, which includes the following:

- Demonstrating commitment to the welfare, economic improvement and sustainability of the people and places that produce our products and services
- Adherence to local laws and international standards regarding human rights, workplace safety, and worker compensation and treatment
- Meeting or exceeding national laws and international standards for environmental protection, and minimizing negative environmental impacts of suppliers' operations

For more information on our ethical sourcing practices please refer to:

- Conservation International – impact assessment study <http://www.conservation.org/partners/Pages/starbucks.aspx>
- C.A.F.E. Practices program scorecard and operations manual: <http://www.scsglobalservices.com/starbucks-cafe-practices>

From: EMEA communications
Sent: 13 October 2015 12:52
To: 'jh@danwatch.dk'
Subject: RE: CSR Survey

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