

## Particulars

### About Your Organisation

#### 1.1 Name of your organization

Starbucks Corporation

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#### 1.2 What is/are the primary activity(ies) or product(s) of your organization?

- Oil Palm Growers
  - Palm Oil Processors and/or Traders
  - Consumer Goods Manufacturers
  - Retailers
  - Banks and Investors
  - Social or Development Organisations (Non Governmental Organisations)
  - Environmental or Nature Conservation Organisations (Non Governmental Organisations)
  - Affiliate Members
  - Supply Chain Associate
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#### 1.3 Membership number

3-0086-16-000-00

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#### 1.4 Membership category

Ordinary

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#### 1.5 Membership sector

Retailers

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## Retailers

### Operational Profile

1.1 Please state your main activities within the palm oil supply chain. Tick all that apply:

- Wholesaler
- Retail
- Food service providers
- Own-brand
- Third party brands
- Biofuels
- Other

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### Operations and Certification Progress

2.1 In which markets where you operate do you sell goods containing palm oil and oil palm products?

Austria, Brazil, China, France, Germany, Japan, Netherlands, Puerto Rico, Singapore, Switzerland, Thailand, United Kingdom, United States

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2.5 Total volume of all palm oil and oil palm products in the goods sold in the year:

2.2.1 Total volume of Refined /Crude Palm Oil in the goods sold in the year

595.30 Tonnes

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2.2.2 Total volume of Crude and Refined Palm Kernel Oil in the goods sold in the year

503.95 Tonnes

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2.2.3 Total volume of Palm Kernel Expeller sold in the year

0.00 Tonnes

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2.2.4 Total volume of other Palm-based Derivatives and Fractions used in the year

488.90 Tonnes

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2.2.5 Total volume of all palm oil and oil palm products in the goods sold in the year

1,588.15 Tonnes

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**2.3 Volume of palm oil and oil palm products used in the year, in your own brand of products, that are RSPO-certified**

No	Description	Crude and Refined Palm Oil (Tonnes)	Crude and Refined Palm Kernel Oil (Tonnes)	Palm Kernel Expeller (Tonnes)	Other palm-based derivatives and fractions (Tonnes)
2.3.1	Book and Claim from Mill / Crusher	164.40	171.01		265.85
2.3.2	Book and Claim from Independent Smallholder				
2.3.3	Mass Balance	282.18	329.45		220.10
2.3.4	Segregated	148.72	3.49		2.91
2.3.5	Identity Preserved				
2.3.6	Total volume	595.30	503.95		488.86

**2.4 Volume of RSPO certified sustainable palm oil and oil palm products purchased from other RSPO certified companies (tonnes)**

No	Description	Crude and Refined Palm Oil (Tonnes)	Crude and Refined Palm Kernel Oil (Tonnes)	Palm Kernel Expeller (Tonnes)	Other palm-based derivatives and fractions (Tonnes)
2.4.1	Book and Claim from Mill / Crusher				
2.4.2	Book and Claim from Independent Smallholder				
2.4.3	Mass Balance				
2.4.4	Segregated				
2.4.5	Identity Preserved				
2.4.6	Total volume				

**2.5 What is the percentage of RSPO certified sustainable palm oil and oil palm products in the total volume handled by your company in the following regions:**

- 2.5.1 Africa --%
- 2.5.2 Australasia --%
- 2.5.3 Europe (incl. Russia) --%
- 2.5.4 North America --%
- 2.5.5 South America --%
- 2.5.6 Middle East --%
- 2.5.7 China --%
- 2.5.8 India --%
- 2.5.9 Indonesia --%
- 2.5.10 Malaysia --%
- 2.5.11 Rest of Asia --%

**Time-Bound Plan**

**3.1 Year expected to start (or year started) using RSPO certified sustainable palm oil and oil palm products, in your own brand of products**

2014

**3.1.1 Referring to 3.1, in which markets you operate do these commitments cover?****3.2 Year expected to be (or already) using 100% RSPO certified sustainable palm oil and oil palm products from any supply chain option in your own brand products**

2015

**3.3 Year expected to be using 100% RSPO certified sustainable palm oil and oil palm products from physical supply chains (Identity Preserved, Segregated and/or Mass Balance) in your own brand products**

2020

**Comment:**

The Japan market started the process behind other company operated markets and has experienced significant challenges working with second tier suppliers to find availability of certified palm oil from physical supply chains. They are on target for 2020 and have made progress year on year.

**3.4 Referring to 3.2 and 3.3, in which markets where you operate, do these commitments cover?**

Austria, Brazil, Canada, China, France, Germany, Japan, Netherlands, Puerto Rico, Singapore, Switzerland, Thailand, United Kingdom, United States

**3.5 Does your company have a Time-Bound Plan to require the use of RSPO certified palm oil and oil palm products in the products you sell on behalf of other companies brands?**

No

**Trademark Related****4.1 Do you use or plan to use the RSPO Trademark on your own brand products?**

No

**4.2 Please explain why**

We sell fresh food and do not market specific ingredient attributes at point of sale except in very unique circumstances.

**Actions for Next Reporting Period****5.1 Outline actions that you will take in the coming year to promote the use of RSPO certified sustainable palm oil and oil palm products along the supply chain**

Starbucks does not directly buy any palm oil so we are constantly improving our communications with suppliers to ensure they are aware of our RSPO commitment and prepared to complete reporting each year. The 2017 report is the second time the data has been gathered through a third-party. We saw improvements in accuracy this year and will keep working with the third-party and our internal Sourcing organization to continue to make the process easier.

**Reasons for Non-Disclosure of Information****6.1 If you have not disclosed any of the above information, please indicate the reasons why****Application of Principles & Criteria for all members sectors**

**7.1 Do you have organizational policies that are in line with the RSPO P&C, such as:**

- Water, land, energy and carbon footprints  
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Related link: [https://www.scsglobalservices.com/files/program\\_documents/cafe\\_scr\\_genericv3.4\\_011516.pdf](https://www.scsglobalservices.com/files/program_documents/cafe_scr_genericv3.4_011516.pdf)
- Water, land, energy and carbon footprints
- Ethical conduct and human rights  
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- Labour rights  
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Related link: <https://globalassets.starbucks.com/assets/1d7de46ff5f845d89c01a81bebdbb59.pdf>
- Stakeholder engagement  
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Related link: <https://globalassets.starbucks.com/assets/ada1f37e34954eb1883a6b32d3e8a430.pdf>
- None of the above

**7.2 What best practice guidelines or information has your organisation provided in the past year, to facilitate the uptake of RSPO certified sustainable palm oil and oil palm products? What languages are these guidelines available in?****Comment:**

Starbucks has utilized the Sustainable Sourcing Guide for Palm Oil Users published by Conservation International and WWF - in whole and excerpted into presentations. Our Japan business has used a guidebook published by WWF Japan in Japanese.

**Uploaded files:**

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**7.3 Your answers above indicate that you are not yet using 100% RSPO certified palm oil and oil palm products. Do you have plans to immediately cover the gap using Book & Claim?**

No

Please explain why:

**GHG Footprint****8.1 Are you currently reporting any GHG footprint?**

Yes

**Uploaded files:**

No files were uploaded

**Link to Website**

<https://www.starbucks.com/responsibility/environment/climate-change>

No

Please explain why

**Support Smallholders****9.1 Are you currently supporting any independent smallholder groups?**

No

**Do you have any future plans to support independent smallholders?**

No

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## Challenges

**1 What significant economic, social or environmental obstacles have you encountered in the production, procurement, use and/or promotion of CSPO and what efforts did you make to mitigate or resolve them?**

Starbucks biggest challenge has been in Japan. As we understand it, Starbucks is the only buyer asking our tier-2 suppliers to use mass balance or better palm oil and palm oil derivatives. There are many different product specifications involved and relatively low volume available since it is only for the Starbucks business. Starbucks Sourcing team in Japan continues the education process with suppliers and in April 2018 participated in the Consumer Goods Forum Japan Days conference which covered palm oil, among other topics.

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**2 In addition to the actions already reported in this ACOP how has your organization supported the vision of RSPO to transform markets in other ways? (e.g. Funding; Engagement with key stakeholders; Business to business education/outreach)**

Starbucks local sourcing teams have significantly increased supplier understanding of palm oil issues and, in some markets like Japan where palm oil is used more widely, we have increased demand for RSPO certified oil and derivatives. Starbucks is also investing in developing reporting tool with a third-party will eventually help other companies to complete their palm oil reporting.

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**3 File -Please attach or add links to any other information from your organisation on your policies and actions on palm oil (EG: sustainability reports, policies, other public information)**

- No files were uploaded

**Link:** <https://globalassets.starbucks.com/assets/0c1557af08a04ac1b45dd6bcc84c3c4b.pdf>

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