BHRC Human Rights Defender Survey Response

Response to Public Questions:

1. Please provide one or two examples that demonstrate how your company has identified, assessed, and mitigated risks to Human Rights Defenders through its human rights and environmental due diligence processes since the adoption of your commitment.

   Starbucks answer: Our commitment to respecting human rights, including those of human rights defenders, can be found in our Global Human Rights Statement. Since its publication, we have conducted an enterprise Human Rights Impact Assessment and manage human rights issues that come through our central grievance line. In 2025, alongside other parties, Starbucks funded Nossa Voz in Brazil, supporting ongoing operations and expansion of an industry pilot grievance mechanism for workers operated by expert external organization.

2. What steps does your company take to ensure that affected or potentially affected stakeholders – including local communities, Indigenous Peoples, workers, and civil society organisations – are aware of its commitments regarding Human Rights Defenders? Please provide an example of how these commitments have been communicated in practice.

   Starbucks answer: We make our Global Human Rights Statement publicly available.

3. What steps does your company take to ensure that business partners – including suppliers, contractors, and other relevant business relationships – understand and respect its commitments regarding Human Rights Defenders? Please provide an example of how a business partner has engaged with or implemented these commitments.

   Starbucks answer: In our Supplier Code of Conduct, we expect Suppliers to establish and maintain effective grievance mechanisms and complaints procedures applicable both to themselves and their Subcontractors to receive and respond to concerns relating to the topics discussed in this Supplier Code and provide access to remedy consistent with the United Nations Guiding Principles on Business and Human Rights. Under C.A.F.E. Practices, we also expect all workers to be able to talk about workplace grievances directly with management or with their employer or have access to a designated representative to do so on their behalf, without fear of reprisal.

4. Please provide an example of how a Human Rights Defender or affected community member safely raised a concern related to your company's operations, projects, or business relationships, and describe the steps the company took to address the concern and prevent retaliation.

   Starbucks answer: Individuals, including human rights defenders, that experience or see conduct that is inconsistent with our Global Human Rights Statement may use our Ethics and Compliance Helpline to raise concerns. Reported concerns specifically related to human rights are escalated to the appropriate team at Starbucks. We review the issues, investigate as necessary, and take appropriate action, maintaining anonymity as requested.