



Starbucks Coffee Company

C.A.F.E. Practices Standard

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Version 4.0



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1. Overview of the Standard

1.1 Background

Starbucks has a longstanding commitment to conducting business responsibly and supporting communities where we do business. Since 2004, the cornerstone of the Starbucks ethical sourcing approach to buying coffee has been the Coffee and Farmer Equity (C.A.F.E.) Practices program. The program aims to verify that all Starbucks coffee is grown, processed, and traded in an economically, socially, and environmentally responsible manner. C.A.F.E. Practices is a third-party audited verification program with a continuous improvement approach; rather than a one-time certification, the program works to improve practices over time. The C.A.F.E. Practices Standard serves as a foundational set of practices for the program that seeks to move producers and coffee supply chains towards resilience through this continuous improvement model.

1.2 Purpose and Goals

The purpose of the C.A.F.E. Practices Standard (hereafter, also “Standard”) is to promote transparent, profitable, and responsible coffee growing practices while protecting the well-being of coffee farmers, workers, and their families.

The goals of the C.A.F.E. Practices Standard are to:

- Verify that all coffee sourced by Starbucks is responsibly grown and processed;
- Evaluate and recognize producers of high-quality, responsibly grown coffee;
- Promote positive change through continuous improvement; and
- Addresses vulnerabilities within the coffee supply chain while simultaneously building transparency and resilience across the coffee supply chain.

1.3 Standard Development, Revision, and Management

C.A.F.E. Practices Standard Version 4.0 consolidates the previously separate “Generic Scorecard” and “Smallholder Scorecard” into one unified document. The revision process was supported by SCS Standards, an ANSI-accredited standard development organization, and included stakeholder input, industry best practices, and field testing of the updated Standard.

This Standard version incorporates baseline requirements (indicators) for the Starbucks supply chain, known as “Tier 1”. These “Tier 1” indicators focus on establishing a strong foundation of responsible practices. Over time, two additional tiers of indicators (Tiers 2 and 3) will be added to address more complex sustainability challenges and to measure progress in key areas.

As scheme owner, Starbucks determines the governing framework for the Standard, including verification and auditing rules and guidelines. Detailed requirements for the verification process and

verification organizations can be found in the C.A.F.E. Practices Operations Manual and Verification Organization Approval Procedure¹.

Other parties involved in the development and/or management of the C.A.F.E. Practices Standard include the following:

- **SCS Global Services (SCS)** is the scheme manager. The scheme manager is responsible for maintaining the scheme documents and informing affected stakeholders of any changes to the scheme requirements. The scheme manager authorizes and oversees verification organizations (VOs) and their performance, provides trainings and technical support to VOs, supports the scheme owner with administrative management of the scheme, and maintains and updates the Standard and scheme documents.
- **SCS Standards** is an ANSI-accredited standard development organization that provides frameworks and best practices to support SCS Global Services in the revision and maintenance of the Standard and scheme documents.
- **Conservation International (CI)** is a valuable partner that worked with Starbucks to design the initial C.A.F.E. Practices program. CI continues to advise Starbucks and SCS on the evolution of C.A.F.E. Practices and is responsible for assessing the impacts of the program.

Stakeholders may provide feedback and/or input regarding C.A.F.E. Practices to either Starbucks at cafepactices@starbucks.com or SCS at cafepactices@scsglobalservices.com.

1.4 Intended Users

The C.A.F.E. Practices Standard is applicable to coffee producers of all sizes that are part of the Starbucks supply chain as well as associated downstream entities, including coffee processors, warehouses, suppliers, and Producer Support Organizations (PSOs).

1.5 Document Status

C.A.F.E. Practices Standard Version 4.0 was published in January 2025. Previous versions of the indicators contained in this Standard were published as the “Generic Scorecard V3.4” (2016) and “Smallholder Scorecard V3.4” (2016).

1.6 Prerequisites

Applicants (suppliers) interested in participating in C.A.F.E. Practices are required to fulfill two program prerequisites prior to submitting a program application: 1) the applicant must meet Starbucks green coffee quality standards and 2) the applicant must demonstrate full economic transparency of their green coffee supply chain as well as provide Starbucks, if requested, full financial statements and reports of all supply chain business entities (for example, contractual counterparty or exporter). Assessment of these prerequisites is outside the scope of the verification process.

¹ <https://www.scsglobalservices.com/services/starbucks-cafe-practices>

2. Structure

2.1 Pillars and Subsections

The C.A.F.E. Practices Standard contains 144 total indicators that are evaluated via a third-party verification. The Standard also includes two additional indicators that are outside of the verification scope and may be evaluated by Starbucks. Indicators are grouped into five pillars: Economic Accountability, Social Responsibility, Coffee Growing, Coffee Processing, and Producer Support. The pillars are further divided into subsections (see Table 1).

Table 1: C.A.F.E. Practices Pillars and Subsections

Pillar	Subsections
Economic Accountability	Financial Transparency
Social Responsibility	Hiring Practices Working Conditions Worker Safety Management Systems
Environmental Responsibility: Coffee Growing	Water Management Soil Health Conservation Pest and Disease Management C.A.F.E. Practices Management and Monitoring Traceability
Environmental Responsibility: Coffee Processing	Water Management Waste Management Energy Conservation Traceability
Producer Support	Group Management Traceability and Tracking Systems Child Labor Soil Health Pest and Disease Management

2.2 Indicator Types

There are three types of indicators in the Standard:

- Zero-Tolerance (ZT)** indicators are the minimum requirements for participation in the C.A.F.E. Practices program. Evaluation of ZT indicators confirms whether the entities undergoing verification uphold the integrity of the C.A.F.E. Practices program by assessing baseline human rights, environmental protection, and traceability practices. An entity cannot be approved in the program with noncompliance against ZT indicators.

- **Major** indicators are additional requirements assessing protections for workers, minors, and the environment, recordkeeping, and internal management systems.
- **Minor** indicators are additional requirements related to worker health and safety, worker grievances, management due diligence, and advances in environmental stewardship.

Table 2. C.A.F.E. Practices indicators by pillar

Pillar	Zero-Tolerance	Major	Minor	TOTAL
Environmental Accountability	0	1	1	2
Social Responsibility	22	20	21	63
Coffee Growing	5	8	27	40
Coffee Processing	1	2	8	11
Producer Support	4	17	7	28
TOTAL	32	48	64	144

- **Two Zero-Tolerance indicators** are evaluated for compliance by Starbucks outside of the verification: (i) Entity demonstrates a commitment to continuous improvement and engages in the improvement process (SR-M4.3). (ii) There has been no conversion of forest to coffee production since December 31, 2020 (CG-C1.2).

2.3 Entities to be Verified

The Standard is applicable to coffee supply chains from production through export. Verification against the Standard may take place for any of the following entity types:

- **Farm, Large:** Any farm with 15 hectares or more (≥ 15 ha) in coffee production.
- **Farm, Small:** Any farm with fewer than 15 hectares (< 15 ha) in coffee production.
- **Processor, Wet:** A mill that processes coffee cherry into parchment.
- **Processor, Dry:** A mill that processes parchment coffee or dried cherry into green coffee and/or sorts and grades parchment and/or green coffee prior to exportation.
- **Producer Support Organization (PSO):** An entity that provides both support and outreach to the group of small farms in a C.A.F.E. Practices application, as well as guides these farms on their collective pathway toward compliance with the C.A.F.E. Practices Standard’s requirements. The PSO consists of one or more persons in regular contact with the small farms in the group and with an internal management system (IMS).
- **Warehouse:** An entity other than processors that stores coffee. Warehouses are only considered a distinct entity if: 1) they are in a separate location from a processor, and 2) the entity employs workers different than those who work for the processor (i.e., not under the processor’s management).

- A warehouse facility that is part of a dry mill compound and managed together with the dry mill would not be considered as a separate entity.
- Any collector that stores coffee and hires at least one worker, needs to be considered a warehouse.

A full list of terms and definitions used in the Standard is provided in Appendix I. Details around verification scope and methodologies can be found in the C.A.F.E. Practices Operations Manual.

3. Conformance

In order to be considered conformant to this Standard, any entity must undergo verification against this Standard by an SCS-approved verification organization that follows the procedures outlined in the C.A.F.E. Practices Operations Manual and meet all applicable indicators, as per the timeline in 3.1.

3.1 Compliance Timeline

Verifications against the Standard V4.0 are phased-in following a four-year cycle. Eligible entities undergoing verification within the Transition Period or a first verification against this Standard will be provided with a gap assessment and opportunities for improvement (OFIs) based on their performance. After the fourth verification, entities will be verified against, and expected to meet, all applicable indicators.

The verifications will be conducted according to the following schedule:

- **Transition period²:** The entity will undergo an assessment against all applicable Zero-Tolerance indicators and a gap assessment on all Major and Minor indicators.
- **First verification:** The entity will undergo an assessment against all applicable Zero-Tolerance and Major indicators. Entities that did not participate in the transition period will undergo a gap assessment on all Minor indicators. Any noncompliance against Major indicators must be satisfactorily addressed by the time of the next verification.
- **Second verification:** The entity will undergo an assessment against all applicable Zero-Tolerance indicators and Major indicators. Noncompliance against Major indicators identified during the first verification must be satisfactorily addressed.
- **Third verification:** The entity will undergo an assessment against all applicable Zero-Tolerance and Minor indicators as well as any Major indicators that required follow-up action from the previous verification. Any noncompliance against Minor indicators must be satisfactorily addressed by the time of the next verification.
- **Fourth verification:** The entity will undergo an assessment against all applicable indicators. Any noncompliance against Minor or Major indicators must be satisfactorily addressed.

² The transition period for C.A.F.E. Practices Standard V4.0 will run from program launch (April 2025 in Brazil/July 2025 globally) through December 31, 2026.

Recurring noncompliance against Major indicators will result in application suspension until satisfactorily addressed.

See the C.A.F.E. Practices Operations Manual for detailed information about compliance expectations, including consequences for nonconformities.

3.2 Complaints and Appeals

An entity undergoing verification has the right to appeal a verification decision. Appeals shall be submitted in writing to the verification organization for evaluation and resolution.

Appeals shall be handled directly by the approved verification organization pursuant to the C.A.F.E. Practices Operations Manual. Complaints and appeals relating to the C.A.F.E. Practices Standard or an approved verification organization may be raised pursuant to the C.A.F.E. Practices Complaints and Appeals Procedure.



Starbucks C.A.F.E. Practices Evaluation Indicators

Economic Accountability

EA-F: Financial Transparency

Code	Indicator Language	Rating	Large Farm	Small Farm	Wet Processor	Dry Processor	Warehouse	PSO
EA-F1	Financial Transparency							
EA-F1.1	Entity keeps all receipts or invoices for the coffee (cherry, dried cherry, parchment, green) it buys or sells as C.A.F.E. Practices verified.	Major	✓		✓	✓	✓	
EA-F1.2	Documents presented by the entity include date, names of buyer and seller, unit of measure (volume or weight), price per unit, quantity, type of coffee (cherry, dried cherry, parchment or green).	Minor	✓		✓	✓	✓	

Social Responsibility

SR-H: Hiring Practices

Code	Indicator Language	Rating	Large Farm	Small Farm	Wet Processor	Dry Processor	Warehouse	PSO
SR-H1	Wages and Contracts							
SR-H1.1	<p>All permanent workers are paid at least the established legal minimum wage, or the wage agreed to through collective bargaining, in cash, cash equivalent (e.g., check, direct deposit), and/or through in-kind payments (e.g., food, transportation, housing), if legally permissible and agreed to by the worker. If minimum wages for permanent workers have not been established, all permanent workers are paid the standard wage as set by the C.A.F.E. Practices program.</p> <p>If workers are paid by production, wages meet the established daily legal minimum wage, proportional to the number of hours worked, or, where minimum wage has not been established, the standard wage as set by the C.A.F.E. Practices program.</p>	Zero-Tolerance	✓	✓	✓	✓	✓	

Code	Indicator Language	Rating	Large Farm	Small Farm	Wet Processor	Dry Processor	Warehouse	PSO
SR-H1.2	<p>All temporary and seasonal workers are paid at least the established legal minimum wage, or the wage agreed to through collective bargaining, in cash, cash equivalent (e.g., check, direct deposit), and/or through in-kind payments (e.g., food, transportation, housing), if legally permissible and agreed to by the worker. If minimum wages for temporary/seasonal workers have not been established, all temporary/seasonal workers are paid the standard wage as set by the C.A.F.E. Practices program.</p> <p>If workers are paid by production, wages meet the established daily legal minimum wage proportional to the number of hours worked, or, where minimum wage has not been established, the standard wage as set by the C.A.F.E. Practices program.</p>	Zero-Tolerance	✓	✓	✓	✓	✓	
SR-H1.3	All wages are paid regularly to all workers as required by law, but at least monthly.	Zero-Tolerance	✓	✓	✓	✓	✓	
SR-H1.4	Management maintains all payment records for all workers for at least 12 months prior and up to the date of the inspection.	Major	✓		✓	✓	✓	
SR-H1.5	All workers have access to their earnings records, which, except for those of workers paid by productivity, itemize all wages, overtime and deductions, as applicable.	Minor	✓		✓	✓	✓	
SR-H1.6	The rate of overtime payment, including pay by productivity, meets that established by law.	Zero-Tolerance	✓	✓	✓	✓	✓	
SR-H1.7	If overtime pay has not been established by law, overtime is calculated at 150% of regular pay.	Major	✓	✓	✓	✓	✓	
SR-H1.8	Any in-kind payments are itemized in writing by product, quantity, average price, and frequency of distribution.	Major	✓		✓	✓	✓	
SR-H1.9	Time spent by workers in any required trainings and meetings is considered working time and workers are compensated at their normal rate.	Major	✓		✓	✓	✓	
SR-H1.10	The use of continuous short-term employment contracts or the practice of terminating and then rehiring workers is not permitted as a means to avoid legal obligations related to wages and benefits.	Major	✓		✓	✓	✓	

Code	Indicator Language	Rating	Large Farm	Small Farm	Wet Processor	Dry Processor	Warehouse	PSO
SR-H1.11	All permanent workers must have written contractual agreements, which are upheld by the employer and include information on job description, location, working hours, pay rate, deductions, paid leave, and any nationally determined benefits.	Major	✓	✓	✓	✓	✓	

Code	Indicator Language	Rating	Large Farm	Small Farm	Wet Processor	Dry Processor	Warehouse	PSO
SR-H2	Hours of Work							
SR-H2.1	Regular working hours are limited to 8 hours per day, 48 hours per week. Overtime hours do not exceed 12 hours per week, barring exceptional circumstances, for which a written agreement between workers and management exists.	Major	✓	✓	✓	✓	✓	
SR-H2.2	All permanent workers must have, as a minimum, the equivalent of one continuous 24-hour period off in each 7-day period . When, due to peak harvest, and if allowed by law, a weekly rest day is not observed, the employer develops compensatory special rest schemes in agreement with permanent workers and/or workers' representatives.	Major	✓	✓	✓	✓	✓	
SR-H3	Forced Labor and Discrimination							
SR-H3.1	All workers know their employment conditions (e.g., benefits provided, requirements for overtime, and/or hazardous work), which are made clear at the time of hiring and respected by the employer.	Major	✓	✓	✓	✓	✓	
SR-H3.2	Financial disciplinary penalties are not taken against workers, unless legally required.	Zero-Tolerance	✓	✓	✓	✓	✓	
SR-H3.3	No worker is required to pay a recruitment fee and/or is charged fees such as transportation, medical exams, etc. as a condition for their employment.	Zero-Tolerance	✓	✓	✓	✓	✓	
SR-H3.4	Management enforces a policy that prohibits the use of forced, bonded, indentured, convict, or trafficked labor (ILO Conventions 29, 97, 105 and 143).	Zero-Tolerance	✓	✓	✓	✓	✓	
SR-H3.5	Management enforces a policy that prohibits all forms of harassment and abuse in the workplace, whether physical, sexual, verbal, and/or psychological (i.e., threats).	Zero-Tolerance	✓	✓	✓	✓	✓	

Code	Indicator Language	Rating	Large Farm	Small Farm	Wet Processor	Dry Processor	Warehouse	PSO
SR-H3.6	Workers do not surrender their identity papers or other original personal documents or pay deposits as a condition of employment.	Zero-Tolerance	✓	✓	✓	✓	✓	
SR-H3.7	Employer enforces a policy of prohibiting any type of discrimination, including, but not limited to, those described in ILO Convention 111.	Zero-Tolerance	✓	✓	✓	✓	✓	
SR-H3.8	All workers are employed, promoted, and compensated equally based upon their ability to perform their job, and not on the basis of gender, ethnicity, and/or religious or cultural beliefs.	Major	✓		✓	✓	✓	
SR-H4	Child Labor							
SR-H4.1	Management carries out risk assessment to determine if there is a risk for child labor at the entity. In cases where child labor is found to be a risk, management has implemented a child labor monitoring and mitigation plan.	Major	✓		✓	✓	✓	
SR-H4.2	Entity displays a written policy prohibiting child labor.	Major	✓		✓	✓	✓	
SR-H4.3	Children under the age of 14, or the legal working age if above 14, do not perform any work on the entity, except where light work and/or family work is permissible by law . Light work and/or family work meets all legal requirements, is not hazardous, does not interfere with children's schooling, involves supervision by a parent or legal guardian, and does not exceed 14 hours per week (ILO Conventions 138 and 182).	Zero-Tolerance	✓	✓	✓	✓	✓	
SR-H4.4	Employment of young workers follows all legal requirements, including those concerning, but not limited to, age, work hours, wages, and working conditions. Young workers do not carry out hazardous work or work that jeopardizes their health, development, or access to education (ILO Conventions 138 and 182).	Zero-Tolerance	✓	✓	✓	✓	✓	

SR-C: Working Conditions

Code	Indicator Language	Rating	Large Farm	Small Farm	Wet Processor	Dry Processor	Warehouse	PSO
SR-C1	Worker Housing							
SR-C1.1	Worker housing is built in a place free from any risk of exposure to harmful and irritating substances (e.g., smell, fumes, and noise), and does not present a risk of injury or fire to its occupants.	Zero-Tolerance	✓		✓	✓	✓	

Code	Indicator Language	Rating	Large Farm	Small Farm	Wet Processor	Dry Processor	Warehouse	PSO
SR-C1.2	Worker housing is built using durable materials, which offer adequate protection against heat, cold, and humidity; allows for proper ventilation; provides sufficient lighting during night and day; and has sufficient space considering the total number of occupants.	Zero-Tolerance	✓		✓	✓	✓	
SR-C1.3	The employer provides a safe water supply in proximity to worker housing and in sufficient quantity to cover all personal and domestic needs.	Zero-Tolerance	✓		✓	✓	✓	
SR-C1.4	Families with children under the age of 18 occupy rooms separate from other families or workers. Each room is equipped with a door that can be locked from the inside.	Zero-Tolerance	✓		✓	✓	✓	
SR-C1.5	Adequate sanitary facilities, in sufficient number, must be provided for workers and their families within worker housing areas. Appropriate sanitary facilities for women are required for female occupants.	Zero-Tolerance	✓		✓	✓	✓	
SR-C1.6	In the case of occupants unaccompanied by children under the age of 18, each must have a bed available for their individual use.	Zero-Tolerance	✓		✓	✓	✓	
SR-C1.7	Workers living on-site are provided with access to safe storage for their belongings.	Minor	✓		✓	✓	✓	
SR-C1.8	Worker housing has buffer zones of 10 meters minimum width from any agrochemical storage facilities to prevent injury or agrochemical exposure to workers and their families.	Major	✓		✓	✓	✓	
SR-C1.9	Worker housing has buffer zones of 10 meters minimum width from any agricultural productive area, and/or a live barrier that prevents agrochemical exposure to workers and their families.	Minor	✓					
SR-C1.10	Garbage from housing and facilities provided by employer is removed either to a municipal waste dump or to a well-managed waste site located at least 25 meters from any housing.	Minor	✓		✓	✓	✓	
SR-C2	Safe Water and Sanitary Facilities							
SR-C2.1	Workers are provided with convenient and free access to safe drinking water at the worksite.	Zero-Tolerance	✓	✓	✓	✓	✓	
SR-C2.2	Workers have convenient access to sanitary facilities that are appropriate to the local context and do not contaminate the local environment. Appropriate sanitary facilities for women are required for mills and warehouses with female workers.	Major	✓	✓	✓	✓	✓	

Code	Indicator Language	Rating	Large Farm	Small Farm	Wet Processor	Dry Processor	Warehouse	PSO
SR-C3	Access to Medical Care							
SR-C3.1	Employer has a medical care plan that either includes transportation or a trained medical person (technical expert) that is available in case of medical emergency for all workers.	Minor	✓		✓	✓	✓	
SR-C3.2	Entity has a sufficient number of readily accessible, well-equipped, and not expired first-aid kits on site.	Minor	✓		✓	✓	✓	
SR-C3.3	Employer pays for all medical costs associated with documented work-related injuries and illnesses if not covered by other programs or services.	Minor	✓		✓	✓	✓	

SR-S: Worker Safety

Code	Indicator Language	Rating	Large Farm	Small Farm	Wet Processor	Dry Processor	Warehouse	PSO
SR-S1	Agrochemical Exposure							
SR-S1.1	Minors and pregnant women are prohibited from handling or applying agrochemicals, operating heavy machinery, and/or heavy lifting.	Zero-Tolerance	✓	✓	✓	✓	✓	
SR-S1.2	Employer provides appropriate Personal Protective Equipment (PPE) to all applicable workers at no cost.	Major	✓	✓	✓	✓	✓	
SR-S1.3	Anyone handling agrochemicals and/or materials that have come into contact with agrochemicals, or who operates machinery, uses protective equipment as directed by the manufacturer's instructions.	Minor	✓	✓	✓	✓	✓	
SR-S1.4	Anyone who handles, mixes, or applies pesticides has convenient access to eye baths, soap, sinks for hand washing, showers, and clothes washing facilities.	Minor	✓		✓	✓	✓	
SR-S1.5	Entrance without protective equipment to areas where pesticides were applied is prohibited for a 48-hour period, or the timeframe identified on the product's safety sheet.	Minor	✓	✓	✓	✓	✓	
SR-S2	Training							
SR-S2.1	Before commencing work, all new workers receive basic safety instructions that cover emergency protocols and safety measures for minors, if applicable.	Minor	✓	✓	✓	✓	✓	

Code	Indicator Language	Rating	Large Farm	Small Farm	Wet Processor	Dry Processor	Warehouse	PSO
SR-S2.2	Health and safety training occurs for all permanent workers at least once a year, free of charge, and during regular working hours. Training is documented including instructors, agendas, and attendance. As applicable, at a minimum, training covers use of protective equipment; safe handling of hazardous materials, including disposal of agrochemical containers; procedures for working under hazardous conditions and operating equipment; emergency protocol; and personal safety and hygiene.	Minor	✓		✓	✓	✓	
SR-S3	Safe Working Environment							
SR-S3.1	All workers are provided with a safe working environment.	Major	✓		✓	✓	✓	
SR-S3.2	Management assesses, tracks, and minimizes workplace hazards and risks.	Minor	✓		✓	✓	✓	
SR-S3.3	All equipment used by workers is properly maintained and safe to use.	Major	✓		✓	✓	✓	
SR-S3.4	For all enclosed work areas, there is a sufficient number of emergency exits that are clearly marked, unobstructed at all times, unlocked when workers are present, or have latches that do not require special operation.	Minor	✓		✓	✓	✓	
SR-S3.5	For all enclosed work areas, there is a documented fire and emergency evacuation plan, which includes, at a minimum, emergency contact(s) and telephone number(s), evacuation procedures, and a clearly identified meeting point.	Minor	✓		✓	✓	✓	
SR-S3.6	Entity has sufficient, appropriate, and readily accessible fire extinguishing tools, which are regularly inspected and maintained.	Minor	✓		✓	✓	✓	
SR-S3.7	Management develops, maintains and implements a procedure to document injuries that occur on-site. The written injury reports include the type of injury, name of worker, time and date, and location of the accident.	Major	✓		✓	✓	✓	
SR-S3.8	In the event that accidents or injuries have occurred on-site, a technical expert reviews accident and/or injury records at least annually and updates safety procedures and training materials to prevent accident and injury recurrence.	Minor	✓		✓	✓	✓	

SR-M: Management Systems

Code	Indicator Language	Rating	Large Farm	Small Farm	Wet Processor	Dry Processor	Warehouse	PSO
SR-M1	Freedom of Association							
SR-M1.1	Management policies recognize workers' rights to organizing and/or collective bargaining, as allowed by national laws and international obligations.	Minor	✓		✓	✓	✓	
SR-M2	Grievance Mechanism							
SR-M2.1	There are regular meetings between management and workers or workers' representative(s) to improve working conditions.	Minor	✓		✓	✓	✓	
SR-M2.2	All workers are 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.	Major	✓		✓	✓	✓	
SR-M2.3	Management provides workers with information about and access to a grievance mechanism, which receives, documents, analyzes, and responds to complaints related to the scope of C.A.F.E. Practices from workers in a systematic, impartial, transparent, and timely manner. Grievance submissions are reviewed regularly, and timelines for response are clearly communicated to the submitter. The mechanism ensures both confidentiality of complaints submitted as well as the anonymity of the complainants.	Minor	✓		✓	✓	✓	
SR-M2.4	Producer provides workers with information about the grievance mechanism provided through the Producer Support Organization and how to access it.	Minor		✓				
SR-M3	Land Use Rights							
SR-M3.1	The entity demonstrates legitimate land use rights.	Major	✓	✓				
SR-M4	Business Integrity and Ethical Conduct							
SR-M4.1	Management provides transparency into their operations, policies, processes, and relevant records to Starbucks or its designated representatives. All documents provided by management are true and accurate.	Zero-Tolerance	✓	✓	✓	✓	✓	✓
SR-M4.2	No form of bribery is offered to Starbucks or its designated representatives.	Zero-Tolerance	✓	✓	✓	✓	✓	✓

Code	Indicator Language	Rating	Large Farm	Small Farm	Wet Processor	Dry Processor	Warehouse	PSO
SR-M4.3	Entity demonstrates a commitment to continuous improvement and engages in the improvement process.	Zero-Tolerance *	✓	✓	✓	✓	✓	✓

* Evaluated by Starbucks

Environmental Responsibility: Coffee Growing

CG-W: Water Management

Code	Indicator Language	Rating	Large Farm	Small Farm	Wet Processor	Dry Processor	Warehouse	PSO
CG-W1	Water Body Protection							
CG-W1.1	Buffer zones exist next to at least 25% of the total area of all permanent water bodies in the productive area; buffers are at least 5 meters in width (measured horizontally from the high-water mark to the base of any coffee tree), exclude all cultivation, and are composed of vegetation.	Minor	✓	✓				
CG-W1.2	Buffer zones exist next to at least 25% of the total area of all of seasonal and intermittent (temporary) water bodies in the productive area; buffers are at least 2 meters in width (measured horizontally from the high-water mark to the base of any coffee tree), exclude all cultivation, and are composed of vegetation.	Minor	✓	✓				
CG-W1.3	No agrochemicals are applied within 5 meters of any permanent water body within the productive area.	Minor	✓	✓				
CG-W1.4	No agrochemicals are applied within 2 meters of any temporary water body within the productive area while there is water present.	Minor	✓	✓				
CG-W1.5	Nematicides are not applied within 20 meters of any water body within the productive area.	Minor	✓					
CG-W1.6	Farm waste and garbage sites are located at least 100 meters from any water body.	Minor	✓	✓				
CG-W2	Irrigation							
CG-W2.1	If mechanical irrigation is used, farm management demonstrates an understanding of local water conditions or stress factors and irrigates based on clearly identified needs.	Minor	✓					

CG-S: Soil Health

Code	Indicator Language	Rating	Large Farm	Small Farm	Wet Processor	Dry Processor	Warehouse	PSO
CG-S1	Soil Erosion							
CG-S1.1	Farm management demonstrates knowledge of farm areas at risk of erosion and is able to communicate and/or identify on a map areas at high risk of erosion (considering such factors as slope, soil type, and concavity).	Minor	✓	✓				
CG-S1.2	Farm management has knowledge about measures to minimize surface erosion.	Minor	✓	✓				
CG-S1.3	At least 25% of productive area with slopes of less than 20% is covered by shade trees, and/or a layer of mulch, and/or cover crops/vegetation.	Minor	✓	✓				
CG-S1.4	On at least 25% of the productive area with slopes between 20% and 30% , contour lines, bench terraces, and/or staggered rows of coffee trees (quincunx patterns) are established, in addition to the preventive soil erosion measures identified in CG-S1.3.	Minor	✓	✓				
CG-S1.5	On at least 25% of the productive area with slopes over 30% , physical barriers (e.g., pruned branches, rocks) and/or living barriers (e.g., grasses, shrubs) are established, in addition to the soil erosion prevention measures identified in CG-S1.3 and CG-S1.4.	Minor	✓	✓				
CG-S1.6	At least 50% of roads or frequently used trails or footpaths are protected from erosion through proper drainage ditches and/or other control measures (including cover vegetation on surrounding area, etc.).	Minor	✓	✓				
CG-S2	Soil Productivity							
CG-S2.1	At least 25% of the productive area is covered by a layer of organic matter (dead and decaying biomass, such as mulch, grass, leaves, branches, etc.) and/or nitrogen-fixing cover crops.	Minor	✓	✓				
CG-S2.2	Pruned branches, twigs, leaves, and other live barrier materials are mulched and/or left as a soil amendment.	Minor	✓	✓				

CG-C: Conservation

Code	Indicator Language	Rating	Large Farm	Small Farm	Wet Processor	Dry Processor	Warehouse	PSO
CG-C1	Deforestation							
CG-C1.1	There has been no deforestation or conversion of natural ecosystems or primary forest to agriculture since January 1, 2004 within the entity.	Zero-Tolerance	✓	✓				
CG-C1.2	There has been no conversion of forest to coffee production since December 31, 2020 .	Zero-Tolerance*	✓	✓				
CG-C1.3	Any removal of native trees from the productive area is legally compliant.	Zero-Tolerance	✓	✓				
CG-C1.4	Established native trees within the productive area are removed only when they constitute a human hazard, and/or if, after all options within the shade management plan have been exhausted, they continue to cause significant competition for existing coffee plants.	Minor	✓	✓				
CG-C2	Protected Areas							
CG-C2.1	Areas designated as legal reserves, conservation areas, or protected by law are preserved.	Zero-Tolerance	✓	✓				
CG-C2.2	As required by applicable law, a portion of the total farm area is set aside as a conservation emphasis area.	Zero-Tolerance	✓					
CG-C3	Wildlife Protection							
CG-C3.1	Hunting threatened or rare wildlife species and unauthorized collection of flora and fauna are not allowed on the property.	Major	✓	✓				

* Evaluated by Starbucks

CG-P: Pest and Disease Management

Code	Indicator Language	Rating	Large Farm	Small Farm	Wet Processor	Dry Processor	Warehouse	PSO
CG-P1	Agrochemical Management and Recordkeeping							
CG-P1.1	All agrochemicals used on the farm have been selected following agronomic recommendations.	Minor	✓	✓				
CG-P1.2	Farm does not use pesticides that are classified by the World Health Organization as Type 1A Extremely hazardous or 1B Highly hazardous , or that are banned according to national, regional, or local laws.	Zero-Tolerance	✓	✓				

Code	Indicator Language	Rating	Large Farm	Small Farm	Wet Processor	Dry Processor	Warehouse	PSO
CG-P1.3	Pesticides belonging to the neonicotinoid family are only used in cases where there are no other technically or economically viable alternatives and follow agronomic recommendations, which document application timeframe, formulation, dose, application method, and frequency.	Major	✓	✓				
CG-P1.4	Pesticides belonging to the neonicotinoid family are applied in drench, outside of coffee flowering peaks, and in the absence of flowering weeds.	Major	✓	✓				
CG-P1.5	Farm keeps purchase records of pesticides, specifying date, product, product formulation, active ingredients, quantity, and supplier of purchase for each pesticide.	Major	✓					
CG-P1.6	Farm maintains records of pesticide application specifying the date, product, product formulation, active ingredient, quantity, and location or area of the farm for each pesticide application.	Minor	✓					
CG-P1.7	There are contingency procedures for handling pesticide spills and overexposure.	Minor	✓					
CG-P1.8	Agrochemicals are mixed and spraying equipment is loaded in ventilated areas. If products are mixed in the field, precautions are taken, and procedures are in place to handle accidents, spills, or contamination.	Minor	✓					
CG-P1.9	Spraying equipment is maintained in good working order and cleaned in the agrochemical storage or mixing areas after use.	Minor	✓					
CG-P1.10	Empty chemical containers are returned to the supplier, vendor, or other post-consumption collector; or, in the absence of these options, are triple rinsed, punctured, and appropriately disposed of to prevent further use or injury.	Major	✓	✓				
CG-P2	Pesticide Storage							
CG-P2.1	Pesticides are stored in a locked, adequately ventilated, and lit place with controlled access, separate from food products, common areas, and dangerous or flammable substances, like gasoline and paint.	Minor	✓	✓				
CG-P2.2	Pesticides that are stored have original manufacturer's labels and are clearly organized and separated according to toxicity and use	Minor	✓					
CG-P2.3	Pesticide storage site has adequate safeguards to control spills (e.g., impermeable floors, physical barriers to prevent external contamination).	Minor	✓					

Code	Indicator Language	Rating	Large Farm	Small Farm	Wet Processor	Dry Processor	Warehouse	PSO
CG-P3	Integrated Pest Management							
CG-P3.1	Farm takes physical and timely action to control sources of infestation	Minor	✓	✓				
CG-P3.2	Farm implements an Integrated Pest Management (IPM) plan for monitoring for pests, diseases, and symptoms of nematode infestation.	Minor	✓					
CG-P3.3	Training on IPM is provided to relevant workers, including locally relevant guidance on non-pesticidal methods for controlling coffee pests and weeds and managing diseases.	Minor	✓					

CG-M: C.A.F.E. Practices Management and Monitoring

Code	Indicator Language	Rating	Large Farm	Small Farm	Wet Processor	Dry Processor	Warehouse	PSO
GC-M1	C.A.F.E. Practices Management and Monitoring							
CG-M1.1	Management has developed and is implementing a written C.A.F.E. Practices work plan, and improvement activities are tracked and documented.	Major	✓					
CG-M1.2	Management holds at least one annual meeting with key personnel to discuss C.A.F.E. Practices improvement plans and activities.	Major	✓					

CG-T: Traceability

Code	Indicator Language	Rating	Large Farm	Small Farm	Wet Processor	Dry Processor	Warehouse	PSO
CG-T1	Traceability							
CG-T1.1	If farm hires a contractor to transport coffee to a processor or warehouse, there is a system to track C.A.F.E. Practices coffee through transportation.	Major	✓					

Environmental Responsibility: Coffee Processing

CP-W: Water Management

Code	Indicator Language	Rating	Large Farm	Small Farm	Wet Processor	Dry Processor	Warehouse	PSO
CP-W1	Water Use Efficiency							
CP-W1.1	The mill demonstrates awareness of whether water stress exists in the watershed in which they are operating and takes steps to maximize efficiency.	Major			✓			
CP-W2	Wastewater Impacts							
CP-W2.1	Wastewater from pulping and washing is treated and managed in a way that does not contaminate the environment, including water bodies.	Minor		✓	✓			
CP-W2.2	If wastewater is discharged into a water body or a drainage system, wastewater tests are conducted and recorded for all exit points at least once during harvest at a time of high-volume processing. Tests meet established environmental regulatory norms.	Major		✓	✓			
CP-W2.3	In the absence of environmental regulatory norms, if wastewater is discharged into a water body or drainage system, wastewater tests are conducted and recorded for all exit points at least once during harvest at a time of high-volume processing. Tests meet the following parameters: <ul style="list-style-type: none"> • Biological oxygen demand (1000 mg/L or ppm) • Chemical oxygen demand (1500 mg/L or ppm) • pH (5.0-9.0) 	Minor		✓	✓			
CP-W2.4	If wastewater from pulping and washing is released into a leach field or lagoon or sprayed onto fields, the distance between the edge of the fields or lagoon is a minimum of 40 meters from all permanent water bodies (e.g., perennial streams, springs, lakes, wetlands).	Minor		✓				

CP-M: Waste Management

Code	Indicator Language	Rating	Large Farm	Small Farm	Wet Processor	Dry Processor	Warehouse	PSO
CP-M1	Waste Management							
CP-M1.1	Processing wastes, including waste solids from sedimentation ponds, are managed in such a way as to not contaminate the local environment.	Minor		✓	✓			
CP-M1.2	If skin, pulp, mucilage, lixiviates, and unacceptable cherries are not distributed to third parties for further processing or use, they are composted, left to decompose, or be processed by worms.	Minor		✓	✓			
CP-M1.3	Any hazardous wastes are identified, treated, and appropriately disposed of to prevent further use or injury.	Minor	✓	✓	✓	✓	✓	

CP-E: Energy Conservation

Code	Indicator Language	Rating	Large Farm	Small Farm	Wet Processor	Dry Processor	Warehouse	PSO
CP-E1	Energy Conservation							
CP-E1.1	Wood used for drying coffee comes from pruning of coffee, shade trees, responsibly managed forests, or other minimal impact harvests (e.g., salvage).	Minor			✓			

CP-T: Traceability

Code	Indicator Language	Rating	Large Farm	Small Farm	Wet Processor	Dry Processor	Warehouse	PSO
CP-T1	Traceability							
CP-T1.1	Entity has and implements a system to track C.A.F.E. Practices coffee and to maintain its segregation from other coffee(s), from the point of initial purchase or intake through export or output.	Zero-Tolerance			✓	✓	✓	
CP-T1.2	Entity has a system to confirm ownership before making any payments for coffee delivered.	Minor			✓	✓	✓	

Producer Support

PS-M: Group Management

Code	Indicator Language	Rating	Large Farm	Small Farm	Wet Processor	Dry Processor	Warehouse	PSO
PS-M1	Internal Management System							
PS-M1.1	Producer Support Organization designates an Internal Management System (IMS) administrator, defines the roles and responsibilities for each of the IMS staff positions, and keeps updated records of the personnel fulfilling these roles.	Major						✓
PS-M1.2	Producer Support Organization documents the procedures used to implement the internal management system (IMS), including the evaluation methods to be followed when assessing member producers against C.A.F.E. Practices Standard indicators.	Major						✓
PS-M1.3	Producer Support Organization documents conditions for member inclusion and exclusion as well as the mechanisms available to appeal these decisions.	Major						✓
PS-M1.4	Producer Support Organization maintains a map that accurately shows the location of each farm and other entities in the application (i.e., warehouses and processors) and includes all roads, medical centers, and schools that fall within the area covered by the map.	Minor						✓
PS-M1.5	Producer Support Organization develops and implements a risk management plan annually, which identifies the most significant risks for obtaining and/or continuing approval in the C.A.F.E. Practices program and details the actions followed to mitigate these risks.	Major						✓
PS-M1.6	Producer Support Organization actively shares and explains applicable C.A.F.E. Practices program requirements, including all Major and ZT indicators, with all participating producers .	Major						✓
PS-M1.7	Producer Support Organization maintains copies of written agreements or identification cards given to producers in their local language when they commit to implementing C.A.F.E. Practices requirements.	Minor						✓
PS-M1.8	Producer Support Organization implements procedures to ensure that any changes to C.A.F.E. Practices Standard requirements, and the timelines within which such changes take effect, are communicated to all producer members in a timely manner.	Major						✓

Code	Indicator Language	Rating	Large Farm	Small Farm	Wet Processor	Dry Processor	Warehouse	PSO
PS-M1.9	Producer Support Organization actively shares and explains C.A.F.E. Practices verification results, including recommended improvements, within 12 months of receiving them and with at least 30% of participating producers.	Minor						✓
PS-M1.10	Producer Support Organization holds at least one annual planning meeting with producers representing the application to develop a written annual work plan that details which C.A.F.E. Practices activities are to be done in the coming year, taking into account verification results.	Major						✓
PS-M1.11	Following the initial verification, the Producer Support Organization ensures that each producer receives an onsite internal inspection at least once during the validity period.	Major						✓
PS-M1.12	Producer Support Organization documents follow-up corrective actions carried out after the identification of nonconformities with C.A.F.E. Practices Standard indicators during internal inspections.	Major						✓
PS-M2	Grievance Mechanism							
PS-M2.1	Producer Support Organization provides information about and access to a grievance mechanism to all producers in the application, which is managed by a committee that receives, documents, analyzes, and responds to complaints related to the scope of C.A.F.E. Practices in a systematic, impartial, transparent, and timely manner. Grievance submissions are reviewed regularly, and timelines for response are clearly communicated to the submitter. The mechanism ensures both confidentiality of complaints submitted as well as the anonymity of its complainants.	Minor						✓

PS-T: Traceability and Tracking Systems

Code	Indicator Language	Rating	Large Farm	Small Farm	Wet Processor	Dry Processor	Warehouse	PSO
PS-T1	Traceability and Tracking Systems							
PS-T1.1	Systems are in place to track C.A.F.E. Practices coffee from producers to export, and to maintain its segregation from non-C.A.F.E. Practices coffee(s).	Zero-Tolerance						✓
PS-T1.2	Producer Support Organization maintains a list of C.A.F.E. Practices producers that is accurate at the time the application was submitted for verification.	Zero-Tolerance						✓

Code	Indicator Language	Rating	Large Farm	Small Farm	Wet Processor	Dry Processor	Warehouse	PSO
PS-T1.3	Producer Support Organization maintains an updated schematic diagram of the supply chain, which records flows of coffee from producers to point of export.	Minor						✓
PS-T1.4	Annually, prior to the start of harvest, Producer Support Organization carries out projections of coffee yields for producers in the application following a documented procedure.	Major						✓
PS-T1.5	Producer Support Organization implements a system that monitors the sales made by the producers in the application to ensure sales volumes are feasible based on the farms' estimated production.	Major						✓
PS-T1.6	When sales volumes exceed production estimates, Producer Support Organization takes appropriate action.	Major						✓
PS-T1.7	Each producer in the supply chain receives a receipt for coffee purchased.	Zero-Tolerance						✓

PS-L: Child Labor

Code	Indicator Language	Rating	Large Farm	Small Farm	Wet Processor	Dry Processor	Warehouse	PSO
PS-L1	Child Labor							
PS-L1.1	All applicable Producer Support Organization personnel have received training on C.A.F.E. Practices requirements and local legislation related to child labor and procedures for preventing, detecting, evaluating, and remediating child labor.	Major						✓
PS-L1.2	Producer Support Organization carries out a risk assessment to determine if there is a risk for child labor among the farms in the application.	Major						✓
PS-L1.3	In cases where child labor is found to be a risk, Producer Support Organization has developed and implemented a child labor monitoring and remediation plan.	Major						✓

PS-S: Soil Health

Code	Indicator Language	Rating	Large Farm	Small Farm	Wet Processor	Dry Processor	Warehouse	PSO
PS-S1	Soil Health							
PS-S1.1	Producer Support Organization has a detailed soil management plan that includes erosion reduction strategies.	Minor						✓

PS-P: Pest and Disease Management

Code	Indicator Language	Rating	Large Farm	Small Farm	Wet Processor	Dry Processor	Warehouse	PSO
PS-P1	Agrochemical Management and Recordkeeping							
PS-P1.1	Producer Support Organization does not buy, distribute, or apply pesticides classified under the World Health Organization as Type 1A Extremely hazardous or 1B Highly hazardous , or that are banned according to national, regional, or local laws.	Zero-Tolerance						✓
PS-P1.2	Producer Support Organization does not buy, distribute, or apply any pesticides belonging to the neonicotinoid family.	Major						✓
PS-P1.3	Producer Support Organization keeps records of all purchases, distribution, or sales of pesticides, including dates, product name, product formulation, active ingredients, quantity, and supplier.	Major						✓
PS-P2	Agrochemical Storage							
PS-P2.1	If Producer Support Organization buys, distributes, or applies agrochemicals, all agrochemicals are stored in an adequately ventilated and lit place with controlled access separate from food products, common areas, and dangerous or flammable substances, like gasoline and paint.	Minor						✓

Appendix I: Terms and Definitions

- **Agrochemicals:** Synthetic substances used to control competition from other organisms (e.g., pesticides and herbicides), and to provide crops with the nutrients necessary to compensate for lack of soil fertility (fertilizers).³
- **Appeal:** A written request from a C.A.F.E. Practices producer or other verified entity for formal reconsideration of any evaluation made by a verification organization.
- **Applicant:** An exporter or other business entity in the process of applying for approval in the C.A.F.E. Practices program. If/when approved, this entity becomes a “supplier”.
- **Application:** An entity or group of green coffee supply chain entities to be verified together in one C.A.F.E. Practices verification process.
- **Buffer Zones:** An undisturbed area of land (typically composed of native vegetation) that reduces the impacts of adjacent activities on an ecologically important area.
- **Coffee Cherry:** The fruit of the coffee tree, which contains the coffee bean(s).
- **Common Areas:** Communally accessible spaces intended for shared use by multiple parties, including worker housing, bathrooms, and rest areas.
- **Conservation Emphasis Areas:** Defined areas of the farm where conservation of ecological resources is the primary objective.
- **Conversion:** Loss of a natural ecosystem as a result of its replacement with agriculture or another land use, or due to a profound and sustained change in a natural ecosystem’s species composition, structure, or function.⁴
- **Corrective Actions:** Action to eliminate the cause of a nonconformity and prevent it from happening again. There may be more than one cause for a nonconformity⁵.
- **Corrective Action Plan (CAP):** A plan that suppliers develop upon receipt of one or more nonconformities as a result of a verification that details how the supplier plans to resolve all nonconformities.
- **Deforestation:** The loss of natural forest as a result of: (i) conversion to agriculture or other non-forest land use; (ii) conversion to a tree plantation; or (iii) severe and sustained degradation.⁶
- **Dispute:** An appeal from an applicant that cannot be satisfactorily resolved by the verification organization or one that requires SCS resolution, such as in cases where interpretation of indicators is contested, where an appeal is submitted after reports are approved, or other exceptional cases.

³ Conservation Principles for Coffee Production, Conservation International, 25 April 2001

⁴ Accountability Framework initiative, 2024. The Accountability Framework Terms and Definitions. Available from accountability-framework.org.

⁵ ISO 9000:2015 – Quality Management System

⁶ Accountability Framework initiative, 2024. The Accountability Framework Terms and Definitions. Available from accountability-framework.org.

- **Employer:** An individual or entity that hires workers for their labor. The employer defines the terms of employment for workers and provides the agreed-upon terms such as the salary and other working conditions.
- **Erosion:** The accelerated removal of topsoil from the land surface and is primarily caused by weathering. Factors such as climate variations, intense rainfall, prolonged droughts followed by heavy rains, and steep terrain contribute to erosion. Natural disasters, inadequate land management practices, and insufficient vegetative cover can exacerbate erosion. Additionally, certain soil characteristics, such as poor surface horizon development, low organic matter content, or the presence of very friable soils, can increase susceptibility to erosion.
- **Family Work:** Labor contributed by members of the same household in support of the entity's coffee production activities and for which there is not financial reimbursement.
- **Farm:** The coffee productive area(s) operating under the same management system. The workforce and coffee processing are key factors in determining whether the entire productive area is classified under one farm ID or multiple farm IDs. Additionally, the productive areas must be located close enough to allow for inspection without significant deviation from the original verification plan.
- **Flows:** A flow is an amount of coffee that moves from one entity to another, e.g., a farm to a processor, a wet processor to a dry processor, a processor to a warehouse, etc.
- **Forest:** Land spanning more than 0.5 hectares with trees higher than 5 meters and a canopy cover of more than 10%, or trees able to reach these thresholds in situ. It does not include land that is predominantly under agricultural or other land use. Forest includes natural forests and tree plantations.⁷ The C.A.F.E. Practices program distinguishes “Forest” from “Primary Forest”.
- **Harassment:** Unwelcome physical, verbal, or sexual conduct by management or co-workers that interferes with an employee's work performance or creates a hostile work environment. Harassment may include the use of offensive remarks, derogatory words and references, and sexual suggestions.
- **Hazardous Work:** Work that involves elevated danger or risk to human wellbeing, which may require specific safety precautions or equipment to protect workers from harm. In the case of minors, hazardous work is any work likely to harm the health, safety, or morals of children.
- **In-kind Payment:** Compensation for a service not involving the exchange of money. In-kind payments may include food, shelter, clothing, or other goods or services.
- **Infestation:** A recently detected insect pest population, including an incursion, or a sudden significant increase of an established insect, disease agents, or weed population in an area leading to damage to plants in production fields, forests, or natural habitats and causing substantial damage to productivity, biodiversity, or natural resources.⁸

⁷ Accountability Framework initiative, 2024. The Accountability Framework Terms and Definitions. Available from accountability-framework.org.

⁸ FAO (2019). *The State of Food and Agriculture 2019. Moving forward on food loss and waste reduction*. Rome. License: CC BY-NC-SA 3.0 IGO.

- **Internal Management System (IMS):** Monitoring and assistance mechanisms used by a supplier, processor, or association to ensure the small farms that they source coffee from are complying with the C.A.F.E. Practices requirements.
- **Integrated Pest Management (IPM):** A science-based approach to managing pests that combines multiple strategies to minimize economic, health, and environmental risks. Key components include regular monitoring and identification of pests, cultural controls (such as selecting pest-resistant varieties), biological controls (utilizing natural predators and parasites), and mechanical and physical controls (such as traps and barriers). Chemical controls are employed only as a last resort when other methods of control fail. IPM emphasizes using the least harmful methods and tailoring interventions based on pest population dynamics and environmental conditions.
- **Large Farm:** Any farm with 15 hectares or more ($\geq 15\text{ha}$) in coffee production.
- **Local Laws:** Legal norms established by governmental entities whose jurisdiction is less than the national level, such as departmental and municipal laws.
- **Native Species:** A species that occurs naturally in a specified area, having either evolved there or arrived there without human intervention.⁹
- **Natural Ecosystem:** An ecosystem that substantially resembles — in terms of species composition, structure, and ecological function — one that is or would be found in a given area in the absence of major human impacts. This includes human-managed ecosystems where much of the natural species' composition, structure, and ecological function are present.¹⁰
- **Nonconformity (NC):** An instance where the audited or verified entity does not meet the requirement(s) of the C.A.F.E. Practices Standard or those found in program document(s). Nonconformity and noncompliance, and conformity and compliance, are used interchangeably throughout C.A.F.E. Practices program documents.
- **Onsite:** The physical boundaries of the entity being evaluated as well as any facilities provided by the entity management that are located outside of the physical entity, e.g. worker housing that is located outside of the farm area.
- **Personal Protective Equipment (PPE):** Articles of clothing or equipment worn or used in order to protect the body from exposure to harm during hazardous work (e.g., the application of agrochemicals).
- **Pesticides:** The range of herbicides, insecticides, fungicides, rodenticides, nematicides and hormones that are used in coffee growing.
- **Plan:** A prepared, documented set of procedures used to carry out an activity. A plan identifies the tools, financial resources, times, supporting activities, priorities, and responsible parties needed in order to achieve the designated goals and objectives.
- **Primary Forest:** Forest that has not been subject to major human impacts in recent history and which possesses many or most of the characteristics of a forest native to the given site, including species composition, structure, and ecological function.

⁹ IUCN (2018). *Guidelines for invasive species planning and management on islands*. Cambridge, UK and Gland, Switzerland: IUCN. viii + 40pp.

¹⁰ Accountability Framework initiative, 2024. The Accountability Framework Terms and Definitions. Available from accountability-framework.org.

- **Processor (Mill):** An entity that operates a wet and/or dry mill that produces green coffee or parchment from parchment or coffee cherry using wet and/or dry processes. Processors may be standalone processors or vertically integrated processors within a coffee growing estate or plantation.
 - **Processor, Wet:** A mill that processes coffee cherry into parchment.
 - **Processor, Dry:** A mill that processes parchment coffee or dried cherry into green coffee and/or sorts and grades parchment and/or green coffee prior to exportation.
- **Producer:** An individual or entity (i.e., coffee farm) that cultivates coffee cherry that is subsequently processed and traded as green coffee.
- **Producer Support Organization (PSO):** An entity that both provides support and outreach to the group of small farms in a C.A.F.E. Practices application as well as guides these farms on their collective pathway toward compliance with the C.A.F.E. Practices Standard's requirements. The PSO consists of one or more persons in regular contact with the member producers and with the capacity to implement the Internal Management System (IMS).
- **Productive Area:** All land on a farm used to produce coffee, even if at the moment of the inspection no coffee is being harvested (e.g., because of recent pruning or new seedlings or heavily affected by a disease). Area set aside explicitly for conservation purposes are considered a conserved area. Non-productive area is the total area set aside for conservation and other uses (e.g., worker housing, waste areas, production of other crops, recreational use).
- **Scheme:** A framework of requirements and governance procedures, formally laid out in scheme documents. The C.A.F.E. Practices scheme includes the Standard and all other normative documents and procedures.
- **Small Farm:** Any farm with less than fifteen (<15ha) hectares in coffee production.
- **Supplier:** A business entity that enters direct contractual supply agreements with Starbucks Coffee Trading Company to sell green coffee once C.A.F.E. Practices program validity is granted.
- **Supply Chain:** The steps and links between coffee production and export, characterizing the movement of green coffee among coffee producers, processors, warehouses, and suppliers.
- **Threatened Species:** Any species that is endangered or is likely to become endangered within the near future throughout all or a significant portion of its range.
- **Validity:** A designation granted to an application after a positive verification result. Following an application's initial verification, a four-year validity is granted, contingent on annual verifications.
- **Verification:** The independent evaluation (inspections) and reporting process through which compliance with the C.A.F.E. Practices Standard or Zero-Tolerance Corrective Action Plan is determined. A verification consists of all the required inspections and the related reporting necessary to evaluate an application.
- **Verification Organization:** An independent third-party organization approved by SCS Global Services to manage and conduct verification activities against the C.A.F.E. Practices Standard.
- **Warehouse:** An entity other than processors that stores coffee. Warehouses are only considered a distinct entity if: 1) they are in a separate location from a processor, AND 2) the entity employs workers different than those that work for the processor (i.e., not under the processor's management).

- **Water body:** Any natural or man-made water body, including ponds, lakes, streams, springs, rivers, wetlands, all kinds of wells, or other areas that ordinarily (permanent) or intermittently (temporary) contain water.
 - **Permanent water body:** A water body with surface water that persists throughout the year, which is replenished with groundwater and/or precipitation.
 - **Temporary water body:** A water body, at least 1 meter wide and with water that flows continuously for at least two months in most years, which experiences a recurrent dry phase that is predictable in both its time of onset and duration. Short-lived water bodies (i.e., ephemeral streams) that contain water only after precipitation has fallen are not considered temporary water bodies.
- **Water Stress:** The condition where total water use exceeds the locally available water supply in the watershed (e.g., streams, rivers, groundwater), and could lead to a long-term deficit problem.
- **Workers:** Any person carrying out work related to coffee growing, coffee processing, and/or supporting operations, who is either hired directly or indirectly (i.e., through a labor intermediary) in an employment relationship or who engages in community work exchange. Refer to the Operations Manual for further information on workers and worker classification.
 - **Permanent/Full-time** workers are those who are employed on an ongoing, year-round basis for the full workday by the entity being inspected.
 - **Temporary/Seasonal** workers are those who are employed to work during part of the year. These include workers who work during the harvest months as well as workers who conduct off-harvest activities (e.g., pruning, fertilization, etc.).
 - **Young Worker:** A minor between the age of 14, or the legal working age if above 14, and 18 years, engaged in non-hazardous and age-appropriate work in compliance with ILO Conventions.
- **Work Plan:** A plan that suppliers develop upon receipt of a Zero-Tolerance Corrective Action Plan (ZT-CAP) request that details how the supplier plans to address all Non-Comply evaluations of Zero-Tolerance indicators.

Appendix II: C.A.F.E. Practices Reference Documents

C.A.F.E. Practices Standard: Verification standard, including evaluation indicators, against which entities undergoing verification are evaluated.

C.A.F.E. Practices Operations Manual: Verification process and methodologies and standard operating procedures for the program.

C.A.F.E. Practices Field Notes: Formatted field notes to be used by inspectors while carrying out verifications.

Verifier Guidance Updates (VGUs): Interpretation of specific criteria and/or indicators, reporting procedures for the VRS, and other program updates.

Verifier Reporting System (VRS) Verifier and Inspector User Manual: Instructions for verifiers and inspectors on how to claim applications and complete and submit reports in the VRS.

C.A.F.E. Practices Verification Organization Approval Procedure: Requirements for interested entities to become approved verification organizations and maintain approval.

C.A.F.E. Practices Auditing and Training Manual: Procedures used by SCS to train, audit, and review the work of approved verification organizations within the C.A.F.E. Practices program.

C.A.F.E. Practices Zero-Tolerance Corrective Action Plan (ZT-CAP) Procedure Manual: Procedures related to corrective actions to be undertaken to address all noncompliant evaluations of Zero-Tolerance indicators identified during a verification.

Roles and Responsibilities of Observers in C.A.F.E. Practices Verifications and Audits: Instructions and explanations for verification observers around expected behavior during C.A.F.E. Practices verifications and audits.

C.A.F.E. Practices Terms and Conditions: Terms and conditions for supply chains to participate in the C.A.F.E. Practices program and receive validity.

C.A.F.E. Practices Complaints and Appeals Procedure: Protocol that may be utilized by suppliers, verification organizations, and/or other stakeholders to submit a complaint or appeal relating to the C.A.F.E. Practices program.

Note on translations: If any translation of a C.A.F.E. Practices program document contradicts the English version, the original English version prevails.