



Starbucks Coffee Company

## C.A.F.E. Practices *Version 4*

*Field Notes for **Producer Support Organizations (PSO)** – Version 1.1*

### **General Information**

Application number (ID): \_\_\_\_\_

Entity name: \_\_\_\_\_

Entity code: \_\_\_\_\_

Contact person's name: \_\_\_\_\_

Contact person's relationship to entity: ☐ Entity owner ☐ Manager ☐ Employee  
☐ Family Member ☐ Other

Address: \_\_\_\_\_  
\_\_\_\_\_

Entity supported the costs of the verification? ☐ Yes, paid directly for the cost  
☐ Yes, paid indirectly for the cost (e.g., deductions from sales of coffee; logistical support)  
☐ No

### **Verifier Information**

Name of verification organization: \_\_\_\_\_

Inspector(s) for this inspection: \_\_\_\_\_

Date(s) of inspection: \_\_\_\_\_

Person responsible for reviewing the report: \_\_\_\_\_

## **Producer Support Organization Information**

Business type:

- ☐ Association
- ☐ Cooperative
- ☐ Wet mill
- ☐ Dry mill
- ☐ Collector
- ☐ Exporter/supplier
- ☐ NGO
- ☐ Local Coffee Industry Association

Number of dedicated producer support staff at the PSO:

Permanent: \_\_\_\_\_ Temporary: \_\_\_\_\_

Number of small farms supported: \_\_\_\_\_

# Social Responsibility

Criterion SR-M4: Business Integrity & Ethical Conduct		
Indicators	C/ OFI/ NC/ NA	Evidence/Justification
<u><b>ZERO TOLERANCE</b></u>  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.	C	
	NC	
	NA	
<u><b>ZERO TOLERANCE</b></u>  SR-M4.2 No form of bribery is offered to Starbucks or its designated representatives.	C	<u>Source of Evidence:</u> <input type="checkbox"/> Documentation: ____ <input type="checkbox"/> Interview: ____ <input type="checkbox"/> Observation: ____
	NC	
	NA	

# Producer Support

Criterion PS-M1: Internal Management System		
Indicators	C/ OFI/ NC/ NA	Evidence/Justification
<b>MAJOR</b>  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.	C	<i>Document Required</i>     <u>Source of Evidence:</u> <input type="checkbox"/> Documentation: _____ <input type="checkbox"/> Interview: _____
	OFI	
	NA	
<b>MAJOR</b>  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.	C	<i>Document Required</i>     <u>Source of Evidence:</u> <input type="checkbox"/> Documentation: _____ <input type="checkbox"/> Interview: _____
	OFI	
	NA	
<b>MAJOR</b>  PS-M1.3 Producer Support Organization documents conditions for member inclusion and exclusion as well as the mechanisms available to appeal these decisions.	C	<i>Document Required</i>     <u>Source of Evidence:</u> <input type="checkbox"/> Documentation: _____ <input type="checkbox"/> Interview: _____
	OFI	
	NA	

<div>MINOR</div> <div>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.</div>	C	<div>Document Required</div> <div>Source of Evidence: <input type="checkbox"/> Documentation: _____ <input type="checkbox"/> Interview: _____</div>
	OFI	
	NA	
<div>MAJOR</div> <div>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.</div>	C	<div>Document Required</div> <div>Source of Evidence: <input type="checkbox"/> Documentation: _____ <input type="checkbox"/> Interview: _____</div>
	OFI	
	NA	
<div>MAJOR</div> <div>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 <b>all participating producers</b>.</div>	C	<div>Document Required</div> <div>Source of Evidence: <input type="checkbox"/> Documentation: _____ <input type="checkbox"/> Interview: _____</div>
	OFI	
	NA	

<div>MINOR</div> <div>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.</div>	C	<div>Document Required</div> <div>Source of Evidence: <input type="checkbox"/> Documentation: _____ <input type="checkbox"/> Interview: _____</div>
	OFI	
	NA	
<div>MAJOR</div> <div>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.</div>	C	<div>Document Required</div> <div>Source of Evidence: <input type="checkbox"/> Documentation: _____ <input type="checkbox"/> Interview: _____</div>
	OFI	
	NA	
<div>MINOR</div> <div>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.</div>	C	<div>Document Required</div> <div>Source of Evidence: <input type="checkbox"/> Documentation: _____ <input type="checkbox"/> Interview: _____</div>
	OFI	
	NA	

<p><b>MAJOR</b></p> <p>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.</p>	C	<p><i>Document Required</i></p> <p>Annual Meeting:  <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p><u>Source of Evidence:</u>  <input type="checkbox"/> Documentation:____  <input type="checkbox"/> Interview:____  <input type="checkbox"/> Observation:____</p>
	OFI	
	NA	
<p><b>MAJOR</b></p> <p>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.</p>	C	<p><i>Document Required</i></p> <p><u>Source of Evidence:</u>  <input type="checkbox"/> Documentation:____  <input type="checkbox"/> Interview:____  <input type="checkbox"/> Observation:____</p>
	OFI	
	NA	
<p><b>MAJOR</b></p> <p>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.</p>	C	<p><i>Document Required</i></p> <p><u>Source of Evidence:</u>  <input type="checkbox"/> Documentation:____  <input type="checkbox"/> Interview:____</p>
	OFI	
	NA	

Criterion PS-M2: Grievance Mechanism		
Indicators	C/ OFI/ NC/ NA	Evidence/Justification
<p>MINOR</p> <p>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 <b>receives, documents, analyzes, and responds</b> to complaints related to the scope of C.A.F.E. Practices in a <b>systematic, impartial, transparent, and timely</b> 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.</p>	<p>C</p> <p>OFI</p> <p>NA</p>	<p>Document Required</p> <p>Source of Evidence: <input type="checkbox"/> Documentation:____ <input type="checkbox"/> Interview:____ <input type="checkbox"/> Observation:____</p>
Criterion PS-T1: Traceability and Tracking Systems		
Indicators	C/ OFI/ NC/ NA	Evidence/Justification
<p><u><b>ZERO TOLERANCE</b></u></p> <p>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).</p>	<p>C</p> <p>NC</p> <p>NA</p>	<p>Document Required</p> <p>Source of Evidence: <input type="checkbox"/> Documentation:____ <input type="checkbox"/> Interview:____</p>



<p><b><u>ZERO TOLERANCE</u></b></p> <p>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.</p>	C	<p><i>Document Required</i></p> <p>Date of last list update: _____</p> <p><u>Source of Evidence:</u>  <input type="checkbox"/> Documentation: _____  <input type="checkbox"/> Interview: _____</p>
	NC	
	NA	
<p><b>MINOR</b></p> <p>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.</p>	C	<p><i>Document Required</i></p> <p><u>Source of Evidence:</u>  <input type="checkbox"/> Documentation: _____  <input type="checkbox"/> Interview: _____</p>
	OFI	
	NA	
<p><b>MAJOR</b></p> <p>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.</p>	C	<p><i>Document Required</i></p> <p><u>Source of Evidence:</u>  <input type="checkbox"/> Documentation: _____  <input type="checkbox"/> Interview: _____</p>
	OFI	
	NA	



<p><b>Criterion PS-L1:</b> <b>Child Labor</b></p>
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Indicators	C/ OFI/ NC/ NA	Evidence/Justification
<p><b>MAJOR</b></p> <p>PS-L1.1  <b>All applicable Producer Support Organization personnel</b> have received training on C.A.F.E. Practices requirements and local legislation related to child labor and procedures for <b>preventing, detecting, evaluating, and remediating</b> child labor.</p>	<p>C</p> <p>OFI</p> <p>NA</p>	<p><i>Document Required</i></p> <p><u>Source of Evidence:</u>  <input type="checkbox"/> Documentation: ____  <input type="checkbox"/> Interview: ____</p>
<p><b>MAJOR</b></p> <p>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.</p>	<p>C</p> <p>OFI</p> <p>NA</p>	<p><i>Document Required</i></p> <p><u>Source of Evidence:</u>  <input type="checkbox"/> Documentation: ____  <input type="checkbox"/> Interview: ____</p>



**Criterion PS-P1:  
Agrochemical Management and Recordkeeping**

Indicators	C/ OFI/ NC/ NA	Evidence/Justification
<p><b><u>ZERO TOLERANCE</u></b></p> <p>PS-P1.1 Producer Support Organization does not buy, distribute, or apply pesticides classified under the World Health Organization as <b>Type 1A Extremely hazardous</b> or <b>1B Highly hazardous</b>, or that are banned according to national, regional, or local laws.</p>	C	<p><u>Source of Evidence:</u>  <input type="checkbox"/> Documentation: ____  <input type="checkbox"/> Interview: ____  <input type="checkbox"/> Observation: ____</p>
	NC	
	NA	
<p><b>MAJOR</b></p> <p>PS-P1.2 Producer Support Organization does not buy, distribute, or apply any pesticides belonging to the neonicotinoid family.</p>	C	<p><u>Source of Evidence:</u>  <input type="checkbox"/> Documentation: ____  <input type="checkbox"/> Interview: ____  <input type="checkbox"/> Observation: ____</p>
	OFI	
	NA	



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This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.



This image shows a single page of white paper with horizontal blue or grey ruling lines. The lines are evenly spaced and run across the width of the page, leaving small margins at the top and bottom. There are no vertical margin lines, text, or other markings on the page.

Blank lined area for writing.

This image shows a full page of blank white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page, providing a template for writing or drawing. There are no margins, text, or other markings on the paper.

## Opening Meeting – Checklist

	Application	PSO
Introduction	<input type="checkbox"/>	<input type="checkbox"/>
Purpose of the verification	<input type="checkbox"/>	<input type="checkbox"/>
Confidentiality statement	<input type="checkbox"/>	<input type="checkbox"/>
Verification plan	<input type="checkbox"/>	
Farm sampling selection	<input type="checkbox"/>	
First Response Letter information	<input type="checkbox"/>	
Roles of guides and observers	<input type="checkbox"/>	<input type="checkbox"/>
Cannot give recommendations	<input type="checkbox"/>	<input type="checkbox"/>
Satisfying in-harvest requirements	<input type="checkbox"/>	
Application review and supply chain discrepancies	<input type="checkbox"/>	
Photography authorization		<input type="checkbox"/>
Confirmation of correct entity type		<input type="checkbox"/>
Inspection plan		<input type="checkbox"/>
Documents for review	<input type="checkbox"/>	<input type="checkbox"/>
Early ZT Notification and ZT-CAP procedure	<input type="checkbox"/>	<input type="checkbox"/>
Appeals and disputes	<input type="checkbox"/>	
Questions	<input type="checkbox"/>	<input type="checkbox"/>

## Closing Meeting – Checklist

	Application	PSO
Confidentiality statement	<input type="checkbox"/>	<input type="checkbox"/>
Cannot give recommendations	<input type="checkbox"/>	<input type="checkbox"/>
Initial findings explained	<input type="checkbox"/>	<input type="checkbox"/>
Confirmation of harvest status	<input type="checkbox"/>	
Volume review	<input type="checkbox"/>	
Last opportunity to present additional evidence	<input type="checkbox"/>	<input type="checkbox"/>
Supply chain discrepancies	<input type="checkbox"/>	
Documents not available noted	<input type="checkbox"/>	<input type="checkbox"/>
ZT-NCs reported	<input type="checkbox"/>	<input type="checkbox"/>
Early ZT Notification & ZT-CAP procedure	<input type="checkbox"/>	<input type="checkbox"/>
Next steps & reporting	<input type="checkbox"/>	<input type="checkbox"/>
Verification appeals procedure	<input type="checkbox"/>	<input type="checkbox"/>
Questions and thank you	<input type="checkbox"/>	<input type="checkbox"/>