



C.A.F.E. Practices

Coffee and Farmer Equity

C.A.F.E. Practices – Terms & Conditions

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Version 5.2

About C.A.F.E. Practices

C.A.F.E. Practices is a verification program that 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 has helped to create a long-term supply of high-quality coffee and positively impact the lives and livelihoods of coffee farmers and their communities. The program includes a third-party verification process that is overseen by SCS Global Services, responsible for ensuring the quality and integrity of the verifications.

C.A.F.E. Practices is a verification program, not a one-time certification system, because we believe there is always more work to do to ensure the long-term supply of high-quality coffee and to positively impact farming communities. We are continuously improving this program by working with groups such as Conservation International to measure the true impact our purchasing programs have on participating farmers and producers. The program allows Starbucks to gain insights into the challenges faced by farmers and supply chain operations in the more than 30 different coffee-producing countries around the world.

C.A.F.E. Practices is a program seeking continuous improvement in sustainable coffee production. As such, we ask applicants seeking C.A.F.E. Practices approval status to meet Starbucks quality and economic transparency pre-requisites.

Translation Disclaimer

If any translations of C.A.F.E. Practices program documents contradict the English versions, the English versions will prevail.

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I. **Key Changes in Version 5**

Overview of changes in C.A.F.E. Practices Terms and Conditions 5 compared to the previous version C.A.F.E. Practices Terms & Conditions 4.2 published on October 1, of 2022. It is important to note that C.A.F.E. Practices Terms and Conditions Version 5 apply to applicants undergoing verification against the C.A.F.E. Practices 4.0 Standard. Applicants following C.A.F.E. Practices V3.4 must adhere to the C.A.F.E. Practices Terms & Conditions V4.2.

Topic	Update
Application Submission Requirements	<p>Applications will be accepted no earlier than 3 months prior to the harvest starting in the relevant region and no later than 1 month after the peak of harvest. EUDR satellite imagery deforestation checks will be conducted during the application phase.</p> <p>Previously the application submission window was less defined and deforestation checks were only conducted during in-field verification.</p>
New Application/ First Time Applicant	<p>New applications are those in which more than 25% of the total farms included in a supply chain application have never participated in C.A.F.E. Practices before or have not participated in three or more years.</p> <p>Previously, a farm was considered “new” if it had never participated in C.A.F.E. Practices before</p>
Renewals / Re-verifications	<p>Renewals/ Re-verifications are applications in which 75% or more of the total farms included in a supply chain application have participated in C.A.F.E. Practices before in the last three years.</p> <p>Previously, a farm was considered a renewal if it had participated in C.A.F.E. Practices at any time in the past.</p>
Small Farm	<p>Any farm with less than fifteen (<15ha) hectares in coffee production</p> <p>Previously, a small farm was less than twelve (<12ha) hectares in coffee production</p>
Large Farm	<p>Any farm with 15 hectares or more (≥ 15ha) in coffee production.</p> <p>Previously, a large farm was more than fifty (≥ 50ha) hectares in coffee production</p>
Medium Farm	<p>The medium farm category has been removed from the C.A.F.E. Practices program</p>
Sampling	<p>Standalone mills and warehouses require annual inspections to gain or maintain C.A.F.E. Practices status.</p> <p>Previously, Mills and Warehouses inspected during the previous harvest cycle, did not need to be re-inspected.</p>

Continuous Improvement	Clarification on how Starbucks will evaluate the Continuous Improvement Zero Tolerance Indicator SR-M4.3.
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II. Key Terms and Definitions used within this Document

Term	Definition in C.A.F.E. Practices
New Application/ First Time Applicant	New applications are those in which more than 25% of the total farms included in a supply chain application have never participated in C.A.F.E. Practices before, or have not participated in three or more years.
Renewals / Re-verifications	Renewals/ Re-verifications are applications in which 75% or more of the total farms included in a supply chain application have participated in C.A.F.E. Practices before in the last three years.
Supply Chain	The steps and links between coffee production and export, characterizing the production and movement of green coffee among coffee producers, processors, warehouses, and suppliers
Zero-Tolerance (ZT)	Specific indicators that are the minimum requirements for participation in the C.A.F.E. Practices program.
Small Farm	Any farm with less than fifteen (<15ha) hectares in coffee production
Large Farm	Any farm with 15 hectares or more (≥15ha) in coffee production.
Standalone Mill	Standalone wet mills are processors that receive coffee cherry from at least two different farms and mill it to the parchment stage. Standalone dry mills are processors that receive parchment coffee from at least two different farms and de-hull parchment coffee received and/or sort, grade, bag, or otherwise prepare the green coffee for export
Processor/Mill	An entity that operates a wet or dry mill that produces green coffee or parchment from parchment or coffee cherry using wet or dry processes. Mills may be standalone or vertically integrated mills within a coffee growing estate or plantation. Mills cannot be 'suppliers' independent of actual producers.
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).

Warehouse	<p>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).</p> <p>Any collector that stores coffee and hires at least one worker, needs to be considered a warehouse.</p>
Scientific Certification System (SCS)	<p>SCS is a global leader in the field of sustainability standards, providing certification, auditing, and standard development services since 1984. SCS is charged with ensuring the quality and integrity of the program by providing oversight, training, support, and approval of third-party organizations carrying out verifications against the C.A.F.E. Practices Standard. SCS also works with C.A.F.E. Practices sustainability department in the design and improvement of the C.A.F.E. Practices program.</p>

III. C.A.F.E. Practices Application

Applications will be accepted no earlier than 3 months prior to the harvest starting in the relevant region and no later than 1 month after the peak of harvest. This ensures that the information submitted accurately reflects the conditions and data relevant to the verification process.

Note: Verifications must happen during harvest. If a verification is planned to take place during a particular harvest but is not completed, Starbucks will inactivate the application, and the supplier will need to re-apply in the following harvest. For more information on harvest status and definitions, see [Section V](#).

All applications are subject to a deforestation risk assessment prior to approval for field verification. This assessment, aligned with the European Union Deforestation Regulation (EUDR), verifies that no conversion of forest to coffee production has occurred after December 31, 2020. Any deforestation finding constitutes a Zero Tolerance Nonconformity (CG-C1.2) under the C.A.F.E. Practices program.

The review is conducted using satellite imagery and geolocation data provided by the applicant and may take a minimum of five (5) business days, depending on data quality. Applicants are responsible for ensuring that geolocation data meets the required standards to avoid delays.

A. New/First Time Applicants

To receive status and approval within the C.A.F.E. Practices program, the following steps must be followed to prepare for a verification of a new C.A.F.E. Practices application. New applications are those in which more than 25% of the total farms included in a supply chain application have never participated in C.A.F.E. Practices before or have not participated in three or more years.

1. Submit and receive written approval of coffee quality from Starbucks Quality Department – for sample submission instructions, contact Cafepactices@starbucks.com.
2. Submit completed C.A.F.E. Practices application for a single supply chain following the C.A.F.E. Practices supply chain definitions and limitations, as specified in [section IV](#), at the following URL: <https://suppliers.cafepactices.info/#/>.

Note: During the application process, a supply chain partner (exporter) must be identified in relation to a supply chain. A supply chain may not sell their coffee as C.A.F.E. Practices during their assigned validity through a different partner unless they have previously communicated this change in writing to the C.A.F.E. Practices administrative team and received approval. If a supply chain is unable or unwilling to designate a supply chain partner (exporter) at the time of application, this must be communicated to C.A.F.E. Practices administrative team along with the appropriate reason.

3. Once an application has been submitted and marked as complete, a supply chain must schedule a C.A.F.E. Practices verification to take place during the current harvest, or upcoming harvest in cases where the harvest has not started yet, by an approved 3rd party Verification Organization. Approved Verification Organizations can be found at the following URL: <https://www.scsglobalservices.com/certified-clients/starbucks-ethical-sourcing-approved-verification-organizations>

Note: the verification process, including reporting, can take up to 2-5 months, depending on supply chain complexity, and level of compliance. Estimated timeline* as follows:

- a. 3rd party field verification time +
- b. 4-6 weeks client draft report preparation +
- c. 2 weeks for client review +
- d. 2 weeks for final submission & review

**Please consider that any Zero-Tolerance (ZT) Nonconformity identified can extend the timeline.*

4. Upon completion of a successful C.A.F.E. Practices verification, a supply chain will receive a status, approved volume and validity period. The C.A.F.E. Practices validity will begin on the same date the approval status is confirmed by a C.A.F.E. Practices administrator.

Following approval, a supply chain will be considered as C.A.F.E. Practices verified and eligible to ship coffee as C.A.F.E. Practices from the specified crop year(s) within their approved volume limit, during their approval period. All C.A.F.E. Practices shipments must be duly registered in the C.A.F.E. Practices platform as outlined in [Section VIII](#).

B. Re-verifying Supply Chains with Current Validity

A supply chain applicant with current C.A.F.E. Practices validity & status must complete their re-verification process annually. Verifications need to occur every year during harvest, and prior to expiration of current validity to allow for an uninterrupted status. Any lapse in

validity may cause the supply chain to be in default of contract on outstanding C.A.F.E. Practices shipments. A successful, early re-verification will not shorten the current validity and will provide a continuous C.A.F.E. Practices validity for that supply chain.

To complete a re-verification, a supply chain with current validity must follow steps 2, 3 & 4 outlined in [Section III, A](#). Please note the following:

1. A re-verification is considered complete only after approval by a C.A.F.E. Practices administrator.
2. For a supply chain with active validity that successfully completes a re-verification and receives approval prior to expiration, their C.A.F.E. Practices validity will begin on the day after the existing validity period is set to expire. This will ensure continuous validity.

Note 1: To maintain status, applicants must submit an updated application each year and undergo re-verification during the harvest period, as stated in the paragraphs above. During this process, suppliers must ensure that any changes to the supply chains are updated in the C.A.F.E. Practices application website.

Note 2: Coffee from producers added to the member list after the close of a verification must be segregated from C.A.F.E. Practices coffee until the following year's verification. It may be provisionally collected as C.A.F.E. Practices coffee but can only be sold as such if the application included these new members and the validity of the application was confirmed.

C. **Re-verifying Supply Chains with Expired Validity**

A supply chain that has lost validity in the C.A.F.E. Practices program and re-applies, will be expected to meet the compliance requirements that were in place following their last successful verification. However, if a supply chain has been out of the program for three years or more, they will be considered as "new" and verified against first-year requirements. A supply chain applicant whose validity has expired must follow steps 2-5 outlined in [Section III, A](#), to regain status within C.A.F.E. Practices.

Please note the following:

- If a supply chain's C.A.F.E. Practices validity has expired, and the re-verification has begun but approval status has not yet been confirmed, coffee from that supply chain will not be eligible to ship as C.A.F.E. Practices until a new C.A.F.E. Practices validity has been granted. A re-verification is considered complete only when a new validity has been granted by a C.A.F.E. Practices administrator.
- Individual farms retain the verification history as related to their most recent participation. If an application includes farms at different stages of the continuous improvement journey, the strictest requirements will apply to the entire group, unless they have been out of the program for three years or more.

IV. **Supply Chain Guidelines**

A C.A.F.E. Practices supply chain must include all entities from the source of the coffee (i.e., the farms) through the processing stages up to the point where the coffee is bagged and

prepared for export. The following application requirements by farm type apply to new and re-verifying supply chains.

Note: It is recommended that the physical location of each entity be taken into consideration when submitting a supply chain application. A reasonable proximity of all entities in an application will help to facilitate efficient and effective verifications.

A. Application Requirements by Farm type

1. Large Farms

Each large farm must be placed in its own application, with exceptions (e.g., multiple large farms under the same management) evaluated on a case-by-case basis. Applications shall include the corresponding mills and warehouses.

2. Small Farms Networks

- a. Small farm applications must be organized around the Producer Support Organization (PSO) and maintain a balanced ratio of field staff to producers. Applications with more than 7000 small farms will generally not be accepted. Only one PSO per application will be accepted.

V. C.A.F.E. Practices Verification

A. Harvest Classification

To receive a C.A.F.E. Practices approval status, all verifications must be classified as, "In-Harvest". For the application to classify as "In-Harvest", more than 50% of the sampled small farms, all large farms, and all standalone mills must be inspected during harvest and classified as in-harvest, as per the definition below:

For a complete overview of Verification requirements, refer to the C.A.F.E. Practices Operations Manual available at:

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

1. Farm

- a. **Small farms** have ripe or ripening cherries which can be observed on some part of the farm at the time of inspection.
- b. **Small farms with on-site milling** have ripe or ripening cherries which can be observed on some part of the farm at time of inspection, AND if it is demonstrated through visual, interview, and documented evidence that machinery (de-pulpers, washers, fermentation tanks, mechanical dryers, water treatment systems) has been operating at least once during the current harvest cycle.
- c. **Large farms** have ripe or ripening cherries which can be observed on some part of the farm at time of inspection AND 15% of the total number of workers, including permanent and temporary workers, is present on the day of the inspection. Where 15% of the total number of workers is fewer than three, a minimum of three workers must be present and available for interviews during the inspection.

2. **Mill**

- a. **Wet mills:** Machinery (de-pulpers, washers, fermentation tanks, mechanical dryers, water treatment systems) must be or have been operating within one (1) week preceding the verification.
- b. **Dry mills:** At least 50% of permanent workers (permanent and temporary workers when applicable) must be present on the day of the verification.

Note: An Off-harvest verification for a stand-alone mill will classify the entire application as Off-Harvest.

3. **Warehouse**

At least 50% of workers (permanent and temporary workers when applicable) must be present on the day of the verification.

Note: The warehouse classification (whether in or off-harvest) does not affect the overall application harvest classification.

B. Sampling Methodology

1. **Small Farms**

Given the size, complexity, and diversity of coffee growing, processing, and exporting operations, a sample-based approach to assessing small-farm networks seeking C.A.F.E. Practices status is necessary. The verifier and/or inspector will select the farms that comprise the sample. Farms will be selected using a stratified semi-random sampling approach. This approach dictates that one portion of the sample is selected randomly while another is selected based on farm attributes. The sample intensity for small farms (<15ha in productive area) is 1.5 times the square root of the total number of small farms.

Thus, for small farms,

$$n = 1.5\sqrt{(\text{total number of small farms})}$$

2. **Small Farms: Reverifications**

For subsequent verifications of a sampled network of farms, the percentage split between new farms and those previously verified shall be 85/15. That is, 85% of the current sample shall be comprised of farms that have not been previously inspected, and the remaining 15% of the current sample comprised of farms that were previously inspected in a legacy application. In the case that there is more than one legacy application, farms can be selected from all legacy applications in order to meet the 15% sampling requirement. This 15% sample is to be selected using a semi-random approach with an emphasis on farms that did not perform well in prior verifications.

In addition, all farms that failed to comply with Zero Tolerance indicators the previous verification (that are part of the current application) must be included in addition to the required sample as per the sampling guidelines above.

3. Large Farms and corresponding Mills

All large farms (≥ 15 ha in productive area) and their corresponding mills included in the application must be inspected and classified in-harvest for new applications and re-verifications.

4. Standalone Mills and Warehouses

Standalone mills and warehouses require annual inspections to gain or maintain C.A.F.E. Practices status. If a mill or warehouse is included in multiple applications in the same harvest season, it may be copied into another application if it has been successfully verified under the same compliance year.

For each mill included in an application, at least one farm supplying the mill must be included in the verification sample.

Note: The scope of mill inspections includes the entire facility, even if a specific supply chain only uses part of the operation to process C.A.F.E. Practices coffee (e.g., a C.A.F.E. Practices supplier only requires the dry mill operations of a wet/dry mill).

5. Producer Support Organizations (PSOs)

The PSO in an application must be inspected as part of the C.A.F.E. Practices verification for new applications and re-verifications. If the same PSO appears in multiple applications, it must be inspected in each application where it is listed.

Note: Starbucks may require entities considered as high risk to be added to the sample.

VI. Supply Chains with Zero-Tolerance Nonconformities (ZTNCs)

A supply chain where a Zero-Tolerance Nonconformity (ZTNC) is identified during a C.A.F.E. Practices verification, reverification, unannounced audit, other C.A.F.E. Practices audit, or given by Starbucks, is subject to the following actions:

A. Zero-Tolerance Nonconformity (ZTNC) Identification and Action

1. New Applications

If a Zero-Tolerance Nonconformity (ZTNC) is evaluated as part of the application review or during a verification, the supply chain will not receive status until a Zero-Tolerance Corrective Action Plan (ZT-CAP) has been implemented and a Zero-Tolerance Corrective Action Plan Check (ZT-CAP Check) has been successfully completed and approved.

2. Applications with active validity

If a Zero-Tolerance Nonconformity (ZTNC) is evaluated during a reverification, during a C.A.F.E. Practices audit of an active supply chain, or directly by Starbucks, any associated, active supply chain may be immediately suspended from the program and no longer eligible to ship coffee as C.A.F.E. Practices verified. The suspension can be either temporary or permanent depending on the severity of the ZTNCs found. The validity status of the impacted supply chains will be re-instated only when a ZT-CAP has been properly implemented and the ZT-CAP check results accepted.

Note: Coffee that has already been shipped from a supply chain where a Zero-Tolerance (ZT) indicator was later identified, may retroactively lose status as C.A.F.E. Practices verified.

B. Zero-Tolerance Corrective Action Plan (ZT-CAP)

If a Zero-Tolerance Nonconformity (ZTNC) is identified during a C.A.F.E. Practices verification or audit; the applicant will be requested to develop and submit a Zero-Tolerance Corrective Action Plan (ZT-CAP). The applicant will be notified of any ZTNCs by the verifier or SCS Global Services (SCS) which will also be supervising the process. The applicant is responsible for the implementation of the ZT-CAP to resolve all Zero-Tolerance nonconformities (ZTNCs) as per C.A.F.E. Practices requirements.

C. Zero-Tolerance Corrective Action Plan Check (ZT-CAP Check)

1. ZT-CAP Check Requirements

- a. The applicant is responsible for contacting and scheduling the 3rd party ZT-CAP check to confirm compliance with all Zero-Tolerance indicators. A supply chain is required to conduct the ZT-CAP check with the same verification organization that conducted the latest verification or audit where the ZTNCs were identified.
- b. ZT-CAP checks are generally required to be completed on-site, in harvest, however some may be completed off-harvest. The full set of requirements for in-harvest classification of each entity type can be found in [section V](#).
 - i. If a ZT-CAP check is required in-harvest and it is not possible to conduct the ZT-CAP check during the same harvest period as when the verification or audit took place, the ZT-CAP check will be allowed to take place during the next harvest season.
- c. If a supply chain is determined to be high risk (e.g., recurrent ZTNCs, evident lack of compliance with C.A.F.E. Practices, etc.), a C.A.F.E. Practices administrator, together with SCS, may decide that the supply chain will be required to carry out both a ZT-CAP check and a full reverification to be granted a validity.
 - i. A supply chain is required to conduct the ZT-CAP check with the same verification organization that conducted the latest verification or audit where the ZTNCs were identified. However, a required reverification can be conducted by a different verification organization. In the case where both the ZT-CAP check and reverification are conducted by the original verification organization, these two activities can be conducted at the same time. In the case where the ZT-CAP check and reverification are conducted by different verification organizations, these two activities will need to be conducted separately: first the ZT-CAP check, and then the reverification.

Note: If a ZT-CAP check is satisfactory, but new ZTNCs occur during the reverification, they will need to be addressed and corrected. The C.A.F.E. Practices administrative department

reserves the right to not grant validity in the case of recurrent ZTNCs.

2. ZT-CAP Check Acceptance and Approval

- a. Upon receipt of a completed ZT-CAP check report indicating that all outstanding ZTNCs were closed, validity will be granted by a C.A.F.E. Practices administrator.

VII. C.A.F.E. Practices Approval & Status

A. Approval Status and Validity

After verification is complete and compliance with C.A.F.E. Practices is confirmed by a C.A.F.E. Practices administrator, applicants will be granted a validity of:

- a. One year: during the transition period (years 2025 and 2026)
- b. Four years: with required, annual verifications*, starting from 2027

*To maintain status, applicants must submit an updated/ reviewed application each year and undergo re-verification during the harvest period. Applications that are not re-verified within 15 months will be suspended.

VIII. C.A.F.E. Practices Shipments

The C.A.F.E. Practices verification process, including reporting and approval, must be completed prior to intended shipping period.

A. Approved Shipping Period

For coffee to be approved as C.A.F.E. Practices, it must be shipped during a supply chain's approved validity period.

B. Volume Tracking

Coffee shipped from a given crop year that exceeds the total approved volume for the supply chain will not be eligible as C.A.F.E. Practices.

Note: As volume is tracked based on crop year, any volume shipped and reported for a given crop year for a supply chain will be calculated against the entities included in that supply chain for the duration of the crop year, even if the entities are granted new validity under a different supply chain ID or renewed validity period.

C. C.A.F.E. Practices Shipment Report

Any coffee contracted as C.A.F.E. Practices must be recorded in the C.A.F.E. Practices online shipping platform as soon as the information is available and at least within 15 days of the B/L shipped-on board date. Until such information is accurately recorded, shipments will not be approved as C.A.F.E. Practices. In the event of a missing or incorrect C.A.F.E. Practices Shipment Report, coffee shipped will not qualify as C.A.F.E. Practices and therefore may be in breach of contract.

For more information on how to record C.A.F.E. Practices volumes, please contact the C.A.F.E. Practices sustainability department.

IX. Continuous Improvement Check-ins

As C.A.F.E. Practices seeks to promote sustainable coffee production and milling throughout the supply chain, and improve the social and environmental conditions, participants are expected to commit to continuous improvement.

A. **Unannounced Audits**

Unannounced Audits happen on semi-random sampled supply chains with current validity and are separate from verification activities conducted by third-party verification organizations; nevertheless, both field visits aim to maintain validity of the supply chain in C.A.F.E. Practices.

1. **Scope:** The scope of these visits will be smaller than a full verification or re-verification and focus on a certain area of the Standard only. The scope will define the exact activities of the audit and will be communicated at latest during the opening meeting of the visit. The visit will mainly focus on field observation, therefore only a representative of the entity needs to be available to provide access to the areas and workers as defined by the auditor in the opening meeting. Supplier representatives and farm management are welcome to attend parts or the entire field visit, but their attendance is not a requirement (please see the *Roles and Responsibilities of Observers* reference document for more information). Should documentation need to be available for review during the visit, this will be communicated in advance of the visit.
2. **Notice & Duration:** The date of the visit will be communicated with limited notice in advance depending on the size and location of the supply chain, and it will not last longer than half a day per entity and up to three days per supply chain, depending on its size and complexity. The visit will be communicated to the main person of contact in the respective application and any other, as far as they are listed. It is therefore their responsibility to inform other supply chain representatives, like main contacts at PSOs in the case of small-farm networks or individual farm managers and owners in the case of large estates of the upcoming visit and facilitate a successful completion of the visit. It is of utmost importance that safe access to the entities of the supply chain is granted to the auditor, including on-site premises, documentation, and workers available for interviews.
3. **Outcomes:** The C.A.F.E. Practices administrative team reserves the right to suspend a supply chain from the C.A.F.E. Practices program either temporarily or permanently depending on the findings of the unannounced audit. Attempts to avoid the field visit may result in suspension from the C.A.F.E. Practices program.

Please note that the verification report, application, and the performance of a supply chain may be subject to further audits.

B. **Continuous Improvement Zero Tolerance Indicator SR-M4.3**

The C.A.F.E. Practices program includes a Zero Tolerance indicator (SR-M4.3) to ensure suppliers remain committed to continuous improvement—a core value of the program. This indicator is managed directly by Starbucks and is not part of the in-field verification process conducted by third-party verifiers.

The following situations may result in a Zero-Tolerance Nonconformity under SR-M4.3, leading to immediate suspension of all affected applications:

- Failure to comply with EUDR legal due diligence requirements: Suppliers that do not advance with their corrective action plans might receive a ZTNC under SR-M4.3
- Failure to comply with Human Rights due diligence requirements: Suppliers must adhere to Human Rights improvement plans based on risk evaluations. Severe Human Rights issues may trigger a ZTNC under SR-M4.3.
- Failure to comply with commercial requirements: Including timely submission of documentation, adherence to contracting processes, fulfillment of traceability commitments, and responsiveness to Starbucks's communications.

In all cases, reinstatement will only occur upon successful completion of a Corrective Action Plan approved by Starbucks and SCS.

X. Reference Documents

It is the responsibility of an applicant to review all relevant documentation to the C.A.F.E. Practices program to understand and successfully implement the program in advance of a verification.

The below list of reference documents does not represent a comprehensive list and additional supporting documents are available at the following URL:

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

- **C.A.F.E. Practices Operations Manual**
- **C.A.F.E. Practices Standard Document**
- **C.A.F.E. Practices Zero-Tolerance Corrective Action Plan (ZT-CAP) Procedure Manual**
- **Roles and Responsibilities of Observers**

A C.A.F.E. Practices status neither implies nor guarantees that coffee will be purchased by Starbucks Coffee Trading Company (SCTC), or other companies approved to purchase and market C.A.F.E. Practices verified coffee. C.A.F.E. Practices applicants or individual entities (i.e. farms, mills) may be suspended from the program at any time at the sole discretion of Starbucks.

For any clarifications, assistance, feedback, or questions please contact the C.A.F.E. Practices administrative team at CAFPractices@starbucks.com.