



STARBUCKS®

Roles and Responsibilities of Observers in C.A.F.E. Practices and COCOA Practices

The intention of this procedure is to clarify the roles and responsibilities for all observers attending a C.A.F.E. Practices and COCOA Practices verification or an audit carried out by SCS Global Services, whether it is a check, shadow, spot or office audit. Observers may be PSO members, representatives of exporting and/or trading companies, translators, and Starbucks partners (agronomists, FSC members, etc).

Observers may accompany SCS auditors and C.A.F.E. Practices and COCOA Practices inspectors during inspections to observe the proceedings; however, interference from observers is not permitted. This will be made clear by the inspector during the opening meeting. During the inspection the number of observers may be capped so as not to disturb the flow of the verification.

During the field inspection, observers must not interfere or influence the verification process. Observers must also ensure they do not show any intimidating behavior towards the inspector, farmers, and workers. Intimidating behavior includes, but is not limited to, staring from far away, or gesturing. Observers must leave a comfortable distance between themselves and the inspectors, farmers, and workers. Inspectors or SCS auditors can ask observers to move further away at any time if they feel the observers are too close during the inspection. Observers who are not Starbucks partners should not participate in worker interviews at any time, as worker interviews are confidential.

If an observer believes that a topic has not been sufficiently considered by the SCS auditor or C.A.F.E. Practices or COCOA Practices inspector, this should be written down and discussed discreetly with the SCS auditor/inspector during the course of the audit/verification or following the completion of the field work. In any case, this must be done before the closing meeting.

If an observer appears to be influencing the SCS audit or the verification (e.g., the farmer refers questions to the observer before answering the inspector or auditor), the observer should leave the audit/inspection to ensure the integrity of the work. Finally, inspectors or SCS auditors may reserve the right to not disclose sensitive information on indicator evaluations if they expect that it may lead to negative repercussions (e.g., cases of harassment which may negatively impact workers).