



GLOBAL ENVIRONMENTAL & SOCIAL IMPACT REPORT

SUPPORTING DOCUMENTS & DATA TABLES

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SCORECARD

Here's a snapshot of our People, Planet and Coffee goals and progress for FY20.



PEOPLE GOALS: OUR PARTNERS

FY20 STATUS

Partner Diversity

At least 40% BIPOC representation and 55% women in all retail roles, by 2025

At least 40% BIPOC representation and 30% women in all manufacturing roles by 2025

At least 30% BIPOC representation and 50% women for all enterprise roles, including senior leadership, by 2025

- Partner base: 69% female and 47% Black, Indigenous, and People of Color (BIPOC)
 - Within BIPOC representation: 8% Black, 27% Hispanic or Latinx, 6% Asian, 5% Multiracial, 0.6% American Indian or Alaskan Native and 0.6% Native Hawaiian or other Pacific Islander
- Senior leadership: 51% women and 19% BIPOC
- More information on our Workforce Diversity Data is available [here](#).

Hiring Commitments

Hire 5,000 veterans and military spouses annually in the U.S.

Hire 10,000 refugees globally by 2022

Hire 100,000 Opportunity Youth by 2020

- 5,221 veterans and military spouses hired in FY20
- 2,620 refugees hired in the U.S., Canada and EMEA to date
- In FY20, Starbucks pivoted from tracking Opportunity Youth hiring targets to focus on broader partner diversity hiring goals established in FY20

Anti-Bias Initiatives

100,000 total enrollees in To Be Welcoming to cultivate inclusion, diversity and equity awareness

- 54,740 enrollees in To Be Welcoming; 48.5% partner and 51.5% non-partner enrollees

Pay Equity

100% gender and racial pay equity in U.S.

100% gender equity in pay globally for company-owned markets

- 100% pay equity in U.S.
- 100% gender equity in pay in Canada, China, Austria, Great Britain, Italy and Switzerland, as well as in licensed markets Singapore, the Philippines and India

College Education Benefit

Graduate 25,000 Starbucks partners from Arizona State University (ASU) by the end of 2025

- Nearly 4,500 partners graduating with degrees since the program began in 2014
- More than 14,000 partners across the U.S. currently enrolled

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PEOPLE GOALS: OUR STORES

FY20 STATUS

Community Stores

Open 100 Social Impact-Designed Stores by the end of 2025 in the U.S.

- 17 Community Stores in the U.S.; 12 Community Stores in Asia
- 7 Signing Stores globally
- 2 stores in India staffed entirely by women
- 68 U.S. Military Family Stores

Open 132 Military Family Stores by 2022 in the U.S.

PEOPLE GOALS: OUR COMMUNITIES

FY20 STATUS

Hunger Relief

Rescue food available to donate from 100% of U.S. company-operated stores by the end of FY21

- 74% of U.S. company-operated stores donated available food, resulting in more than 8.9 million meals donated
- 28.6 million meals rescued since program inception in 2016

CDFI Investment in Chicago

Invest \$10 million into Chicago CDFIs

- \$8 million invested into Chicago CDFIs for small business and community development loans with a focus on the city's underserved communities
- \$225,000 was provided in the form of grants to support capacity building of the CDFIs

PLANET GOALS

FY20 STATUS

2030 Target: Carbon¹

50% absolute reduction in scope 1, 2 and 3 greenhouse gas emissions by FY30 based on an FY19 base year²

- 11% reduction compared to FY19, due primarily to business impacts of COVID-19 and to some extent, data improvements; this annual reduction rate will not be typical going forward
- Joined the [Transform to Net Zero](#) initiative as a founding member

2030 Target: Water¹

50% of water withdrawal from direct operations and coffee production will be conserved or replenished by FY30 from FY19 base year

- 4% reduction compared to FY19, due primarily to business impacts of COVID-19 and to some extent, data improvements
- In FY21, Starbucks endorsed the UN Global Compact CEO Water Mandate and joined the Water Resilience Coalition

2030 Target: Waste¹

50% reduction in waste sent to landfill from stores (including packaging that leaves stores) and direct operations, by FY30 from FY19 base year³

- 12% reduction compared to FY19, due primarily to business impacts of COVID-19 and to some extent, data improvements; this annual reduction rate will not be typical going forward
- Joined the [Ellen MacArthur Foundation's New Plastics Economy Global Commitment](#)
- Signed the [U.S. Plastics Pact](#) as a call to action for a better waste infrastructure

¹ Starbucks 2030 targets' baseline has been reset to FY19 to align with the requirements of a science-based target for a GHG reduction goal. We have reset all 2030 goal baselines for consistency.

² This goal has been validated as science-based by the science-based targets initiative (SBTi). The Scope 1 and 2 portion of the target has been validated as aligned with a 1.5°C pathway.

³ This goal language has been updated for clarity; the scope has not been changed since announced in January 2020. Waste sent to landfill refers to all non-diverted waste, which includes materials destined for landfill, incineration or sewage (liquid waste). We use SASB's definition of diverted waste, which includes recycled or composted materials.

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PLANET GOALS

FY20 STATUS

Managing Waste

Double the use of reusable cups from 2016–2022

20% recycled content in our hot cups by 2022

100% compostable and recyclable hot cups developed by 2022

Double recyclability of our cups from 2016–2022

Eliminate single-use plastic straws by the end of 2021

- 1.3% of beverages sold were in reusable cups, either a customer's personal cup or "for here" ware, in company operated stores in Canada, EMEA, Japan and the U.S.
- Paused several reusable cup options due to COVID-19 safety measures, which decreased this rate
- Hot cups currently contain 10% post-consumer fiber
- Five new markets joined the list of major markets where Starbucks cups are recyclable
- We set a higher ambition in FY20 to make 100% of our plastic packaging reusable, recyclable or compostable through our commitment to the EMF Global Commitment and will no longer report on the recyclability goal
- Completed the rollout of strawless lids across the U.S. and Canada

Renewable Energy

Invest in 100% renewable energy to power operations globally by the end of 2020

- Sourced renewable energy to power 72% of company-operated locations globally with market constraints in China and Japan limiting our ability to meet this goal by the end of 2020
- As members of the RE100, we remain committed to reaching 100% renewable energy in our company-operated locations

Greener Stores

Build and operate 10,000 greener stores globally by 2025

- Tripled the number of certified Greener Stores in FY20, our second year of certifying stores, with a total of 2,317 certified stores in the U.S. and Canada

Greener Partners

Empower 10,000 partners to be sustainability champions by the end of 2020

- More than 28,000 Starbucks partners worldwide have now enrolled in the Greener Apron sustainability training program through Starbucks Global Academy

COFFEE GOALS

FY20 STATUS

Ethically Sourced Coffee

Committed to 100% ethically sourced coffee in partnership with Conservation International

- 98.6% C.A.F.E. Practice verification rate, down from 99% from FY15–FY19, due to expiration of verification on some farms as a result of COVID-19 restrictions that prevented completion of necessary in-person, on-farm audits

Coffee Trees

Provide 100 million trees to farmers by 2025

- In FY20, distribution of 10 million trees to farmers in Mexico, Guatemala and El Salvador
- Distributed nearly 50 million coffee trees to farmers over the past five years

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COFFEE GOALS

FY20 STATUS

Coffee Farmer Training

Train 200,000 farmers by the end of 2020

- 200,000 farmers trained by the end of 2020
- More than 40,000 farmers trained online in FY20 alone
- Nine Farmer Support Centers globally

Global Farmer Fund; Emergency Farmer Relief Funds

\$50 million in farmer loans by the end of 2020

- As of FY20, invested \$42.9 million in the Global Farmer Fund
- In FY20, distribution of more than \$2.8 million to farmers in Guatemala and Nicaragua to offset low prices compared with cost of production

Ethical Tea and Cocoa

Committed to 100% ethically sourced tea and cocoa

- 99.7% of tea sourced from Rainforest Alliance certified farms
- 100% of cocoa-based beverage ingredients are ethically sourced from either COCOA Practices-verified supply chains or UTZ certified farms. The UTZ program is now part of the Rainforest Alliance.

PLANET POSITIVE PERFORMANCE^{1,2}

Annual update of Planet Positive progress: We are committed to continuous improvement and are actively working to enhance our data collection and coordination across Starbucks and our value chain.



ENERGY	FY18	FY19	FY20
Total Energy Consumption, direct operations (GJ)	8,326,446	9,058,993	8,709,817
Total electricity, direct operations (GJ)	6,226,983	6,725,291	6,594,272
Percent renewable	75%	72%	72%
Total fuel use, direct operations (GJ) ³	2,099,463	2,333,702	2,115,546

GREENHOUSE (GHG) EMISSIONS	FY18	FY19	FY20
Direct, scope 1 emissions (thousand mt co2 -eq)⁴	320	381	310
Indirect, scope 2 emissions – market based (thousand mt co2 -eq)⁴	286	282	317
Indirect, scope 2 emissions – location based (thousand mt co2 -eq) ⁴	808	790	794
Indirect, scope 3 emissions (thousand mt co2 -eq)	14,198	13,907	12,288
① Purchased goods and services (thousand mt co2 -eq) ⁵	9,641	8,845	8,139
② Capital goods (thousand mt co2 -eq)	1,346	1,550	976
③ Fuel- and energy-related activities (thousand mt co2 -eq)	1,174	1,339	1,174
④ Upstream transportation and distribution (thousand mt co2 -eq)	506	544	379
⑤ Waste generated in operations (thousand mt co2 -eq)	323	335	288
⑥ Business travel (thousand mt co2 -eq) ⁴	23	19	9
⑦ Employee commuting (thousand mt co2 -eq)	797	821	926
⑧ Upstream leased assets ⁶	Not relevant		
⑨ Downstream transportation and distribution ⁷	Not relevant		
⑩ Processing of sold products (thousand mt co2 -eq)	55	62	41
⑪ Use of sold products (thousand mt co2 -eq)	120	149	128
⑫ End-of-life treatment of sold products (thousand mt co2 -eq)	213	242	228
⑬ Downstream leased assets ⁸	Not relevant		
⑭ Franchises ⁹	Not relevant		
⑮ Investments (thousand mt co2 -eq) ¹⁰	-	0.9	0.1
Total Scope 1, 2-market based and 3 GHG emissions (thousand mt co2 -eq)	14,803	14,570	12,907
Percent of total GHG emissions (scope 1, 2-market based and 3) from fluid dairy purchases¹¹	23%	20%	22%
Percent of total GHG emissions (scope 1, 2-market based and 3) from green coffee purchases¹²	11%	16%	15%
Percent absolute reduction of scope 1, 2-market based and 3 GHG emissions from FY19 baseline	-	-	11%

PLANET POSITIVE PERFORMANCE^{1,2}

WATER	FY18	FY19	FY20
Total water withdrawal (millions m3)	72.0	88.7	83.2
Direct: company-operated stores and manufacturing (millions m3)	20.1	21.2	18.6
Indirect: green coffee purchases (millions m3) ¹³	51.9	67.5	64.6
Percent reduction of water withdrawal from direct operations and coffee production from FY19 base year	-	-	4%
WASTE AND PACKAGING	FY18	FY19	FY20
Total weight of non-hazardous waste (kton)¹⁴	702	767	666
Material discarded in direct operations (kton) ¹⁵	286	335	294
Percent organic	68%	70%	71%
Percent diverted ¹⁶	22%	20%	20%
Material discarded in licensed stores (kton) ¹⁷	169	171	126
Percent organic	73%	68%	69%
Percent diverted ¹⁶	9%	10%	10%
Material discarded by customers (kton) ¹⁸	248	262	236
Percent diverted ¹⁹	26%	24%	21%
Percent total non-hazardous waste, diverted (kton)¹⁶	22%	21%	20%
Total weight of packaging material (kton)²⁰	364	396	342
Percent reduction of waste sent to landfill from stores (including packaging that leaves stores) and direct operations from FY19 base year²¹	-	-	12%

¹The scope of this data is global unless otherwise noted. Direct operations refers to an operational control boundary, inclusive of company owned stores, offices under our operational control and owned or operated manufacturing and distribution facilities, including Evolution Fresh. Direct operations excludes licensed stores.

²We have updated our methodology for tracking our environmental performance with improved assumptions where estimations are used for calculating our waste footprint, resulting in revised FY18-FY20 data for waste, packaging and scope 3 GHG emissions data compared to what we've previously stated in our FY18 Environmental Baseline report, and 2019 and 2020 CDP climate change responses. Data may also slightly differ from previously stated reports due to rounding or correction of minor errors.

³Fuel use includes natural gas, propane, aviation fuel and vehicle fuel.

⁴FY20 data has been third-party verified by Burns and McDonnell. Their report is available here.

⁵Category 1 emissions includes land use change (LUC) for purchases of coffee, tea, cocoa and dairy. LUC is defined as a change from one land-use category to another as a result of human activity. We use the Quantis LUC methodology, which accounts for year-to-year, country-level LUC over 20-year intervals, including primary and secondary forest loss; peatland drainage and degradation; and soil erosion and degradation.

⁶Starbucks does not have significant upstream leased assets.

⁷Downstream transportation impacts are minimal and not calculated.

⁸Starbucks does not act as a lessor.

⁹Licensee emissions are included in other scope 3 categories as appropriate. For example, purchased food, beverage and packaging from licensed stores are estimated based on company operated stores and included in category 1 reporting.

¹⁰This category was not calculated for FY18.

¹¹Fluid dairy GHG emissions include estimated land use change (LUC) associated with these purchases. LUC has been estimated based data from the World Food Lifecycle Database (WFLDB).

¹²Green coffee GHG emissions include estimated LUC associated with these purchases. LUC associated with coffee is driven by country specific data available from Quantis LUC methodology, which considers 20 years of land use changes per IPCC guidance. Starbucks CAFE Practices have been applied to customize datasets.

¹³Water withdrawal from green coffee is estimated using country-level data from the World Food Lifecycle Database (WFLDB).

¹⁴FY20 includes construction and demolition waste (9.6 kton).

¹⁵This does not include construction & demolition waste.

¹⁶We measure diversion as waste materials recycled or composted, per SASB's definition.

¹⁷Licensed store non-hazardous waste is estimated based on company-owned store information. This does not include construction & demolition waste.

¹⁸Material discarded by customers out of stores refers to to-go packaging sold at company owned and licensed stores, and includes litter and mismanaged waste. CPG packaging not sold in our stores is excluded except for packaging from Evolution Fresh. Organic material is also excluded.

¹⁹We measure diversion as waste materials recycled or composted, per SASB's definition. This data is estimated using country-level recycling and composting infrastructure data from the U.S. EPA and World Bank.

²⁰Data represents packaging used in our direct operations and licensed stores and excludes CPG packaging not sold in our stores, except for Evolution Fresh packaging.

²¹Waste sent to landfill is inclusive of waste sent to incineration and sewage (liquid waste). Packaging that leaves the store refers to packaging materials from company owned and licensed stores and disposed of by customers out of our stores. CPG packaging not sold in our stores is excluded, except for packaging from Evolution Fresh. Waste refers to non-hazardous waste.

SUSTAINABILITY ACCOUNTING STANDARDS BOARD REPORTING



ACCOUNTING METRIC	SASB CODE	STARBUCKS FY20 RESPONSE
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Energy Management

(1) Total energy consumed, (2) percentage grid electricity, (3) percentage renewable	B-RN-130a.1	See 2020 Global Environmental & Social Impact Report narrative, p. 18 See Planet Positive Performance, p. 6 <i>Additional information is available in our CDP Climate Change response.</i>
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Water Management

(1) Total water withdrawn, (2) total water consumed, percentage of each in regions with High or Extremely High Baseline Water Stress	FB-RN-140a.1	See 2020 Global Environmental & Social Impact Report narrative, p. 15-16 See Planet Positive Performance, p. 6 <i>Additional information is available in our CDP Water Stewardship response.</i> <i>We have accessed our operations' and supply chains' water risk using the WWF Water Risk tool to identify our highest risk basins. We are in the process of quantifying the amount of water consumed from high risk basins.</i>
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Food & Packaging Waste Management

(1) Total amount of waste, (2) percentage food waste, and (3) percentage diverted	FB-RN-150a.1	See 2020 Global Environmental & Social Impact Report narrative, p. 15-17 See Planet Positive Performance, p. 7
(1) Total weight of packaging, (2) percentage made from recycled and/or renewable materials, and (3) percentage that is recyclable, reusable, and/or compostable	FB-RN-150a.2	See 2020 Global Environmental & Social Impact Report, p. 15-17 See Planet Positive Performance, p. 7 <i>Additional information about our packaging is available via our reporting to WWF ReSource and the Ellen MacArthur Foundation Global Commitment.</i>

Food Safety

(1) Percentage of restaurants inspected by a food safety oversight body, (2) percentage receiving critical violations	FB-RN-250a.1	Starbucks is always committed to the health and safety of our customers and partners. We regularly audit and review product quality and food safety practices. We validate our policies and procedures to ensure they are effective and up to date. We actively communicate with our partners and customers through starbucks.com and other communication channels on product-related nutritional and safety information.
(1) Number of recalls issued and (2) total amount of food product recalled	FB-RN-250a.2	
Number of confirmed foodborne illness outbreaks, percentage resulting in U.S. Centers for Disease Control and Prevention (CDC) investigation	FB-RN-250a.3	

SUSTAINABILITY ACCOUNTING STANDARDS BOARD REPORTING

ACCOUNTING METRIC	SASB CODE	STARBUCKS FY20 RESPONSE
Nutritional Content		
(1) Percentage of meal options consistent with national dietary guidelines and (2) revenue from these options	FB-RN-260a.1	Starbucks provides transparent information to ingredients, calories and other nutritional information. <i>Additional information is available on starbucks.com.</i>
(1) Percentage of children’s meal options consistent with national dietary guidelines for children and (2) revenue from these options	FB-RN-260a.2	
Number of advertising impressions made on children, percentage promoting products that meet national dietary guidelines for children	FB-RN-260a.3	Starbucks reviews our marketing and advertising for compliance with all applicable laws, including the Federal Trade Commission’s Truth-in-Advertising standards. We also design our digital content to be compliant with the Children’s Online Privacy Protection Act (COPPA). <i>Additional information is available in Starbucks Global Human Rights Statement.</i>
Labor Practices		
(1) Voluntary and (2) involuntary turnover rate for restaurant employees	FB-RN-310a.1	Starbucks is committed to being an employer of choice and maintaining the strength of our workforce. <i>Starbucks makes available online our Commitment to Partners and our workforce data for the U.S. business. In FY20, Starbucks made additional information available on Human Capital Management in our Form 10-K Filing (on page 7).</i>
(1) Average hourly wage, by region and (2) percentage of restaurant employees earning minimum wage, by region	FB-RN-310a.2	As of FY21, 100% of U.S. partners earn above minimum wage. <i>Additional information about Starbucks labor practices is available at Starbucks Commitment to Partners.</i>
Supply Chain Management & Food Sourcing		
Percentage of food purchased that (1) meets environmental and social sourcing standards and (2) is certified to third-party environmental and/or social standards	FB-RN-430a.1	Starbucks ethical sourcing approach integrates social and environmental standards and is an expectation for suppliers and business partners. <i>Additional information is available in the Starbucks Global Human Rights Statement, Our Supply Chain.</i>
Percentage of (1) eggs that originated from a cage-free environment and (2) pork that was produced without the use of gestation crates	FB-RN-430a.2	
Discussion of strategy to manage environmental and social risks within the supply chain, including animal welfare	FB-RN-430a.3	
Activity Metrics		
Number of (1) company-owned and (2) franchise restaurants	FB-RN-000.A	As of September 27, 2020, Starbucks operated 16,637 Company-Operated 16,023 Licensed locations. <i>Additional information is available at Starbucks Investor Relations.</i>
Number of employees at (1) company-owned and (2) franchise locations	FB-RN-000.B	As of September 27, 2020, Starbucks employed approximately 349,000 people worldwide. <i>Additional information is available in the Starbucks Fiscal 2020 Annual Report, p. 7</i>