



Starbucks and our commitment to social responsibility

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Our Starbucks Mission

To inspire and nurture the human spirit—one person, one cup, and one neighborhood at a time

Global Community

“We have always believed to be a great, enduring company is to strike a balance between profitability and a social conscience”



Community Involvement



Ethical Sourcing



Environmental Impact

Global Community



Using our scale
for good –
with local
relevance,
and global
impact



Ethical Sourcing



Our Commitment

To offer high quality, ethically purchased and responsibly produced products including coffee, tea, cocoa and manufactured goods



Community

A man is seen from behind, walking away from the camera. He is carrying a stack of wooden planks on his right shoulder. He is wearing a white t-shirt with the words "THINK", "CREATE", "SERVE", "INSPIRE", and "LEAD." printed in green capital letters on the back. He is also wearing grey cargo shorts and grey work gloves. In the background, other people are visible, including one in a green shirt and another in a white shirt, suggesting a community event or construction site.

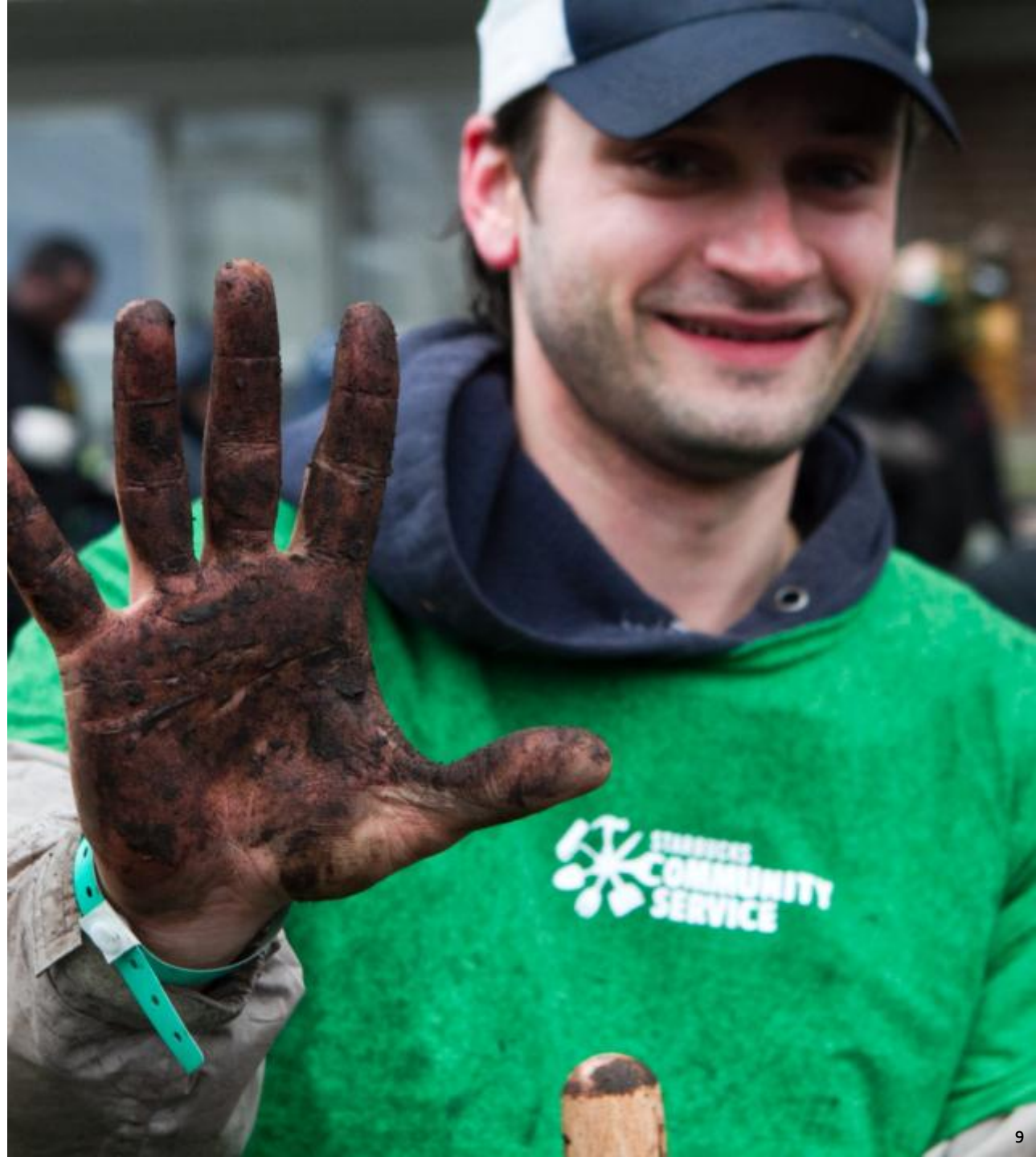
THINK
CREATE
SERVE
INSPIRE
LEAD.

Our Commitment

We have a responsibility to make our communities stronger – using the scale of our business for positive change



Over
600,000
hours of
community
service





Diversity & Inclusion

Environment



Our Commitment

Minimizing our environmental footprint by collaborating with others to advance initiatives and take bold actions for significant impact



Reduce. Reuse. Recycle. Rethink.



Sustainability is fundamental to **Our Mission**

"To inspire and nurture the human spirit—one person, one cup, and one neighborhood at a time."

Our Neighborhood

*Every store is **part of a community**, and we take our responsibility to be good neighbors seriously. We want to be invited in **wherever we do business**. We can **be a force for positive action** – bringing together our partners, customers, and the community to contribute every day. Now we see that our responsibility – and our potential for good – is even larger. The world is looking to Starbucks to set the new standard, yet again. We will lead.*



A photograph showing a person's hands planting small green seedlings into a field. The person is wearing a dark shirt and a silver watch. The background is a lush green field under a cloudy sky. The text is overlaid on the lower half of the image.

As a company that relies on an agricultural product, climate change poses a direct threat to our business.

What Starbucks is doing

The Bank
Amsterdam, Netherlands



In 2010, Starbucks made a public commitment to build all new company-owned stores globally to achieve LEED certification

We joined the U.S. Green Building Council (USGBC) in 2001 and collaborated with them to help develop the LEED® (Leadership in Energy and Environmental Design) for Retail rating system, an effort that incorporated retail business strategies into the LEED for New Construction and Commercial Interiors rating systems.

We opened our first LEED-certified store in 2005. In 2009 Starbucks became one of the first retailers to join USGBC's LEED Volume Certification pilot program.

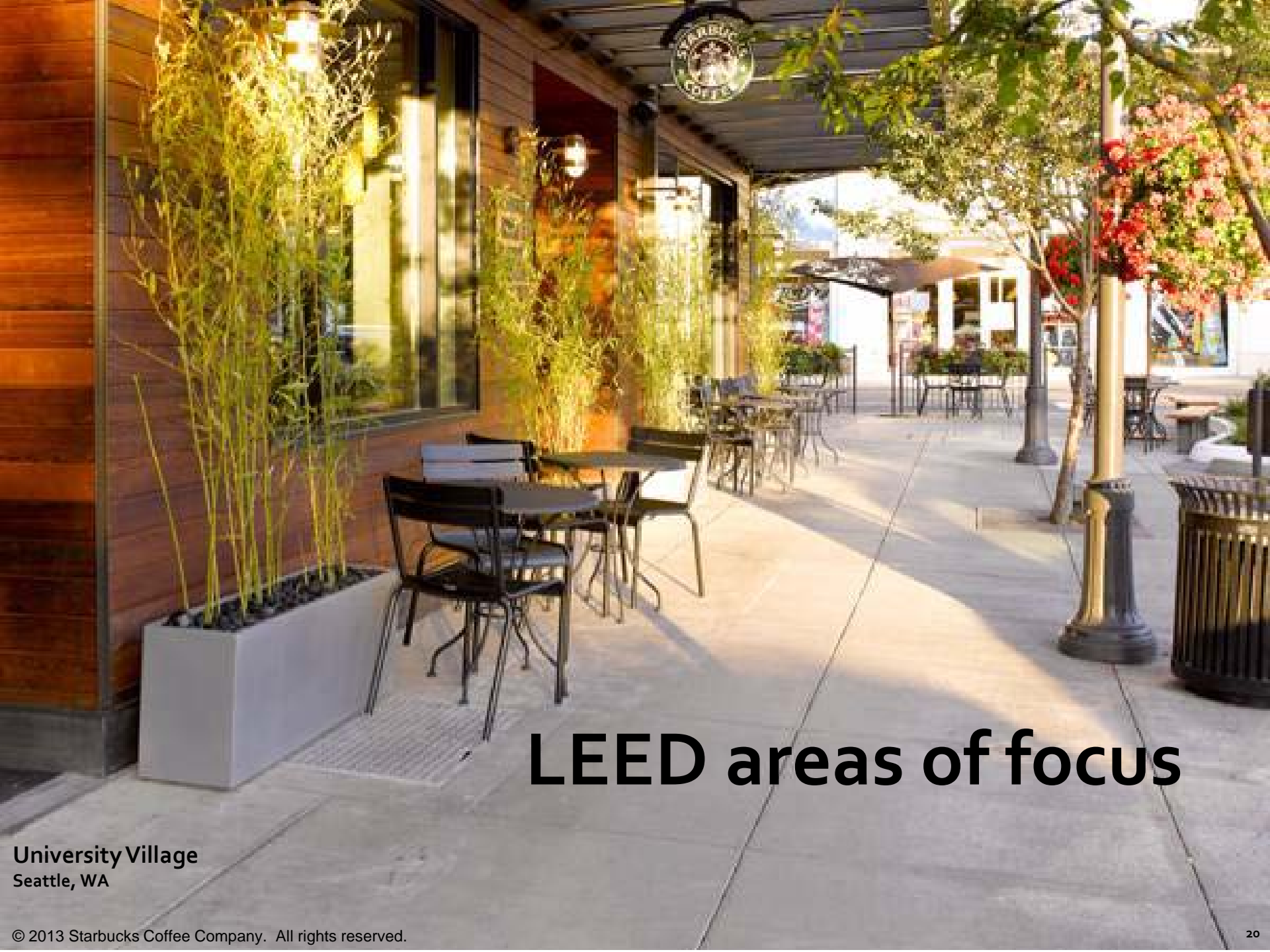
How we do it

- Pre-certified 70 credits (green strategies)
- Built 10 pilot stores around the world
- Integrated green strategies into Starbucks design & construction standards
- Instituted a team in Seattle to manage all submittals to the USGBC and overall program management
- Built comprehensive training program - including by country and by function - and built online reference guide
- Created program of in-house design & construction partners managing the specifications, process and documentation to ensure stores are built to be LEED certified



Ohori Park
Fukuoka, Japan

To date we have **LEED** certified 293 stores in
18 countries with more being certified everyday



LEED areas of focus

University Village
Seattle, WA



Energy Conservation

Goal to reduce energy consumption by 25% by 2015 (*over 2008 baseline*)

- ~7,000 stores retrofitted with LED lighting:
 - Energy savings ~ 75M kWh
 - Utility cost savings ~ \$8.9M/year
 - Payback < 1 year
 - Greenhouse gas reduction ~ 87M lbs.
- HVAC requirements updated to meet or exceed ASHRAE 90.1 2007 standards
- Installing EMS systems in all US company owned stores
- Energy-efficient ice machines, dishwashers, refrigerators, freezers

Spring Street
New York, NY



Renewable Energy

Goal to purchase REC's equivalent to 100% of energy consumed by 2015

- 2011 & 2012, Starbucks purchased REC's equivalent to 50% of the electricity used by Starbucks company owned stores globally

Oak & Rush
Chicago, IL



Brewery Blocks
Portland, OR

Water Conservation

Goal to reduce water consumption by 25% by 2015
(over 2008 baseline)

- Replacing the water filtration system in stores saving ~70,000 gallons of water per store per year
- Retrofitted the dipper well solution in US & Canada stores resulting in ~46,000 gallons of water saved per store for a total of 320M gallons per year
- Low-flow faucets
- Dual-flush/low-flush toilets



Recycling

Goal to implement front-of-store recycling in all company-owned stores by 2015

- In 2012 we increased availability of front-of-store recycling 24% of North American company-owned stores
- Of the North American company-owned stores where Starbucks is responsible for providing waste removal, 2012 saw 78% recycled back-of-house items (cardboard boxes, milk cartons, etc.)

15th Avenue
Seattle, WA

Comprehensive Benefits

Not only are we saving utility costs, but our extensive field construction and design teams are learning to design and build sustainably

- We are seeing payback within 8 months to 3 years
- We are attracting and retaining design talent
- We have reduced change orders
- We attract positive media attention
- We are building a better store

Areas of Exploration

- Natural Ventilation
Paris, France
- Rainwater catchment for irrigation
Fukuoka City, Japan
- Solar power
Japan, Philippines, US
- On-site power generation
US processing plants



Chapultepec Reforma
Mexico city, Mexico

Reclamation Drive Thru Seattle, WA



RETA REVEZLRWEXMEMBERE. IN
RESEKOLIEZIEHIEV. DMATREY.
MAREX. HIC. VE. COL. ZA. RUTTE
ERLA. HLTJAL. NITEEMRESVREKO
BOBBECINERL. DAT. FUSHER. SPT.
OATJAL. SOATREA RINITEON. UG.
OATJAL. TURA DEL FOILIECU.
RINALETTU. PUTELO RINTECEDE
TO. AATRSREVEIRA. TRE. FAV RIVE

IT'S TIME TO RECLAIM

STARBUCKS RECLAMATION DRIVETHRU IS A NEW WAY TO RECLAIM THE WASTE WE'VE SCORDED ON THE PAPER. WE'LL HARVEST WASTE FROM TRUCKS AND
GOOD FOR THE EARTH.

THIS MEANS FINDING SOLUTIONS THAT HELP REPHRASE THE OLD SHIPPING CONTAINERS OUT
OF THE WASTESTREAM. SO... WE'VE FOUND A WAY TO REUSE THEM TO MAKE STORES LIKE THIS.

LEARN MORE AT WWW.STARBUCKS.COM/RESPONSIBILITY

Empty Containers

- As of 2009 approximately 90% of non-bulk cargo worldwide is moved by containers stacked on transport ships
- Containers are intended to be used constantly...this is not always possible, and in some cases, the cost of transporting an empty container to a place where it can be used is considered to be higher than the worth of the used container
- Container Leasing Companies have become experts at repositioning empty containers from areas of low or no demand, such as the US West Coast, to areas of high demand such as China
- However, damaged or retired containers may also be recycled in the form of shipping container architecture or have the steel content salvaged

- *In the summer of 2010 new container production had largely ceased*
- A west coast glut of material
- An opportunity to do the right thing and reuse structure.
- On brand



Why did we build this?

Starbucks relies on shipping containers for transportation around the world. We also rely on the planet we all share and we believe in doing things that are good for the earth

This means finding solutions that help keep things like old shipping containers out of the waste stream. So we found a way to reuse them to make stores like this



LEED® Status:

Retail NC Certified

LEED® /Green Highlights:

- 75 % Construction Waste Recycling
- Material Re-Use (4 used shipping containers)
- High Efficiency HVAC
- Energy Efficient Building Envelope
- Soy Based Foam Insulation
- Low VOC Paints, Adhesives and Sealants
- Filterra Automotive Drainage Bio-Purification System
- Water Efficient landscaping

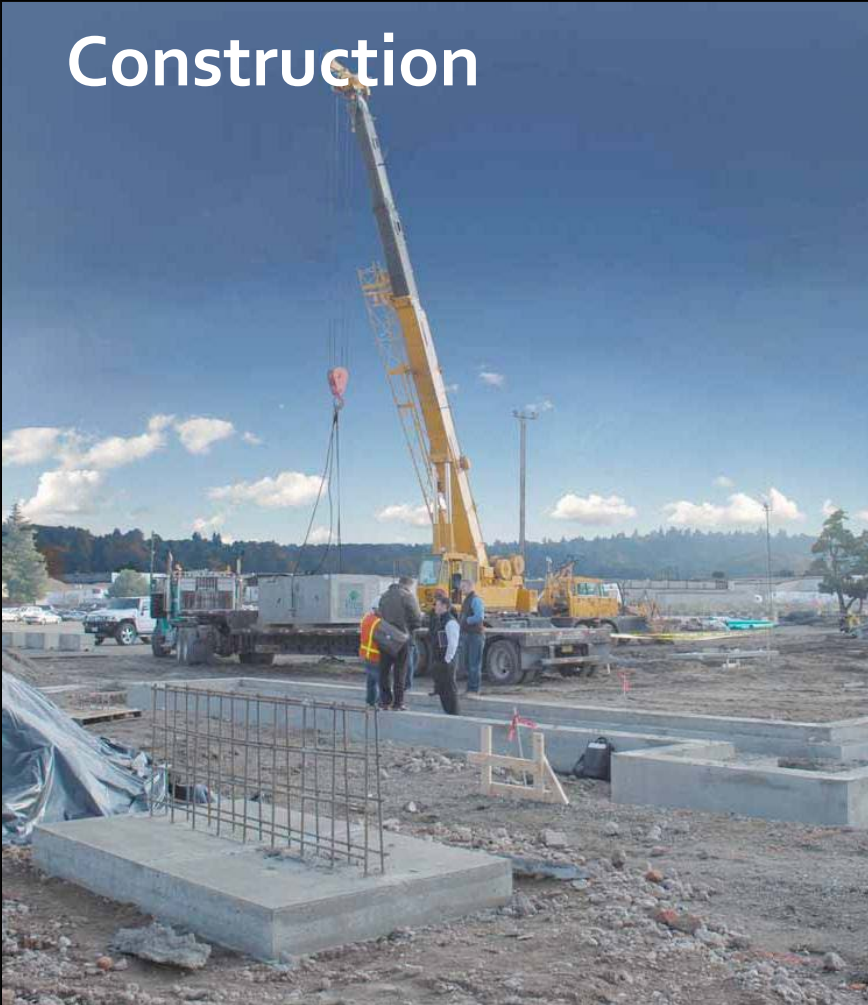


Reclamation
Seattle, WA

Procurement



Construction



The Store



The Store



SAVE OUR PLANET.
IT'S THE ONLY
ONE WITH COFFEE.



THANK YOU

