

 Starbucks Policy Office	STANDARD NUMBER: PO:GSR:2024.06.01.06	OWNER – ORGANIZATION: Law & Corporate Affairs
	SUPERSEDES: PO:GSR:2024.06.01.06	OWNER – BUSINESS UNIT: Global Security & Resilience
	APPROVED BY: Policy Office Committee	CONTACT: safety@starbucks.com PolicyOffice@starbucks.com
	EFFECTIVE DATE: January 2024 SUPERSEDES: January 2023	POLICY ALIGNMENT: Global Safety and Security Policy
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OCCUPATIONAL HEALTH AND SAFETY STANDARD – U.S AND CANADA

PURPOSE

Starbucks is committed to the safety of its partners, customers, and physical assets. The *Global Safety and Security Policy* provides the structure for maintaining a safe and secure working environment. The purpose of this Standard is to provide requirements in alignment with occupational health and safety regulations.

Occupational Health and Safety (OH&S)

Annually, Occupational Health and Safety (OH&S) program elements (written program, training, and assessments), are reviewed, edited, and endorsed by Starbucks senior leadership. Adherence to this Standard ensures a current and compliant program defined under OH&S Code expectations.

Following this Standard reduces hazards, injuries, prevents physical and psychological illnesses, and nurtures the core safety need for protection from elements, security, order, law, stability, and freedom from fear.

APPLIES TO

This Standard applies to all employees (“partners”) of Starbucks Corporation and its wholly-owned subsidiaries in North America for the following locations:

- All Company owned retail stores in the United States and Canada,
- All Siren retail locations, which include Princi, and commissary kitchens (excludes roasting facilities),
- Support Centers

It also applies to non-partner workers engaged by Starbucks, including vendors, suppliers, and professional service providers in these locations

DEFINITIONS

Terms	Definitions
Occupational Safety Assessments	Verification of the implementation of occupational safety, which may be self-administered, or externally completed.
Code	Written and publicly available regulation associated to injury prevention (e.g. Occupational Safety and Health Administration (OSHA), Worker Rights Act, Health and Safety Executive, etc.)
Hazard	A danger or risk that could lead to an injury.
Operational Resources	Daily Records Book, Duty Roster, and Safety Committees agendas.
Safety	The condition of being protected from, or unlikely to cause, danger, risk, or injury.



Terms	Definitions
Safety and Security Manual	A Starbucks document available to partners that defines the safety practices and resources available from the Company.
Support Teams	Administrative groups which function to support the operations for retail locations (e.g. Facilities, Food Safety, Partner Resources, etc.).
Violations/Citations	Written reports from enforcement agencies (e.g., Ministry of Labour, OSHA) that document a case of non-compliance to the written Codes. In the U.S., severity of Violation is tiered: General, Repeated, or Willful. Each tier has associated financial penalties.

REQUIREMENTS

The below outlines expectations of partners for the purpose of maintaining an OH&S compliant program:

- Partners must complete occupational safety training comprised of new hire orientation, on-going reiterative content, and other occupational safety training as determined by the Starbucks Global Safety and Compliance team.
- Partners must utilize the occupational health and safety guidelines described in the *Safety and Security Manual*.
- Non-Support Center partners are responsible for completing occupational safety self-assessments as described in Operational Resources, as applicable.
- When hazards are identified, non-Support Center partners, are required to report them using a self-assessment, as referenced above.
- Non-Support Center partners have a duty to ensure that all Operational Resource documents are archived per the *Starbucks Record Retention Schedule*.
- Partners must report incidents of workplace injury or illness to Sedgwick in the U.S., or LifeWorks in Canada, and/or harassment to Ethics & Compliance:

Online

www.Starbucks.com/HelpLine

Email

EthicsAndCompliance@Starbucks.com

By Phone

United States 1-800-611-7792

Canada–English 1-800-611-7792

Canada–French 1-866-614-0760

- Partners must follow the guidance of Store Evacuation/Shelter-in-Place Procedures available to retail partners and Emergency Actions Plans available on the Partner Hub to Support Center partners, and as described in the *Safety and Security Manual*.
- Managers and supervisors are responsible to ensure partners are aware of and following the above requirements.



Failure to comply with this Standard and related governance tools may result in disciplinary action, up to and including termination of employment. Decisions regarding corrective action, or immediate termination, rests within the sole discretion of Starbucks management.

The OH&S program must strive for continuous improvement to ensure the safest working environment for all partners, program feedback should be addressed to the Global Safety & Compliance team by e-mail at safety@starbucks.com

SUPPORTING INFORMATION

POLICIES, STANDARDS, PROCEDURES

- *Global Safety and Security Policy*
- *Information & Records Management Standard – U.S.*
- *Workplace Violence Standard – U.S. and Canada*
- *Complaint Procedure – Discrimination, Harassment, Retaliation & Workplace Violence – Canada*
- *Complaint Procedure – Discrimination, Harassment, Retaliation & Workplace Violence – U.S.*

SUPPLEMENTAL DOCUMENTS

- *Safety and Security Manual – including Store Evacuation/Shelter-in-Place Procedures (Partner Hub\Retail Resources)*
- *Standards of Assessment (Store Development Resource Center)*
- *Store Operations Assessment (included in the Daily Records Book)*
- *Safety Committee Agenda – Siren Retail (included in the Duty Roster)*
- *Safety Self-Assessment – Siren Retail (included in the Duty Roster)*
- *Annual Safety Checklist (Summer II, operations material)*
- *Store Cleanliness and Equipment Maintenance Manual (Partner Hub\Retail Resources)*
- *Hazardous Condition Report – Incident Cause Review (Partner Hub\Retail Resources)*
- *Workplace Violence Assessment – Canada (Partner Hub\Retail Resources)*
- *Risk Assessment and Incident Investigation Report – Canada (unpublished)*
- *Partner Safety – Back of House Work Injury Poster (Partner Hub\Retail Resources)*
- *Partner Safety – Back of House Work Injury Poster – Canada (Partner Hub\Retail Resources)*
- *Clean, Safe, Ready (station cards and video) (Partner Hub\Retail Resources)*
- *Operations Manual (Partner Hub\Retail Resources)*
- *Partner Resource Manual (Partner Hub\Retail Resources)*

DOCUMENT HISTORY

Version	Date	Approver Name	Approver Title
V1.0	10/19/2020	Cheryl Steele	vp, global security and resilience
	11/20/2020		Policy Office Committee
V1.1	January 2022	Policy Office	enterprise policy manager
V1.2	11/18/2022	Policy Office	enterprise policy manager
V1.3	January 2024	Policy Office	enterprise policy manager