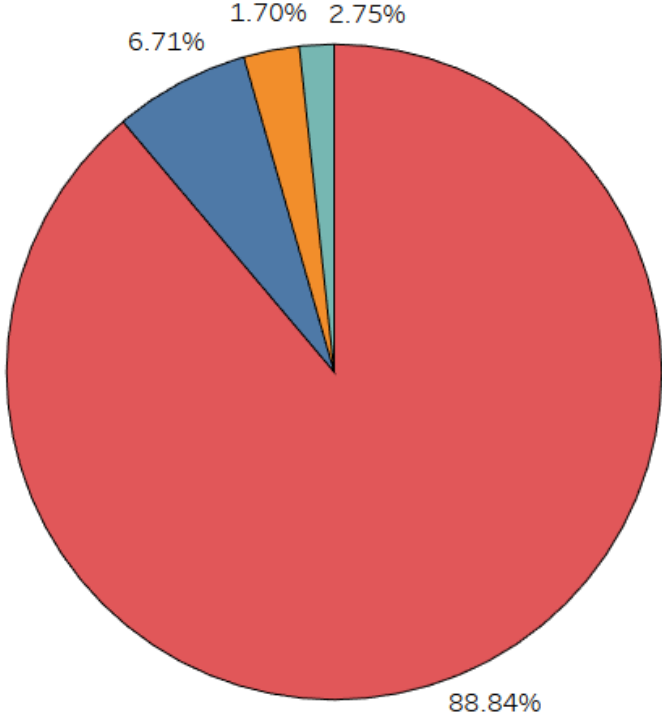


Categories of Employee (Partner) Concerns Reported to Starbucks Ethics & Compliance — Fiscal 2018



- Employee Relations: Pay, benefits, employee misconduct, disciplinary action, and other topics that impact day-to-day work
- Safety and Security: Categories involving partner and customer safety, facility conditions and allegations of theft
- Business Practices: Corporate policy questions and concerns (e.g., conflicts of interest, privacy, and financial reporting)
- Miscellaneous: Non-ethics & compliance related reports which were redirected within the company, e.g., customer service complaints