



March 16, 2020

RE: Starbucks Role and Responsibility Navigating through COVID-19

Dear Landlord,

As we navigate the challenges and uncertainties of COVID-19 in North America, the health and well-being of our partners, customers and communities continues to be Starbucks highest priority. Our Landlords are a key member of our community and, as such, we want to ensure you are kept informed as we move forward.

I want to share with you a few of the additional steps we have taken in our U.S. and Canada company-operated stores, manufacturing plants, and distribution centers.

Our team of experts in food safety, food quality, and regulatory issues are in contact with the Centers for Disease Control and Prevention (CDC) and local public health authorities to ensure our actions are comprehensive and meet or exceed all guidelines. In our stores, this includes increased cleaning and sanitizing with a focus on high-touch areas to help prevent the spread of the virus. Examples of hightouch areas include counters, tables, chairs, condiment bars, restrooms, and hardware. We have added additional labor to ensure our partners have the time needed to properly conduct these sanitization procedures and suspended our reusable cup program. You may also see that we have temporarily modified our operating procedures to support “social distancing”, like limited seating or moving to drive thru only.

If a store partner is confirmed with COVID-19, we immediately close and conduct a deep clean. We also partner with local health authorities and follow guidance from the Centers of Disease Control and Prevention on any additional measures that are needed with our top priority being the safety of our partners, our customers and our communities. We will re-open when the location meets all current Centers of Disease Control and Prevention and public health requirements, as well as our own standards.

This is personally and professionally a challenging time for us all, and I am thankful for your support and understanding. As we continue to address this challenge moving forward, you can rest assured Starbucks will continue to make decisions that put the health and safety of people first.

For the the latest information regarding Starbucks response to COVID-19, please visit www.Starbucks.com

Sincerely,

Daniel Sheehan
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