

# Categories of Partner Concerns Reported to Starbucks

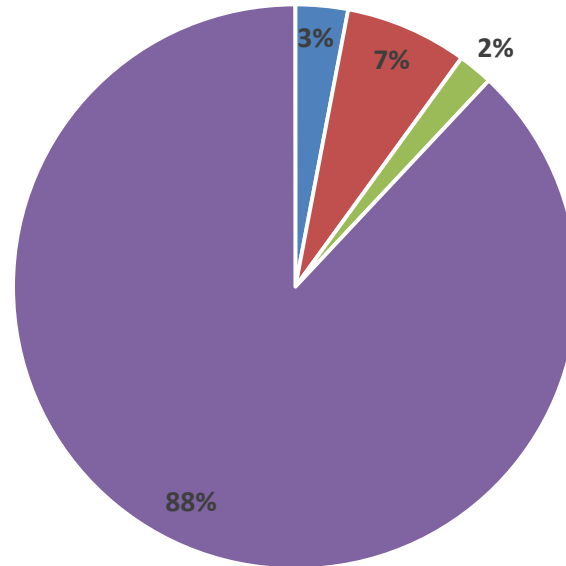
## Business Ethics and Compliance — Fiscal 2016

**Business Practices:**  
Corporate policy questions and concerns (e.g., conflicts of interest, privacy and financial reporting)  
**3%**

**Employee Relations:**  
Pay, benefits, disciplinary action and other topics that impact day-to-day work  
**88%**

**Safety and Security:**  
Categories involving partner and customer safety, facility conditions and allegations of theft  
**7%**

**Customer Relations:**  
Comments or questions that involve customers – reported by partners or in rare circumstances by customers who obtained the Ethics and Compliance Helpline number in error  
**2%**



■ Business Practices      ■ Safety & Security  
■ Customer Relations      ■ Employee Relations