



# C.A.F.E. Practices

Coffee and Farmer Equity

C.A.F.E. Practices – Terms & Conditions

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Version 4.2

## **About C.A.F.E. Practices**

C.A.F.E. Practices is a verification program that measures farms against economic, social and environmental criteria, all designed to promote transparent, profitable and sustainable coffee growing practices while also protecting the well-being of coffee farmers and workers their families and their communities. C.A.F.E. Practices has helped to create a long-term supply of high-quality coffee and positively impact the lives and livelihoods of coffee farmers and their communities. The open-sourced program consists of more than 200 indicators – from financial reporting to protecting workers’ rights and conserving water and biodiversity. The program includes a third-party verification process that is overseen by SCS Global Services, responsible for ensuring the quality and integrity of the audits.

C.A.F.E. Practices is a verification program, not a one-time certification system, because we believe there is always more work to do to ensure the long-term supply of high-quality coffee and to positively impact farming communities. We are continuously improving this program by working with groups such as Conservation International to measure the true impact our purchasing programs have on participating farmers and producers. The program allows Starbucks to gain insights into the challenges faced by farmers and supply chain operations in the more than 30 different coffee-producing countries around the world.

C.A.F.E. Practices is a program seeking continuous improvement in sustainable coffee production. As such, we ask applicants seeking C.A.F.E. Practices approval status to meet Starbucks quality and economic transparency pre-requisites.

### **Translation Disclaimer**

If any translations of C.A.F.E. Practices program documents contradict the English versions, the English versions will prevail.

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I. **Key Changes in Version 4.2**

Overview of changes in C.A.F.E. Practices Terms and Conditions 4.2 compared to the previous version C.A.F.E. Practices Terms & Conditions 4.1 published on October 1, of 2021. Note: The updated definition of “New” and “Renewal” supply chains, and the updated In-Harvest requirement, will apply to C.A.F.E. Practices applications that are submitted on or after October 1, 2022. All other changes will be in effect for supply chains who receive approval on or after October 1, 2022.

<b>Topic</b>	<b>Update</b>
<b>Crop Year Volume Tracking</b>	All coffee volumes sold as C.A.F.E. Practices verified, will be tracked according to the crop year, and must be shipped within a supply chain’s validity period. This is further outlined in section VIII. Previously, coffee volumes were tracked considering the shipped-on board bill of lading date.
<b>In-Harvest Requirement</b>	To receive a C.A.F.E. Practices approval status, the C.A.F.E. Practices verification must take place during harvest. This has been updated from the previous allowance for some verifications to take place off-harvest for a shorter validity period.
<b>New applications</b>	New applications are those in which more than 25% of the total farms included in a supply chain application have never participated in C.A.F.E. Practices before. This has been updated from the previous definition which defined New Supply chains as those in which at least 75% of the total farms have never participated in C.A.F.E. Practices before.
<b>Renewals / Re-verifications</b>	Renewals/ Re-verifications are applications in which 75% or more of the total farms included in a supply chain application have participated in C.A.F.E. Practices before. This has been updated from the previous definition which defined new renewal supply chains as those in which at least 25% of the total farms have participated in C.A.F.E. Practices before.
<b>Unannounced Audits</b>	Guidance related to C.A.F.E. Practices Unannounced audits are now included in this Terms and Conditions document.
<b>Validity Approval Date</b>	For new and expired applications, C.A.F.E. Practices validity will begin on the same date the approval status is confirmed by a C.A.F.E. Practices administrator. This has been updated from the previous version where Validity Cycles were determined by region.
<b>Verifications with Zero Tolerance (ZT) Instances</b>	Guidance related to actions following a verification with identified Zero Tolerance Instances are now included in this Terms and Conditions document. This information was previously published as the separate C.A.F.E. Practices 4.0 Addendum.
<b>Warehouse Validity</b>	Upon a successful verification, a warehouse will receive up to two years of validity. Warehouses inspected during the same or the previous harvest as an application, do not need to be re-inspected. Previously, warehouses were approved for a maximum of one year validity and were unique to each supplier applicant.

## II. Key Terms and Definitions used within this Document

Term	Definitions in C.A.F.E. Practices
<b>New Application/ First Time Applicant</b>	New applications are those in which more than 25% of the total farms included in a supply chain application have never participated in C.A.F.E. Practices before.
<b>Renewals / Re-verifications</b>	Renewals/ Re-verifications are applications in which 75% or more of the total farms included in a supply chain application have participated in C.A.F.E. Practices before.
<b>Supply Chain</b>	In coffee, the steps, and links (or, entities) in the production of green coffee that connect coffee producers to mills to warehouses to suppliers. In other words, the characterization of how the coffee moves from farm to mill to supplier
<b>Zero Tolerance (ZT)</b>	Specific indicators in the C.A.F.E. Practices evaluation criteria that require compliance for participation in C.A.F.E. Practices.
<b>Small Farm</b>	Any farm with less than twelve (<12ha) hectares in coffee production
<b>Medium Farm</b>	Any farm with 12 to 49.9 hectares ( $\geq 12\text{ha}$ , $< 50\text{ha}$ ) in coffee production.
<b>Large Farm</b>	Any farm with 50 hectares or more ( $\geq 50\text{ha}$ ) in coffee production.
<b>Standalone Mill</b>	Standalone wet mills are processors that receive coffee cherry from at least two different farms and mill it to the parchment stage. Standalone dry mills are processors that receive parchment coffee from at least two different farms and de-hull parchment coffee received and/or sort, grade, bag, or otherwise prepare the green coffee for export
<b>Processor/Mill</b>	An entity that operates a wet or dry mill that produces green coffee or parchment from parchment or coffee cherry using wet or dry processes. Mills may be standalone or vertically integrated mills within a coffee growing estate or plantation. Mills cannot be 'suppliers' independent of actual producers.
<b>Producer Support Organization (PSO)</b>	An entity that provides support to smallholders in a coffee network. The supplier, mill, coop, or other association may serve this function. The entity providing outreach and services to the small farm is identified and assigned its own ID in the supplier application.
<b>Warehouse</b>	An entity other than a mill that is included in a C.A.F.E. Practices supply chain, and that stores coffee. Warehouses are to be included within the scope of C.A.F.E. Practices verifications as a distinct entity if they are in a separate location from a mill AND the entity employs workers different than those that work for the mill. A warehouse facility that is part of a dry mill compound and managed together with the dry mill would not be considered as a separate entity.
<b>Scientific Certification System (SCS)</b>	A third-party evaluation, certification and auditing firm that is charged with providing oversight, training, support, and approval of third-party organizations carrying out verifications and ZT-CAP checks against the C.A.F.E. Practices evaluation criteria. SCS also works with C.A.F.E. Practices sustainability department in the design and improvement of the C.A.F.E. Practices program.

### III. C.A.F.E. Practices Application

#### A. **New/First Time Applicants**

To receive status and approval within the C.A.F.E. Practices program, the following steps must be followed to prepare for a verification of a new C.A.F.E. Practices application. New applications are those in which more than 25% of the total farms included in a supply chain application have never participated in C.A.F.E. Practices before

1. Submit and receive written approval of coffee quality from Starbucks Quality Department – for sample submission instructions, contact [Cafeprac@starbucks.com](mailto:Cafeprac@starbucks.com).
2. Submit completed C.A.F.E. Practices application for a single supply chain following the C.A.F.E. Practices supply chain definitions and limitations, as specified in [section IV](#), at the following URL: <https://suppliers.cafepactices.info>

**Note:** During the application process, a supply chain partner (exporter) must be identified in relation to a supply chain. A supply chain may not sell their coffee as C.A.F.E. Practices during their assigned validity through a different partner unless they have previously communicated this change in writing to the C.A.F.E. Practices administrative team and received approval. If a supply chain is unable or unwilling to designate a supply chain partner (exporter) at the time of application, this must be communicated to C.A.F.E. Practices administrative team along with the appropriate reason.

3. Once an application has been submitted and marked as complete, a supply chain must schedule a C.A.F.E. Practices verification during the current harvest or upcoming harvest, in cases where the harvest has not started yet, by an approved 3rd party Verification Organization. For more information on harvest status and definitions, see [section V](#). Approved Verification Organizations can be found at the following URL: <https://www.scsglobalservices.com/certified-clients/starbucks-ethical-sourcing-approved-verification-organizations>

**Note:** the verification process, including reporting, can take up to 2-5 months, depending on supply chain complexity, and level of compliance. Estimated timeline\* as follows:

- a. 3rd party field verification time +
- b. 4-6 weeks client draft report preparation +
- c. 2 weeks for client review +
- d. 2 weeks for final submission & review

*\*Please consider that any Zero Tolerance (ZT) non-compliance issues can extend the timeline.*

4. Upon completion of a successful C.A.F.E. Practices verification, a supply chain will receive a status, approved volume and validity period. The C.A.F.E. Practices validity will begin on the same date the approval status is confirmed by a C.A.F.E. Practices administrator. The supply chain status and validity will follow the **Scores and corresponding Status & Validity** outlined in [Table 2](#) found in [Section VII](#).

Following approval, a supply chain will be considered as C.A.F.E. Practices verified and eligible to ship coffee as C.A.F.E. Practices from the specified crop year(s) within their

approved volume limit, during their approval period. All C.A.F.E. Practices shipments must be duly registered in the C.A.F.E. Practices platform as outlined in [Section VIII](#).

#### **B. Re-verifying Supply Chains with Current Validity**

A supply chain applicant with current C.A.F.E. Practices validity & status must complete their re-verification process prior to expiration of current validity to allow for an uninterrupted status. Any lapse in validity may cause the supply chain to be in default of contract on outstanding C.A.F.E. Practices shipments. A successful, early re-verification will not shorten the current validity or status and will provide a continuous C.A.F.E. Practices validity for that supply chain.

To complete a re-verification, a supply chain with current validity must follow steps 2 & 3 outlined in [Section III, A](#). Please note the following:

1. A re-verification is considered complete only when a new validity and status have been granted by a C.A.F.E. Practices administrator.
2. For a supply chain with active validity that successfully completes a re-verification and receives approval prior to expiration, their C.A.F.E. Practices validity will begin on the day the existing validity period is set to expire. This will ensure continuous validity.

#### **C. Re-verifying Supply Chains with Expired Validity**

A supply chain applicant whose validity has expired must follow steps 2-4 outlined in [Section III, A](#), to regain status within C.A.F.E. Practices. Please note the following:

1. If a supply chain's C.A.F.E. Practices validity has expired, and the re-verification has begun but approval status has not yet been confirmed, coffee from that supply chain will not be eligible to ship as C.A.F.E. Practices until a new C.A.F.E. Practices status and validity has been granted. A re-verification is considered complete only when a new validity and status have been granted by a C.A.F.E. Practices administrator.
2. Once approved, the C.A.F.E. Practices validity will begin on the same date the approval status is confirmed by a C.A.F.E. Practices administrator.

### **IV. Supply Chain Guidelines**

C.A.F.E. Practices supply chains must include all entities from the source of the coffee (i.e., the farms) through the processing stages up to the point where the coffee is bagged and prepared for export, following the farm size and type limitations of each supply chain.

The following application limitations by farm type apply to new supply chains as well as supply chains already in the program that plan to get re-verified to maintain their C.A.F.E. Practices status.

**Note:** It is recommended that the physical location of each entity be taken into consideration when submitting a supply chain application. A reasonable proximity of all entities in an application will help to facilitate efficient and effective verifications.

#### **A. Application Limitations by Farm type**

##### **1. Large Farm Networks**

- a. Large Farm networks may not include small or medium farms in the same application.
- b. A maximum of 20 large farms can be included on the same application.

**Note:** It is recommended to limit the number of large farms submitted as part of a C.A.F.E. Practices supply chain to one large farm and its

corresponding mills and warehouses per application to support independent reporting and approval.

**2. Medium and Small Farms Networks**

- a. Supply chain networks may include both small and medium farms on the same application.
- b. The maximum number of small and medium farms per application are specific to region, as outlined in **Table 1**:

**Maximum Number of Medium and Small farms per Application - Table 1**

Zones/Countries	Medium farms	Small farms
Central America, Mexico, Asia (except Indonesia + East Timor) & Others	50	500
South America, Africa, Indonesia & East Timor		1'500

**V. C.A.F.E. Practices Verification**

Once an applicant has a completed and approved application, they must schedule a C.A.F.E. Practices verification to be conducted by an approved 3<sup>rd</sup> party verification organization, during the harvest period.

**A. Harvest Classification**

To receive a C.A.F.E. Practices approval status, the verification must be classified as, "In-Harvest". For the application to classify as "In-Harvest", more than 50% of the sampled medium and small farms, all large farms, and all standalone mills must be inspected during harvest and classified as in-harvest, as per the definition below:

**In-Harvest/In-Operation Definition:**

**1. Farm**

- a. **Smallholder farms** have ripe or ripening cherries which can be observed on some part of the farm at the time of inspection.
- b. **Smallholder farms with on-site milling** have ripe or ripening cherries which can be observed on some part of the farm at time of inspection, AND if it is demonstrated through visual, interview, and documented evidence that machinery (de-pulpers, washers, fermentation tanks, mechanical dryers, water treatment systems) has been operating at least once during the current harvest cycle.
- c. **Large and medium farms** have ripe or ripening cherries which can be observed on some part of the farm at time of inspection AND 15% of the total number of workers, including permanent and temporary workers, is present on the day of the inspection. Where 15% of the total number of workers is fewer than three, a minimum of three workers must be present and available for interviews during the inspection.

**2. Mill**



- a. **Wet mills:** Machinery (de-pulpers, washers, fermentation tanks, mechanical dryers, water treatment systems) must be or have been operating within one (1) week preceding the verification.
- b. **Dry mills:** At least 50% of permanent workers (permanent and temporary workers when applicable) must be present on the day of the verification.

**Note:** An Off-harvest verification for a stand-alone mill will classify the entire application as Off-Harvest.

### 3. Warehouse

At least 50% of workers (permanent and temporary workers when applicable) must be present on the day of the verification.

**Note:** The warehouse classification (whether in or off-harvest) does not affect the overall application harvest classification.

## B. Sampling Methodology

### 1. Small and Medium Farms

Given the size, complexity, and diversity of coffee growing, processing, and exporting operations, a sample-based approach to assessing small and medium farm networks seeking C.A.F.E. Practices status is necessary. The verifier and/or inspector will select the farms that comprise the sample. Farms will be selected using a stratified semi-random sampling approach. This approach dictates that one portion of the sample is selected randomly while another is selected based on farm attributes.

- a. **Small Farms:** The sample intensity for small farms (<12ha in productive area) is 1.5 times the square root of the total number of small farms.

Thus, for small farms,

$$n = 1.5\sqrt{\text{total number of small farms}}$$

- b. **Medium Farms:** All medium farms ( $\geq 12\text{ha}$ ,  $< 50\text{ha}$  in productive area) and their corresponding mills should be evaluated in a given supply chain for all applications with 10 medium farms or less. When application consists of more than 10 medium farms, the first 10 medium farms should be evaluated + the square root multiplied by 1.5 of all medium farms greater than 10.

Thus, in an application with more than 10 medium farms,

$$n = 10 + 1.5\sqrt{\text{total number of medium farms} - 10}$$

On-premise wet mills for medium farms will have a separate entity code and should be visited in accordance with medium farm sampling guidelines.

### 2. Small and Medium Farms: Reverifications

An application is considered a "re-verification" when 75% or more of the farms included in the application have previously been included in the program, whether in the same supply chain legacy or a different one. For subsequent verifications of a

sampled network of farms, the percentage split between new farms and those previously verified shall be 85/15. That is, 85% of the current sample shall be comprised of farms that have not been previously verified, and the remaining 15% of the current sample comprised of farms that were previously verified in a legacy application. In the case that there is more than one legacy application, farms can be selected from all legacy applications in order to meet the 15% sampling requirement. This 15% sample is to be selected using a semi-random approach with an emphasis on farms that did not perform well in prior verifications. In addition, all farms that failed to comply with zero tolerance indicators the previous verification (that are part of the current application) must be included in addition to the required sample as per the sampling guidelines above.

**3. Large Farms and corresponding Mills**

All large farms ( $\geq 50$ ha in productive area) and their corresponding mills included in the application must be verified in-harvest for new applications and re-verifications.

**4. Standalone Mills and Warehouses**

All standalone mills (wet and dry) and warehouses\* in an application must be inspected as part of the C.A.F.E. Practices verification for new applications and re-verifications.

\*Mills and Warehouses inspected during the same or the previous harvest cycle, do not need to be re-inspected.

Note: The scope of mill inspections includes the entire facility, even if a specific supply chain only uses part of the operation to process C.A.F.E. Practices coffee (e.g., a C.A.F.E. Practices supplier only requires the dry mill operations of a wet/dry mill).

**5. Producer Support Organizations (PSO's)**

All PSOs in an application must be inspected as part of the C.A.F.E. Practices verification for new applications and re-verifications.

**VI. Verifications with Zero Tolerance Non-Conformities (ZTNC's)**

A supply chain where a Zero Tolerance Non-Conformity (ZTNC) is identified during a C.A.F.E. Practices verification, reverification, unannounced audit, or other C.A.F.E. Practices audit, is subject to the following actions:

**A. Zero Tolerance Non-Conformity (ZTNC) Identification and Action**

**1. New Applications**

If a Zero Tolerance Non-Conformity (ZTNC) is evaluated during a verification, the supply chain will not receive status until a Zero Tolerance Corrective Action Plan (ZT-CAP) has been implemented and a Zero Tolerance Corrective Action Plan Check (ZT-CAP Check) has been successfully completed and approved.

**2. Applications with active validity**

If a Zero Tolerance Non-Conformity (ZTNC) is evaluated during a reverification, or during a C.A.F.E. Practices audit of an active supply chain, any associated, active supply chain may be immediately suspended from the program and no longer eligible to ship coffee as C.A.F.E. Practices verified. The suspension can be either

temporary or permanent depending on the severity of the ZTNCs found. The validity status of the impacted supply chains will be re-instated only when a ZT-CAP has been properly implemented and the ZT-CAP check results accepted.

Note: Coffee that has already shipped from a supply chain where a Zero Tolerance (ZT) indicator was later identified, may retroactively lose status as C.A.F.E. Practices verified.

**B. Zero Tolerance Corrective Action Plan (ZT-CAP)**

If a Zero Tolerance Non-Conformity (ZTNC) is identified during a C.A.F.E. Practices verification or audit; the applicant will be requested to develop and submit a Zero Tolerance Corrective Action Plan (ZT-CAP). The applicant will be notified of any ZTNC's by the verifier and the 3<sup>rd</sup> party Scientific Certification System (SCS) which will also be supervising the process. The applicant is responsible for the implementation of the ZT-CAP to resolve all Zero Tolerance nonconformities (ZTNCs) as per C.A.F.E. Practices requirements.

**C. Zero Tolerance Corrective Action Plan Check (ZT-CAP Check)**

**1. ZT-CAP Check Requirements**

- a. The applicant is responsible for contacting the 3<sup>rd</sup> party verification organization and scheduling the 3<sup>rd</sup> party ZT-CAP check to confirm compliance with all Zero Tolerance indicators. A supply chain is required to conduct the ZT-CAP check with the same verification organization that conducted the latest verification or audit where the ZTNCs were identified.
- b. ZT-CAP checks are generally required to be completed on-site, in harvest, however some may be completed off-harvest. The full set of requirements for in-harvest classification of each entity type can be found in [section V](#).
  - i. If a ZT-CAP check is required in-harvest and it is not possible to conduct the ZT-CAP check during the same harvest period as when the verification or audit took place, the ZT-CAP check will be allowed to take place during the next harvest season. If the ZT-CAP check cannot be completed within the same harvest period as when the verification took place, this may result in a reduced validity period.
- c. If a supply chain is determined to be high risk (e.g., recurrent ZTNCs, evident lack of compliance with C.A.F.E. Practices, etc.), a C.A.F.E. Practices administrator, together with SCS, may decide that the supply chain will be required to carry out both a ZT-CAP check and a full reverification to be granted a validity.
  - i. A supply chain is required to conduct the ZT-CAP check with the same verification organization that conducted the latest verification or audit where the ZTNCs were identified. However, a required reverification can be conducted by a different verification organization. In the case where both the ZT-CAP check and reverification are conducted by the original verification organization, these two activities can be conducted at the same time. In the case where the ZT-CAP check and reverification are conducted by different verification organizations, these two

activities will need to be conducted separately: first the ZT-CAP check, and then the reverification.

**Note:** If a ZT-CAP check is satisfactory, but new ZTNCs occur during the reverification, they will need to be addressed and corrected. The C.A.F.E. Practices administrative department reserves the right to not grant validity in the case of recurrent ZTNCs.

**2. ZT-CAP Check Acceptance and Approval**

- a. Upon receipt of a completed ZT-CAP check report indicating that all outstanding ZTNCs were closed, a corresponding status and validity will be granted by a C.A.F.E. Practices administrator.

**VII. C.A.F.E. Practices Approval & Status**

**A. Approval Status and Validity**

After an In-Harvest verification is complete and compliance with C.A.F.E. Practices is confirmed by a C.A.F.E. Practices administrator, applicants will be granted an approval status and validity depending on type of supply chain and score achieved\* (**Table 2**).

**Scores and Corresponding Status & Validity\* – Table 2**

Verification Scores	Status	Validity	Strategic Premium Eligible
<b>SMALL &amp; MEDIUM FARMS</b>			
85%+	Strategic	2 years	YES
Below 85%	Verified	2 years	NO
<b>LARGE FARMS</b>			
85%+	Strategic	1 year	YES
Below 85%	Verified	1 year	NO
<b>STAND ALONE MILLS &amp; WAREHOUSES</b>			
N/A	Verified	2 years	N/A

*\*Status and validity may be impacted in cases of ZTNC's as outlined in section VI.*

**VIII. C.A.F.E. Practices Shipments**

The C.A.F.E. Practices verification process, including reporting and approval, must be completed prior to intended shipping period.

**A. Approved Shipping Period**

For coffee to be approved as C.A.F.E. Practices, it must be shipped during a supply chain's approved validity period and from an approved crop year.

**B. Volume Tracking**

Coffee harvested during the same crop year as the C.A.F.E. Practices verification, and the crop year immediately following, will be eligible to ship as C.A.F.E. Practices within

the period of validity of a given supply chain, and will be tracked by crop year. Coffee shipped from a given crop year that exceeds the total approved volume for the supply chain will not be eligible as C.A.F.E. Practices.

Note: As volume is tracked based on crop year, any volume shipped and reported for a given crop year for a supply chain will be calculated against the entities included in that supply chain for the duration of the crop year, even if the entities are granted new validity under a different supply chain ID or renewed validity period.

#### **C. C.A.F.E. Practices Shipment Report**

Any coffee contracted as C.A.F.E. Practices must be recorded in the C.A.F.E. Practices online shipping platform within 15 days of the B/L shipped-on board date. Until such information is accurately recorded, shipments will not be approved as C.A.F.E. Practices. In the event of a missing or incorrect C.A.F.E. Practices Shipment Report, coffee shipped will not qualify as C.A.F.E. Practices and therefore may be in breach of contract.

For more information on how to record C.A.F.E. Practices volumes, please contact the C.A.F.E. Practices sustainability department at [cafeprac@starbucks.com](mailto:cafeprac@starbucks.com).

### **IX. Continuous Improvement Check-ins**

As C.A.F.E. Practices seeks to promote sustainable coffee production and milling throughout the supply chain, and improve the social and environmental conditions, participants are expected to commit to continuous improvement.

#### **A. Unannounced Audits**

Unannounced Audits happen on semi-random sampled supply chains with current validity and are separate from verification activities conducted by third-party verification organizations; nevertheless, both field visits aim to maintain validity of the supply chain in C.A.F.E. Practices.

- 1. Scope:** The scope of these visits will be smaller than a full verification or re-verification and focus on a certain area of the Scorecard only. The scope will define the exact activities of the audit and will be communicated at latest during the opening meeting of the visit. The visit will mainly focus on field observation, therefore only a representative of the entity needs to be available to provide access to the areas and workers as defined by the auditor in the opening meeting. Supplier representatives and farm management are welcome to attend parts or the entire field visit, but their attendance is not a requirement (please see the *Roles and Responsibilities of Observers* reference document for more information). Should documentation need to be available for review during the visit, this will be communicated in advance of the visit.
- 2. Notice & Duration:** The date of the visit will be communicated between 24-48 hours in advance depending on the size and location of the supply chain, and it will not last longer than half a day per entity and up to three days per supply chain, depending on its size and complexity. The visit will be communicated to the main person of contact in the respective application and any other, as far as they are listed. It is therefore their responsibility to inform other supply chain representatives, like main contacts at PSOs in the case of smallholder networks or individual farm managers and owners

in the case of large estates of the upcoming visit and facilitate a successful completion of the visit. It is of utmost importance that safe access to the entities of the supply chain is granted to the auditor, including on-site premises, documentation, and workers available for interviews.

3. **Outcomes:** The C.A.F.E. Practices administrative team reserves the right to suspend a supply chain from the C.A.F.E. Practices program either temporarily or permanently depending on the findings of the unannounced audit. Repeated attempts to avoid the field visit may result in suspension from the C.A.F.E. Practices program.

Please note that the verification report, application, and the performance of a supply chain may be subject to further audits.

## X. **Reference Documents**

It is the responsibility of an applicant to review all relevant documentation to the C.A.F.E. Practices program to understand and successfully implement the program in advance of a verification.

The below list of reference documents does not represent a comprehensive list and additional supporting documents are available at the following URL: <https://www.scsglobalservices.com/services/starbucks-cafe-practices>

- **C.A.F.E. Practices Commitment Letter for Producer**
- **C.A.F.E. Practices Verifier and Inspector Operations Manual**
- **C.A.F.E. Practices Smallholder Scorecard:** Smallholder farms and corresponding mills will be evaluated against the Smallholder Scorecard if milling operations are done on-site.
- **C.A.F.E. Practices Generic Scorecard:** Stand-alone or independent wet and / or dry mills will be evaluated against the Generic Scorecard. Medium and large farms, including corresponding wet and dry mills, will be evaluated against the Generic Scorecard.
- **C.A.F.E. Practices Zero Tolerance Corrective Action Plan (ZT-CAP) Procedure Manual**
- **Roles and Responsibilities of Observers**

A C.A.F.E. Practices status neither implies nor guarantees that coffee will be purchased by Starbucks Coffee Trading Company (SCTC), or other companies approved to purchase and market C.A.F.E. Practices verified coffee.

For any clarifications, assistance, feedback, or questions please contact the C.A.F.E. Practices sustainability department at [CAFEPprac@starbucks.com](mailto:CAFEPprac@starbucks.com).