TERMS OF USE

This survey platform and the <u>www.starbucksinsights.com</u> website (the "**Website**") are operated by Starbucks Corporation or its subsidiaries or affiliates ("Starbucks") or third parties on Starbucks' behalf. By responding to a partner survey ("**Partner Survey**") or by using the Website, you agree to be bound by the following terms & conditions (the "**Terms**"), which may be changed from time to time by Starbucks:

VOLUNTARY PARTICIPATION

Participation in Partner Surveys is completely optional and voluntary, and there will be no effect if partners choose not to participate. Participation in Partner Surveys is not considered work time, and partners will not be compensated for time spent on Partner Survey activities.

PARTNER SURVEY REQUIREMENTS

The Partner Surveys are only available to employees of Starbucks residing in the United States and Canada and who are 16 years of age or older. This site is not targeted towards, nor intended for use by, anyone under the age of 16.

OWNERSHIP

Unless otherwise noted, all information, data or other materials in a Partner Survey or on the Website are protected by copyright, trade dress, trademarks and/ or other intellectual property rights owned by Starbucks or third party licensors and may not be reproduced, modified or reused except with the permission of the applicable rights owner.

Any responses, comments, feedback, suggestions, ideas, or other material you submit in response to a Partner Surveys or the Website becomes our property ("Feedback"). Such Feedback, whether submitted via the Website or provided to Starbucks by email or otherwise, is entirely voluntary. Starbucks shall own exclusive rights, including all intellectual property rights, and shall be entitled to the unrestricted use of the Feedback for any purpose, commercial or otherwise, without acknowledgment or compensation to you. You are responsible for ensuring that any Feedback or other material you provide to the Website or via a Partner Survey, including but not limited to text, photographs and sound, does not violate the copyright, trademark, trade secret or any other personal or proprietary rights of any third party and/or is posted with the permission of the owner(s) of such rights.

From time to time, we may provide you with information that is not known to the general public. Such information will be considered confidential and you will be asked not to share or use the information in any way other than as set out for Partner Survey purposes.

PRIVACY

Please read the Privacy Statement carefully to understand how Starbucks collects, uses and discloses personally identifiable information from its partners.

ACCEPTABLE USE

All uses of the Partner Surveys and Website must be consistent with Starbucks' business purposes, and must support the goals, Our Starbucks Mission and guiding principles of Starbucks in a manner that is consistent with applicable Starbucks policies and standards, including, without limitation, the <u>Acceptable Use</u> <u>Standard</u> and <u>Social Media Standard</u>. The Website and the Partner Surveys may not be used (a) to submit or display Feedback or other content that is harassing, threatening or unlawful, or which infringes or misappropriates the copyright, trademark, privacy or other personal or proprietary right of a third party; (b) for purposes unrelated to Starbucks, including for commercial or personal financial gain.

RESPONSIBILITIES OF USERS

In addition to (and without limiting) any obligation imposed on users of Starbucks networks, assets or systems, each Website user or partner remains solely responsible for the contents of any Feedback or other materials, data, information or statement posted or submitted to via a Partner Survey or the Website, and any use of the

Website or a Partner Survey in derogation of these Terms and related Starbucks policies and standards, may result in disciplinary action up to and including termination of your employment.

CONTACT US

For all partner or Starbucks related questions, including general workplace concerns/inquiries, please contact the Partner Contact Center at (866) 504-7368.

©2016 Starbucks Coffee Company – For Internal Use Only

All information in this document is company confidential and is for internal use only. This information cannot be forwarded or distributed outside of the company or beyond its intended scope of distribution.

Last Updated: March 2016