



SCO

Operating Procedure

Process Owner: MQA Delegate, Coffee	Contractor/Visitor Good Manufacturing Practices (GMPs)	
Approved by: Liesbeth Geels		
Effective Date: Jan 26, 2015 Jan 26, 2015 Jan 9, 2013	Revision: E	Document ID Number: SSC.0083

PURPOSE

This is a food producing facility and all Contract/Visiting personnel must conduct themselves in a manner consistent with Good Manufacturing Practices. **Contractors will be liable for contamination caused by their employees. Any contractor observed to be in violation will be reported to the Contractor’s Supervisor. Any violation of these rules may result in immediate removal from the premises.**

The following requirements pertain to all Contractors/Visitors at our facility. Please read and sign below.

NOTE: The signature paper with the health questionnaire will be returned to the contractor and visitors.

All personnel are expected to have read, signed and understood these rules before being sent to the job site.

SCOPE

The scope of GMPs is for all contractors/visitors of the Starbucks facilities responsible for the manufacturing of specialty coffee, soluble and tea products. All contractors and visitors must comply with applicable GMPs at all times when on site at the plants.

RESPONSIBILITY

It is the responsibility of all contractors and visitors to follow all plant GMPs.

GLOSSARY

Product Zone: Area where raw materials are stored processed or packaged.

Product Area: Product contact area exposed to environment (open cooling tray, roll stock unwind, forming tubes, scales etc...).

Office area: Enclosed area that has little or no direct contact with Product Zone. Tasks are administrative in nature.

Restricted office area: Enclosed area in proximity to Product Zones that has transient or frequent contact with Product Area.

PROCEDURE

FOOD DEFENSE/SECURITY measures have been put in place to ensure the safety and security of our facility while, preventing the tampering of food ingredients/products.

In accordance with Food Defense/Security Policies, I agree to comply with the following policies:

- 1.0 Issued Badges must be worn at waist level and in full view at all times.



Process Owner: MQA Delegate, Coffee	Contractor/Visitor Good Manufacturing Practices (GMPs)	
Approved by: Liesbeth Geels		
Effective Date: Jan 26, 2015 Jan 26, 2015 Jan 9, 2013	Revision: E	Document ID Number: SSC.0083

- 2.0 When working in the facility, contractors are to enter and exit ONLY through the PARTNER ENTRANCE door and visitors through the VISITOR ENTRANCE. Contractors and visitors must be on the registration log when in the building and must follow protocol. The only exceptions are during an emergency and when directed by Starbucks management.
- 3.0 All personal belongings are subject to search by Starbucks management or security personnel. This includes, but is not limited to, bags, backpacks and tool boxes.
- 4.0 Cameras and other recording devices are not allowed in the plant. Cell phones with cameras should be turned off during your visit.
- 5.0 I understand that during my visit to this facility I may be exposed to information that is considered by Starbucks to be "Trade Secret/Confidential" in nature. I agree to read, sign and adhere to the Starbucks Confidentiality and Non-Disclosure Agreement.
- 6.0 No weapons of any kind (firearms, knives, or any implement that has the potential to cause injury) are allowed on Starbucks property. If certain tools that fall into this category are required for work on-site, they must be approved by a Starbucks management prior to arrival.
- 7.0 Overhead doors, dock doors, and personnel doors must be closed after each use in order to insure the security of the building.

GMPs (Good Manufacturing Practices)

In accordance with plant GMPs, I agree to comply with the following policies:

- 1.0 Contractors/Visitors should notify their point of contact of any illness, or health condition that could cause a safety or health concern. Contractors/Visitors with symptoms of illness such as fever, vomiting and diarrhea including intestinal parasite, Clostridium botulinum, Brucella, Campylobacter, Vibrio cholera, Cryptosporidium, Cyclospora, E. coli, Giardia, Hepatitis A, Listeria, Norovirus, Rotavirus, Salmonella, Shigella, Staphylococcus aureus, Trichinella, or Yersinia may be asked to leave the plant for food safety reasons.
- 2.0 Carrying personal medication in clothing pockets are prohibited, unless medically necessary for saving life
- 3.0 Contractors/Visitors are expected to take responsibility for good personal hygiene. Anyone with an open sore, boil, cut or infection of the exposed skin should check with their supervisor prior to beginning work to prevent product and/or machinery contamination. Cuts and burns must be properly covered. All open sores, boils on hands or arms must be covered with company-issued blue metal detectable bandage and a single-use glove (for hand wounds).
- 4.0 Contractors/Visitors are required to wash hands thoroughly with soap and water, and apply hand sanitizer after using the restroom and before entering manufacturing/distribution/production areas. This applies any time a Contractor is returning to their work area at beginning of shift, after breaks, smoking, lunches, and



Process Owner: MQA Delegate, Coffee	Contractor/Visitor Good Manufacturing Practices (GMPs)	
Approved by: Liesbeth Geels		
Effective Date: Jan 26, 2015 Jan 26, 2015 Jan 9, 2013	Revision: E	Document ID Number: SSC.0083

anytime his/her hands become soiled or contaminated. Wash and sanitize hands immediately after coughing or sneezing into them.

- 5.0 Cologne, perfume, heavily scented deodorant or scented body lotion (or other fragrances) are not permitted at anytime on the plant floor or warehouse. Strong fragrances, odors including the smell of smoke on clothes, are not tolerated due to the adverse effects on the quality of our coffee.
- 6.0 No smoking or chewing of tobacco products in the plant or warehouse. Use of tobacco products, electronic cigarettes or any other smoking prevention device is only allowed in the designated outside smoking area of plant if applicable. Anyone using chewing tobacco must provide and use a container to dispose of waste. Remember to wash and sanitize hands before returning to work area.
- 7.0 Eating, drinking, gum chewing, cough drops and mints are only permitted in the lunchroom, office areas and **non**-GMP zones. Water is the only consumable permitted on the plant floors in designated areas. Water fountains and company supplied water coolers are allowed in designated areas of the plant. These will be kept clean by the department and used with disposable cups (trash cans provided).
- 8.0 Loose items must not be carried or worn above the waist, (pens, badges, ties, etc.). Loose jackets or shirts are not permitted to be tied around the waist. Contractors/Visitors wearing garments with buttons above the waist shall wear company-issued protective clothing.
- 9.0 Starbucks issued hairnets are required to be worn in all plant, warehouse and Green Bean warehouse areas and must completely cover the hair/head. All barrettes, hair clips, bandannas, and hair bands are not permitted to be worn. Hair restraints for ponytails are permitted. All hair shall be contained within hairnets, including bangs and ponytails. Hats or head coverings are permitted where all of the following requirements are maintained: the hat/head covering can be fully covered by a hairnet; it does not have a brim; it is kept in clean and sanitary condition; it is not made of shedding materials (e.g. wool); it does not have adornments (fringe, balls, decorative embellishments, etc.).
- 10.0 A beard/mustache will be considered more than a day's growth. Beard nets are to cover upper lip and under chin. Sideburns shall be neatly trimmed and shall not extend below the ears; otherwise a beard net is required.
- 11.0 Contractors must wear neat and clean attire to work. Outer garments must not be loose, torn or fraying, made of shedding fibers, or have ornamental objects that may present a foreign material risk (such as beads and rhinestones). Clothing with ornamental decorations (beads, rhinestones) or suggestive/offensive language or symbols are not permitted. Mid-riff, cut-off, mesh, or sleeveless shirts that expose arm pits and bare skin of the upper torso are not allowed.



Process Owner: MQA Delegate, Coffee	Contractor/Visitor Good Manufacturing Practices (GMPs)	
Approved by: Liesbeth Geels		
Effective Date: Jan 26, 2015 Jan 26, 2015 Jan 9, 2013	Revision: E	Document ID Number: SSC.0083

- 12.0 All jewelry including earrings, necklaces, ornamental rings, watches etc., are not permitted to be worn in manufacturing or warehouse areas. Exposed body piercings are considered jewelry and are not permitted on the plant floor. This includes tongue rings.

Single bands (rings) without stones and standard medical alert bracelet or necklace are permitted.
- 13.0 False eyelashes are not allowed in the plant or warehouse. Excessive makeup is not permitted. Fingernail polish, false fingernails or other foreign material risks are not permitted in manufacturing or warehouse areas. Fingernails shall be kept short and clean. Contractors/Visitors wearing false nails or nail polish who will enter manufacturing or warehouse areas will be required to wear gloves at all times when on production floor.
- 14.0 No glass or ceramics are permitted in plant with the exception of the lab, lunchroom, and offices.
- 15.0 Contractors must wear safety shoes or boots with heels no greater than one inch. Visitors shall be provided with protective steel-toe shoe covers. Unsafe shoes, with an open heel or toe, are not permitted.
- 16.0 Contractors must follow Starbucks Red Tag Procedures.
- 17.0 Starbucks must approve all building or construction materials; this includes any chemicals (e.g. oils, paints, and cleaning agents) that contractors may use.
- 18.0 Material Safety Data Sheet (MSDS) and technical data sheets shall be provided to the Quality Assurance department for any chemical being used in the facility.
- 19.0 Contractors are required to use parts buckets or bags to contain any loose parts, fasteners, or tools.
- 20.0 Any chemicals being used by contractors must be kept in a secure area following departure from the Roasting Plant or Green Bean Warehouse each day while contracted work is in progress.
- 21.0 Contractors shall remove **all** chemicals that they use from the Roasting Plant and/or Green Bean Warehouse following completion of any work.
- 22.0 Contractors are required to inspect and clean their work area at the end of each work day.
- 23.0 Starbucks must also approve disposal of contractor waste.



SCO

Operating Procedure

Process Owner: MQA Delegate, Coffee	Contractor/Visitor Good Manufacturing Practices (GMPs)	
Approved by: Liesbeth Geels		
Effective Date: Jan 26, 2015 Jan 9, 2013	Revision: E	Document ID Number: SSC.0083

Contractors/Visitors:

I have read and understand the above policies:

Signature

Print Name

Date

(Starbucks has the right to amend these GMPs as needed.)

Starbucks Security Partner/Starbucks Partner:

Terms and Conditions for admission into food handling and food storage areas have been reviewed and signed questionnaire will be returned to the Contractor/Visitor, or shredded, upon departure.

Signature

Print Name

Date



SCO

Operating Procedure

Process Owner: MQA Delegate, Coffee	Contractor/Visitor Good Manufacturing Practices (GMPs)	
Approved by: Liesbeth Geels		
Effective Date: Jan 26, 2015 Jan 9, 2013	Revision: E	Document ID Number: SSC.0083

Contractors/Visitors:

I agree to the following terms and conditions for admission into food handling and food storage areas:

1. I will comply with the company – issued GMP’s, which have been provided to me _____ (initial)
2. I will not bring any recording devices, including cameras, into food handling or food storage areas _____ (initial)
3. To the best of my knowledge, I am not/have not suffered from any of the following food –borne pathogens in the prior 3 weeks: intestinal parasite, Clostridium botulinum, Brucella, Campylobacter, Vibrio cholera, Cryptosporidium, Cyclospora, E. coli, Giardia, Hepatitis A, Listeria, Norovirus, Rotavirus, Salmonella, Shigella, Staphylococcus aureus, Trichinella, or Yersinia _____ (initial)

Note: If you are unable to affirm that you have not suffered from any of the above listed pathogens within the past 3 weeks this form will be returned to you and you will not be permitted to enter food handling and storage areas until the 3 week period has expired *or* you provide medical certification that the condition has been fully resolved and that you pose no risk of transmission of the pathogen. Starbucks will not retain any documentation containing personal medical information.

Signature

Print Name

Date