IN-HOUSE PRO BONO IN PRACTICE PROFILE: STARBUCKS CORPORATION
February 2015

In 2003, the Starbucks Law & Corporate Affairs department (L&CA) formalized its pro bono program and adopted a pro bono policy. The program has had extensive support from L&CA leadership, starting with then-Executive Vice President and General Counsel Paula Boggs, who signed the **Corporate Pro Bono Challenge®** statement in 2006, and continuing under current Executive Vice President, General Counsel and Secretary Lucy Helm, who previously led the L&CA's pro bono efforts. The entire legal staff is encouraged to join in the department's pro bono endeavors and to engage in pro bono projects, whether sponsored by L&CA or of their own finding. Commenting on the role of pro bono at Starbucks, Helm said the following:

> "Pro bono is who we are as a company and as a department. Starbucks core value of service to the communities in which we do business is shown through our outreach and our many community service projects, and pro bono is also how we in the Legal Department show up and share our unique skills and expertise in order to provide equal justice for those who could otherwise not afford legal services."

General Program Information	
Offices with Legal Staff	HQ: Seattle, Washington; 4 other offices in the U.S.: Atlanta; Coral Gables, Fla.; Fountain Valley, Calif.; and New York; as well as offices in Canada, China, France, Germany, the Netherlands, and the U.K.
Size of Legal Depart.	72 lawyers and 114 non-lawyers
Pro Bono Leadership Structure	L&CA's pro bono efforts are overseen, coordinated, and administered by the Starbucks Pro Bono Committee, which is comprised of both attorneys and non-attorneys. The committee serves many functions. In addition to general pro bono program oversight, the committee is responsible for implementing the department's pro bono policy, ensuring that malpractice insurance is provided, identifying pro bono partners, selecting and providing department-wide pro bono projects, providing training opportunities for attorneys and legal staff wishing to participate in pro bono activities and publicizing available pro bono opportunities in the community.
Pro Bono Policy	Starbucks L&CA is charged to "serve as a role model in diversity and community service." The Pro Bono Policy sets forth guidelines for members of L&CA's pro bono work, which includes: • encouragement to all members of L&CA to participate in pro bono, either through projects sponsored by the department or activities selected on an individual basis;

	• a process for seeking approval for performing pro bono services during work hours through the Pro Bono Project Participation Request Form; • a process for undertaking a pro bono matter not sponsored by the L&CA, involving the opening of an eCounsel matter and an engagement letter signed by the Chair or Executive Sponsor of the Pro Bono Committee, the volunteer attorney, and the client; • guidance regarding conflicts; and • permission to use office equipment, supplies, and resources when providing pro bono legal services (consistent with policies).
Mandatory Pro Bono	Pro bono service is not mandated, but L&CA encourages participation.
Communications	The Starbucks Pro Bono Committee organizes lunch-and-learns, circulates informational emails, publishes monthly newsletter articles, hosts guest speakers, and makes staff meeting announcements to introduce L&CA members to different pro bono opportunities.
Recognitions/Awards	Volunteer attorneys and non-attorney staff members are recognized for their pro bono work during department meetings and in the L&CA's newsletter.
Tracking Pro Bono	Starbucks does not formally track pro bono participation.
Partnerships	Starbucks has worked with several legal services organizations and law firms on a variety of pro bono projects, including Columbia Legal Services, Baker & McKenzie, K&L Gates, and Perkins Coie.
Professional Liability	L&CA often partners with legal services organizations that provide malpractice insurance to volunteer attorneys. When this is not the case, attorneys are covered under Starbucks Lawyers Professional Liability Insurance.
Non-Lawyer Involvement	All attorneys, paralegals and administrative support staff are encouraged to participate in pro bono opportunities.
Key Pro Bono Projects	
Homeless Youth Handbook	Beginning in 2012, Starbucks partnered with Seattle-based Columbia Legal Services and Baker & McKenzie to create a unique handbook for homeless youth and their advocates in Washington to address the myriad of questions and issues facing homeless youth and to inform these youth and their advocates of their rights. The handbook is available in print form and each page contains a QR code for online access. While focused on the law in the state of Washington, the handbook contains general information of importance to all youth, parents, school counselors, social service agencies, and others who come into contact with these issues. As a result of the success of the

	Washington edition, the handbook has been duplicated in Illinois and Minnesota.
Voters Rights Restoration Project	Several years ago, L&CA partnered with the American Civil Liberties Union (ACLU) of Washington to support its Voters Rights Restoration Project. Until passage of a new law effective in 2010, Washington citizens who had served the term of their felony conviction did not have their voting rights automatically reinstated. The ACLU of Washington had a backlog of cases of citizens seeking to restore their voting rights. After receiving training from the ACLU, Starbucks volunteers advocated on behalf of former felons to have their voting rights restored.
Yakima Voting Rights Project	In 2012 the ACLU filed suit in the Washington Eastern District Court to change Yakima County, Washington's electoral system because it interfered with the Fifteenth Amendment's guarantee that no citizen's vote shall be denied or abridged on account of race or color. Perkins Coie provided pro bono representation and challenged Yakima's system under the Voting Rights Act of 1965 that prohibits local governments from utilizing voting practices that violate the Fifteenth Amendment. No Latino candidate has ever been elected to public office in Yakima despite a Latino population of 33%. L&CA partnered with Perkins Coie in reviewing thousands of pages of documents and watching hours of city council video to provide evidence of the allegations. In August 2014, the Court found that the evidence submitted showed systemic discrimination against Latinos in Yakima County in violation of the Voting Rights Act of 1965 and granted the ACLU's motion for summary judgment. Yakima's elections are enjoined until the County redistricts in a way that does not unreasonably erode the Latino vote.
Innocence Project Northwest – Freedom Friday	In 2015, L&CA will host an Innocence Project Northwest (IPNW) Freedom Friday event. IPNW, founded in 1997, is dedicated to exonerating wrongfully convicted individuals and reforming the criminal justice system to prevent future injustices. The IPNW represents indigent people in Washington who are serving long prison terms, who claim their innocence, and who no longer have a right to court-appointed counsel. At Freedom Friday events, Starbucks attorneys and paralegals provide pro bono hours reviewing pending applications and case-related materials, helping IPNW tackle the overwhelming number of requests for assistance received.

Clinics	• **Re-Entry Clinic.** In 2014, L&CA staffed the Re-Entry Clinic on a monthly basis. The clinic is a joint project of Columbia Legal Services, FareStart, and the Seattle Jobs Initiative and provides free legal services to low-income men and women who are facing barriers to housing and employment due to prior criminal records and legal financial obligations. The clinic focuses on legal issues related to legal financial obligations (fees, fines, and restitution) and access to employment and housing. • **Washington First Responder Will Clinic**. In September 2014, Starbucks hosted its 8th annual Washington First Responder Will Clinic in conjunction with the Young Lawyers Division of the Washington State Bar Association. Starbucks has hosted the event each year on the Saturday closest to September 11th to commemorate the first responders who gave their lives on 9/11. Starbucks attorneys, paralegals, and staff devote the day to assisting Seattle area police officers, firefighters, and other first responders to prepare and execute basic estate planning documents. Through these clinics, Starbucks volunteers have helped hundreds of first responders and their families obtain peace of mind. • **Access to Justice Commission and the Seattle University School of Law Clinics**. The Access to Justice Commission and the Seattle University School of Law host a variety of legal clinics. These clinics were created in an effort to provide pro bono opportunities that speak to the time constraints typical of in-house attorneys, and allow the company's lawyers to utilize their transactional skills. Past clients include small business owners, consumers dealing with debt and identity theft, and the unemployed. • **Neighborhood Legal Clinics.** A number of Starbucks attorneys and non-attorneys participate in local neighborhood clinics on a regular basis on a variety of subject matters.
Global Pro Bono	The Starbucks European legal team worked with the Public International Law and Policy Group (PILPG) and Baker & McKenzie on a project in the Republic of Uganda to research international best practices and draft a memorandum on the means different states use to ensure independent truth and reconciliation mechanisms.
Lessons Learned	
Support from the top is key.	Contributing to the success and longevity of the program, L&CA's leadership team, and in particular Starbucks general counsel, approve and support pro bono initiatives and employee participation.
Matching interests to needs keeps a program focused.	The Starbucks Pro Bono Committee regularly surveys the legal department to gauge pro bono interests in order to provide department-wide projects of general interest.

Technology can support and broaden collaboration within a department.	Through conference calls and other multi-media means, the Starbucks Pro Bono Committee is able to present opportunities that allow its local and field employees to collaborate on pro bono projects.
Recognition encourages involvement.	To support and sustain excitement surrounding pro bono, L&CA publicly recognizes during its monthly staff meetings those individuals who go above and beyond to provide pro bono services to the community.

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