



## Building a more open, equitable and inclusive company together

Every day at Starbucks, we set out to be a different kind of company, rooted in providing a third place that welcomes everyone. With Our Mission & Values at our core, we are committed to listening, learning, and taking meaningful action to foster a culture of inclusion and equity for all.

In January 2019, [we engaged former Attorney General Eric Holder](#) to conduct our first-ever [Civil Rights Assessment](#) to measure the strength of our commitments, policies, trainings and initiatives and deliver a set of recommendations to guide our work on inclusion, diversity and equity. Feedback from partners, senior leaders, community organizations and civic leaders across the country informed these recommendations.

[A year later, we invited Mr. Holder back to review our progress](#) against these recommendations. Here's a look at what we achieved, together, over the last year—our progress and our opportunities ahead.

### SUSTAINING THE THIRD PLACE

- Updated the “[Third Place Development Series](#),” featuring diverse speakers on topics ranging from mindful decision making to mental health
- Launched [To Be Welcoming](#), a publicly available 15-part curriculum developed with Arizona State University and 50 experts to promote a deeper understanding of implicit bias
- **Updated trainings** to address disruptive behaviors in stores
- [Leadership Experience 2019](#) brought 12,000 leaders together to redefine what it means to lead in the third place
- **1,500 Coffee with a Cop events** created a foundation on which to build greater trust and understanding

### FOSTERING AN INTERNAL CULTURE OF EQUITY AND INCLUSION

- Hired our first **Chief Inclusion and Diversity Officer**, Nzinga Shaw, to guide hiring, development, leadership, and compensation practices across the company
- Achieved **100% gender pay equity** in the U.S., Canada and China, and continue to expand the focus globally
- Expanded our [mental health and family expansion benefits](#)
- **Continued to exceed women and minority representation** levels in nearly every job role and set new representation goals—for the first time—across all roles, including, at minimum, a goal of 40% people of color and 55% women in all retail roles, and 50% women and 30% people of color for all enterprise roles, by 2025
- **Committed to rolling out an enhanced applicant tracking system** in 2020 to build more diverse teams and help internal talent advance and develop
- Distributed **\$2.4 million in CUP Fund grants** to U.S. partners in FY19
- **Revised our anti-discrimination and anti-harassment policies** to create more transparency and accountability for customers and partners

### COMMUNITY ENGAGEMENT

- **Met our goal to hire 25,000 veterans and military spouses** a year early, with a new plan to hire 5,000 every year
- **Opened 14 Community Stores** in underserved neighborhoods, [with a new goal of 100 in the next five years](#)
- **Expanded Starbucks® FoodShare to 6,000 stores**, partnering with Feeding America to provide meals to those in need
- **Invested more than \$10 million** in Starbucks Foundation grants in 2019, including \$1 million in Neighborhood Grants nominated by store managers
- **Financed community lenders to create more than 500 loans** to support small businesses and community development projects in Chicago’s underserved communities

### ADVOCATING FOR THE ISSUES YOU CARE ABOUT

- Joined 25 U.S. employers on [Equal Pay Day](#) to pledge to uphold a shared set of equal pay principles
- **Signed on to amicus briefs** to protect the LGBTQ community from discrimination and support DACA recipients
- **Served as a place of refuge and healing** for the community after the shootings in El Paso and Dayton
- Recognized as a **Best Place to Work for Disability Inclusion** by scoring 100 on the Disability Equality Index (DEI)

“From its CEO to the women and men who work in its cafés, Starbucks is committed to the idea that everyone should feel welcomed, respected, and safe in their stores.”

**ERIC HOLDER**  
FORMER U.S. ATTORNEY GENERAL

### LEARN MORE AND SHARE YOUR FEEDBACK

Visit [stories.starbucks.com/stories/equity-inclusion](https://stories.starbucks.com/stories/equity-inclusion) to read more about our progress. Join the conversation and share ideas on Workplace, Partner Hub or through Partner Perspectives.