



# TOP THINGS TO KNOW ABOUT STARBUCKS 2021 CIVIL RIGHTS ASSESSMENT

Since 2019, Starbucks has commissioned an objective assessment of our company’s commitment to civil rights. This assessment, conducted by Covington & Burling LLP under the leadership of former U.S. Attorney General Eric Holder, Jr., addresses our progress over time and provides recommendations for how we can better advance inclusion, diversity and equity on behalf of our partners, customers and communities. Here are the highlights from our 2021 report:



## OUR PARTNERS

### Progress

- Expanded internal programs and initiatives to foster and advance a culture of inclusion and equity, from hosting a series of courageous conversations to growing our partner networks
- Expanded workforce inclusion and diversity goals
- Added accountability measures by directly tying executive compensation to goals around building inclusive and diverse teams

### Opportunity

- Create a formal roadmap to expand our mentorship program
- Create continuing accountability around how we ensure equal access to advancement and promotion opportunities

## OUR STORES

### Progress

- Continued efforts to create a welcoming *third place* environment by incorporating inclusive design principles
- Updated the *third place* policy to emphasize the shared responsibility of maintaining a safe, welcoming and bias-free *third place*

### Opportunity

- Regularly assess policies and trainings to ensure:
  - Stores are welcoming and accessible
  - Starbucks is implementing the *third place* policy without bias

## OUR COMMUNITIES

### Progress

- Starbucks continued investments in BIPOC communities by helping provide access to capital to small businesses through the Community Resilience Fund
- The Starbucks Foundation continued investments in BIPOC communities by supporting nonprofit organizations through Neighborhood Grants
- Conducted law enforcement listening sessions with partners examining our stores’ role in promoting safe and equitable communities

### Opportunity

- Bolster goals for supplier diversity program and invest in aspects of the program to eliminate barriers for suppliers
- Continue to dedicate resources to small businesses in addition to the Community Resilience Fund

## OUR VOICE

### Progress

- Advocated for policies that advance equity and inclusion like COVID-19 relief, the Dream Act of 2021, and the Equality Act
- Shared *To Be Welcoming* anti-bias curriculum with other organizations
- Continued to work with civil rights advisors to sustain our dedication to leadership that promotes inclusion, diversity and equity

### Opportunity

- Continue to advocate for policies promoting civic engagement efforts for partners and customers
- In alignment with Starbucks Mission and Values, consider additional advocacy opportunities to support partners, civil rights and social justice issues

**READ THE FULL CIVIL RIGHTS ASSESSMENT**  
Visit [stories.starbucks.com/stories/civil-rights-assessments](https://stories.starbucks.com/stories/civil-rights-assessments)