We are Creating Our Future Together as Partners

WHERE WE’VE BEEN

Pay, Benefits & Recognition
Best benefits in retail, including physical, financial and mental health benefits
Investments since 2020, to get to $15/hour this summer
More than 180,000 hours of shifts swapped or offered up by partners on Shift Marketplace
Tuition-free college
Career progression
COVID benefits

Training, Technology & Equipment
New Cold Brewers and MerryChef ovens
New Mastrena 2s
Digital facilities tickets
Shift Marketplace
MyDaily enhancements
Revised Third Place Policy and de-escalation trainings
Labor Dashboard enhancements

To Be Heard, To Have a Voice
Daily Partner Pulse surveys and biannual Partner Experience Surveys to inform decision-making (120,000 store partners participated in the April 2022 survey)
30+ collaboration sessions in April 2022
Workplace for 10,000 ASM+

WHAT YOU’VE SHARED
through Collaboration Sessions, Partner Surveys, Open Forums, Workplace, Partner Hub and more

WHAT’S NEXT
May—August

Pay raises on Aug. 1: $15/hour or 3%, whichever is higher, if hired by May 2, 2022
For tenured hourly partners, at least a 5% raise for 2–5 years and at least a 7% for 5+ years
Base pay increase for SFM, ASM, SM hired on or before May 2, 2022
Coffee Master and Black Aprons returning for eligible partners, with opportunities to visit Hacienda Alsacia!
Exploring dress code updates related to tattoos, piercings, inclusive apron sizes and color palettes
Upcoming Partner Pulse survey to assess interest in minimum hours

Doubling the time for new Barista and SSV training with more practice time, de-escalation and coffee education, plus additional training time for existing partners
Immediately resolving all ‘non-critical’ repairs
Replacing in–store iPads with new models
Continuing MyDaily and Shift Marketplace enhancements

Launching a Partner App this August, designed with your input on tools and features
Extending collaboration sessions to support partners, roasting plants, retail leaders and to every store with dedicated time to connect next month — details to come!

TO BE A PARTNER MEANS
• You have the pay, benefits and stability you need, so you can focus on your aspirations.
• You have everything you need to have the best shift, every shift.
• You are recognized and celebrated for who you are.
• You are part of co-creating the future of Starbucks. You have a voice, you are heard, you can make a difference.

COMING SOON
September—December

Faster sick time accrual
Financial stability toolkit benefit — from support with creating savings plans to help with refinancing better student loan terms
Modernizing recognition programs, co-created with partners
Enhancing in–app tipping, and unlock credit card tipping in late 2022 so customers can further recognize our partners
Partner Blend Coffee, by partners, for partners
Exploring upskilling and career mobility programs to support partner career aspirations in an ever–changing economy

Manager alerts on Shift Marketplace
Cold Beverage Station labelers in more stores
New Barista 180 training program in December
More time for PDC conversations
Quarterly foundational training for all partners
Better accountability and training for repair technicians

Design pods that include store partners to address specific operational challenges or design new initiatives and programs
Testing digital platforms like Springboard so all partners can provide direct, real–time input and feedback

How will these changes be implemented? New pay and benefits changes will apply to stores where Starbucks has the right to unilaterally make these changes. Where Starbucks lacks the right to unilaterally make these changes (for example, stores where there is a union or union organizing) Starbucks will provide wage increases that were announced in October 2021 and will otherwise comply with all applicable legal requirements. Scan the QR code to learn more, or visit: one.starbucks.com/implementation–of–benefits.