



We are Creating Our Future Together as Partners

WHERE WE'VE BEEN

WHAT YOU'VE SHARED

through Collaboration Sessions, Partner Surveys, Open Forums, Workplace, Partner Hub and more

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**.

WHAT'S NEXT

May–August

COMING SOON

September–December

Pay, Benefits & Recognition



Best benefits in retail¹, 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

Faster pay investments

Consistent hours

Relevant benefits

Dress code updates

Bonus incentives

Bring back coffee education and recognition

Reimagined recognition programs

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

More training focused on people skills with practice time

Tech and equipment that works, all the time

Reimagined scheduling

Opportunities to deepen coffee knowledge and training

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+

More two-way conversations

Include partners in decision-making

More face time with leaders

Empowerment and ownership

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 and maintenance** requests

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!

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.

