



Creating Our Future Together as Partners

PARTNER INVESTMENTS: 9-MONTH PROGRESS UPDATE

As previously shared, based on collaborations sessions last spring and your ongoing feedback we are making investments where we are able to improve your partner and store experience and will continue to share updates along the way. Here's a look at the progress we have made since May.



- ☑ **Raised minimum starting rate for all U.S. hourly partners moved to \$15 or more.**
- ☑ **Thousands of eligible partners started the Coffee Master program**, and more than 5,500 completed the program.
- ☑ **Credit/debit card tipping went live across the U.S.** allowing customers to recognize partners.
- ☑ **Launched Lyra Learn** to provide on demand mental health courses to support our partners.
- ☑ **Launched new financial well-being benefits** to help with financial education, student loan repayment and to help you start and grow savings.
- ☑ **Implemented faster paid sick time accrual.**
- ☑ **Updated our Family Expansion Reimbursement Program**, including increasing the lifetime maximum.
- ☑ **Updated Dress Code** for more flexibility with color palettes for tops and allowing crewneck sweatshirts, jeggings and white shoes.
- ☑ **Launched Everyday Uplift!**, our new recognition platform.
- ☑ **Launched Modified Print Order printing modifiers** in the sequence they will be added to the drink.
- ☑ **Introduced top-requested MyDaily and Shift Marketplace enhancements** including the ability for partners to borrow into neighboring stores.

- ☑ **Launched Item Availability enhancements** in June so you only have to mark items unavailable once for both POS and MO&P!
- ☑ **Updated inventory tracking tools** with new Customer List Editor and updated Inventory Count App.
- ☑ **Doubled training hours for new Barista and SSVs** with more practice time, de-escalation and coffee education.
- ☑ **Introduced New Barista 180 training program** in December.
- ☑ **Added more time for hourly PDCs.**
- ☑ **Added quarterly foundational training for all partners** including upcoming sessions during the Spring promo.
- ☑ **Created opportunity to connect, develop and focus on your craft** including Barista Craft Sessions and leadership sessions led by DMs.
- ☑ **Co-created our new Green Apron Blend** with submissions from 24,000 partners.
- ☑ **Dedicated paid time to participate in the twice-yearly Partner Experience Survey.**
- ☑ **Tested the Partner App in five districts.**

- ☐ **800 Coffee Masters selected to go to the Starbucks coffee farm in Costa Rica this spring!**
- ☐ **More inclusive apron sizes ready this spring.**
- ☐ **Portable Cold Foamers starting in 400 stores.**
- ☐ **Clover Vertica™ in 3800 stores by October.**
- ☐ **Cold Beverage Station labelers continue to be deployed in more stores throughout the spring.**
- ☐ **Enhancing in-app tipping by end of February.**
- ☐ **Building an even more dynamic staffing model so we always have the right partners, doing the right work, in the right day parts, store by store.**
- ☐ **De-escalation scenario-based training for SSVs, starting with a pilot in 600+ locations.**
- ☐ **SM-led SSV and Barista co-creation sessions coming this year.**
- ☐ **Starbucks Green Apron Blend coming in May.**
- ☐ **Next Retail Partner Experience Survey in April.**
- ☐ **Partner App U.S. expansion starts this summer.**
- ☐ **More opportunities to co-create with Springboard on kindness and drive thru experience coming soon!**

* New pay and benefits changes will apply to stores where Starbucks has the right to unilaterally make these changes. At stores where workers have union representation, federal law requires good faith collective bargaining over wages, benefits and working conditions which prohibits Starbucks from making or announcing unilateral changes. At stores involved in union organizing (for example, where election petitions have been filed), Starbucks cannot lawfully announce new wages, benefits and changes because these might positively or negatively affect employee choices about unions. For these reasons, Starbucks cannot determine or predict whether any of the afore-mentioned benefits will be implemented at stores that have union representation or are involved in union organizing. Where Starbucks is required to engage in collective bargaining, Starbucks will always negotiate in good faith. Learn more at one.starbucks.com.

