



Improving Your Partner and Store Experience: Q2 Updates

We continue to be focused and take action based directly on your feedback – and will share regular updates as we go. Here’s a look at just some of our recent progress and a preview of what’s ahead. Previous updates can be found [here](#).



Provide tools and resources to make your job easier

Q2 PROGRESS

- ✓ The first Clover Vertica brewers arrived in Minnesota, Iowa, Wisconsin, Boston and the Northeast.
- ✓ Portable Cold Foamers officially launched in 400+ stores.
- ✓ 200+ ideas submitted for Drive Thru Springboard challenge followed by voting in April.
- ✓ Cold Beverage Station labelers now in all stores.

WHAT'S AHEAD IN Q3/Q4

- Simplified hiring experience reducing SM hiring time and tasks launching in 1,000 stores this June.
- Portable Cold Foamers in all stores by end of June.
- Clover Vertica to launch in select stores in Seattle, Chicago, SoCal, NY Metro, Ohio, San Francisco, DC, Baltimore and Mid-Atlantic.
- Nugget ice will be installed in 1,700 high-volume cold beverage stores by fall.
- New dashboards will give access to waste data at store, district and regional levels.

Build schedules that meet partner and business needs

Q2 PROGRESS

- ✓ Correcting and refining system errors and making adjustments based on task simplification. This makes sure stores are staffed and partners are scheduled appropriately throughout the day.

WHAT'S AHEAD IN Q3/Q4

- Continuing to evolve the staffing and scheduling model to be more dynamic and customized.
- Updates in Starbucks Partner Hours to capture hourly partner’s preferred average hours per week.

Reduce outages and downtime

Q2 PROGRESS

- ✓ Inventory Count Application and Custom List Editor is now on all iPads with enhancements coming later this month.
- ✓ Breakfast sandwich shelf-life increased to three days, improving product availability and reducing waste.
- ✓ Flexible Pull-to-Thaw now in all stores.

WHAT'S AHEAD IN Q3/Q4

- Clean Safe and Ready will be simplified with reduced station cards and new digital tools.
- Auto Receive Time will be adjusted to better reflect real-time delivery and reduce manual adjustments to late deliveries.
- Reporting logistics and delivery service issues will transition to a new system, preparing for future integration with MyDaily.



Transform training to build skills for all partners

Q2 PROGRESS

- ✓ First course of new *One Cup at a Time* series launched on Starbucks Coffee Academy.
- ✓ Updated Shift Supervisor and Barista Approaches launched with more than 20,000 new partners completing enhanced training.

WHAT'S AHEAD IN Q3/Q4

- Building on the All Store Partner Session with a store leader session from 5/22-6/30.
- Introducing Steps to Excellence: Team Building in Summer 2.
- Store Manager Training (SMT) 30 will be updated this fall.

Uplift and nurture human connection

Q2 PROGRESS

- ✓ MOP tipping enhancements now live, including the ability for customers to add a tip *prior* to checking out.
- ✓ 1,000+ partners participated in the Kindness Springboard challenge to help co-create the next Week of Kindness.

WHAT'S AHEAD IN Q3/Q4

- All Store Partner Sessions from 4/24 - 5/8 to intentionally connect with each other, our customers and communities, and our coffee heritage.
- Partner App U.S. launch in Summer 2023.

Continue industry-leading benefits and total pay

Q2 PROGRESS

- ✓ 800 Coffee Masters visited Starbucks Coffee Farm in Costa Rica this spring as part of Origin Experience.

WHAT'S AHEAD IN Q3/Q4

- Starbucks Green Apron Blend launches this month with \$5 for every bag purchased going to the CUP Fund.
- Two new inclusive apron sizes available later this spring.

New pay and benefits changes will apply to stores where Starbucks has the right to unilaterally make these changes. At stores where partners 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 aforementioned 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.

