



# Improving Your Partner and Store Experience: Q3 Updates

We continue to be focused, take action 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

### Q3 PROGRESS

- ✓ Portable Cold Foamers in all stores and available for order.
- ✓ Clover Vertica™ in 600 stores.
- ✓ Nugget ice continues rollout to 1,700 high volume cold beverage stores.
- ✓ My Daily audience groups and pinned messages.
- ✓ Customer pickup channel on MOP labels.
- ✓ Testing simplified hiring experience to reduce SM hiring time in 1,000 stores.
- ✓ Rolled out ability to customize auto-lock settings on iPads.

### WHAT'S AHEAD IN Q4/Q1

- Clover Vertica™ rollout continues in additional markets.
- More accurate MOP wait times for customers! 😊
- Improved food and beverage labels.
- \$100 delivery order limit.



## Build schedules that meet partner and business needs

### Q3 PROGRESS

- ✓ Starbucks Partner Hours updated to capture partners' average weekly preferred hours as we work to enhance consistency and stability for partner schedules.
- ✓ Forecasts now account for fixed tasks across dayparts instead of an 11 a.m. spike.
- ✓ New technology that generates our forecasts launched which will support future updates to our staffing model.

### WHAT'S AHEAD IN Q4/Q1

- Continue to support partners' preferred hours as schedules for Fall and Holiday are built.



## Reduce outages and downtime

### Q3 PROGRESS

- ✓ Store Health Pyramid piloted in two regions, providing store leaders with one clear view of key metrics.
- ✓ IMS Suggested Order page optimized for iPad usage.

### WHAT'S AHEAD IN Q4/Q1

- Testing Clean Safe and Ready simplification with reduced station cards and new digital tools.
- Preparing to transition reporting logistics and delivery service issues to a new system, supporting future integration with My Daily.
- Store Health Pyramid to be introduced broadly in August.



## Transform training to build skills for all partners

### Q3 PROGRESS

- ✓ All store leader sessions completed.
- ✓ Barista trainer program refreshed.
- ✓ Introduced SM *Steps to Excellence – Team Building* and DM *Steps to Excellence – Staffing & Scheduling*.
- ✓ Channel Operations & Deployment introduced with new *Steps to Excellence – Drive Thru and Steps to Excellence – Mobile Order & Pay*.

### WHAT'S AHEAD IN Q4/Q1

- New printed Retail Approach Guide coming to stores in August.
- Store Manager Training (SMT) 30 will be updated this Holiday.
- Store manager trainer training to be uplifted.
- Steps to Excellence – Store Safety* to be introduced.



## Continue industry-leading benefits and total pay

### Q3 PROGRESS

- ✓ Starbucks Green Apron Blend launched with \$5 for every bag purchased going to the CUP Fund.
- ✓ Inclusive apron sizes now available for both green and black aprons.

### WHAT'S AHEAD IN Q4/Q1

- Origin Experience 2024 kicks off in November for more than 800 eligible partners.
- Benefits Open Enrollment: 7/31–8/18.



## Uplift and nurture human connection

### Q3 PROGRESS

- ✓ All store partner sessions completed. Thank you for your engagement!
- ✓ Starbucks Partner App launched in Beta to select stores in the U.S.
- ✓ Unveiled our new Mission and Promises. ❤️

### WHAT'S AHEAD IN Q4/Q1

- Additional features and content added to the Starbucks Partner App.
- Fall Partner Experience Survey: 10/2–10/15.

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](https://one.starbucks.com).

