



Improving Your Partner and Store Experience: Q4 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

Q4 PROGRESS

- ✓ My Daily Digital Store Walk Card launched
- ✓ Delivery order limit of \$100 is live!
- ✓ More accurate MOP wait times for customers, including Live Status Updates on Apple iOS devices
- ✓ Nugget ice continues roll out to 1,700 high volume cold beverage stores
- ✓ Tested simplified hiring experience in 1,000 stores – thank you for your feedback!

WHAT'S AHEAD IN Q1/Q2

- Clover Vertica™ rollout continues
- Improved food and beverage labels
- Updating Retail Interview Guides
- New Waste Dashboard to centralize all key waste metrics in one place
- Partner Hub Updates, making it easier to find what you're looking for
- Updates to Planning with Intent to improve your experience 🧐



Build schedules that meet partner and business needs

Q4 PROGRESS

- ✓ Continuing to support meeting partners' preferred hours
- ✓ Scheduled vs Preferred Metric added to the SPA Tool

WHAT'S AHEAD IN Q1/Q2

- Capturing partners' preferred range of hours, and refreshing as needed
- Range added to SPA Tool
- Continue to support partners' preferred hours as schedules are built



Reduce outages and downtime

Q4 PROGRESS

- ✓ Ability to edit & resume added to the Store iPad Inventory Count App
- ✓ Store Health Pyramid launch complete

WHAT'S AHEAD IN Q1/Q2

- Inventory Outages visible in My Daily calendar
- 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



Uplift and nurture human connection

Q4 PROGRESS

- ✓ Starbucks Partner App launched to all eligible stores
- ✓ Created, together, a new set of Values to support our new Mission and Promises ❤️
- ✓ Celebrated our first inaugural Global Coffee Week

WHAT'S AHEAD IN Q1/Q2

- Values Store Partner Sessions through November
- Additional features and content to be added to the Starbucks Partner App
- Fall Partner Experience Survey completed in October



Continue industry-leading benefits and total pay

Q4 PROGRESS

- ✓ Benefits Open Enrollment Completed

WHAT'S AHEAD IN Q1/Q2

- All eligible U.S. retail hourly partners will get at least a 3% increase with differentiated pay for eligible tenured partners^{1,2}
- First ever North America Barista Championships Coming in February¹
- Retail hourly partners accruing paid vacation time just 90 days after hire¹
- Build credit with new Siren Card³
- Exploring credential and certification programs to support your career development¹
- Origin Experience 2024 kicks off in November for more than 800 eligible partners
- FY22 Bean Stock Grants to vest in November—check your Fidelity account!



Transform training to build skills for all partners

Q4 PROGRESS

- ✓ New printed Retail Approach Guides
- ✓ *Steps to Excellence – Store Safety* introduced
- ✓ Introducing new *Steps to Excellence – Delivery & Café*
- ✓ Barista Trainer Training uplifted

WHAT'S AHEAD IN Q1/Q2

- Store Manager Training (SM 100) updated
- Store Manager Trainer Training to be uplifted

¹The Company recognizes changes to wages, benefits, and/or terms and conditions may not be unilaterally implemented for partners in stores with organizing under way and may be subject to collective bargaining in good faith for partners in stores with certified union representation

²SFMs are not eligible for the January raises because they received merit raises in October 2023.

³Terms and conditions apply. Learn more at cred.ai/faq.

