ONE JOB SHOULD BE ENOUGH:
INEQUALITY AT STARBUCKS
I thought my life was over before it began. When I was 15 years old, all I ever heard about being gay was that it was sinful, sick and illegal. For my generation growing up gay was terrifying—we were criminalized and considered to be ill. But instead of giving up, I moved to San Francisco and joined the movement for gay liberation in the 1970s. We acted up, we made quilts, we marched, we got arrested, we fought the government and pharmaceutical industry and we kept fighting.

It is tragic how history repeats itself. Trump’s administration is actively dismantling federal protections and resources for the LGBTQ community. However, LGBTQ workers are standing up and fighting back.

Over the past several months, I have spent time in Orlando with airport Starbucks workers from across the country who are employed by HMSHost. Their stories of suffering through offensive and transphobic comments from managers, misgendering, and refusal to use their names, are heartbreaking.

The LGBTQ community today is more aware than ever that our movement must be intersectional. That is why it is significant that this report deals not just with LGBTQ inclusion, but racial pay equity and immigrant rights. The vast majority of these workers are people of color, and some are also struggling with homelessness, hunger, unaffordable healthcare, and lack of access to education.

I am encouraged to see these workers coming forward with their stories, and the solidarity of these airport Starbucks workers is inspiring. LGBTQ workers and allies, workers of all races and different religions, immigrants, refugees, and people born here, are all organizing together to address these problems and improve their lives.

We have reached out to Starbucks about these issues. Unfortunately, Starbucks has not agreed to meet. Starbucks should know better, it should do better, and it should use whatever power it has to fix these problems at HMSHost’s Starbucks stores immediately.

Cleve Jones
Long-time labor and LGBTQ activist, mentored by Harvey Milk.
Jones is the co-founder of the San Francisco AIDS coalition, founder of the NAMES Project AIDS Memorial Quilt, and author of When We Rise: My Life in the Movement.
EXECUTIVE SUMMARY

In the past year and a half, Starbucks has emphasized its renewed commitment to equity, inclusion and diversity. This report shows, however, that at Starbucks stores operated by HMSHost at airports across the country, Starbucks' commitment to creating the “third place”—“public spaces where everyone feels like they belong,” is not being realized.¹

Starbucks workers at airports across the country are living in poverty—some workers have been homeless, others have slept at the airport, unable to afford food, or forced to work multiple jobs to make ends meet. This study reveals differences between the public statements and claims Starbucks has made about its efforts to address issues such as racial pay equity, LGBTQ inclusion, and access to higher education at Starbucks-operated stores, and the reality for thousands of Starbucks workers at airports across the country.

From September 2019 through February 2020, UNITE HERE conducted a survey of 309 out of an estimated 2,512 Starbucks workers employed by HMSHost at 29 airports in the United States, the largest independent survey of Starbucks baristas ever conducted to our knowledge.² This report is based on results of this survey, an analysis of employee data about over 2,000 workers at 142 Starbucks stores that HMSHost provided to UNITE HERE, public information about Starbucks’ corporate policies, and interviews with airport Starbucks workers.³

Key findings detailed in this report:

• In 2019, Starbucks claimed the median pay ratio for people of color working at its stores in the U.S. is 100 percent.⁴ However, across 142 Starbucks locations operated by HMSHost in 27 U.S. airports, median pay for Black baristas was $1.85 less than for white baristas, based on data from between February and October 2019.

• When Starbucks closed stores for racial bias training in 2018, airport Starbucks stores remained open.⁵

• Starbucks workers employed by HMSHost at airports across the country are living in poverty—some have been homeless, slept at the airport, unable to afford food, or forced to work multiple jobs to make ends meet. Thirty-two percent of respondents to UNITE HERE’s survey were unable to pay their rent in the past year.

• Airport Starbucks workers want to attend college but cannot afford to: 83% of airport Starbucks worker respondents to UNITE HERE’s survey are not enrolled in college. 50% of those who are not enrolled in college said they would enroll in college if they could afford to.

• In multiple airports, including Orlando, Denver, Honolulu, Portland, and Indianapolis, LGBTQ baristas reported offensive and transphobic comments from managers, harassment regarding their gender expression, and repeated misgendering.

• More than 1 in 4 immigrant workers surveyed have been told to stop speaking their preferred language at work.

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⁴ One Job Should Be Enough: Inequality at Starbucks
HMSHost operates every Starbucks store in airports and travel plazas in North America. Starbucks should use whatever power it has to resolve the issues identified in this report at HMSHost-operated Starbucks’ stores across the United States.

Who are airport Starbucks workers?

HMSHost provided data for 2,067 unionized employees at Starbucks stores in 27 airports in the United States. Seventy-nine percent of these employees are women and 85% are people of color (43% Black/African American and 21% Hispanic/Latino). Thirty-five percent of these HMSHost Starbucks workers are Black/African American women. The average age of Starbucks workers at these 27 airports is 30, and in 2019, they made on average $13.12 an hour.

Starbucks brands itself as a business that seeks to inspire and nurture the human spirit, and create a culture of belonging, inclusion and diversity. Starbucks states that it provides its partners with “world-class benefits and programs,” health care benefits for part and full-time partners, including same sex and domestic partner benefits, and access to college education. The working conditions of airport Starbucks workers tell a different story.

“Well Starbucks coffee company has a unique and very important relationship with HMSHost. Twenty years ago, I signed the first lease in which we became partners and opened up the first Starbucks at an airport in Seattle with Host. And over that time, we’ve opened up almost 400 stores in almost 70 airports and I think the relationship and the partnership is based on shared values, exceeding the expectations of the customers, and I think Host has done a fantastic job over 2 decades at not only bringing Starbucks to customers all over the world, but the best brand.”

—Howard Schultz, Starbucks former CEO, 2015
<table>
<thead>
<tr>
<th>Starbucks Corporate Public Statements</th>
<th>Reality for Airport Starbucks Workers</th>
</tr>
</thead>
<tbody>
<tr>
<td>100% Racial Pay Equity(^{10})</td>
<td>In 2019, the median wage paid to Black baristas was 86 percent of the median wage paid to white baristas across the 27 airports we studied</td>
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<tr>
<td>More than 8,000 stores closed for Racial Bias Training(^{11})</td>
<td>Airport Starbucks stores did not close for racial bias training(^{12})</td>
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<td>Policy of using documentation in stores that reflects LGBTQ employees’ preferred names(^{13})</td>
<td>Workers report misgendering and management’s refusal to print preferred names on work schedules</td>
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<td>Housing subsidies in multiple countries</td>
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<td>100% tuition coverage for a first-time bachelor’s degree through Arizona State University’s online program(^{14})</td>
<td>HMSHost reimburses up to $2,400 of tuition costs per calendar year for its employees at airport Starbucks</td>
</tr>
<tr>
<td>Global commitment to hire 10,000 refugees by 2022(^{15})</td>
<td>More than 1 in 4 immigrant workers surveyed report being told by managers to stop speaking their preferred language at work</td>
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“Starbucks corporate is very well known to be supportive of the LGBT communities... In this company, it’s the complete opposite. They suppress your uniqueness... It makes me kind of feel in a way that I’m going back into the closet, which is very unnerving to me.”

—Gabriel Ocasio Mejias, fired HMSHost Starbucks barista, Orlando International Airport
RACIAL EQUITY FINDINGS AT AIRPORT STARBUCKS

Racial Bias Training

At a Starbucks in Philadelphia in 2018, a white Starbucks manager called the cops on two Black men who were there for a meeting. A video of them being arrested at Starbucks quickly went viral. Shortly after, Starbucks announced it would close all 8,000 stores in the U.S. on May 29, 2018 for a racial bias training. Airport Starbucks stores, however, were not closed.

Seven percent of survey respondents said that an HMSHost Starbucks manager has made an offensive comment to them based on their race or national origin.

Racial Pay Equity

In 2018, Starbucks announced it closed the racial pay gap at its stores in the U.S.—achieving 100% racial pay equity. In November 2019, Starbucks stated that the median pay ratio is 100% for people of color. However, based on data from between February and October 2019, across HMSHost-operated Starbucks stores in 27 airports across the United States, the median wage for white baristas was $13 an hour, while the median wage for Black baristas was $11.15 an hour. The median wage for Hispanic/Latino baristas was $12.67.

“I have witnessed supervisors [...] repeatedly use the n-word in casual conversation when referring to other people. The other supervisors and assistant managers that use the n-word never say it in front of the manager who is Haitian American, but they feel comfortable saying it in front of associates and baristas without fearing repercussions, regardless of race”

—Zeyad ElMashak, HMSHost Starbucks barista, Orlando International Airport

“Working with [name redacted] makes me uncomfortable. He has gotten uncomfortably close to me and has made racist remarks. He was chanting ‘build the wall’ and ‘Make America Great Again’ to me.”

—Connie Fong, HMSHost Starbucks barista, Portland International Airport
Of the survey respondents, 10% said they have been denied a promotion while working at HMSHost Starbucks. Forty-eight percent of those who said they were denied a promotion identified as Black/African American, while only 3% identified as white. Eleven percent of Black/African American survey respondents (15 out of 139 workers) reported having been denied promotions, whereas only 3 percent of white survey respondents (1 out of 35 workers) reported being denied a promotion. In a letter to UNITE HERE on January 2, 2020, HMSHost attributed pay disparities within airports in part to the average length of tenure of different racial groups. However, HMSHost does not explain why some racial groups have longer tenure with HMSHost than others.

According to data from March 2019, there was also a gap at the Starbucks stores in Houston’s George Bush Intercontinental airport, where the median wage of Black baristas was $2.84 an hour less than the median wage paid to white baristas. There were three Black baristas with more seniority than one of the white baristas who made $2.50 an hour less than that white barista. Another white barista who had only 4 months more seniority than one of the Black baristas made $3.17 an hour more.

After the incident in Philadelphia, Starbucks commissioned Covington & Burlington, LLP, under the leadership of former U.S. Attorney General Eric Holder, to conduct a full civil rights audit of Starbucks. The audit notes that Starbucks’ Global Human Rights Standard includes a commitment to “treat its

“At home we are often short financially. Hopefully somebody has enough money for groceries when another one of us doesn’t. Sometimes I have to use the payday loans for food. Sometimes I go hungry. I feel that the kids in my home should eat even if I can’t. Some of my young nieces and nephews who live with us, and my baby brother, I don’t eat if there is not enough food, to make sure they get fed.”

—Jay Kelly, HMSHost Starbucks barista, Orlando International Airport
employees with respect and dignity and support and uphold the provision of basic human rights and eliminate discriminatory practices.” The Standard also states that Starbucks “expects any parties who do business on Starbucks behalf to conduct business in ways that uphold the principles of this Policy.”

A separate report was written by Heather McGhee, distinguished senior fellow at Demos, and Sherrilyn Ifill, President and Director-Council, NAACP Legal Defense Fund, who had advised Howard Schultz in the aftermath of the Philadelphia incident. In the report’s recommendations, the authors write: “we anticipate that as part of a racial equity effort, the company will want to review the racial equity practices and diversity not only of its direct employees, but also the various companies and subcontractors with which it does business.” It is unclear what steps Starbucks has taken to implement these recommendations, or what controls are in place to actualize the company’s Global Human Rights Standard in regards to “parties who do business on Starbucks behalf.”

A wage floor of $15 an hour for all Starbucks baristas at these 27 airports would eliminate the median pay gap between white and Black baristas entirely. Alternatively, if HMSHost agreed to the Union’s existing bargaining proposals in Atlanta and Charlotte, and also paid baristas at least the City of Houston’s airport living wage, HMSHost would decrease the median pay gap between HMSHost Black and white baristas across the 27 airports in our study from $1.85 to 58 cents.

**Airport Starbucks Workers Report Lacking Money for Food**

Some airport Starbucks workers have gone hungry because they could not afford food. Nineteen percent of respondents have lacked the money for food in the 12 months before the survey was conducted, 50% of whom identified as Black/African American. Seventeen percent of respondents use WIC/SNAP/Food Stamps.

“There is not much money left for food. During my time at HMSHost Starbucks, I have bought the lowest cost food I could find and planned my meals around supermarket deals. For example, a $10 deal for four boxes of cereal and a gallon of milk became my go-to. I was not getting the nutrition I needed.”

—DarVel Suggs, HMSHost Starbucks barista, Charlotte International Airport
Starbucks Workers Lacked the Money for Rent; Some have been homeless, Slept at the airport

When it comes to housing, Starbucks also talks about its benefits to address housing issues in different countries, such as its Home Sweet Loan programs in the UK, interest-free loans to help partners tackle the cost of living in Canada, and a monthly housing subsidy for full-time Starbucks baristas and shift supervisors in China. Yet, airport Starbucks workers in the U.S. lack the money for rent. Seventeen survey respondents report having slept at the airport because they could not afford transit or housing costs while working for HMSHost at an airport Starbucks.

“I was homeless at one point so I would have to sleep in the airport multiple times and wouldn’t have enough money to get a hotel room for the week, wouldn’t have enough money to eat so I would have to wait until my break to eat at work.”

—Marlo Jones, former HMSHost Starbucks barista, Orlando International Airport

“Making a little over $10 an hour is not enough to support my mom and myself after my dad died [when I was] 16. Sometimes I have to choose between paying my bills and helping my mom. It makes me feel useless. [...] There’s been times we’ve struggled to pay rent for months in a row and we’ve almost lost our house because of that [...] I work hard every day in a busy airport and deserve to make enough to suffice for my mom and I.”

—Jasmine Diaz, HMSHost Starbucks barista, Orlando International Airport
Access to Education: Airport Starbucks Workers Want to Attend College But Cannot Afford To

Starbucks corporation provides every benefits-eligible U.S. employee 100% tuition coverage for a first-time bachelor’s degree through Arizona State University’s online program. However, HMSHost only reimburses up to $2,400 of tuition costs per calendar year for its employees at airport Starbucks. Eighty-three percent of airport Starbucks workers surveyed were not enrolled in college, but 50% of those who are not enrolled in college said they would enroll in college if they could afford to.

“I was working at HMSHost when I was still 18 in my last year in high school and I got accepted into Florida State University. I had to drop it when I found out I wasn’t going to be able to afford it and my scholarship was not going to cover 100%. I still had to pay out of pocket and I just couldn’t. I dropped college and started working three jobs.”

—Zeyad ElMashak, HMSHost Starbucks barista, Orlando International Airport

“I have been wanting to go to college for years now but cannot afford it. I am not sure when I will be able to afford to return to higher education.”

—DarVel Suggs, HMSHost Starbucks barista, Charlotte International Airport

“I have worked at Starbucks for HMSHost for 20 years. I came to this country with a dream to go to school and have a decent life. Instead, I have to work two jobs and hardly sleep. Even though I am 53 years old, I still dream of going to school to get my nursing license.”

—Hiwot Fekadu, HMSHost Starbucks barista, Denver International Airport
Healthcare

Airport Starbucks workers employed by HMSHost report that they cannot afford medical care. Twenty percent of respondents or a member of their household have been injured or sick but couldn't afford to go to the doctor in the 12 months before the survey was conducted. Twenty-three percent of those surveyed use Medicaid and 59% of those who use Medicaid identified as Black/African American.

“I moved to Orlando from Puerto Rico after Hurricane Maria in 2017. I have epilepsy and rely on medication that my mom sends me from Puerto Rico because I cannot afford it here. I work a second job at an athletics club to make ends meet. I make $10.25 an hour as a barista at one of the airport Starbucks, but that is not enough.”

—Gabriel Ocasio Mejias, fired HMSHost Starbucks barista, Orlando International Airport

“I’m still paying off a $2000 hospital bill that is difficult. I’m not even making a decent amount of pay.”

—Gigi Tolentino, fired HMSHost Starbucks barista, Honolulu International Airport

“As a trans nonbinary type 1 diabetic I face a lot of issues with this company. My bosses don’t respect my pronouns (they/them), and our healthcare package is really not accessible for my kind of income. I expect HMSHost to do better for Starbucks workers and they just haven’t been.”

—Grayson Landauer, HMSHost Starbucks barista, Denver International Airport
Perhaps Starbucks’ longest-standing claim of social responsibility is its solidarity with the LGBTQ community. Starbucks has signed onto multiple amicus briefs in support of LGBTQ rights, teamed up with Lady Gaga’s Born This Way Foundation to raise money during 2019 Pride, and updated its technology system to ensure that documentation for partners accurately reflects their preferred names consistent with their gender identity or expression when employees login for their shift.23

Starbucks claims that its stores are a safe space for the LGBTQ community.24 Airport Starbucks baristas, however, have come forward to tell stories of misgendering, offensive comments, transphobia, and harassment regarding their gender expression and identity.

At a time when Trump is rolling back LGBTQ rights, it is more important than ever to make sure LGBTQ people are respected and feel safe in their workplaces. Multiple trans baristas at airport Starbucks in Orlando, Honolulu, Indianapolis, Portland, and Denver have reported misgendering from management. At airport Starbucks in Orlando and Portland, HMSHost managers also refuse to print transgender employees’ names on

“I transitioned to a woman while working at Starbucks and while a lot of my coworkers picked up my new name and pronouns immediately, one lead in particular did not put any effort into changing. Being called by my old name and seeing it stay on my work schedule felt like my choice and my identity didn’t even matter to him or the company. The managers at HMSHost do not use my correct pronouns. They continually refer to me as he/him, even though I’m a trans woman... I’ve let them know what my new name is and the old name still shows up on my schedule. I can handle being misgendered by customers that I only see for two minutes. Our regular customers and airport employees have all been good about getting my new name and pronouns right. But when it’s my direct supervisor, it’s exhausting, and I genuinely dread coming in to work—so much so that I consider calling off and taking discipline. I never know when he’s going to say something. I feel like I always have to have my defenses up.”

—Cora Noble-Bray, HMSHost Starbucks barista, Portland International Airport
weekly work schedules, and only print their “dead” names. In Orlando, baristas have also not been allowed to follow the appearance rules applicable to their gender identities. This stands in stark contrast to Starbucks’ #whatsyourname advertising campaign, which it launched in the UK to celebrate Starbucks as a safe space for transgender and gender diverse people as they use their new names in public.

According to the Centre for Suicide Prevention, “experience of discrimination (transphobia) in the form of physical or verbal harassment,” is one example of stress factors that contribute to much higher rates of suicide for trans and gender non-conforming people than cisgendered people.\textsuperscript{25} According to the National Center for Transgender Equality’s 2015 U.S. Transgender Survey, 40 percent of respondents have attempted suicide in their lifetime—almost 9 times the attempted suicide rate in the U.S. population (4.6\%).\textsuperscript{26}

“Within the first two years of working at HMSHost I was misgendered and discriminated against and it reached a point where enough is enough, it was when one of my managers ridiculed me in front of the passengers and coworkers by shouting out “sir, he’ll be right with you!” and pointing at me. She was laughing and smiling assuming that that was funny, but that moment was the most embarrassing moment of my life. At that moment I was embarrassed and insecure about me being a transgender woman. [...] So I stood up for myself because I’m not going to let someone tell me I’m not valid as a human being.”

—Gigi Tolentino, fired HMSHost Starbucks barista, Honolulu International Airport
“At work I constantly been getting called She when I’m a He. It’s really annoying and embarrassing it makes you not even want to live anymore to be honest, it don’t. When people just keep disrespecting you and disrespecting you even though you tell them multiple times or you tell them in the nicest way they still don’t even care, they don’t… everyone sees I have a full mustache and my voice is deep. It’s getting to a point where I just want to cry and I can’t even breathe. I just want everything to be fair and to be treated equal as a human being because everyone else I’m sure is a human being.”

—Jay Kelly, HMSHost Starbucks barista, Orlando International Airport

“I felt personally attacked by one of the situations because my manager chose to tell me that I could not wear makeup because it was not part of the male dress code policy, even though the female coworkers were not told that they had to remove their makeup. The fact that I’m part of the LGBT community made it even worse for me because it felt that it was a little homophobic.”

“There was also a comment that ‘as long as she has a p***y I will call her a she’ by one of our leads and managers.”

—Gabriel Ocasio Mejias, fired HMSHost Starbucks barista, Orlando International Airport
IMMIGRANT WORKERS WANT STARBUCKS TO END “ENGLISH-ONLY” POLICIES

More than 1 in 4 immigrant workers surveyed at HMSHost Starbucks have been told to stop speaking their preferred language by managers at work.

The HMSHost Starbucks employees who report being told to stop speaking their preferred language speak 13 different languages: Spanish, Creole, Chinese, Amharic, Tigrinya, Arabic, Tagalog, Chuukese, Ilocano, French, Somali, Kosraen, and Hindi.

“I work at HMSHost Starbucks at Dulles Airport. Our company has a broad rule that you’re only allowed to speak English at work. Sometimes when our managers are not present, me and my coworkers don’t follow that rule because I have coworkers who don’t speak English fluently so I need to talk to them in our native language to get the work done. When Starbucks corporate inspectors came to our store, the managers made sure we did not speak Amharic, our native language. This makes me feel disrespected since the majority of my coworkers are immigrants.”

—Nohawit Sahle, HMSHost Starbucks barista, Dulles International Airport

“I’m a single mom and I have a teenage daughter [...] I had an experience with one of the managers, she publicly said that a customer was upset at me because of my English with an accent. I think that the customer was upset because we didn’t have what the customer ordered and then the customer had to wait for a refund. I felt humiliated because accent or no accent, I’m still able to do my job.”

—Martha Mendoza, HMSHost Starbucks barista, Seattle International Airport
INTEROFFICE MEMORANDUM

DATE:  December 5, 2017
TO:  HMS Host Employees
FROM:  Human Resources
SUBJECT:  English Communication Policy

It is the policy of HMSHost that our associates speak English while clocked in for work. HMSHost customers visiting airports in the United States expect to be served in English; therefore, English is the only allowable form of communication during the following situations:

- Greeting, speaking with & serving our guests
- Communicating with other associates and/or managers
- Communicating with vendors & contractors within proximity of customers, other associates and/or managers
- Using a business or personal phone within proximity of customers, other associates and/or managers

If a customer initiates conversation with you in a language other than English, it is acceptable to respond to them using their native language in order to provide them with the best customer service possible!

Those associates who lack proficient English-speaking skills may communicate with their manager in their native language, at the manager’s approval and discretion.

Any questions regarding this policy should be forwarded to the Human Resources department at (410)508-0430.
CONCLUSION

Starbucks should apply the commitments it has made in its Global Human Rights Standard to its relationship with HMSHost at hundreds of Starbucks locations at airports across the country. Workers are publicly calling on Starbucks to use whatever power it has to create an inclusive and equitable environment, and make one job at Starbucks enough to live on.

Specifically, Starbucks should demand that:

• The gap between the median pay of white and Black baristas across 27 airports is eliminated by raising wages for Black/African American HMSHost baristas.

• All airport Starbucks stores are closed for racial bias training

• Starbucks college education programs are extended to airport Starbucks workers.

• Scheduling technology is updated at airport Starbucks to print transgender employees’ names.

• Mandatory training is implemented to educate all airport Starbucks staff that discrimination against an employee because of gender identity, including transgender status, or because of sexual orientation, will not be tolerated.

• Eliminate all English-only policies and communicate to all airport Starbucks baristas that immigrant workers have the right speak languages other than English.

ABOUT UNITE HERE

UNITE HERE is a labor union that represents 300,000 working people across Canada and the United States, including 45,000 workers in the airport industry. Our members work in the hotel, gaming, food service, manufacturing, textile, distribution, laundry, transportation, and airport industries. Our membership is diverse. We are predominantly women and people of color, and we hail from all corners of the planet. Together, we are building a movement to enable people of all backgrounds to achieve greater equality and opportunity.

UNITE HERE represents approximately 4,000 workers at licensed Starbucks stores across the United States. The majority, an estimated 2,750, work at airport Starbucks locations operated by HMSHost. The rest work at Starbucks outside of airports, including college campuses, hotels, and casinos, operated by companies such as Compass, Sodexo, Aramark, Hilton, and MGM.

Workers at airport Starbucks locations in Orlando, Denver, and Washington Dulles are organizing to address these problems and improve their lives and join with thousands of unionized workers in other cities who are fighting for higher wages and help them escape poverty.
ENDNOTES


2 Surveys were conducted at: ATL, BOS, CLT, DEN, DTW, EWR, GEG, HNL, IAD, IAH, IND, JFK, LAS, LAX, LIH, MCI, MCO, MIA, MSP, OGG, PDX, PHX, PVD, SAN, SEA, SJC, SMF, SNA, STL

3 There are surveys from 29 airports and employee data from 27 airports. HMSHost did not provide employee data for MCO, IAD, and DEN because its operations at those airports are non-union. In LAX, HMSHost refused to provide the information and federal labor charges have been filed against HMSHost. Surveys were not conducted in ELP and BWI but employee data is included.


6 Demographic and wage data is based on full employee data provided by HMSHost between February 2019 and October 2019 of 2,067 Starbucks workers who are represented by UNITE HERE affiliates at 27 airports in the United States: ATL, BOS, BWI, CLT, DTW, ELP, EWR, GEG, HNL, IAH, IND, JFK, LAS, LIH, MCI, MIA, MSP, OGG, PDX, PHX, PVD, SAN, SEA, SJC, SMF, SNA, STL


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