

# ACCESSIBILITY PLAN AND POLICIES



Starbucks Coffee Canada (Starbucks) is committed to inclusion, diversity, equity, and accessibility in everything we do. These core values are fundamental to the way we do business and come through in the experiences we design for people. With this in mind, we are continuously taking steps to improve the overall accessibility of the Starbucks experience. This 2024 -2028 accessibility plan outlines the policies and actions that Starbucks will put in place to ensure physical and digital spaces where differences are embraced and everyone has a sense of belonging, connection, and inclusion.

## OUR COMMITMENT

It is Starbucks policy that all of our locations are committed to providing accessibility and equitable service to each and every one of our diverse and valued customers. We strive to design and operate our stores so that they are accessible to all persons with disabilities, and we are committed to providing services in a manner that respects the dignity and independence of persons with disabilities.

## ACCESSIBLE EMERGENCY INFORMATION

Starbucks is committed to providing its customers and partners (at Starbucks, we call our employees “partners”) with publicly available emergency information in an accessible way upon request. We will also provide our partners with disabilities individualized emergency response information to support them when the unexpected strikes.

## TRAINING

Starbucks provides training to all partners on Ontario’s accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best relates to the duties of partners.

Since January 1, 2015, Starbucks:

- Provides an online training module on Ontario’s accessibility laws and Human Rights Code to all existing partners and new hires
- Maintains a record of all partners who have completed this training and when it was completed

## INFORMATION AND COMMUNICATIONS

Starbucks is committed to meeting the communication needs of people with disabilities and will consult with them to determine how to best support with those needs.

Starbucks is committed to ensuring accessible feedback processes:

- Partners have several different channels to provide feedback, including by writing, direct telephone calls or calls to company helplines, email, on-line forms, and through their manager, Partner (Human) Resources, and other support functions. Partners with workplace, ethics, or policy concerns can report them confidentially and even anonymously.



- Customers also have different channels for providing feedback, including by telephone and email. For concerns specific to digital accessibility, customers may also provide feedback via Starbucks *Digital Accessibility Contact Form* at <https://customerservice.starbucks.ca/sbux?id=da>.

Starbucks makes all public information available in accessible formats on request as legally required.

Starbucks strives to ensure that its websites and content conform with WCAG 2.0 Level AA.

Starbucks:

- Has internal and third-party accessibility consultants regularly monitor and test our websites
- Identifies usability issues and discovers new solutions to further improve accessibility to our site

## EMPLOYMENT

Starbucks Coffee Canada is committed to fair and accessible employment practices.

Starbucks communicates its commitment to accommodation during the recruitment process and advises employees of the availability of accommodation at the time of hiring and after hiring.

Starbucks:

- Posts information about accommodation on our website
- Includes in job postings our commitment to accommodation and how to access accommodation

Starbucks has developed a policy and process for developing individual accommodation plans and return-to-work plans for partners who have been absent due to disability. This includes:

- involving partners in the development of their plans
- assessing the accommodation needs of our partners
- protecting the privacy of our partners' personal information
- informing partners of the reason why we have denied any request for an accommodation plan
- providing plans in accessible formats, where required
- reviewing and updating the plans with partners regularly and not less than once a year
- actively reaching out to partners who appear to have a disability to determine if accommodation is required
- considering what accommodations may be appropriate for a partner returning to work, depending on whether their disability is temporary, recurring, or permanent

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We will take the following steps to ensure the accessibility needs of partners with disabilities are taken into account in our performance management, career development, and redeployment processes:

- reviewing partners' accommodation plans to understand their needs and see whether adjustments are needed to help them succeed
- making performance management documents available in accessible formats when requested
- providing feedback and coaching to partners in a way that is accessible to them
- considering what accommodations partners with disabilities may need to learn new skills or take on more responsibility

All partners are invited to join Starbucks Disability Advocacy Network Canada, an employee resource group that fosters a community of awareness, inclusion, and accessibility for partners with apparent and non-apparent disabilities. The Disability Advocacy Network Canada is a resource not only for partners with disabilities, but also for allies and leaders committed to creating a more accessible workplace.

## DESIGN OF PUBLIC SPACES

Starbucks will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces, including:

- Outdoor paths of travel
- Accessible off-street parking
- Service-related elements like service counters, fixed queuing lines, and waiting areas.

Starbucks will put procedures in place to prevent service disruptions to the accessible parts of our public spaces.

In the event of a service disruption, we will notify the public of the service disruption and alternatives available.