



# CUSTOMER SERVICE POLICY

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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.

In compliance with the Accessibility for Ontarians with Disabilities Act (AODA), Starbucks wishes to make available our customer service policy:

## 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.

## USE OF SERVICE ANIMALS AND SUPPORT PERSONS

### Support Animals

Starbucks welcomes service animals that perform tasks for people with disabilities to enter our stores, in accordance with Ontario law and our commitment to inclusion. In the event a Starbucks partner (employee) or customer is allergic to animals, alternative arrangements will be negotiated.

### Support Persons

Starbucks may require a person with a disability to be accompanied by a support person while on Starbucks premises in situations where it is necessary to protect the health and safety of the person with a disability, or the health and safety of others on the premises.

Consent from the person with a disability is required when communicating private issues related to the person with a disability, in the presence of a support person.

## NOTICE OF TEMPORARY DISRUPTION

Starbucks will make reasonable effort to provide customers with notice in the event of a disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available. We may not be able to give advance notice in case of an emergency disruption.

In order to make information accessible, the signs and printed notices will be clearly designed and will be displayed prominently at the entrance to the Starbucks location and/or at the order area within the store.

## TRAINING FOR PARTNERS

Starbucks will ensure that all persons to whom this policy applies receive training as required by the Accessibility Standards for Customer Service (Ontario Regulation 429/08). In addition, training will be provided on a continuous basis to all newly hired partners of Starbucks as part of our onboarding process.

Training will include:

- The purpose of the Accessibility for Ontarians with Disabilities Act;
- The requirements of the Accessibility Standards for Customer Service;
- Information about Starbucks policies and procedures pertaining to the provision of Starbucks services to persons with disabilities;
- How to interact and communicate with persons with various types of disabilities;
- What to do if a person with a disability is having difficulty accessing a Starbucks location;
- How to interact with people with disabilities who use assistive devices or require the assistance of a service animal or support person

A record of training provided will be maintained by Starbucks.

## FEEDBACK PROCESS

Starbucks welcomes feedback, including feedback about the delivery of our services to persons with disabilities. Starbucks will investigate and respond to all reports relating to such services in a timely, thorough, and objective manner. **All customers can submit feedback or questions via Starbucks *Digital Accessibility Form* at <https://customerservice.starbucks.ca/sbux?id=da>, via telephone at 800-Starbuck (800-782-7282), or by email at [info@starbucks.com](mailto:info@starbucks.com).**

## ACCESSIBLE FORMATS/COMMUNICATION SUPPORTS

Starbucks will communicate with persons with disabilities using communication supports and/or accessible formats that meet their needs and will consult with them to determine the types of communication supports and/or accessible formats that might be required.

## MODIFICATIONS TO THIS OR OTHER POLICIES

Starbucks is committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Starbucks retains the right to amend or change this policy at any time; however, any such change will only be made after considering the impact on people with disabilities.

For more information:

[Accessibility in Ontario](#)

[Starbucks Digital Accessibility Statement](#)