



Accessibility Plan and Policies for Starbucks Coffee Canada

This 2014 -2021 accessibility plan outlines the policies and actions that Starbucks Coffee Canada will put in place to improve opportunities for people with disabilities.

STATEMENT OF COMMITMENT

Starbucks Coffee Canada is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

ACCESSIBLE EMERGENCY INFORMATION

Starbucks Coffee Canada is committed to providing the customers and clients with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

TRAINING

Starbucks Coffee Canada will provide training to employees, volunteers and other staff members 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 suits the duties of employees, volunteers and other staff members.

Starbucks Coffee Canada will take the following steps to ensure employees are provided with the training needed to meet Ontario's accessible laws by January 1, 2015:

- Provide an online training module on Ontario's accessibility laws and Human Rights Code to all existing employees and new hires
- Maintain a record of all employees who are trained and when

INFORMATION AND COMMUNICATIONS

Starbucks Coffee Canada is committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs.

Starbucks Coffee Canada has taken steps to make all new websites and content on those sites conform with WCAG 2.0, Level A by January 1, 2014.

Starbucks Coffee Canada will take the following steps to ensure existing feedback processes are accessible to people with disabilities upon request by January 1, 2015:

- Make available different channels for employees to provide feedback, including telephone, email, written, or through their manager
- Make available different channels for our customers and the provide to provide feedback, including telephone and email

Starbucks Coffee Canada will take the following steps to make sure all publicly available information is made accessible upon request by January 1, 2016:

- Make available all public information in formats taking into account the person's accessibility due to disability

Starbucks Coffee Canada will take the following steps to make all websites and content conform with WCAG 2.0 Level AA by January 1, 2021:

- Have internal and third-party accessibility consultants regularly monitor and test our website
- Identify usability issues and discover new solutions to further improve accessibility to our site

EMPLOYMENT

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

We will take the following steps to notify the public and staff that, when requested, Starbucks Coffee Canada will accommodate people with disability during the recruitment and assessment processes and when people are hired by January 1, 2016:

- Post information on our website
- Include information in job postings

Starbucks Coffee Canada will take the following steps to develop and put in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to disability by January 1, 2016:

- involve employees in the development of their plans
- assess the accommodation needs of our employees
- protect the privacy of our employees' personal information
- tell employees why we would deny a request for an accommodation plan
- provide plans in accessible formats
- review and update the plans with employees regularly
- reach out to employees who publicly display a disability and find out how we can accommodate their needs
- consider what accommodations may be appropriate for an employee returning to work, depending on if their disability is temporary, recurring or permanent

We will take the following steps to ensure the accessibility needs of employees with disabilities are taken into account in our performance management, career development and redeployment processes by January 1, 2016:

- review employees' accommodation plans to understand their needs and see whether adjustments need to be made to help them succeed
- make performance management documents available in accessible formats when asked
- provide feedback and coach employees in a way that is accessible to them
- consider what accommodations employees with disabilities may need to learn new skills or take on more responsibility

DESIGN OF PUBLIC SPACES

Starbucks Coffee Canada will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces by January 1, 2017, including:

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

Starbucks Coffee Canada 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.