



## **ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT (AODA); CUSTOMER SERVICE POLICY**

December 2011

### **OUR COMMITMENT**

It is the policy of Starbucks Coffee Company that all of our locations are committed to providing accessibility and equitable customer 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**

#### **Service Animals**

Persons with disabilities may enter any Starbucks premises accompanied by a service animal and keep the animal with them, if the public has access to such premises, and the animal is not otherwise excluded by law. While visiting Starbucks, it is the responsibility of the person with a service animal to control the animal at all times.

In the event a Starbucks partner or customer is allergic to animals, alternative arrangements will be negotiated.

#### **Support Persons**

Persons with disabilities may enter Starbucks premises accompanied by a support person and may have access to that support person at all times.

Starbucks Coffee Company 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 Coffee Company 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, and 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 should be clearly laid out. The signs and printed notices will be displayed prominently at the entrance to the Starbucks location and/or at the order area within the store.

## TRAINING FOR PARTNERS

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

A record of training received by Starbucks partners will be kept by the partner resources department. Training will include:

- The purpose of the Accessibility for Ontarians with Disabilities Act, 2005;
- The requirements of the Accessibility Standards for Customer Service (Ontario Regulation 429/08);
- Information about Starbucks Coffee Company 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 Coffee Company location
- How to interact with people with disabilities who use assistive devices or require the assistance of a service animal or support person;

## FEEDBACK PROCESS

Starbucks Coffee Company welcomes feedback, including feedback about the delivery of our services to persons with disabilities. Starbucks will investigate and respond to all complaints relating to such services in a timely, thorough and objective manner. **All customers can submit feedback or questions to 800-Starbuck (800-782-7282) or by email at info@starbucks.com.**

## MODIFICATIONS TO THIS OR OTHER POLICIES

Starbucks Coffee Company 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.

## QUESTIONS ABOUT THIS POLICY

If any partners have questions about this policy, please contact your senior partner resources associate.

Signed: *Dana Presutto*  
Partner Resources Director, Starbucks Coffee  
Canada

Date: Dec 1, 2011