



Starbucks Commitment to Access and Disability Inclusion

In every store and every community, Starbucks partners (employees) bring joy and uplift the everyday. Partners share a unique passion for creating meaningful connections over coffee with our customers. Grounded in our mission to nurture the limitless possibilities of human connection, Starbucks has advanced efforts to make accessibility and inclusion a core component of the Starbucks Experience.

Creating Inclusive Spaces

Our partners make **genuine connections with customers** each day in tens of thousands of Starbucks stores around the world. They are a **hub within their neighborhoods**, and we aspire to create accessible environments in our stores by employing inclusive design principles, as well as in our **digital world** through the Starbucks app and accessible websites.

In service of our goal to ensure that physical and digital Starbucks environments meet an elevated standard of accessibility by 2030, we have developed an **Inclusive Spaces Framework*** to scale more inclusive design standards and experiences across our store portfolio, starting in the U.S. with an aspiration to expand standards globally. Moving forward, all new and renovated U.S. Starbucks stores will begin to incorporate the framework. Below are categories within the framework, highlighting examples of store design features.

 <h3>ENTRANCE</h3> <p>An accessible entrance is often the first stop in an inclusive retail experience and signals that all are welcome.</p> <ul style="list-style-type: none"> • Power door openers • Smooth thresholds and generous clearances for entryways • Information available in multiple formats about on-site amenities such as free Aira service or accessible seating options 	 <h3>PATHS OF TRAVEL</h3> <p>A continuous, unobstructed pedestrian path around and through a retail space allows people to approach, enter, explore and exit with ease.</p> <ul style="list-style-type: none"> • Open sightlines • Barrier-free pathways with visual and tactile markers for circulation paths • Signage that is easily understood across languages and perceptible from varying heights and distances 	 <h3>GOODS AND SERVICES</h3> <p>User-friendly environments provide a variety of options for interacting with products and customer touch points.</p> <ul style="list-style-type: none"> • Ensuring products can be accessed from varied heights and reach ranges • Options for using personal devices such as mobile ordering ahead and specifying delivery preferences • Visual aids to verbal communication such as transcription or digital order status screens
 <h3>RESTROOMS</h3> <p>Functional and easy-to-use restrooms for all partners, individuals and families to use is important for an inclusive experience.</p> <ul style="list-style-type: none"> • Automated fixtures for washing and drying hands • Single person occupancy options with clear signals when the space is in use • Adjustable height adult-sized changing tables 	 <h3>PREPARATION AND BACK OF HOUSE</h3> <p>Accessible work stations, break rooms, communications and tools for partners can improve morale and efficiency.</p> <ul style="list-style-type: none"> • Adjustable height and reach workstations • Equipment with features like automation, voice assist, and adjustable multi-sensory cues • Packaging that is easy to distinguish by touch or clear visual markers 	 <h3>AMBIENCE</h3> <p>A comfortable space for all to enjoy offers lighting, acoustics and furnishings matched to a variety of sensory preferences.</p> <ul style="list-style-type: none"> • Adjustable lighting fixtures that reduce glare and shadow patterns • Sound absorbing materials that reduce unwanted reverberation or background noise • An assortment of furniture options to meet a range of preferences

[VIEW OUR INCLUSIVE SPACES RETAIL CHECKLIST](#)

*The guidelines are a comprehensive view and each store may feature different elements, reflecting the communities we serve and evolve as new design solutions are introduced.



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We recognize that accessibility and inclusion efforts should reflect many diverse lived experiences and perspectives and that, together, public and private sector initiatives can create greater access and inclusion for all.

■ **Inclusive design practices and frameworks can be open-sourced and applied to more spaces to contribute to smart, accessible communities.**

Policy-makers should support and incentivize inclusive design through grants, tax credits and tax incentives and participate in public-private partnerships to share insights and expertise at all levels of government.

■ **Our mission recognizes that connection expands beyond our stores to digital spaces and has been integral to a cohesive, accessible experience for partners and customers alike. Starbucks works to provide technology that is accessible and inclusive for all.**

Policy-makers should assess and advance the goals of the *Americans with Disabilities Act (ADA)* through the lens of technology and invest in related research to ensure technology does not discriminate and continues to promote equitable access.

■ **Starbucks is proud to employ individuals with disabilities, adding to the diversity and strength of our workforce. We offer partners a comprehensive benefits package and competitive pay, including anyone working an average of 20 or more hours per week. Starbucks is not a 14(c) certificate holder and seeks suppliers who share our commitment to the betterment of wage and benefit levels to improve the lives of workers and their families. People with disabilities are vital to the economy, a powerful sector of the market and a valued part of the Starbucks partner and customer community.**

Starbucks supports bipartisan efforts at the federal and state level that advance competitive integrated employment opportunities and that 1) phase-out the use of subminimum wage for people with disabilities under Section 14(c) of the Fair Labor Standards Act and 2) advance comprehensive systems of support for each individual transitioning out of subminimum wage that includes benefits, counseling, job coaching, community living supports, and financial security measures.



Partners

We recognize that our partners are the key to our success, and having a diverse and inclusive workforce reflects who we are as a company and our success in the future.

Together with our community partners, we are increasing accessibility resources and supporting the development of evolving employer practices on access and disability inclusion. In our Impact Report, Starbucks shares our latest workforce self-identification of disability.*

We are proud to be recognized for our overall disability inclusion policies and practices. Since 2021, Starbucks has achieved a score of 100 on the [Disability Equality Index \(DEI\)](#) and has been recognized as one of the “Best Places to Work for Disability Inclusion.”



Washington, D.C. Union Market Store

% of Starbucks U.S. workforce: People with disability (self-identification) as of FY23

RETAIL	ENTERPRISE	MANUFACTURING
14%	11%	11%

Working with others, sharing best practices

We are a member of Disability:IN’s [Inclusion Works](#), a national forum for corporate partners to share best and evolving practices on Access and Disability Inclusion, and have signed on to Disability:IN’s pledge, [Are You In](#), committing to advance disability inclusion in the workplace.

*Starbucks invites individuals with disabilities to voluntarily self-identify as having a disability when they apply for a position at Starbucks, and partners (employees) can also self-identify post-hire by accessing and updating their partner profile. Additionally, every five years Starbucks conducts a survey and awareness campaign to encourage partners to self-identify if they have a disability.