

January 16, 2025

Thank you for the opportunity to address the concerns raised. At Tim Hortons, we hold ourselves and our restaurant owners to the highest standards of integrity and compliance with applicable laws, including those related to the recruitment and employment of temporary foreign workers.

Tim Hortons, at the corporate level, has not and will not engage with companies or individuals that charge recruitment fees to workers. There have been no reports that we are aware of suggesting otherwise.

The majority of Tim Hortons restaurants are independently owned and operated by franchisees and we expect all restaurant owners to strictly follow the law and uphold the standards of the Tim Hortons brand. If there are credible concerns or evidence that any of our franchisees have engaged in practices that fall short of these expectations, we would take those allegations seriously and where appropriate, mandate they be investigated by a third-party.

Actions that jeopardize the well-being of workers will not be tolerated and we reserve the right to take swift and decisive action under our franchise agreements if violations are found.

Our restaurant owners are deeply embedded in their communities, known for their generosity, community support, and the employment opportunities they provide to team members. Allegations without specific evidence are troubling and not reflective of the high standards to which our restaurant owners are held. We expect restaurant owners to maintain an ethical and respectful workplace for all team members.

If you have specific concerns or evidence to bring to our attention please do so, so that we may address them appropriately.

Thank you again for reaching out, and we look forward to continuing to demonstrate our commitment to fairness and compliance in all aspects of our business.