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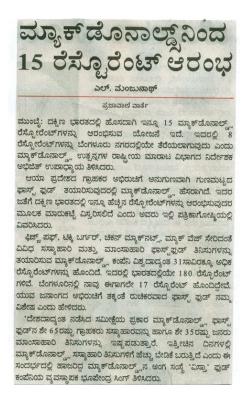
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McDonald's Coverage Bangalore Media FAM Trip January 2010

◆ Delhi → Mumbai → Bangalore → Ahmedabad

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McDonald's to open 15 restaurants



Summary: McDonalds has announced its plans to expand its presence across South India by adding 15 additional outlets to its chain of restaurants. Abhijit Upadhyay, Director for Supply chain and Menu Management said that the company is planning to open 8 of these outlets in Bangalore city.

Bhupendra Singh, CEO, Vista Processed Food shared that according to a recent survey conducted in India, 65% of the McDonald's customers prefer its veg preparations and only 35% of the customers prefer the non-veg preparations. He further shared that there has been a tremendous increase in the demand for McDonald's veg items in recent times.

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MCDONALD'S EXPANSION EYES SOUTH

ENS Economic Bureau Mumbai, January 31

MCDONALD'S, the world's leading fast food retailer, has decided to expand its business venture in South India, according to a top company official.

Celebrating its 13 years in food service industries in India, McDonald's has decided to open 28 restaurants in three major cities of South India this year and its goal is to achieve 50 per cent of expansion target in South India.

Addressing media persons at the company's food processing unit in Navi Mumbai, Abhijit Upadhye, Director, National Supply Chain, McDonald's, said, "The company has decided to open new restaurants in Chennai, Hydrabad and Bangalore. In Bangalore, the company had 17 restaurants at major points and malls."

"Regarding food processing, the Vista, supplier of McDonald's, is maintaining hygienic measures while preparing McAloo Tikki and Chicken Tikki, both vegetarian and non vegetarian sections are segregated," said Bhupinder Singh, CEO of Vista Processed Foods.

"We have hi-tech refrigeration plants to manufacture frozen food at low temperatures and it ensures that the frozen food retains its freshness for a long time and cold chain is maintained. The frozen product is immediately moved to cold storage rooms," said Abhijit Upadhye.

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Restaurants try to allay customers' fears

Dining Out Is Still About Vegetarian Vs Non-Vegetarian Menus

Anshul Dhamija | TNN

Bangalore: "Maa ke haath ka khana." That's what everybody looks forward too. But our evolving lifestyles has changed our eating habits so dramatically that today the causal dining space is worth a staggering \$12 billion or Rs 60,000 crore.

This includes casual dining and quick service across restaurants such as McDonald's, Pizza Hut, Dominos and KFC. But one thing that has remained constant in this evolution is that basic question: 'Is it purely vegetarian?'

A question which a company like McDonald's still has trouble addressing. This, even after the McAloo Tikki and McVeggie Burger becoming the two largest-selling products in terms of volumes and value for McDonald's in India.

After completing 13 years of operations in India with a network of 180 restaurants, the company still faces customer biases on the vegetarian issue. Even



in a cosmopolitan city like Bangalore.

The restaurant chain, which plans to open seven more outlets in the country's IT capital by this year end, has had to revert to its ad campaigns highlighting its processes to segregate veg and non-veg

food. The company had done a similar campaign in Gujarat, a state where close to 90% of the population is vegetarian. According to Unnat Verma, director-marketing in KFC India, Indians are very diverse in their eating habits. That includes people who are vegetarians but don't mind eating at restaurants that serve non-veg, and those who are vegetarians but eat egg. "But there is a sizeable population that is strictly vegetarian and eat only at veg-

in a cosmopolitan city only restaurants," he adds.

KFC allows its customers to actually go inside its kitchens and see for themselves the segregation of its veg and non-veg products.

Many international restaurant chains operating in India have heavily invested in back-end infrastructure and logistics to ensure the complete segregation of veg and non-veg food. It's estimated that 45% to 50% of the total casual dining market would comprise vegetarians. So much so international restaurant chains have had to rework their menus to include a complete vegetarian range, not there in any of their other global operations.

JIP Fashion and Restaurants, which has the franchise rights for Chili's Grill & Bar and Papa John's pizza, has rejigged its menu such that 40% of the menu constitutes vegetarian options. "In the US, the menu would have only 2 or 3 vegetarian options," says Rakesh Gadoo, business head at JIP.

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◆ Delhi → Mumbai → Bangalore

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Is it veg or non-veg? The big eating-out dilemma

Anshul Dhamija | TNN

Bangalore: "Maa ke haath ka khana." That's what everybody looks forward too. But our evolving lifestyles have changed our eating habits so dramatically that today the causal dining space is worth a staggering \$12 billion, or Rs 60,000 crore.

This includes quick service across restaurants such as McDonald's, Pizza Hut, Domino's and KFC. But one basic question has remained constant in this evolution: "Is it purely vegetarian?"

A question which McDonald's still has trouble addressing. This, even after the McAloo Tikki and the McVegie Burger becoming the two largest-selling products in terms of volumes and value for the food chain in India.

After completing 13 years in the country, with a network of 180 restaurants, the company still faces customer biases on the vegetarian issue.

Even in a cosmopolitan city like Bangalore, the restaurant chain has had to revert to its ad campaigns



Many global restaurant chains in India have heavily invested in infrastructure to ensure complete segregation of veg and non-veg food

◆ Ahmedabad

highlighting its processes to segregate veg and non-veg food. It had done a similar campaign in Gujarat, where close to 90% of the population is vegetarian.

According to Unnat Verma, director-marketing, KFC India, Indians are very diverse in their eating habits. There are vegetarians who don't mind eating at restaurants that serve non-veg, and there are vegetarians who eat egg. "But a sizable population is strictly vegetarian and eats only at veg-only restaurants."

KFC allows its customers to actually go inside its kitchens and see for themselves the segregation of its veg and non-veg products.

Many international restaurant chains operating in India have heavily invested in back-end infrastructure and logistics to ensure the complete segregation of veg and non-veg food.

It is estimated that 45% to 50% of the total casual dining market would comprise vegetarians. So much so that international chains have had to rework their menus to include a vegetarian range, which is not there in any of their other global operations.

JIP Fashion and Restaurants, which has the franchise rights for Chili's Grill & Bar and Papa John's pizza, has rejigged its menu in a such a way that 40% of the offerings are vegetarian. "In the US, the menu would have only two or three vegetarian options," says Rakesh Gadoo, business head, JIP

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BURGER BOOM

Hot and happening!

Soon, Bangaloreans will have something more to bite into. McDonald's India has big plans for the burger lover here. While their focus this year is on the South, with plans to open 12-15 outlets in South India, seven to eight of these outlets will be in Bangalore.

The vegetarians will have plenty to cheer about as the fast food chain has re-engineered its operations to address their requirements.

Elaborating the plans at its food processing unit at Taloja, Maharashtra, Abhijit Upadhye, Director – National Supply Chain, McDonald's India, said, "Vegetable products are developed in India locally. Our accent will be on segregation of vegetarian and non-vegetarian food. In line with its respect for local culture, we do not offer any beef or pork items. The mayonnaise and the soft serves used in India are also 100 per cent vegetarian."

And, in Bangalore, they will be undertaking a campaign to make the consumer aware of their sensitivity to the issue of food segregation. An important player in their cold chain is Vista Processed Foods Pvt Ltd, McDonald's suppliers for the chicken and vegetable range of products. "The processing lines for the veg and non-veg are segregated. The latest processing technology in de-boning, blending, forming, coating, frying and freezing is used," adds Bhupinder Singh, CEO, Vista Processed Foods. **DHNS**

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Summary:

Headline - For Modern Minds

Believe it or not! McDonald's mouthwatering and sumptuous meals fly to you from Pune, Vista Processed Foods Pvt. Ltd. About 670 km away from Bangalore, McDonald's Vista Processed Foods Pvt. Ltd., produces a range of frozen chicken and vegetable foods. A world class infrastructure at their plant at Taloja, Maharashtra has separate processing lines for chicken and vegetable foods.

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McDonald's India is committed to sourcing almost all of its products from within the country. For this purpose, it has developed local Indian businesses, which can supply them the highest quality products required for their Indian operations. Fresh lettuce is sourced from Pune, Delhi, Nainital and Ooty. Cheese from Dynamix Dairies, Baramati, Maharashtra. Fresh buns and mustard sauce from Punjab and Maharashtra. All its suppliers are HACCP certified.

McDonald's has developed a menu especially for India with vegetarian selections to suit Indian tastes and culture. If you're not a meat eater, then you'll be outnumbered with their vegetarian options too. McDonald's Menu in India features Indian burgers that are 100 percent vegetarian - burger look-a-likes of potatoes, peas, and carrots, with a little Indian spice thrown in. The veg and non-veg menu is prepared with utter care and cleanliness in seperate units.

In line with its respect for local culture there's no beef, pork or pork byproducts served in any of the McDonald's outlets in India. That's not to say that McDonald's doesn't serve any non-vegetarian products in their Indian restaurants. They do serve chicken burgers and still have the one Fish Burger.

McDonalds offers a wide range of meals from the traditional burgers to healthier options with a priority to provide quick service, quality, cleanliness and value for money. Besides, Mc Donald's is not lagging behind in community service. Apart from the provision of adequate litter bins in the restaurant and within the car park, frequent 'litter patrols' are undertaken by members of staff in the area surrounding the restaurant. During these patrols all litter, not just McDonald's litter, is collected. With the growth of McDonald's outlets the youth are getting adequate employment opportunities, with atleast 60-80 members are hired in each outlet.