



McDonald's India introduces a unique 'Work from Home' policy for its Restaurant Management Team and Frontline Crew

The move is aimed to keep the team productively engaged and ensure that they continue to learn and grow despite the lock-down

Mumbai, 06 April 2020: Westlife Development Ltd that owns and operates McDonald's Restaurants in West and South India has introduced a unique 'Work From Home' policy for its restaurant management teams and the frontline crew, who are unable to go to work due to the nation-wide lock down. The move is intended to keep the youth of the country productively engaged in these unprecedented times and upskill them for a strong comeback as soon as normalcy resumes.

The company has adapted many of its classroom training modules digitally, and introduced e-learning modules, quizzes, masterclasses by managers and many more creative learning sessions, which employees can access on their phone while in quarantine at home. This initiative by Westlife Development is aimed to make sure that the team continues to learn and grow even when they are staying home.

The e-learning modules include McCafé masterclass, equipment masterclass and a number of development and orientation programs for employees across different positions in the restaurants, among others. The initiative is set to benefit the company's close to 10,000 employees, who can access these modules at the click of a button on their digital devices including mobile phones.

The company has created a strong framework to support employees through the process and track their progress on a regular basis. This has been enabled by the company's strong digital capabilities that have been developed to support agility and innovation.

Speaking on this one-of-a-kind initiative, **Seema Arora Nambiar, Senior Vice President, Menu, Marketing and People Resources at McDonald's India West and South** says "At McDonald's India, we are committed to the well-being and growth of our people. In these unprecedented times, we have created this unique program to make sure that our crew is empowered to use their time efficiently. Through this, we hope to keep our people engaged, connected and motivated, so they are able to come back to work better and stronger."

About Westlife Development:

Westlife Development Limited (BSE: 505533) (WDL) focuses on putting up and operating Quick Service Restaurants (QSR) in India through its subsidiary Hardcastle Restaurants Pvt. Ltd. The Company operates a chain of McDonald's restaurants in west and south India, having a master franchisee relationship with McDonald's Corporation USA, through the latter's Indian subsidiary. Marquee investors such as Arisaig India Fund Ltd, SBI Mutual Fund, Tree Line Asia Master Fund (Singapore) and Ward Ferry Fund, among others are stakeholders in WDL.

About Hardcastle Restaurants:



Hardcastle Restaurants Pvt Ltd (HRPL) is a McDonald's franchisee with rights to own and operate McDonald's restaurants in India's west and south markets. HRPL has been a franchisee in this part of India since its inception in 1996.

HRPL serves approximately 200 million customers, annually, at its 315 (as of December 31, 2019) McDonald's restaurants across 42 cities in the states of Telangana, Gujarat, Karnataka, Maharashtra, Tamil Nadu, Kerala, Chhattisgarh, Andhra Pradesh, Goa and parts of Madhya Pradesh, and provides direct employment to over 10,000 employees. McDonald's operates through various formats and brand extensions including standalone restaurants, drive-thru's, 24/7, McDelivery and dessert Kiosks. The menu features Burgers, Finger Foods, Wraps and Hot and Cold Beverages besides a wide range of desserts. Several of the McDonald's Restaurants feature an in-house McCafé.

The pillars of the McDonald's system – Quality, Service, Cleanliness and Value – are evident at each of the restaurants where HRPL operates.

For any further queries, contact:

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