

#CustomerFirst: McDonald's India Starts Contactless Delivery to Ensure Safe Doorstep Delivery of Food

The brand tweaks its delivery process to ensure hygiene and safety of its customers

Mumbai, March 16 2020: As India readies to face the current health crisis, Westlife Development, the company that owns and operates McDonald's restaurants in West and South India through its wholly owned subsidiary, is leading the way for the industry, and has launched a **Contactless Delivery** service to deliver happiness to the customers' doorstep. Reinforcing its safety and hygiene practices, McDonald's India is ensuring that food reaches customers without being touched by bare hands and delivered safe with adequate social distancing measures.

Process for Rider for Contactless Delivery

Your contactless delivery journey

You can now request for your food to be hung on your door or gate to avoid direct contact.

- 1**  McDelivery rider will hang your order on your door/gate
- 2**  You will be notified of your McDelivery rider's arrival before he/she steps away
- 3**  Your McDelivery rider will stand at a distance while you retrieve your order
- 4**  Retrieve your McDelivery order and order will be completed



- 1** 
- 2** 
- 3** 
- 4** 

We deliver ○.....● anytime, anywhere

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Hygiene process followed for Contactless Delivery at McDonald's West and South:

- *We have provided riders with sanitizers to sanitize their hands before and after each delivery*
- *All delivery bags for both McDelivery service and third-party delivery partner orders are sealed with tape and the bill is stuck on the back of every bag*
- *All riders have been instructed to sanitize delivery bags every 2 hours of use*
- *Presenter, assembler, packer and runner use gloves while handling food and delivery packets*

Speaking on the announcement of contactless delivery, **Smita Jatia, Managing Director, Hardcastle Restaurants Pvt. Ltd.**, said, "Our customers' safety has been and will continue to be our top priority. On one hand, we have doubled up the safety and hygiene processes at our restaurants and on the other, we are ensuring contactless delivery to uphold consumers' trust in McDonald's. Both our consumers and the industry look up to McDonald's for path-breaking initiatives, and contactless delivery is our way of reassuring them that with us, they are in safe hands."

Since the Government is shutting down malls and restaurants as a precautionary measure, McDonald's is expanding its delivery network to ensure that great food is available to its customers, both through its owned app and through third-party delivery partners.

McDonald's in West and South is known for its stringent safety and hygiene processes and the company is not leaving any stone unturned in ensuring even more rigorous measures for hygiene during this health crisis. The crew member who assembles the food, the one who packs food and the runner do not touch the food with bare hands and take all possible precautions to ensure hygiene. The packets are sealed and delivered by a runner who drops the order at a pre-appointed spot outside your door and then watches from a safe distance while you retrieve your order and go back inside.

Not just this, the company is following stringent safety and hygiene processes at the restaurant level and the kitchen level. All customer touchpoints like Self-Ordering Kiosk or SOK screen, door handles, handrails are sanitized regularly. Customer and employee safety are of utmost importance to the company, and it is going the extra mile to ensure that.