



## McDonald's India Introduces Contactless Take-Out Service For Customers

*The service has been launched in select cities in West and South India to provide safe, hygienic and convenient food to customers*

**Mumbai, 26<sup>th</sup> May 2020:** As India looks at phased recovery from the COVID-19 led lockdowns, Westlife Development, the company that owns and operates McDonald's restaurants in West and South India has launched **Contactless Take-Out** service in select cities, in compliance with local Government regulations. This move is aimed at providing a safe, hygienic, and convenient food take-out option to customers who step out of their homes to avail of essential services. As a part of this service, customers can place their take-out orders from their preferred restaurant (i.e. store) location on the McDelivery app, pay online and pick up the order from the restaurant take-out counters on their way home or on their way to work. The entire process of placing and collecting the order is completely safe, contactless, and ensures adequate social distancing every step of the way.

*How can you avail of the Contactless Take-Out service McDonald's India (West and South):*

- *Open the McDelivery app and select the 'Take-out' option*
- *Select your preferred store to place your order*
- *Order your meal and pay online*
- *Collect your order at the' store's take-out point in a safe and contactless manner*

Speaking on the announcement, **Smita Jatia, Director, Westlife Development**, said, "Our customers' safety has been and will continue to be our top priority. Through the launch of this contactless take-out service, we are giving our customers a convenient way of getting safe and hygienic food when they step out to get essentials. In the view of the current situation, we have not only strengthened the safety and hygiene processes across our operations but have also ensured that equally stringent processes are being followed by our partners including suppliers and delivery aggregators."

McDonald's in West and South India 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 company was one of the first QSR brands to introduce contactless delivery, and today is delivering out of more than 150 delivery hubs.

### **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.



**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:**

**HRPL**

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