

## Message from Avani Davda, CEO – Tata Starbucks Private Limited



Dear Starbucks Customers,

I know that many of you have seen the articles appearing in the press that raise concerns about the safety of products by several brands in the food & beverage industry including Tata Starbucks. Let me take this opportunity to reassure you that all of the products we serve are safe and meet Starbucks and Tata's global quality standards.

Tata Starbucks is diligently working with the Food Safety and Standards Authority of India (FSSAI) to provide technical information relating to our pending ingredient applications that they have requested.

In line with the FSSAI guidelines, while we finalize the documentation necessary to complete these applications, we have initiated the suspension of applicable ingredients from certain products served in our stores. At the same time, we have initiated our plans for using other FSSAI-approved ingredients that meet Starbucks global standards and enable us to continue offering our range of beverages. These actions ensure that you can continue enjoying the unique Starbucks Experience without disruption. All of our stores are open for business as usual.

It is important for me to emphasize that all of the imported globally standardized ingredients we serve in India, including those we are suspending, are safe and meet the safety standards in over 65 countries where Starbucks operates. All of these imported ingredients received the then applicable product testing and safety authorizations when they were imported into India.

As a premium global retailer, Starbucks has the highest standards for the safety and quality of the beverages and food we offer our customers, and we are committed to complying with the regulations in every market we operate in.

We look forward to seeing you soon and serving you your favorite Starbucks beverage!

Yours Sincerely,  
Avani Davda