

**Responses received from fast food companies in India**  
CSE queries on plans and policies on antibiotic use in meat supply chains

**CSE queries**

- Does your organization have any India specific policy for use or sourcing of fish and meat such as chicken, raised using antibiotics, for your food products? If yes, please share the details
- If there is no policy initiative then what is the plan in future?
- What is the policy of your organization to test for the presence of resistant bacteria and antibiotic residues in meat or fish products sold at your outlets?

**1. Subway (Subway Systems India Pvt. Ltd.)**

**Received email on Sep 29, 2017 by Ranjit Talwar, Country Director South Asia**

“Our global policy is that antibiotics can be used to treat, control and prevent disease, but that they may not be used for growth promotion of farm animals. We recognize that antibiotics are a critical tool for keeping animals healthy and that they should be used responsibly to preserve their effectiveness in veterinary and human medicine. Nevertheless, we and our suppliers believe there is room for improvement, and as such are working to reduce and, over time, eliminate their use. Many factors will influence the timing of this process; in each region and country, we will be giving this thoughtful consideration to achieve a sustainable outcome.

As the provider of more than 2.5 billion sandwiches every year around the globe, we recognize our role in the communities in which we operate. In the U.S., which is our largest market, we have eliminated the use of antibiotics in our chickens. We are now working with our supply chain partners to share our learnings from the U.S. We are working on possible transition plans for each region, including India. We will be assessing each region’s supplier capabilities; ensuring that our high food safety and quality standards are not compromised in any way; and always meeting the governing laws of the country of operation, among other factors. As we have demonstrated, we only commit to changes in our supply chain that we expect to achieve on a stated timeline, supported by the work of our many teams and partners. We intend to communicate further details on our plans in 2018.

Today, our only seafood offering in India is wild-caught tuna. As it is wild, it is raised without antibiotics. Our suppliers in India do currently test all of our chicken and lamb raw materials for antibiotic residues. We also use third party audits to ensure strict compliance to our food safety and quality protocols and expected practices.

The Subway® brand is committed to the responsible use of antibiotics in agriculture in India and elsewhere across our global supply chain. We look forward to providing updates on our progress in the future.”

## **2. Dunkin' Donuts and Domino's Pizza (Jubilant FoodWorks Ltd.)**

### **Received email on Oct 4, 2017 by Avinash Kant Kumar, Executive Vice President**

"This is to inform you that we have aligned all our processes as per global standards and follow stringent food safety and quality systems. We ensure that we are fully compliant with all the FSSAI rules and regulations.

We at Jubilant Foodworks do have an India specific policy for sourcing of chicken used in our food products. We do not use fish in our products.

1. Jubilant Foodworks ensures that its chicken processors buy chicken from farms which are committed to using antibiotics only for health management and proper withdrawal period is followed before slaughtering of birds.

We obtain regular certifications from our chicken processors to this effect. Our processors' factories are regularly audited by us to ensure compliance to our norms.

2. We regularly check all our chicken products for antibiotics residues and for microbial compliances. Our testing has confirmed that none of our chicken samples have antibiotics present in detectable quantities or have presence of any bacteria (including any anti-resistant bacteria)."

### **Email with test reports sent by Devendra Yadav, Quality Division via email on Oct 27, 2017.**

"As per our discussion am attaching outside labs recent report on antibiotic testing done .(we have other old report as well of year 2014,2015)

These reports includes 3 layer approach:

- Testing conducted by us (FG,Raw chicken meat)
- Testing been asked by us from Supplier(from whom we source FG),
- Testing been asked by our supplier from their sourcing farm (Raw chicken meat)."

### **3. Barista (Barista Coffee Company Ltd.)**

#### **Response received by Puneet Gulati, CEO over email and in hard copy on Sep 27, 2017**

"I would like to mention here that

- A. We don't use fish in any of our products
- B. We don't have any manufacturing facility of our own and we buy the finished products from vendors like
  - 1. Ambassador Sky chefs Delhi
  - 2. Ambassador Sky chefs Mumbai
  - 3. Silver Drop— Kolkata
  - 4. Mapple Express Hotel— Bangalore
  - 5. Chai Coffee Company— Hyderabad.

While taking note of the importance of the subject, we have sent the queries to our vendors. We have got the reply from our biggest vendor which is Ambassador Sky chef. The reply of the same is being attached with this mail for your reference. We could not push our other vendors for the reply as the time window provided by you was small. However we would supply you the information as and when we would receive it. I suggest you directly write to them and get the information. The contact details are available on the net. However if you don't get it, do let us know, we would provide the same.

Thank you again and compliments of doing such a fantastic work. Do let us know, should you need any further information in this regard."

#### **Response of Ambassador's Sky Chef, New Delhi forwarded over email and in hard copy on Sep 27, 2017 by Puneet Gulati**

"Please be informed you that the information requested by you on Animal welfare policy/procedures/ **Antibiotic free**, policy followed by our meat/chicken and egg supplier during farming/transportation/slaughtering at their site.

In this regard, our present suppliers advise and asked about the said policy for compliance.

They ensure us that they are taking care of birds/eggs welfare policy and absolutely Antibiotic free chicken/mutton and meat derivatives, provided and checked by veterinary doctor from govt. of NCT – Delhi before slaughtering and sending these products in market..

- Ensuring that the birds are healthy and treated with high standards at poultry farms.
- Carefully formulated the feed, access to a plentiful supply of clean water and adequate space/rooms to grow/veterinary attention and proper handling before supplying to Mandi.
- Proper care taken during breeding/inoculation/ventilation /slaughtering at site under hygienic conditions.
- Other guidelines followed time to time provided by doctors on site."

#### **Email response of Ambassador's Sky Chef, Mumbai forwarded on Oct 9, 2017 by Rajashekar Saladi, Corporate Chef, Barista Coffee Company Ltd.**

"Please note that the vendors supplying raw processed chicken, processed meat and eggs are our approved suppliers. The vendors for chicken, meat and egg have informed that the products supplied to Ambassador's Sky Chef, Mumbai in general circumstances are processed to ensure that they do not possess any antibiotic residue in the final product. All the vendors possess the traceability system up to the farm level to ensure that non-judicial use of such substances is not taking place. At the farm level, birds and animals are taken utmost care and raised in natural condition, the same is checked and monitored closely by veterinary doctors and the same is certified."

***Response from 3<sup>rd</sup> vendor was received on Oct 23 forwarded over email by Rajashekar Saladi that had attachment on certifications and declarations which could not be accessed.***

**4. Burger King (Burger King India Pvt. Ltd.)**

**Email response received on Oct 24 by Madhuri Shenoy, Head of Brand Standards**

“With reference to your query we wish to state that we hold our suppliers to very high standards, including audits to confirm our food safety requirements are met. We will continue to hold food safety as our top priority to ensure every Guest has a positive experience at Burger King® restaurants.

We recognize that antibiotics play an important and delicate role in animal wellbeing and human health. Please visit [RBI.com](http://RBI.com) to view our commitments on antibiotics in our 2016 Sustainability Report.”

## **5. Café Coffee Day (Coffee Day Enterprises Ltd.)**

### **Email response received on Oct 26 by Suju Datta, Sr GM Quality Assurance**

"We as a company being ISO 22000: 2005 certified, have a food safety management system in place and follow all the norms stated in FSSAI. Our vendors source chicken meat from suppliers who follow food safety measures, veterinary care program & biosecurity measures

We ensure that

- a) Poultry meat and finished products are tested for antibiotic residue against existing Indian regulation once in six months from 3<sup>rd</sup> party NABL accredited and FSSAI approved laboratory.
- b) Bird condition, quality & confirmation of withdrawal period for antibiotics residue are being declared by the poultry suppliers on a regular basis for each supply through "Health certificate".
- c) There was no antibiotics residue detected in the poultry meat used for manufacturing of products as on date"