

Moving forward with food safety at the center

A message from Joe Erlinger:

Hello

This is the second time I've spoken to you since I got a call that nobody in the food business ever wants to get.

It went something like:

"Joe, we're hearing reports of E. Coli in certain states."

Now, I've worked at McDonald's for more than 20 years, and have been focused on food quality and safety each and every one of those days.

Which means I knew two things right away: we had to act quickly, and we had to take every precaution.

I hope you've felt that from McDonald's this past week.

Our partnership with public health authorities helped McDonald's supply chain team—the best in the world—get to work right away.

And it's helped us get to the bottom of this situation.

So to every single person at CDC, Colorado Department of Public Health and Environment, Colorado Department of Agriculture, USDA, FSIS and FDA:

Thank you.

Our partnership has helped keep people in the affected area safe, well beyond McDonald's restaurants and allowed the food industry to follow with swift action.

I also want to address customers who ate at McDonald's and are feeling any number of things: ill, scared, or uncertain.

I know that our relationship is built on trust.

You trust us to serve you safe food every time.

On behalf of the McDonald's system, I want you to hear from me: we are sorry.

For those customers affected, you have my COMMITMENT that, led by our values: we will make this right.

As we move forward, I want to reassure you that customers can CONTINUE to count on McDonald's to ALWAYS do the right thing.

Our doing the right thing will show up in various ways—big and small, public and private.

And it means also taking a moment to thank McDonald's employees, franchisees and restaurant teams who have worked round the clock...

Because of your work, this issue was quickly identified and CONTAINED.

Because of your work, our customers can be CONFIDENT that any contaminated product related to this outbreak has been removed from our supply chain.

Because of your work, we can CONFIDENTLY say that it's safe to eat at McDonald's restaurants.

To all: I hope our actions and today's steps demonstrate McDonald's continued COMMITMENT to food safety and the strong partnership that we cherish having with each of you.

Thank you.