

Please accept my apologies that at the time of your original complaint the matter was not dealt with more promptly and that as a result you were inconvenienced.

My colleague, Khun Maliwan Dejaritt explained in her letter to you that as a result of your comments we had reviewed our arrangements for store cleaning to ensure that food safety was not compromised by either the chemicals which we used or, the procedures adopted for using them. Although we found no cause for concern, such a review is always a useful exercise and I am grateful to you for raising your concerns in this area.

We await the final result of the investigation by The Thai Food and Drug Administration. In the circumstances there is nothing further I can add. I understand that you have also been in correspondence with my Tesco UK colleagues whom I expect will be writing to you in due course about this matter.

Your Sincerely



Steve Purser

Head of Trading Law and Technical

CC: Mike Raycraft

CEO – Tesco Lotus