



Hot and Iced Coffee

- Dunkin' Donuts' coffee heritage goes back 66 years – something no other leading restaurant brand can match.
- Dunkin' Donuts sells more than 1.9 billion cups of hot and iced coffee globally every year.
- According to The NPD Group / CREST®, Dunkin' Donuts is a leader in the hot and iced coffee categories in the United States.
- Dunkin' Donuts is distinguished for brewing a superior guest experience, earning a No. 1 ranking for customer loyalty in the coffee category by Brand Keys for 10 years running in the United States.
- Dunkin' Donuts uses 100 percent Arabica coffee beans and has its own coffee specifications, which are recognized by the industry as a superior grade of coffee. Based on Dunkin' Donuts Quality (DDQ) specifications, coffee is milled and processed specifically for the company.
- There are over 25,000 ways to order your coffee at Dunkin' Donuts.
- Dunkin' Donuts' variety of coffee flavors includes Mocha, Caramel, Blueberry, Cinnamon, Coconut, French Vanilla, Hazelnut, Raspberry and Toasted Almond, among others.
- All Dunkin' Donuts restaurants nationwide offer Vanilla Almond Breeze® Almondmilk as a non-dairy alternative for guests to add to their coffee.
- All Dunkin' Donuts coffee beverages are served any time of day.
- Dunkin' Donuts uses a secret, proprietary coffee recipe that people love because it's a consistent, smooth, never bitter, rich tasting cup of coffee that they can get every day.
- Dunkin Donuts' popular Original Blend coffee is balanced and smooth and appeals to a very diverse customer base. It reflects a traditional American taste which guests can enjoy on-the-go, any time of day.
- Dunkin' Donuts hot Original Blend coffee is freshly ground, freshly brewed and freshly served. If not used within 18 minutes, Dunkin' Donuts coffee is discarded and a new carafe is freshly brewed.
- Dunkin' Donuts delivers refreshing Iced Coffee to guests every day through a unique process called double brewing, using twice the amount of coffee when making the beverage so that it's never watered down, which achieves consistent flavor and freshness that are never compromised at the expense of serving it cold.
- One of Dunkin' Donuts' newest coffee innovations, Rainforest Alliance Certified™ Dark Roast, is a dark roast coffee which uses a unique blending and roasting process to bring



out key characteristics of different beans, creating a bold flavor and smooth finish without the bitterness typically associated with most dark roast coffees.

- Dunkin' Donuts' K-Cup® pods are sold at Dunkin' Donuts restaurants and in grocery retailers nationwide. They are also available for sale online at [DunkinDonuts.com](https://www.dunkin.com) and [Keurig.com](https://www.Keurig.com). Dunkin' Donuts K-Cup® pods are available in several varieties, including Original Blend, Dunkin' Decaf®, French Vanilla and Hazelnut. Dunkin' Donuts Bakery Series® Chocolate Glazed Donut K-Cup® pods are available exclusively at retailers nationwide, while the brand's Rainforest Alliance Certified™ Dark Roast Coffee K-Cup® pods and Hot Cocoa K-Cup® pods are sold at Dunkin' Donuts restaurants only.

How Does Dunkin' Do It?

- Dunkin' Donuts' coffee excellence team features some of the world's foremost experts on coffee, dedicated to helping Dunkin' Donuts brew the perfect cup each and every time. Jim Cleaves, Manager, Coffee Excellence at Dunkin' Brands, is a licensed Q Grader, having passed the world's most rigorous coffee evaluations skills testing program. Ellen Rogers, also Manager, Coffee Excellence at Dunkin' Brands, is an International Coffee Expert in coffee tasting and analysis and a Coffee Quality Institute Board Trustee. Both travel regularly throughout the world, tasting as many as 300 cups of coffee each day in order to choose the highest quality coffee beans for Dunkin' Donuts.
- Like creating a fine wine, there are countless steps involved in producing coffee, and Dunkin' Donuts coffee experts travel around the globe to ensure consistent quality at each turn.
- Dunkin' Donuts sources its coffee from a number of countries in Central and South America, working closely with the coffee farmers and professionals in those countries to select the highest quality, 100% Arabica beans available.
- Dunkin' Donuts' coffee beans are blended according to the brand's proprietary recipe from different origins as to enhance the complexity and flavor. The blend is then roasted causing the sugar in the bean to caramelize revealing the smooth, sweet flavor of our beans. Blending beans of different origins enhances the complexity of the flavor of the coffee.
- The beans are then roasted at one of our many roasting facilities in North America or around the world, depending on the final destination. Dunkin' Donuts' Coffee Excellence team then conducts a "full sensory evaluation," of the roasted beans to ensure the coffee consistently meets our high quality DDQ standards.