DEVELOPING COFFEE SOLUTIONS TO YOUR OFFICE

STIR IT UP—HOW DO PEOPLE TAKE THEIR COFFEE

HEALTHY HYDRATION: Wellness at Work

THE RISE OF SPECIALTY TEAS

A BEVERAGE SERVICE NEWS PUBLICATION
Convenience Delivered.

Bottled water isn’t the only thing we deliver.


Add our delicious coffee and sparkling water options to your order today!

For more information call 800-4-WATERS | visit water.com
A CHILL IS IN THE AIR!
A Little Spice for the Holiday Season

As the weather gets colder, nothing is better than a hot beverage as we prepare for the holidays. Fall is the perfect time to share some of our new products and equipment offerings so you can stay warm and refreshed. We’re excited to share this new issue with you and know you’ll find informative articles and features that educate as well as entertain.

Our feature story provides information on how we can customize your office coffee delivery service with a unique recommendation so it’s the right fit for your employees. On the water front, we highlight healthy hydration and guide you in preparing for emergencies like blizzards and hurricanes when bottled water is ideal and a necessary part of any emergency plan.

In Bottled & Brewed™ we like to show appreciation to our DS Services® customers. I’m delighted that, in this edition, you’ll meet Dan Martinez, Services Manager at Costco® Wholesale. I think you’ll enjoy reading about customer care from the perspective of one of the nation’s largest retailers.

We’re excited to share this new issue with you and know you’ll find informative articles and features that educate as well as entertain.

We always like to have fun with interesting facts, so we’ve included our readers’ favorite, “Liqui-Pedia,” a coffee quiz and a recipe for Chai Spice Cider that’s a special treat for your employees during the holidays. Finally, to fill you in on DS Services products is an article on our lineup of beverage products and a preview of steep organic tea from Bigelow® coming later this fall.

We strive to make Bottled & Brewed a helpful resource for you. Make a Chai Spice Cider and give this new issue a read. We feel you’ll like what you see – so sit back, relax and enjoy.

Brian Miller
Chief Commercial Officer
DS Services of America, Inc.
Keurig® is powered by choice.
Big brands bring big variety.

With more than 200 varieties of hot or iced gourmet coffees, teas, and specialty beverages from over 30 of the world’s finest brands, everyone in the office can brew the beverages they love.

To order, please contact your DS Services Sales Representative.
Current Customers: 800-962-7006
New Customers: 855-240-0677
WHIP UP A WORK PERK WITH A SPICY CHAI TREAT.

There’s nothing better than a hot, delicious beverage that will keep you warm in the office during the cooler fall months ahead. Here’s a fun and easy recipe (only two ingredients) your employees will surely love and appreciate. The Chai Spice Cider is a bright, black tea with pronounced notes of ginger, cinnamon, black pepper and cardamom. And the Lemon Herbal tea is a light citrus and grassy-flavored tea with a touch of honeybush for a balanced aroma and flavor. Try them together for a special treat that will get your employees in the holiday spirit!

BREWING PREPARATION FOR CHAI SPICE CIDER
1. Choose THE BRIGHT TEA CO.® Chai Spice and Lemon Herbal teas
2. Select the button for Tea on the FLAVIA CREATION® 500 or FLAVIA® Barista brewer, then select Tea Latte
3. Insert the Chai Spice Fresh Pack first
4. Then insert the Lemon Herbal Fresh Pack
5. Best enjoyed sweetened!

If you own a FLAVIA CREATION® 500 or FLAVIA® Barista brewing machine, you know how convenient and fast it is to quickly whip up brewed beverages with the touch of a button. And if you like your tea with a little tart or herbal flavor, you’ll definitely want to try a couple of our other favorites from THE BRIGHT TEA CO.®, such as Raspberry or Peppermint that pack a flavorful punch in one tiny pack.

FLAVIA®, FLAVIA CREATION® and THE BRIGHT TEA CO.® are registered trademarks of Mars Drinks UK Limited and its affiliates.
The Rise of Specialty Teas

THERE IS A GROWING TREND among consumers (Millennials included) to select specialty teas as their beverage choice. For these consumers, they serve as a new brewed beverage option. Specialty teas offer popular and trend-forward flavors to match their mood, meal or snack at the office. Tea is unique in that it can satisfy the variety consumers seek in products; it can “both help them slow down or meet the demands of their fast-paced lifestyles.”

SO WHAT EXACTLY IS A SPECIALTY TEA?
Specialty teas are a collection of teas that go beyond your traditional set of black and green varieties. It is a category of tea that provides a greater taste range for the consumer. These can include herbal teas, organic, Fair Trade™ varieties and flavor “mash-up” blends.

WHY SO MANY TYPES OF SPECIALTY TEAS?
Tea can be enjoyed throughout the day to satisfy the different needs of your employees at the office. Teas such as English Breakfast, Earl Grey and Chai contain the right amount of caffeine to jump-start anyone’s day. Oolong, Jasmine Green and Green Pomegranate teas provide the perfect escape for an afternoon break to recharge. For the evening, Chamomile Citrus, Rooibos Hibiscus and Lemon Ginger teas have no caffeine and contain a combination of herbs that can soothe anyone – providing the perfect ending to a long day.

Try it today and add any of the steep flavors to your next office delivery from DS Services®. Count on a unique experience with every cup!

WHERE TO FIND SPECIALTY TEA
Specialty tea is no longer available at only specialty tea shops. In fact, not only can DS Services® deliver high-quality bottled water and coffee products to your office, we can also deliver a wide range of specialty tea products. And, we proudly introduce steep by Bigelow® as part of our family of brands this fall. Steep is a premium line of certified organic teas that provides a full portfolio of flavors to be enjoyed at different times of the day. From Green Tea with Pomegranate to Lemon Ginger, steep has your world of tea covered to calm or invigorate. Try it today and add any of the steep flavors to your next office delivery from DS Services. Count on a unique experience with every cup!

Sources:
1 “Premium, specialty offering help tea’s growth,” Jessica Jacobsen, Beverage Industry, June 9, 2016, page 14, bevindustry.com
2 15-year evolution of the tea category – steep by Bigelow study

Between the years of 1997 and 2012, total tea consumption in the U.S. rose from $607.3M in sales to $739.6M.²
Make the ideal tea available to your guests, when it’s needed.

AM
Morning Tea Consumption
38%
Black Tea
5am-2pm
steep Black Tea
English Breakfast
Earl Grey
Chai
Sweet Cinnamon

AM/PM
Afternoon Tea Consumption
27%
Green Tea
all day & evening
steep Green Tea
Pure Green Tea
Green Tea Pomegranate Acai
Oolong & Jasmine Green Tea
Green Tea with Dandelion & Peach Flavor
Decaffeinated Pure Green Tea

PM
Evening Tea Consumption
32%
Herbal Tea
2pm-12am
steep Herbal Tea
Chamomile Citrus
Mint
Rooibos Hibiscus
Lemon Ginger

steep by BIGELOW.
INSPIRED. UNIQUE. CAPTIVATING.

ASK YOUR DS SERVICES SALES REPRESENTATIVE FOR A STEEP TEA BAG
CURRENT CUSTOMERS: 800-962-7006 • NEW CUSTOMERS: 855-240-0677 • coffeeservice.com
When disaster strikes, it’s almost always unexpected.

With cooler weather upon us, it’s important to prepare for blizzards, hurricanes, floods, earthquakes and tornadoes. When it comes to being ready for an emergency, you may often think about preparing at home. But what about your business? Creating an emergency preparedness kit with adequate supplies is the first step in ensuring your employees’ safety.

To be ready for a possible crisis, you’ll want to consider important items like communication and evacuation plans, shelter and emergency supplies. One of the most important supplies you and your employees will need is access to clean water. Bottled water delivery service is ideal for any emergency plan.

When discussing the basics of survival, fresh water tops the U.S. Department of Homeland Security’s list.¹ In an emergency, the safest water you can drink is water that has been prepackaged and sealed. FEMA recommends at least one gallon of bottled drinking water per person per day for three days.

As a leading provider of home and office bottled water delivery service, DS Services® can help you stock up on your supplies of fresh 3- and 5-gallon bottles and single-serve bottles to meet the emergency needs of your office. Plan ahead and be prepared in an emergency by ordering your supply of safe, great-tasting bottled water today.

Call us for bottled water delivery service at 800-4-WATERS or visit water.com.

Source:

SAFETY @ WORK: Always Be Prepared in an Emergency
Delivering Coffee Solutions to Your Office

OFFICE COFFEE DELIVERY SERVICE used to be one size fits all; a basic plan with only regular and decaf coffee products and a batch brewer was employers’ only option to satisfy their employees’ and guests’ beverage needs. Today’s office managers and consumers are luckier. Thanks to equipment technology, product innovations and customizable plans, office coffee delivery service can be tailored to suit a wide variety of individual preferences— even for employees who like different types of coffee drinks throughout the day.

Choosing the right office coffee delivery service plan can benefit your business in terms of productivity, time savings and employee satisfaction. In a 2015 survey, 64% of office workers said adequate breaks to refresh themselves were key to high productivity.1 On top of that, 22% of employees leave the office for coffee.2 Savvy office managers who provide popular coffee brands like Javarama®, Green Mountain Coffee®, Starbucks®, Coffee, Caribou Coffee® and ALTERRA Coffee Roasters® not only save employees time to meet their deadlines but also provide a coffeehouse-style experience.
Employees have different beverage concerns and priorities. Some people want variety; others insist on environmentally friendly products; still others prefer top-quality brands. Making everyone in the office happy is challenging and time-consuming, so let DS Services® customize a solution for your office! We deliver a variety of refreshing beverages so you can focus on what matters most, and you and your employees can refresh, regroup and realize your true potential.

We at DS Services ask the right questions to customize an office coffee delivery service plan with products and equipment for any workplace situation. Do your employees want a brewer that delivers hot chocolate, lattes, cappuccinos and more? Are compact countertop design, convenience and energy efficiency important to you? Single-cup brewers offer easy preparation and flavor variety while bean-to-cup machines transform whole beans into a single cup of fresh-ground goodness in no time. DS Services partners with leading manufacturers to bring you the best brewers and single-cup systems such as Keurig® and FLAVIA®.

Speaking of single-cup brewers, they earn high marks from coffee enthusiasts. The National Coffee Association says single-cup receives the highest consumer satisfaction ratings of all workplace brewing methods. More than one-third of consumers say single-cup brewing makes better-tasting coffee overall than other brewing methods. It’s all about customization with single-cup systems – the key to offering brewed-beverage satisfaction is providing enough variety to meet individual tastes. A single-cup brewer lets each person select their flavor choice and minimizes the product waste that often comes with batch brewing large quantities of coffee.
Many factors go into choosing an office coffee delivery service plan, such as the number of employees and guests you serve, how many breakrooms you have, the variety of coffees you want to offer and your monthly budget. Regardless of your situation, DS Services® has an office coffee solution that’s right for you. We can customize a plan to fit your needs, save you time and give your employees and guests a true coffeehouse experience without leaving the office.

Gone are the days when office coffee delivery service was one size for everyone. Let DS Services customize the right solution for your employees so they get what they want and you have time to get more out of your day.

Sources:
3 National Coffee Drinking Tends 2015, National Coffee Association, page 51

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Flavor rich.
Brand strong.

Grow your coffee business with the trusted brand
that always delivers signature flavor.
For more information, contact your DS Services Sales
Representative today or visit coffeeservice.com.
**Stir It Up—**

**How Do People Take Their Coffee**

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**COFFEE IN THE WORKPLACE IS A PERK MOST EMPLOYEES APPRECIATE.** It’s no surprise a well-stocked breakroom can be key in that it can save your employees time so they don’t have to leave the office for coffee. In a 2015 Staples® workplace study, 57% of Millennials say a well-stocked breakroom leads to happier employees (including less stress, increased productivity and a more social environment).\(^1\)

While Americans love their coffee, they can also be quite selective about what they add to their java. The National Coffee Association’s National Coffee Drinking Trends 2015 report indicates that of all coffee consumers, 62% whiten their coffee, and 54% sweeten their coffee. “Whitened and sweetened” is the most common combination, followed by “sweetened only.”\(^2\) So, be sure to add these condiment essentials to your coffee delivery service along with important beverage supplies such as cups, stirrers and cupholders.

Explore our selection of flavors and find the one that’ll make your employees’ day. Whether your employees like their coffee dark, light or sweet, you can count on DS Services® to provide the breakroom beverage supplies and popular brands of creamers and sweeteners your employees prefer, including Coffee-mate® and Standard Coffee® private label sugar and sweeteners. Discover dozens of ways to stir up your coffee with quality condiment options to boost your coffee flavor.

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**Sources:**


COFFEE-MATE® has it all; loyalty, preference and selling power. That’s why it is the most used brand in and out-of-home.1 Customers are looking for COFFEE-MATE, in fact 61% of consumers would choose a location that offers COFFEE-MATE over one that doesn’t.2

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<td>ITALIAN SWEET CREME</td>
<td>180 ct/.375 oz</td>
<td>20022016</td>
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</table>

Liquid Creamer Singles
- Our most popular creamer format
- A wide variety of flavor offerings
- Convenient “for here” or “to go”
- 9 month shelf life
- No refrigeration necessary
- Lactose free, gluten free and Kosher dairy

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Liquid Concentrate Pump Bottle
- Exclusive format to COFFEE-MATE
- 300 servings per bottle
- Tamper-proof locking pump for food safety
- 9 month shelf life – 30 days once opened
- No refrigeration necessary
- Lactose free, gluten free and Kosher dairy

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<td>RICH CHOCOLATE</td>
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<td>VEND WHIP</td>
<td>2 lb</td>
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Liquid Bulk Creamer
- Designed for high volume coffee programs
- Quick dispensing system
- Available in 2 or 3 head dispensers
- 516 tub servings per bag-in-box
- 9 month shelf life – 7 days once opened
- No refrigeration necessary
- Lactose free, gluten free and Kosher dairy

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Powdered Creamers
- COFFEE-MATE quality in an economical format
- Available in single serve sachets or multi-serve canisters
- 2 year shelf life
- Lactose free, gluten free and Kosher dairy

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<td>ORIGINAL LITE CANISTER</td>
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<tr>
<td>FRENCH VANILLA CANISTER</td>
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</tr>
<tr>
<td>HAZELNUT CANISTER</td>
<td>15 oz</td>
<td>20022306</td>
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NESTLE® Hot Cocoa Bulk
- Rich, creamy chocolate flavor
- Specially formulated for dispenser machines
- Each 2 lb. bag makes 6 quarts of delicious hot chocolate

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<td>HAZELNUT</td>
<td>1.5 Gallon</td>
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NESTLE® Hot Cocoa Single Serve
- Rich, creamy chocolate flavor
- Single serve packet makes 8 oz. of hot cocoa just by adding hot water
- Also available in a No Sugar Added Fat Free hot cocoa mix

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All trademarks are owned by Société des Produits Nestlé S.A., Vevey, Switzerland.
A SUSTAINABILITY STORY WORTH SHARING

Sustainability is an unwavering goal at DS Services®. In fact, one of our green initiatives is delivered right to our customers. Our 3- and 5-gallon water containers are reusable. After each use, they are cleaned and sanitized, and can be refilled up to 50 times. When these bottles are no longer usable, they are recycled and used to make everything from carpet and toys to bird feeders and tool handles. So, that’s why our bottles don’t typically end up in landfills.

START BREWING SOMETHING NEW

The FLAVIA® CREATION 200 is ideal for medium-sized workplaces. Its cutting-edge design, easy-to-use interface and fresh, quality drinks make it your perfect partner at work.

- Designed especially with the needs of mid-size offices and collaborative areas in mind.
- Quick, easy-to-use technology with single-serve drinks ready in 40-60 seconds.
- No clean up, no mess, brews one cup at a time.
- No cross contamination between drinks.

Try Mars Drinks in Your Workplace — STANDARDCOFFEE.COM

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drink: different

Lavít is a single serve cold beverage company offering healthy beverages in recyclable capsules.

- Raspberry Lemonade
- Green Tea with Ginseng
- Renewable Energy
- Peach Tea
- Lemon Lime
- Black Cherry Lime
The FLAVIA® CREATION 150 is the perfect single-serve brewer for the home office, small office & collaborative workspace needs.

• Sleek and compact design to fit your small office and collaborative workspaces.
• Brews a full range of single-serve drinks including coffee shop specialties to satisfy everyone's needs.
• Brews directly from pack to cup, eliminating taste contamination from one drink to the next.

Now Available for Office Coffee

Wonderfully Bold, Surprisingly Smooth

Folgers® Black Silk® Coffee

The Best Part Of Wakin’ Up™
Available in convenient pre-measured packets & Folgers Filter Packs®

©/TM/® The Folger Coffee Company
As we welcome fall, do you think you know your coffee from your Pumpkin Spice Latte? Put your brain to the test with this quick quiz.

1. In Italian, the word espresso actually means:
   a) Pick up the pace
   b) Forced out
   c) Inky black
   d) Repressed

2. By tradition, the oldest person in the room gets their coffee first in this country.
   a) Japan
   b) China
   c) Turkey
   d) Greece

3. What American city has the most coffeehouses?
   a) Seattle
   b) New York City
   c) Miami
   d) Portland

4. Only one beverage is more popular than coffee. What is it?
   a) Tea
   b) Milk
   c) Water
   d) Soda

5. Typically, most coffees are a blend of what two ingredients?
   a) Coffee and cocoa beans
   b) Colombian and Brazilian beans
   c) Caffeine and selenium
   d) Arabica and robusta beans

6. If you order an Americano in Europe, you’ll get:
   a) An American brand of coffee
   b) A light roast with cream
   c) A blank stare
   d) Espresso diluted with hot water

7. Which country is the largest coffee producer in the world today?
   a) Brazil
   b) Mexico
   c) Colombia
   d) Argentina

8. Only one state in the U.S. grows coffee. Which do you think it is?
   a) California
   b) Texas
   c) Arizona
   d) Hawaii

9. Java and Mocha are two Arabica varieties that are named after what?
   a) Types of beans
   b) Famous coffee enthusiasts
   c) Ports of origin
   d) The actual flavors you taste

Sources:
It’s a fact: Healthy employees are more productive. That’s the reason behind the increasing number of companies offering wellness programs at work. And as employers continue to motivate employees to adopt healthier lifestyles, one beverage choice is a clear winner – water.

In the past two decades, consumption of bottled water has grown faster than any other drink in the U.S. beverage market. Its appeal is due not only to its zero-calorie refreshment but also to its ability to help maintain overall health and high performance.

According to studies conducted at the University of Connecticut’s Human Performance Laboratory, even mild dehydration can alter a person’s mood, energy level and ability to think clearly. “Dehydration affects all people, and staying properly hydrated is just as important for those who work all day at a computer as it is for marathon runners,” said Lawrence E. Armstrong, professor of physiology at the University of Connecticut.

The good news is our products are available in a variety of options to meet different tastes and preferences. DS Services® delivers crisp and refreshing natural spring water, purified drinking water, artesian water and sparkling water beverages to your office in 3- and 5-gallon containers or in convenient single-serve bottles.

Call us today to schedule reliable bottled water delivery service and promote wellness at work. 800-4-WATERS

Sources:
DS Services® is privileged to provide bottled water delivery service to homes and businesses all across the U.S. We are especially honored to work with Costco®, the fourth-largest retailer in the world and one of Fortune Magazine’s 50 most admired companies.

Since 2012, DS Services has been Costco’s bottled water delivery service partner, conducting in-store events so members can learn about and/or sign up for service on the spot. According to Dan Martinez, Services Manager of Costco Wholesale Corporation, this has become increasingly important to members. “With all the news reports about water problems in Flint, Michigan, and lead in school drinking water, more and more people have a heightened awareness of what they drink. In addition, the convenience provided with bottled water delivery enhances people’s busy lives.”

Costco service partners reflect directly on Costco, so Costco chooses them carefully, looking for top-tier products and services that are available to members nationwide. They get feedback from their members to make sure partners like DS Services meet their high standards for customer care and value. Dan is happy to have DS Services on board to help enhance the value of Costco memberships. “The bottled water delivery service offered through the DS Services/Costco partnership is the best quality and the most affordable out there,” he said. “I have it in my office and we go through 15–20 bottles per delivery. The water is safe, always great-tasting and convenient and helps all of us drink more water.”

Costco members can sign up anytime for bottled water delivery service and start enjoying the refreshing convenience. With exclusive prices for Costco members, bottled water delivery service to your office or home is easy and affordable. DS Services provides a dedicated customer care team exclusive to Costco members, which makes office bottled water delivery service hassle-free.
Some Refreshing Facts on Water, Coffee, Tea and More!

We love a good factual read, especially when it teaches us something we never knew before. Here are some great facts and insights about bottled water, coffee, tea and more that might surprise you – and make you think the next time you reach for a cup or glass!

Water is just water, right? Of course not! Varieties in this category include everything from distilled, purified and artesian to spring, fluoridated and sparkling.

Choosing bottled water over other canned or bottled beverages is a pretty green thing to do when you consider there's less packaging, less energy consumption and less use of natural resources.

OUR CANADIAN NEIGHBORS RECEIVED THEIR FIRST IMPORT OF TEA IN 1716 – nearly a year after it was first shipped!

The USDA's MyPlate “My Wins” recommendations specifically advise people to “drink water instead of sugary drinks.”

Drinking water – filtered or bottled – is the easiest thing a person can do to help lead a healthier lifestyle.

Canada

Canada
Looking for tea with a little kick? Try Chai – a spicy black tea from India made with ingredients such as cloves, ginger and cardamom. The best part? Adding honey, vanilla and milk to make it sweet and creamy.1

If your tea tastes flat, it’s likely due to lost oxygen from using water that was previously boiled. That’s why you should always use fresh water when making tea.1

How much WATER IS IN OUR ATMOSPHERE?
Consider that all of the Earth’s rivers combined would still be less than what’s up there!6

GREEN TEAS ARE MADE FROM UNFERMENTED LEAVES. They’re steamed and heated to remove the moisture.1

Most coffee cherries contain two beans inside, but a “peaberry” contains only a single bean.8

The CDC reports that tap water causes 19 million illnesses a year, while bottled water causes none.10

How much coffee to water?
A general rule of thumb is 2 tablespoons of ground coffee to every 6 ounces of water. Of course, you can adjust it to suit your taste (and should!).7

Your Trusted Partner for Brewed-Beverage Success

Rely on us to work with you on delivering a distinctive, brewed-beverage program that is:

- **Reliable** in delivering service and expertise you can count on
- **Tailored** to your business goals and operating dynamics
- **Flexible and Responsive** in addressing changing needs and new opportunities

Contact Us to Learn More or Initiate a Pilot Test for Your Business!

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