**27/12/2021 Message sent via Nestle Facebook regarding individual Satchels**

To whom it may concern. My mum and I really enjoy your Nescafe Cappuccino product, however I have concerns regarding the individual satchels they come in. Each individual satchel creates a lot of unnecessary waste and being plastic will take thousands of years to break down or may never break down properly. Do you plan to change the plastic packaging to a more environmentally friendly one or are you able to sell it in bulk like Milo? The box even says "Do good together"! I hope to continue to use the product. I look forward to hearing from you soon. Kind regards Tania Kromoloff