

COVID-19 SOCIAL DISTANCE DISPATCH BEST PRACTICES



Note: The U.S. Centers for Disease Control indicates that symptoms of COVID-19 may appear 2-14 days after exposure and recommends use of social distancing as a precaution.

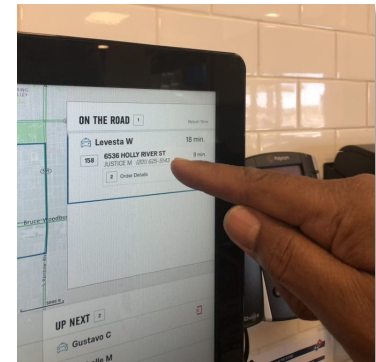
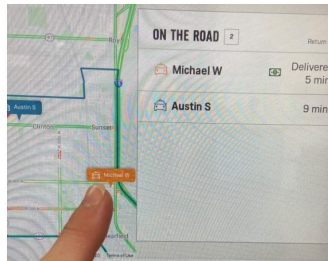
Delivery Experts with GPS and Dashboard

Utilizing GPS and Delivery Dashboard:

1. Bag and tag the completed orders when ready, placing all boxed items in hot bags. WHERE PERMITTED, use plastic bag for any additional items such as dip cups, sodas, salads, and any requested service items such as plates, napkins, etc.

2. Keep track of returning Delivery Experts on the Delivery Dashboard and utilize lit car toppers:

- **Orange vehicle icon** = Delivery Expert returning to store
- **Audible chime** = "Delivery Expert In", crossed geofence and ready to dispatch IN
- **Dollar Bill icon** = Cash delivery. Monitor Delivery Expert to ensure they come in for cash drop and properly wash hands



3. Immediately dispatch their next order, prepare the hot bag and any other items in the order
 - Allow 6' distance for Delivery Experts to pick up the next order following previous cash drop
 - For previous **noncash** delivery, meet the Delivery Expert at their vehicle



- Leave new delivery on their car hood and step back 6'
- Delivery Expert retrieves new order and verifies order is complete while inside vehicle
- Delivery Expert places their empty hot bags on hood and reenters vehicle
- Team member retrieves empty hot bags
- If any items are missing from the delivery, Delivery Expert will notify Team Member who will return to store, retrieve the missing item and leave it on the Delivery Expert's hood
- Team Member will sanitize the hot bag and wash hands properly

Delivery Expert Duties when not actively out for deliveries



When your Delivery Expert are not actively involved with deliveries, consider assigning any secondary duties with clear tasks to avoid group gatherings-

- **Dish Wash area:** One person at a time
- **Walk in area:** One person at a time
- **Manager office:** One person at a time. Delivery Expert counts out their money, then waits outside while the manager verifies the count
- **Back of store:** When more than one Delivery Expert is completing assigned tasks, maintain 6' of distance between workstations (i.e. 1 - folding boxes, 1 - prepping sauce)

NOTICE FOR FRANCHISEES AND THEIR EMPLOYEES: These materials were prepared as a temporary resource during the unprecedented global COVID-19 pandemic. The COVID-19 situation is developing rapidly and franchisees should continue to monitor the [U.S. Centers for Disease Control COVID-19 website](#), the [World Health Organization COVID-19 website](#), and [Domino's dLive COVID-19 Resource Page](#) for the latest developments. These materials contain information related to optional technologies and/or business practices. As independent business owners, franchisees may use or not use these optional materials and technologies in their sole discretion. Franchisees must determine the policies, practices, and settings to be implemented in their stores regarding the use of these optional technologies and/or business practices and must ensure that the technologies and business practices they use are compliant with all applicable legal requirements. These materials are provided for general informational purposes only and do not, and are not intended to, constitute legal advice. Compliance with any and all information provided in these materials is not a guarantee that accidents or losses will not occur or that franchisees will be in compliance with applicable legal requirements. Franchisees should consult their own legal counsel concerning their particular facts and circumstances and any specific legal questions they may have regarding the issues addressed in these materials. As independent business owners, franchisees remain solely responsible for the operation of their stores, including, without limitation, all employment practices and policies, all safety and security issues, and all other workplace issues. The persons who work in stores owned and operated by franchisees are employees of the franchisee, and not employees of Domino's Pizza LLC or its affiliated entities. By providing these materials, Domino's Pizza LLC and its affiliated entities do not assume any responsibilities or duties of franchisees or their employees.

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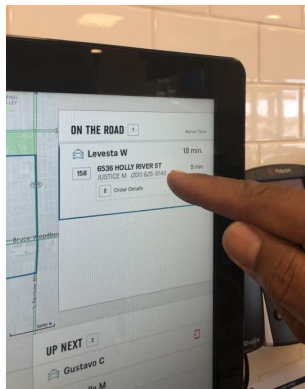
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Delivery Experts without GPS and Dashboard

If not utilizing GPS and Delivery Dashboard:

1. Bag and tag the completed orders when ready, placing all boxed items in hot bags. WHERE PERMITTED, use plastic bag for any additional items such as dip cups, sodas, salads, and any requested service items such as plates, napkins, etc.
2. Keep track of 'Delivery Expert Due Back' times on dispatch screen
3. Use the 'Delivery Expert Vehicle List' to identify returning Delivery Experts

Driver Name	Vehicle Color	Vehicle Make	Vehicle Model	Shift Start Time	Shift End Time



Reminders

- Once identified, dispatch Delivery Expert IN then immediately dispatch next order
- Utilize lit car tops to identify orders more easily. If car tops are numbered and assigned to drivers, track this on the Driver Vehicle List
- Note Delivery Experts assigned cash orders, then monitor to ensure they make cash drop and properly wash hands upon return

4. Immediately dispatch their next order, prepare the hot bag and any other items in the order
 - Allow 6' distance for drivers to pick up the next order following previous cash drop
 - For previous **noncash** delivery, meet the Delivery Expert at their vehicle



- Leave new delivery on their car hood and step back 6'
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