



Management Plan (MP/23)

Introduction

This note has been produced on behalf of Domino's Pizza UK & Ireland Ltd to commit to a set of criteria for standard behaviour and good management controls expected of delivery drivers and employees operating at all stores.

Standards for Delivery Drivers

- Any required parking permits will be obtained and clearly displayed.
- Deliveries are to be undertaken in such a way to cause the minimum disturbance to neighbours.
- If mopeds are stored in an off-road parking area they will have their engines switched off before they are wheeled off the highway.
- Vehicles will engage gears quietly.
- Engine revs will be kept to a minimum.
- Car drivers will close the driver's door of the vehicle quietly.
- Drivers will ensure that the vehicle engine is switched off once the vehicle is stationary, vehicle engines will not be left running between delivery trips.
- Under no circumstances will delivery vehicles be parked illegally and/or in any way cause an obstruction to pedestrians and/or other road users.
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- Drivers communicating outside of the unit shall converse using normal vocal effort – staff shall not use raised voices / shout, unless in a bona fide emergency situation
- Highway Law will be adhered to at all times.

Customer Conduct

- Prior to commencement of the use, the store will conduct a “Local Crime Risk Assessment” and will implement any additional reasonable controls indicated by the assessment.
- All staff shall be appropriately inducted prior to commencement of their service, to ensure familiarity with protocols to monitor unreasonable/anti-social behaviour and appropriate escalation protocols, including circumstances requiring emergency assistance.
- Customers will be encouraged to make use of the internal waiting area within the store and appropriate signage will be placed within the store further encouraging this and respect for the site’s residential neighbours.
- Customers will be requested to refrain from smoking outside of the store.

Back of House

- Staff must not use radios in external areas.
- The rear door of the premises should remain closed, other than when in use or receiving deliveries/servicing.
- Staff taking breaks externally shall do so in the approved area to the rear of the ground floor extension, away from the existing flats.
- Staff must act with respect to the store’s residential neighbours, conversing at normal speech volumes and shall not act in an inconsiderate or unreasonable manner.

Servicing

- Deliveries and collections shall be undertaken with due consideration for neighbouring dwellings to minimise noise.
- Lorry radios shall be switched off during deliveries.
- The disposal of waste/recycling at more sensitive times of the day shall be avoided.

Complaints Procedure

Prior to the commencement of operation, neighbouring residents will be provided with the contact name and number to whom any concerns regarding the operation of the store can be communicated.

All complaints will be formally logged in a complaints register, which will also record the store’s investigation of the complaint and any resulting corrective actions implemented.

Details of the complaint should include:

- Name of complainant
- Address of affected property
- Contact phone number
- Date and time of complaint
- Method of notification (i.e. complaint line, email, letter)
- Type of complaint
- Details of complaint
- Any previous or related complaints

The store will ensure that any complaint is responded to within 3 working days.

Store name/location: _____

Signed on behalf of Domino's Pizza UK & Ireland Ltd: _____

Date: _____
