

construction
supply
service



DOMINO'S REFURBISHMENT MANUAL 2020



phone
1300 720 622
or visit
construction
supply
service
.com.au



WELCOME TO YOUR NEW LOOK & FEEL.

Things have changed since we last spoke. Operationally, we're using new technologies and practices everyday. Aesthetically, we're breathing life into the world and beautifying our spaces.

Are you ready to take advantage of all of the learnings from our global network of Domino's stores? While mandated, most of our franchisee's relish the opportunity to revitalise their stores and fix some of the cracks that have emerged over the past several years.

Today, we want to start our dialogue with you and showcase all of the fantastic improvements and changes that are possible for your store.

Here is what is inside this Domino's 2020 Refurbishment Manual.

At Domino's we are always looking for the ultimate image to draw customers back time and time again.

In 2020, customers want natural textures. They want premium looking finishes. And in our digital world it needs to be ready for the internet.

All of this pressure has resulted in our best image yet. It's fresh, fun and full of life. Got ready?



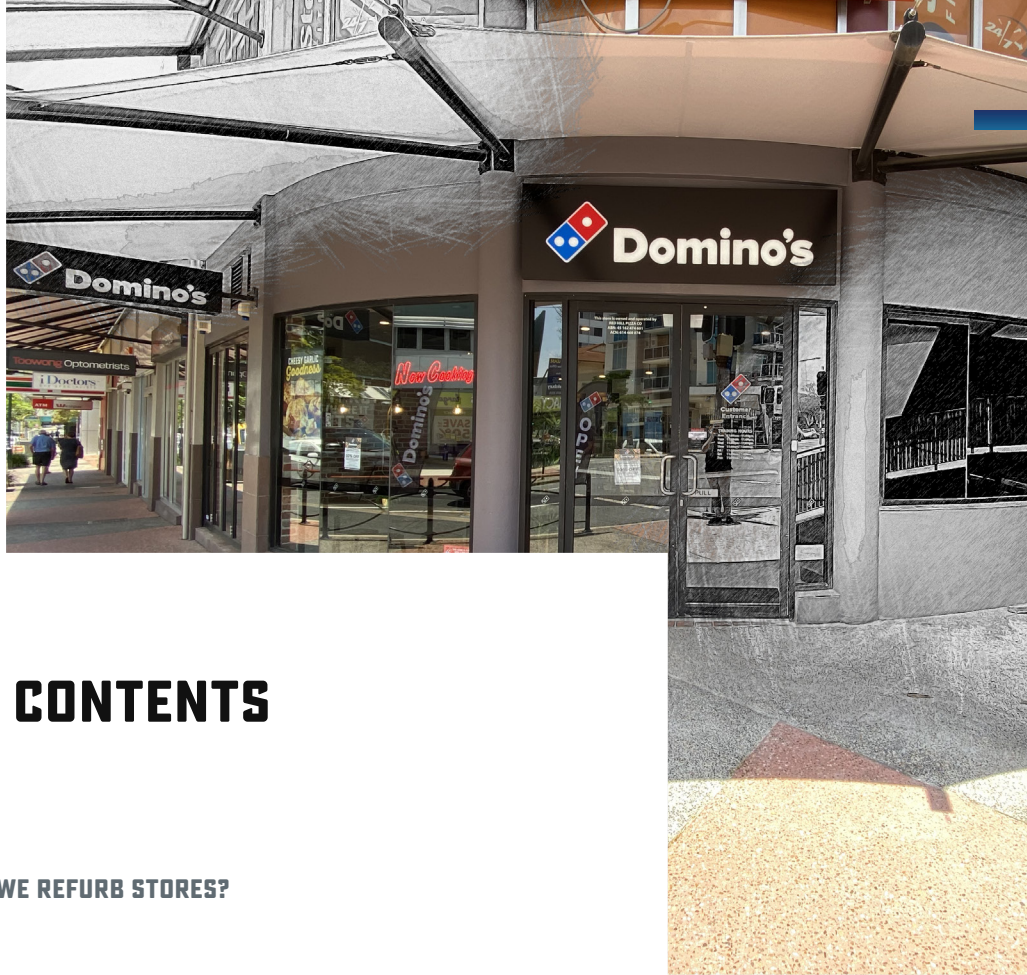


TABLE OF CONTENTS

04	WHY DO WE REFURB STORES?
06	GETTING STARTED
07	EQUIPMENT AREAS OF OPPORTUNITY
08	DOMINO'S SOLAR ACCESS SCHEME
12	REFURBISHMENT WORKFLOWS
14	DOMINO'S POLICY: IMAGE COMPLIANCE
15	DOMINO'S POLICY: DEVELOPMENT LEVEL OF SERVICE
16	CSS APPROVED CONTRACTORS CONTACT LIST
17	REFURBISHMENT TIMELINE
18	CONTACT INFORMATION

WHY DO WE REFURB STORES?

AS PART OF DOMINO'S PIZZA ENTERPRISES LTD'S ("DPE") ONGOING STRATEGIC PLAN OF BEING A MARKET LEADER, IT IS IMPERATIVE THAT DOMINO'S STORES MAINTAIN AN UP-TO-DATE RETAIL APPEARANCE THAT REPRESENTS DPE'S MOST CURRENT CORPORATE IMAGE. THESE REFURBISHMENTS ARE HANDLED THROUGH CONSTRUCTION SUPPLY & SERVICE ("CSS")



KEEPING UP WITH THE CHANGE

Every year our business learns how to build a better Domino's store. In the last decade, we introduced FOOD THEATRE. An exciting way to draw customers into your store, bringing the pizza making to centre stage and removing the curtains.

WHAT WILL THIS DECADE BRING?

2020 is the year of delivery. The year of optimisations and improvements. And it's the year that your store will be delighting customers in a new natural, green space where they will want to watch their meal come to life.

Dough flow, driver doors and delivery light signals are new ways to slash EDT, provide better experiences and make store life easier.



**OUR BRANDING AND IMAGE
CONTRIBUTES TO HOW OUR
CUSTOMERS IDENTIFY US.
IT'S CRITICAL THAT IT IS
CONSTANTLY EVALUATED
AND UPDATED.**

NICK KNIGHT, CEO, DOMINOS ANZ



REFRESHED DESIGN

We are making our spaces beautiful and appealing to customers so that they are easily drawn into the store. Our current design iteration is our best yet.



IMPROVED STORE OPERATIONS

This is also an opportunity to move ovens, upgrade storage or even replace equipment. Helping to maximise stores operational efficiency & future proofing.



FAST WHERE IT COUNTS

We've refined our refurbishment process to have as little impact to your store trading as possible. We are confident we'll have you operating again in no time.



QUALITY FINISHES

And we are using quality commercial grade equipment and finishes. The result is a fantastic looking store built to last.



LETTING CUSTOMERS PARTICIPATE

If your store can fit a makeline at the front now is the time to swap over to our food theatre store layout. It engages customers and showcases our premium fresh ingredients plus the talent of our staff!



WE'LL TAKE CARE OF THE PAPERWORK

You're in good hands! CSS oversee each refurbishment to provide easy, reliable advice ensuring that all stakeholders are updated and informed through the entire development process.

GETTING STARTED

As part of our commitment to the Domino's brand we are required to refurbish our stores every 7 years. This is not only a contractual obligation of all franchisees but ensures we maintain a uniform and current aesthetic for our customers while ensuring we are providing our operations teams the most efficient layout and equipment to deliver the Domino's product to our customers.

Getting started is easy and we're here to assist you with each step of the refurbishment process.

1. Read and peruse the LOS (level of service) documents provided,
2. Select your desired level of service sign and return your LOS,
3. If you are selecting Self-Managed, special approval will be required,
4. Once signed and returned whether it be *CSS managed* or *self-managed*, site audits & draft plans are carried out and CSS will assess & confirm if the reduced scope refurbishment can be done (level 3).

Franchisee	Name:	Store listed on page
	Store:	Store address listed
	Store Address:	
Service Level	I nominate Level Service (choose either Level 1 or 2 below, Levels 3 & 4 are confirmed)	
Service Fee (exclusive of Contractors Fees and fit-out hard costs)	Level 1 \$9,000 + GST Level 2 \$3,000 + GST Level 3 \$5,000 + GST Level 4 \$3,000 + GST Please note that level 4 is if a store is approved for both level If the Store is located in Australia, all fees are in Australian dollars. If the Store is located in New Zealand, all fees are in New Zealand dollars.	
Contractors Fees	As per Schedule A of this Agreement	
Franchisee Election for Level of Service	The Franchisee acknowledges and accepts that the Agent reserves the right to charge the Franchisee the same fees regardless of the Level of Service chosen. In the event the Franchisee elects to proceed with a Level 2 Service (managing the statutory and store build) and acknowledges and accepts they are required to complete the Application to Self-Managed, and that it is to the sole discretion of the Agent whether it is approved for the Franchisee to proceed with the Level 2 Service.	

Completed on the date the last party signed.

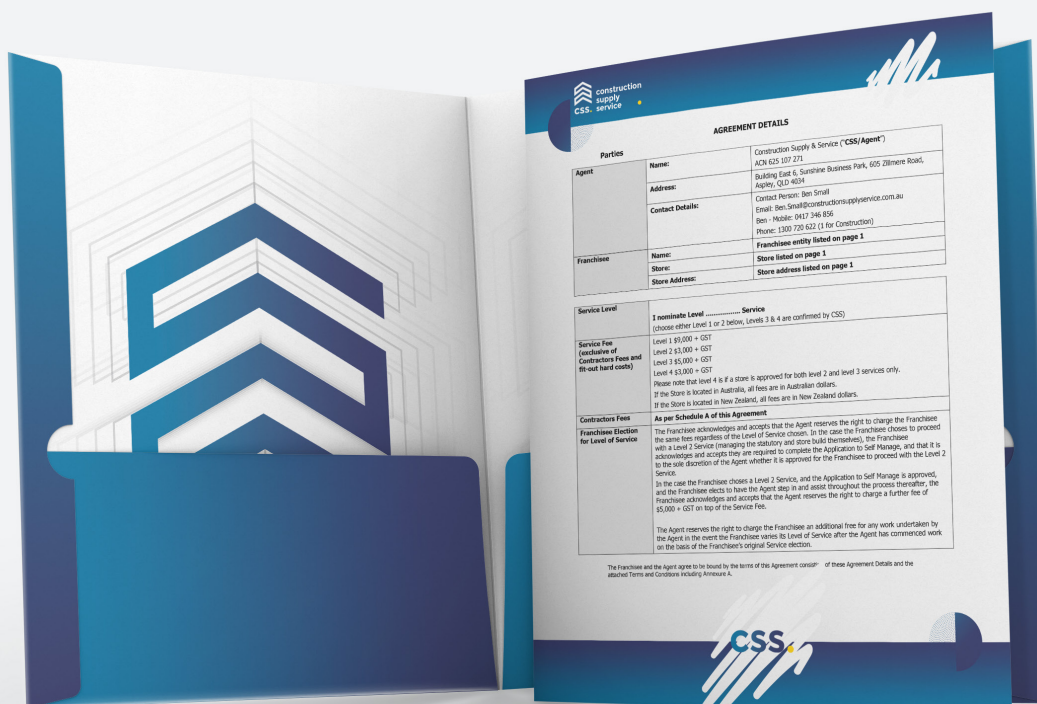
on Supply & 271 acting by the

Executed by the Franchisee acting by the following persons:

Signature

Full name (print)

Date





Maintaining your equipment is the number one way to extend it's life. Our service team are here to make it easy. Have you heard of our national service program? Speak to our team today to see how we can remove the stress of servicing your equipment regularly.



DISCOVER YOUR STORES PERSONALISED AREA OF OPPORTUNITIES

AS PART OF THE PROCESS OUR TEAM CAN REVIEW YOUR EXISTING EQUIPMENT AND COMBINE WITH HISTORICAL DATA TO SHOWCASE OPPORTUNITIES. ENQUIRE WITH OUR TEAM TODAY.

This is a free complimentary service designed to help identify upcoming equipment headaches and fix them before they arise.

Includes:

1. Oven condition/performance and whether servicing is required
2. Airconditioning condition/performance and whether servicing is required
3. Oven ventilation condition
4. Oven ventilation interlock condition
5. Fixed plant refrigeration condition / performance
6. Makeline condition/performance and whether servicing is required
7. Non fixed refrigeration equipment condition and whether servicing is required
8. Dough making equipment condition and whether servicing is required.







LET NATURE SLASH YOUR POWER BILLS

ENERGY EFFICIENCY ISN'T JUST ABOUT USING GREEN ENERGY, BUT GETTING A BETTER UNDERSTANDING OF YOUR ENERGY USE.

You can't manage what you can't measure. Our energy management systems equip you to monitor, collect data and present it in a meaningful way. Know what your paying for. These systems allow you to make informed decisions based on actual real-time data over the cloud.

Providing you with information tools will help solve the problem, but this software is also about motivating businesses to change their energy usage behaviour. Our system can highlight energy consumption and system performance for a variety of equipment and operations.

The customers of tomorrow are supporting businesses that are minimising their ecological footprint today. CSS knows that an investment in sustainable energy is not only better for business, but better for the bottom line on your books and your mind.



ENERGY DEMAND CONTROLLERS

Increasing energy costs impose a significant impact on efficient businesses where the energy demand in peak can be incredibly costly. Keep your sites electrical load under check to avoid high tariffs on your electricity bill with an energy demand control system using real-time data to make



SOLAR INSTALLATIONS

Through our selected strategic partnerships with energy optimisation specialists Tier-one commercial grade solar systems are being installed around the country by Construction Supply & Service. Our clients are discovering impressive intuitive strategies tailored specially for their business and location.



ELECTRICAL | MONITORING | AUTOMATION

Monitor different aspects of your business including but not limited to temperature, energy consumption and CO2. Our software allows you to make proactive decisions on fine tuning your equipment to extend operational life and improve overall occupant comfort all while reducing power and costs.

REFURBISHMENT FLOWCHARTS

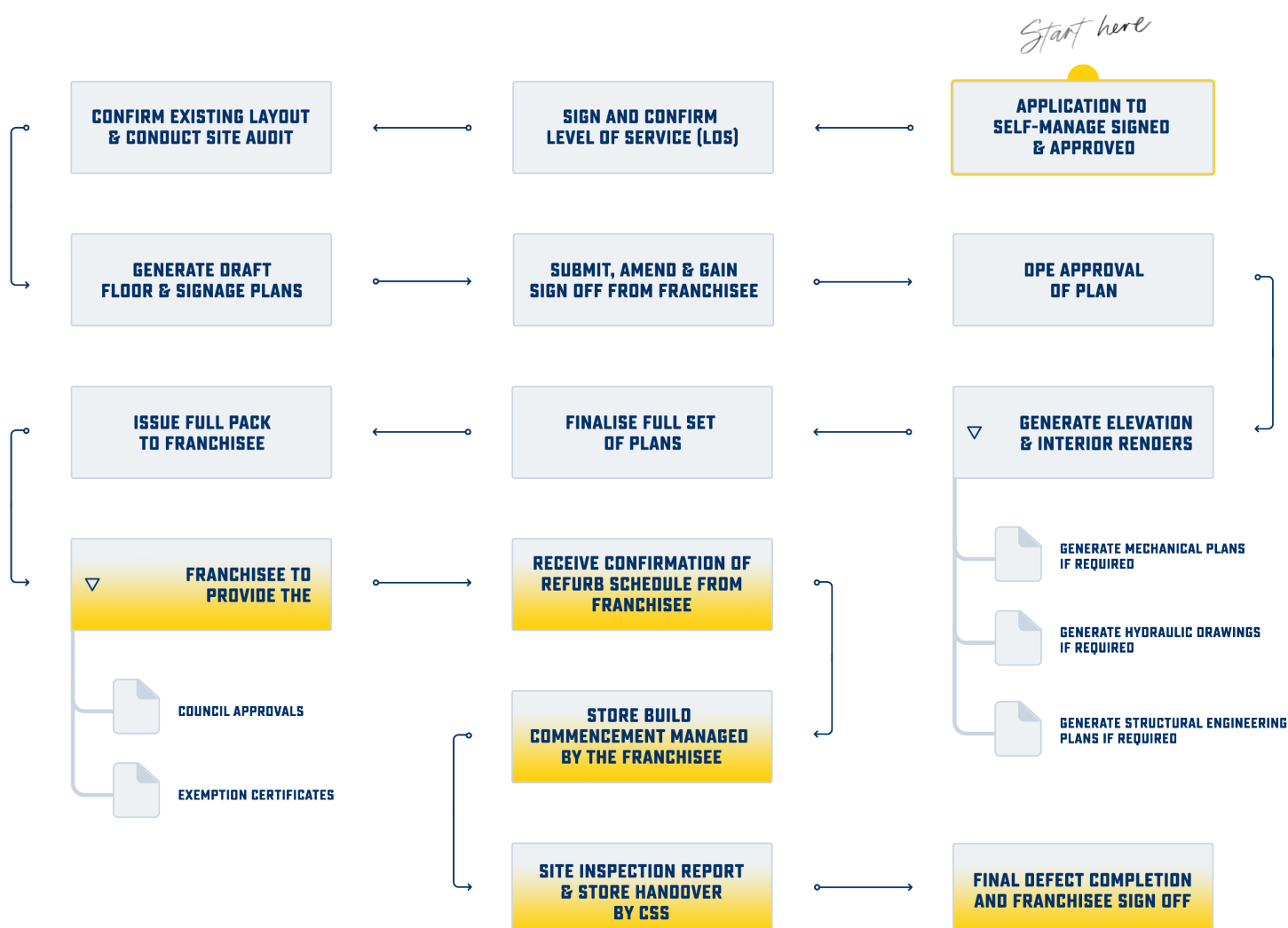
SELECTING YOUR LEVEL OF SERVICE

At CSS there are two options, you can elect to manage the build yourself or let us take care of everything for you.

We're here to help. CSS is here to guide you along your journey from answering general questions to providing expert advice. Our job is to ensure that your store is ready to trade on schedule improved by all the learnings from the Domino's network!

OPTION 1: SELF-MANAGED REFURBISHMENT

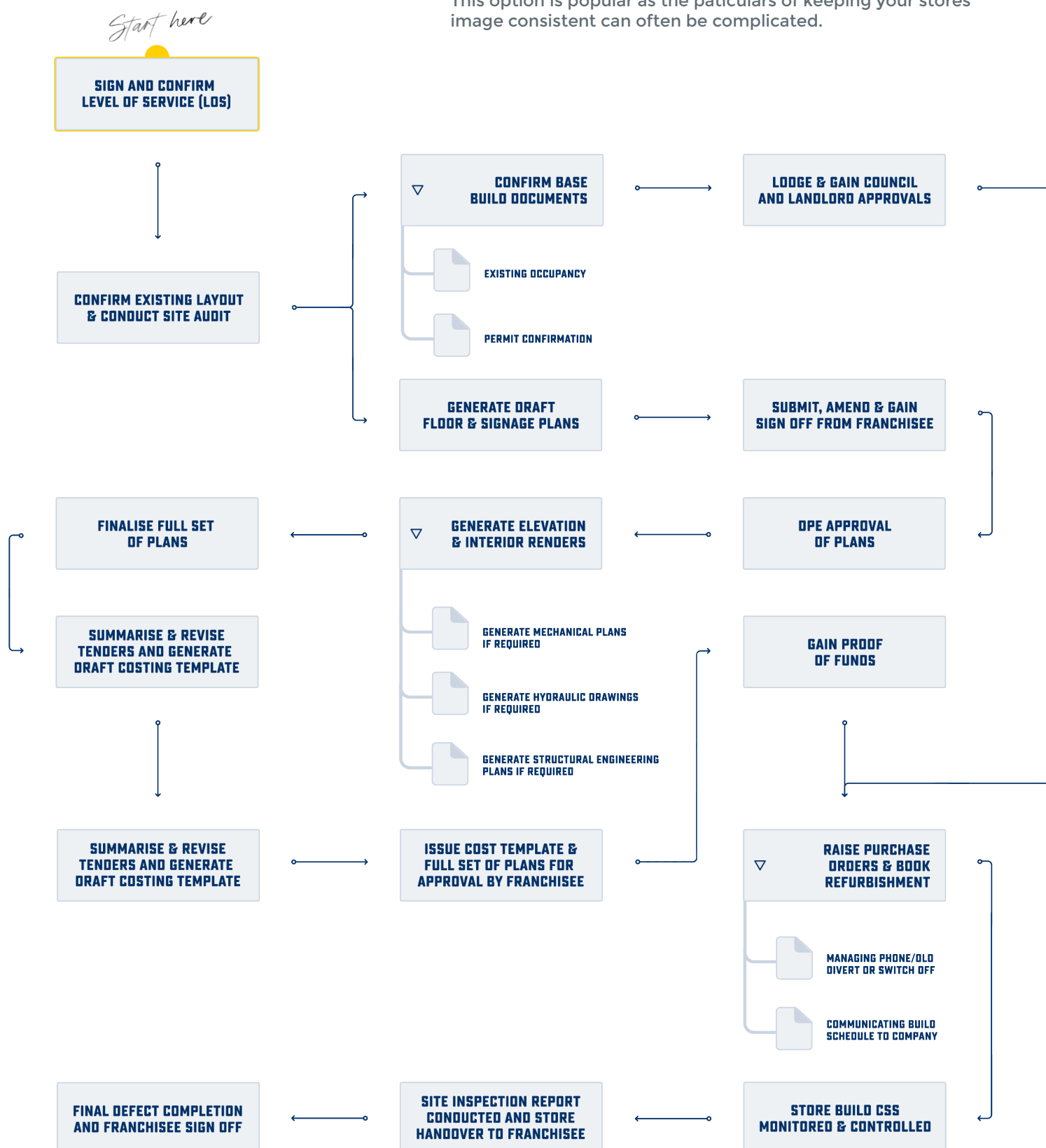
When you elect to manage the build yourself, you will need to arrange all of the required works from Domino's approved contractors, manage the works at the store and submit a report upon completion. Self-managed LOS must be approved by Domino's and CSS and is subject to terms and conditions.



OPTION 2: CSS MANAGED REFURBISHMENT

Alternatively you can leave it to the experts at CSS to complete the build on your behalf. We'll work closely with you at the start to scope out the areas of opportunity and finalise the plans. After that we'll handle the hard work including the approvals, arrangement and delivery of the finished refurbishment.

This option is popular as the particulars of keeping your stores image consistent can often be complicated.



TITLE:	Policy – Image Compliance
CATEGORY:	Image
APPLICATION:	Aust/NZ Franchise, Aust/NZ Corporate
ISSUE DATE:	5th September 2018
EFFECTIVE DATE:	5th September 2018
VERSION:	2.0



This document outlines the policy regarding compliance with Domino's image standards. This policy replaces version 1.2 issued on 1 July 2014.

As part of Domino's Pizza Enterprises Ltd's ("DPE") ongoing strategic plan of being a market leader, it is imperative that Domino's stores maintain an up-to-date retail appearance that represents DPE's most current corporate image.

DPE may from time to time require that a sub-franchisee refurbish their store in order to maintain or improve the appearance and efficiency of the store, to increase the store's sales potential or comply with DPE's standards and identity.

Version 1.1 of the Image Compliance Policy required that:

1. all Domino's stores over 7 years old (as at 18 July 2012) completed an upgrade by 17 July 2013;
2. any Domino's store over 7 years being sold required refurbishment as part of the sale; and
3. all remaining stores to upgrade at the 7 year mark or by 30 June 2015, whichever came first.

PLEASE NOTE that stores which have not yet completed a refurbishment in accordance with the above requirements are in breach of this Policy.

Without limiting the above, DPE now requires, as a continuing obligation, that a Domino's store undergoes a refurbishment every seven years to align with the current design specifications at that time (this may include both (**Refurbishment**). The Refurbishment must be completed, at the sub-franchisee's cost, within the earlier of six months of receipt of written notice from DPE or prior to completion of a sale of the Domino's store (if applicable). For clarity, where the Domino's store is being sold to a third party, the Refurbishment must be completed prior to settlement.

DPE or CSS will issue a Level of Service Agreement ("LOS") to each Domino's store requiring a refurbishment and the following timeframes apply:

1. **The sub-franchisee must complete, sign and return their LOS to DPE or CSS within 30 days of receipt; failure to do so may result in the sub-franchisee breaching its obligations under the Sub-Franchise Agreement.**
2. **Upon receiving a signed LOS, DPE/CSS will issue a Refurbishment Pack to the sub-franchisee within three months which includes;**
 - a. **where the sub-franchisee has been approved to manage their own Refurbishment:**
 - i. a full set of Refurbishment plans;
 - ii. any signage montage;
 - iii. a blank Refurbishment template that the sub-franchisee must complete and return to DPE/CSS; and
 - iv. a list of DPE/CSS approved contractors.
 - b. **where the subfranchisee has nominated DPE/CSS to manage their Refurbishment:**
 - i. a full set of Refurbishment plans;

Policy – Image Compliance

- ii. any signage montage;
 - iii. a completed Refurbishment template for the sub-franchisee to sign and return along with proof of funding; and
 - iv. a build schedule.
3. Upon receiving the Refurbishment Pack, the sub-franchisee must complete the required refurbishment, in full, within 6 months; failure to do so may result in the sub-franchisee breaching its obligations under the Sub-Franchise Agreement.

DPE will continue to review all Domino's stores from their opening or last refurbishment date and all sub-franchisees will be advised of their individual upgrade requirements on a store-by-store basis.

Approved:

Nick Knight
CEO – Australia and New Zealand

COMPANY POLICY

TITLE:	Policy – Self managed store builds & refurbishments
CATEGORY:	Compliance
APPLICATION:	Franchise (Aust/NZ)
ISSUE DATE:	7 December 2015
EFFECTIVE DATE:	7 December 2015
VERSION:	v1.0



Overview

This policy outlines Domino's Pizza Enterprises requirements with regard to self-managed store builds and refurbishments.

The Self-managed store builds & refurbishments policy is applicable to all Domino's stores including those with NON DPE leases, for example stores with leases held in a franchisees name.

All stores are to be built to the proper standard and fitted with the correct equipment to ensure that we service our customers in an efficient manner and to ensure consistency of brand, image, design and finish across the network.

Any store that has a lease held in Domino's name is not permitted to have its new store build or refurbishment self-managed by a franchisee.

Stores that have leases held in franchisees names can apply for approval to complete a self-managed new store build or refurbishment.

DPE will provide an application form that must be completed in full and returned with required supporting documentation showing that the franchisee has the necessary skills and experience to manage the process. If the documentation is not returned with all the relevant information the application to self-manage the process will not be considered.

Any franchisee that is approved to complete a new store build or refurbishment must fully comply with all current image and equipment specifications including all shop fitting requirements and use only approved shopfitters and contractors.

Approved:

Nick Knight
ANZ Chief Executive Officer

TITLE:	Policy – Development Level of Service Agreement
CATEGORY:	Compliance (Sub-Franchise)
APPLICATION:	Australia / NZ Franchise
ISSUE DATE:	4 September 2018
EFFECTIVE DATE:	4 September 2018
VERSION:	2.1



Overview

This policy outlines the particular conditions that apply when a sub-franchisee nominates Option B in the Development Level of Service agreement for the refurbishment of their store and Domino's Pizza Enterprises Limited (*DPE*) and Construction, Supply & Service Pty Ltd (*CSS*) approve the sub-franchisee to self-manage the refurbishment.

This policy has been developed to ensure the integrity of a new image roll out across the Domino's Pizza franchise system by assisting sub-franchisees to complete refurbishments correctly.

DPE notes that the following conditions, amongst others, must be met by a sub-franchisee whilst completing their self-managed store refurbishment:

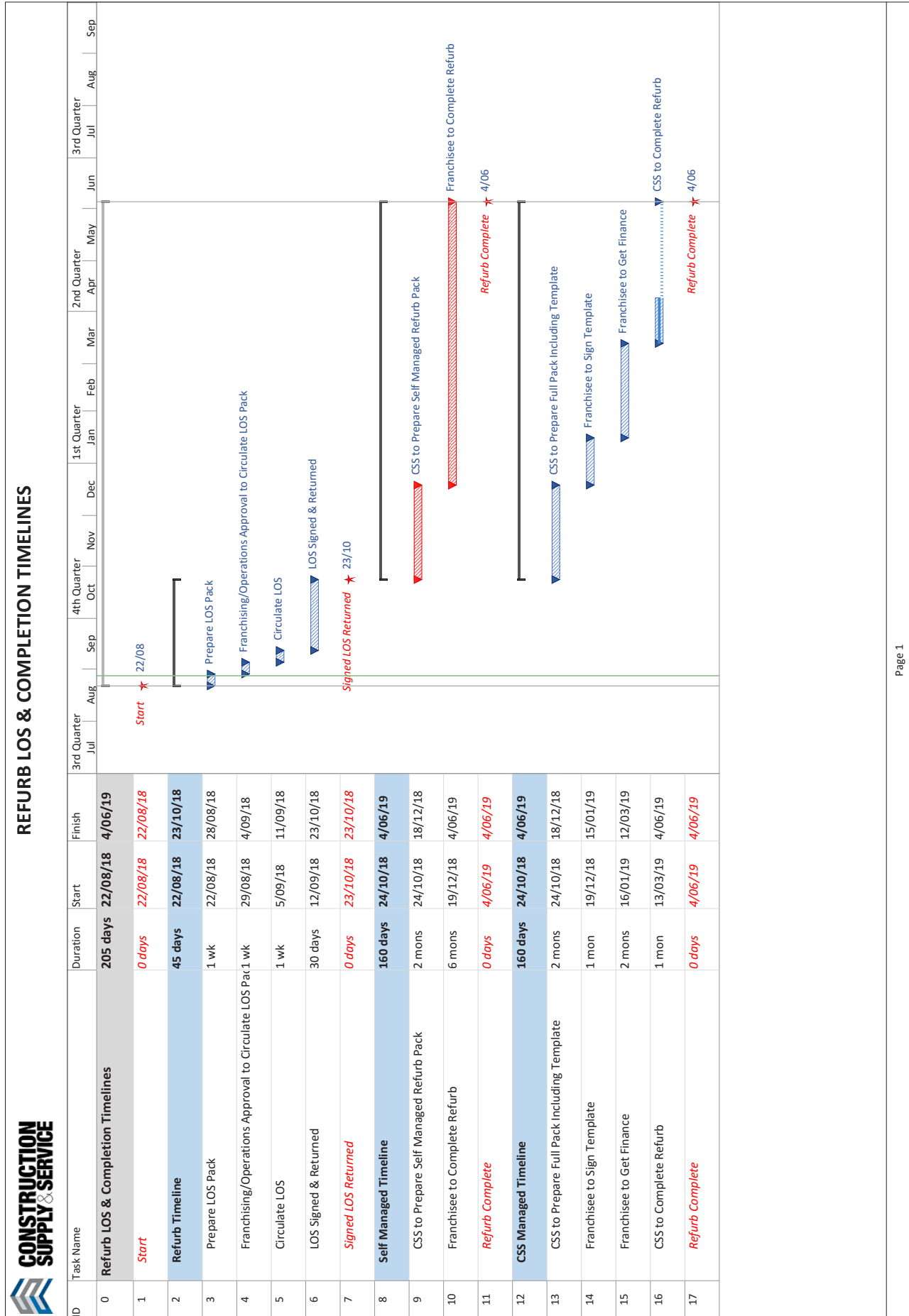
1. All items within the scope of works provided by DPE/CSS must be completed to DPE's/CSS' satisfaction.
2. The construction drawings, scope of works, sign montage and specifications provided by DPE/CSS must be adhered to in every aspect of the refurbishment.
3. The sub-franchisee is responsible for obtaining all relevant statutory approvals. The sub-franchisee must provide DPE/CSS with copies of all required statutory permits and approval, prior to commencing the refurbishment works. Please note the sub-franchisee will be legally liable for any damages that arise from not obtaining the required statutory approvals.
4. Only DPE/CSS approved contractors may be engaged.
5. Only DPE/CSS approved suppliers may be engaged.
6. Only DPE/CSS specified materials may be used. Note: these will be specified in the construction drawings.
7. CSS will provide the sub-franchisee with a standard refurbishment template for completion. The sub-franchisee must submit its completed refurbishment template to DPE/CSS for approval and sign-off prior to commencing the refurbishment works.
8. The sub-franchisee is responsible for sourcing and assessing quotations for its refurbishment.
9. The sub-franchisee is responsible for ensuring that the store is closed for the minimum possible time. The closure times and dates must be presented to DPE/CSS for approval.
10. The sub-franchisee is responsible for organising required building and health inspections of the completed works as well as providing all required construction certificates. Copies of these must be provided to DPE/CSS.
11. The sub-franchisee is responsible for all contract management works associated with the contractors and suppliers it engages, including the payment of all required deposits and progress payments.
12. The sub-franchisee is required to inform the Domino's National Construction and Project Manager of the commencement and completion times of its refurbishment works a minimum of one month prior to the proposed refurbishment commencement date.



**CONSTRUCTION
SUPPLY & SERVICE**



**CONSTRUCTION
SUPPLY & SERVICE**



THANKS FOR CHECKING THIS OUT.

WE'RE EXCITED TO BE WORKING WITH YOU.
FROM THE TEAM AT CSS.

CONTACT US

EAST 6 / 605 ZILLMERE ROAD,

ASPLEY, 4034

1300 720 622

CONSTRUCTION@CONSTRUCTIONSUPPLYSERVICE.COM.AU

WWW.CONSTRUCTIONSUPPLYSERVICE.COM.AU