

Stop Loading

Optional GM Action Items List



Your organization can consider using the following timeline and recommended action items to prepare your organization's plan for the transition to Stop Loading. In the action items column, you can mark each box applicable to your organization as you complete the task(s) for each week.

RECOMMENDED KEY WEEKS FOCUS ITEMS		RECOMMENDED ACTION ITEMS
PRE-TRAINING ACTIVITIES 2 Weeks Out	Become the Expert <ul style="list-style-type: none"> Notification that your store will be transitioning to Stop Loading Locate available optional training resources Ask about your organization's training plan Identify training needs related to Stop Loading for your in-store team 	<ul style="list-style-type: none"> <input type="checkbox"/> Review all available optional training resources on PieNet, if being used as part of your organization's training plan <input type="checkbox"/> Watch all available optional training videos found on PieNet and/or Learning Hub <input type="checkbox"/> Print, or have on hand, any resources you plan to use for your training <input type="checkbox"/> You are encouraged to reach out to your local SCC prior to your store's transition to Stop Loading with any questions you may have <input type="checkbox"/> Consider scheduling a training session(s) for the following week with your in-store management team and any other members of your store team who have been designated to be trained in Stop Loading
TRAINING WEEK 1 Week Out	Plan for a Successful Launch <ul style="list-style-type: none"> Execute your organization's training plan Opportunity for your store team to study all available resources. Consider how you might utilize new job aids Based on your store's layout, begin to plan where carts will be stored between deliveries Get ready for launch next week! 	<ul style="list-style-type: none"> <input type="checkbox"/> Consider conducting your scheduled training session(s) with your management team <input type="checkbox"/> Use the optional Store Meeting Guide to keep your sessions on track as planned <input type="checkbox"/> Utilizing PieNet and/or Learning Hub, provide time for your store team to view all new training videos and job aids that your organization has elected to use <input type="checkbox"/> Consider posting new job aids in appropriate locations <input type="checkbox"/> Identify safe location for cart storage and pickup <input type="checkbox"/> Identify safe location for storing dollies and dough trays for pickup <input type="checkbox"/> Confirm walk-in organization and product rotation practices prior to first Stop Loading delivery
LAUNCH Go-Live	Launch, Follow-up, and Evaluate <ul style="list-style-type: none"> Consider providing ongoing feedback to your management team regarding Stop Loading Evaluate cart storage and return process Ensure all training resources are available 	<ul style="list-style-type: none"> <input type="checkbox"/> Consider following-up with your management team regarding any issues or concerns <input type="checkbox"/> Verify cart storage and return process are working as planned <input type="checkbox"/> You are encouraged to provide any feedback, issues, or concerns to Supply Chain as directed

Optional online training tools can be found on the Learning Hub or <https://pienet.dominos.com>

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Stop Loading

Optional FAQs



Consider using this optional FAQ resource as part of your launch along with any additional resources created by your organization.

FREQUENTLY ASKED QUESTIONS AND ANSWERS:

Q. What is Stop Loading?

A. Stop Loading is a new loading and delivery method for Domino's Supply Chain Center ("SCC") deliveries to stores. A store specific order is loaded into a roller cart and placed in a trailer for transport. Most items ordered will be delivered in carts and placed directly into the walk-in or back of the store near dry storage. Stop Loading was created to help reduce store delivery times and reduce damaged goods during delivery.

Q. How will Stop Loading affect my operations?

A. SCC orders will now arrive to stores in carts. These carts are stored in walk-in coolers and/or dry storage areas to be unloaded by your in-store team. Stacks of dough are now brought in on SCC-supplied dollies that will be picked up with all empty dough trays by SCC drivers during the next delivery.

Q. How can I tell the difference between the store dollies and the SCC dollies?

A. SCC-owned dollies will be aluminum OR blue with stamps indicating that they belong to your local Supply Chain Center. Empty dough trays will be picked up when they are stored on these SCC-owned dollies. For pickup, stack empty dough trays 27 high on SCC dollies.



Blue SCC dough dolly



Aluminum SCC dough dolly

NOTE to stores serviced by SCCs using aluminum dough dollies

SCCs using aluminum dough dollies have an automated dough production process that requires empty trays to be fed on specific aluminum dollies in order to run. Dough will be delivered to stores on these dollies. Please return empty dough trays, stacked 27 high, on these aluminum dollies to prevent production disruptions.

Q. When should my store team empty/unload a cart?

A. It is recommended that all carts should be unloaded shortly after they are delivered. SCC drivers will need to pick up all carts at the next delivery, so we encourage your organization not to store your product on these carts and request that these carts not be used as extra shelving in your walk-in cooler.

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Q. What is the recommendation for storing empty carts once they are unloaded?

A. Empty carts should be safely stored in the back of the house out of view of your customers. If space in your store is limited, you can consider storing or nesting empty carts in the back of house or in the walk-in cooler until the next SCC delivery. Please do not store carts belonging to SCC outside.

Q. How can I save space when storing carts?

A. Carts may be nested. Nesting is the ability to combine two or more carts which reduces actual storage space used in stores. When nested, carts will save 1/3 space per cart. Consider utilizing the optional “Cart, Dolly, and Dough Tray Storage” Job Aid available on PieNet for instructions on nesting carts for storage.

Q. How many carts will my store receive per delivery?

A. Most regular orders take 3-5 carts. Boost weeks and holidays may increase the number of carts.

Q. How much does a full cart weigh and are there any tips for safe use?

A. A cart that is filled with product can weigh more than 400 pounds. There are a few safety precautions that stores can choose to implement that are intended to help avoid injuries. Store floors should be kept clean and swept to allow for carts to move around the store more easily. Stores are encouraged to establish their own best practices for moving carts and storing them safely. Consider using extra caution with cart latches to avoid any pinching of the skin.

Q. Is there is specific way to move carts around the store?

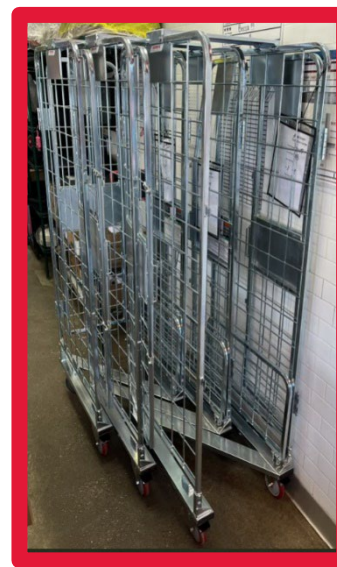
A. Yes. Carts are designed to be pushed, not pulled. Carts are equipped with two blue swivel wheels and two red safety wheels with brakes. It is recommended to push the cart from the side with the red wheels – RED AT YOUR FEET. To prevent the cart from tipping over, stores should consider encouraging their teams to use two hands when moving them. Please be sure to read the optional “Cart Handling Safety” Job Aid on PieNet.

Q. When should the brakes be activated and in use?

A. Cart brakes should be activated when loading or unloading a cart and while being stored, and only turned off when the cart is being moved. This recommended process is intended to prevent the carts from tipping over.



OPTIONAL STORE TRAINING RESOURCE GUIDE



CONTENTS: Optional Store Meeting Guide and FAQs

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30 MIN KICK-OFF

- Meeting Owner: Franchisee/Manager/Trainer or other Above-Store Leadership personnel of your organization designated by the Franchisee
- Group setting or a one-on-one conversation
- Consider utilizing these optional resources: Optional Store Meeting Guide, FAQs, Training Videos, Job Aids, and any additional resources your organization has created.
- Consider following the **5 Steps of On-The-Job Training** during your session and following the launch:
 1. **Create a positive environment:** an open, positive atmosphere can help to create the best learning environment
 2. **Preview the task:** describe the task to your learners and set expectations
 3. **Demonstrate:** provide learners the opportunity to observe the task done to standards and allow them to ask questions
 4. **Practice:** provide an open, positive environment in which learners can practice
 5. **Feedback and recognition:** communicate with your learners - identify strengths and areas for potential improvement



INTRODUCTION

The Brand is excited to announce a Supply Chain Center initiative that will improve the overall delivery of product to our store! This initiative, called **Stop Loading**, will replace outdated bulk loading with carts that are individually loaded based on our store's orders.

There are a number of benefits that come with the adoption of Stop Loading. There will be a significant reduction in time drivers spend at stores during a delivery, allowing for less disruptions and more efficiency. Stop Loading will also promote increased accuracy with store orders, creating more reliability that our orders are correct and fulfilled completely. The training resources provided will help us become familiar with this new process!



KEY CHANGES FOR YOUR STORE TEAM

- Product will be delivered in carts
- Dough will be delivered in dough trays on Supply Chain Center dollies
- Designated in-store team members will be expected to unload product from carts
- Drivers will pick up empty carts and dough trays on dollies during the next delivery

OPTIONAL BEST PRACTICES FOR SMALL-FOOTPRINT STORES

- Consider working with your leadership team to determine the best location to store empty carts
- Consider storing carts in the walk-in
 - If carts are stored in the walk-in, develop a system to ensure carts are removed from walk-in and placed in a designated location for easy pick-up prior to the next delivery
- Consider nesting carts to optimize storage space (see the *Cart, Dolly, and Dough Tray Storage* Job Aid for more information on cart nesting)



CONSIDER REVIEWING THE FOLLOWING OPTIONAL RESOURCES

- ☐ Cart Handling Safety Video
- ☐ Cart, Dolly, and Dough Tray Storage Video
- ☐ Cart Handling Safety Job Aid
- ☐ Cart, Dolly, and Dough Tray Storage Job Aid
- ☐ Cart, Dolly, and Dough Tray Wall Signage
- ☐ Any additional resources your organization has created



CLOSING

Supply Chain Center delivery is being revolutionized! Stop Loading will reduce the amount of time drivers spend in-store and increase store order accuracy, promoting increased effectiveness and efficiency. Today, I shared with you resources that will help us master the changes related to Stop Loading and serve as reference points when needed. With increased store order accuracy, we can spend less time worrying about missing product and more time satisfying the needs of our customers!

Stop Loading Optional FAQs



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Q. How can I tell the difference between the store dollies and the SCC dollies?

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Blue SCC dough dolly



Aluminum SCC dough dolly

NOTE to stores serviced by SCCs using aluminum dough dollies

SCCs using aluminum dough dollies have an automated dough production process that requires empty trays to be fed on specific aluminum dollies in order to run. Dough will be delivered to stores on these dollies. Please return empty dough trays, stacked 27 high, on these aluminum dollies to prevent production disruptions.

Q. When should my store team empty/unload a cart?

A. It is recommended that all carts should be unloaded shortly after they are delivered. SCC drivers will need to pick up all carts at the next delivery, so we encourage your organization not to store your product on these carts and request that these carts not be used as extra shelving in your walk-in cooler.

Q. What is the recommendation for storing empty carts once they are unloaded?

A. Empty carts should be safely stored in the back of the house out of view of your customers. If space in your store is limited, you can consider storing or nesting empty carts in the back of house or in the walk-in cooler until the next SCC delivery. Please do not store carts belonging to SCC outside.

Q. How can I save space when storing carts?

A. Carts may be nested. Nesting is the ability to combine two or more carts which reduces actual storage space used in stores. When nested, carts will save 1/3 space per cart. Consider utilizing the optional “Cart, Dolly, and Dough Tray Storage” Job Aid available on PieNet for instructions on nesting carts for storage.

Q. How many carts will my store receive per delivery?

A. Most regular orders take 3-5 carts. Boost weeks and holidays may increase the number of carts.

Q. How much does a full cart weigh and are there any tips for safe use?

A. A cart that is filled with product can weigh more than 400 pounds. There are a few safety precautions that stores can choose to implement that are intended to help avoid injuries. Store floors should be kept clean and swept to allow for carts to move around the store more easily. Stores are encouraged to establish their own best practices for moving carts and storing them safely. Consider using extra caution with cart latches to avoid any pinching of the skin.

Q. Is there is specific way to move carts around the store?

A. Yes. Carts are designed to be pushed, not pulled. Carts are equipped with two blue swivel wheels and two red safety wheels with brakes. It is recommended to push the cart from the side with the red wheels – RED AT YOUR FEET. To prevent the cart from tipping over, stores should consider encouraging their teams to use two hands when moving them. Please be sure to read the optional “Cart Handling Safety” Job Aid on PieNet.

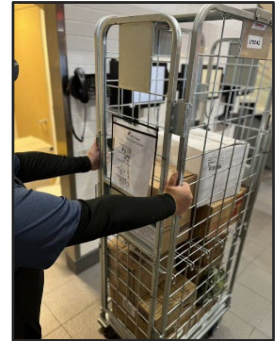
Q. When should the brakes be activated and in use?

A. Cart brakes should be activated when loading or unloading a cart and while being stored, and only turned off when the cart is being moved. This recommended process is intended to prevent the carts from tipping over.

FIRST - It is recommended to move a cart loaded with product *ONLY IF* it is obstructing a walkway and you are unable to safely maneuver around it. It is recommended to unload carts without moving them, unless absolutely necessary. If you must move a cart filled with product, please adhere to the best practices in this job aid.

1. MOVING A CART

- A cart has two sets of wheels – **RED** safety wheels and **BLUE** swivel wheels
- Prior to moving the cart:
 - Position yourself so the **RED** wheels are at your feet
 - Ensure that your path is clear
 - Ensure the break is OFF before moving
- With the **RED** wheels at your feet, PUSH the cart to a safe location prior to unloading
 - DO NOT PULL the cart unless making a slight movement to get the cart into a position to PUSH
- Using BOTH hands, hold the sides of the cart while pushing to reduce the chance of tipping



2. OPENING AND UNLOADING A CART

- Ensure you have positioned the cart in a safe and accessible location prior to unloading
- Make sure to LOCK **RED** wheels before unloading a cart
- Cautiously open the cart door and verify your order is correct
- Use a “top-down” approach – unload product from the top first and work your way down to product at the bottom.
- Once the cart has been completely unloaded, store the cart based on your organization’s plan for cart storage (see the *Cart, Dolly, and Dough Tray Storage Job Aid* for more information)



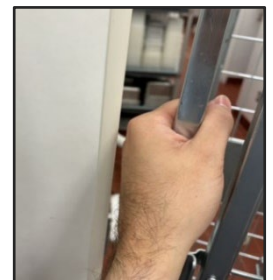
BREAK ON



BREAK OFF

3. GENERAL CART SAFETY BEST PRACTICES

- Use CAUTION when moving full carts – a full cart can weigh more than 400lbs!
 - If a cart or product starts to tip, LET IT FALL! Do not try and catch it.
 - If a cart DOES fall over, consider following these steps:
 - Do NOT try and lift a fallen cart that contains product
 - Unload product from the fallen cart
 - Lift the now empty cart back onto its wheels – consider seeking help from another store team member if needed!
- Watch knuckle exposure against walls if moving a cart through small areas
- Make sure to LOCK wheels before unloading a cart
- Safely operate the latch when opening and closing a cart door to avoid finger pinching.



Visit PieNet for an optional tutorial video on Cart Handling Safety!



• DESIGNATING A STORAGE AND PICKUP LOCATION

- Work with your management team to designate an area in your store where empty carts and dough trays will be stored and picked up during your next delivery. Consider discussing this designated area with your SCC Driver.
- Carts and dough trays CANNOT be stored in the following areas:
 - Outside the store (parking lot, alley, etc.) OR in the store lobby
- If your store has limited storage space, consider storing carts in the walk-in.
 - If empty carts will be stored in the walk-in, make sure to have a plan to relocate them to your store's designated pick-up location prior to your next delivery

• NESTING CARTS AND SHELVES

- If space in your store allows, keep carts un-nested.
- If your store has limited storage space, consider nesting empty carts.
 - The space of 3 nested carts takes up the same amount of space as 2 un-nested carts
- If nesting, move carts (ONE at a time) to the area in which they will be stored - you should NOT move multiple carts when they are nested together
- Steps to nesting empty carts:

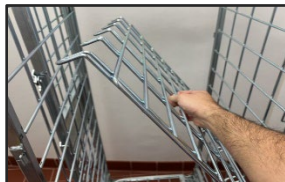
1. Fully open both doors



4. Slide the shelf in the space between the floor of the cart and the side of the cart – teeth of the shelf should face OUTWARD.



2. If there is a shelf in the cart, remove the shelf



5. Once two or more carts have been prepared to nest, they can be nested together



3. Lift up on the floor of the cart and lock it into its nesting position



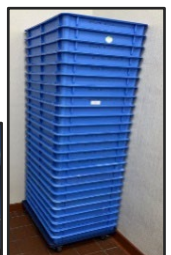
6. Roll one cart into another, nesting the z-frames of the carts together



*Make sure the carts are facing the same direction during nesting! **BLUE** wheels should be pushed in first.*

• PREPARING DOUGH TRAYS FOR PICKUP

- Ensure empty dough trays are stacked 27 high on SCC-OWNED dollies
 - SCC dollies will be aluminum OR blue with stamps indicating that they belong to your local Supply Chain Center
- Drivers may NOT take empty dough trays if they are not stacked on SCC-owned dollies



Visit PieNet for an optional tutorial video on Cart, Dolly, and Dough Tray Storage!

CARTS FOR PICKUP



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STACK EMPTY DOUGH TRAYS ON DOLLIES TO *THIS LINE*



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SCC-OWNED DOLLIES AND EMPTY DOUGH TRAYS FOR PICKUP

EMPTY DOUGH TRAYS STACKED 27 HIGH ON SCC DOLLIES

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