



Safety & Security Audit

Explanatory Notes

(July 2009)

Physical Safety – Physical

1. The Store is free from Physical Hazards.

Check the store for anything that could be hazardous to a team member, i.e. damaged exposed wiring, broken steps etc.

No Glass or china cups are permitted in the store, they should be replaced with plastic or metallic ones (Shards of a broken cup can constitute a serious food contamination risk).

2. Products stored safely & a minimum of 10 dough dollies available.

Back injuries from poor manual handling are common in Domino's stores. All equipment and stock should be stored in a way that does not require team members to stretch to reach them. Heavy items must not be placed above head height. Dough trays must not be stacked taller than 20 high as the stack may become unstable and topple.

Team members can easily injure themselves whilst Moving stacks of dough if dough dollies are not used. Each store should have ten dough dollies.

3. The store restricts control / access via the driver's door.

The driver exit door is the least secure of all the exits in the building. It is usually located out of public view and away from the operational area of the store. It is opened many times during the business day. Access to this entrance from the outside must be controlled by means of a code lock; this code should be changed on a regular basis.

4. PAT tests are up to date.

It is a Health and Safety Executive legal requirement for all business premises to annually inspect all electrical appliances. This is known as a "PAT" test once completed a certificate and inventory as well as each item checked will be labelled accordingly. These labels should be clearly displayed.

5. Fire exits are clearly marked and unobstructed

The Health and Safety at work act requires a fire exit to be easily located through approved signage and to be unobstructed and easily opened without the need of a key, at all times.

6. Current risk assessment is in place & available for view.

Risk assessments, by law, must be completed for any business employing more than 5 staff. Completed risk assessments should be kept in the store to allow ease of access for the Environmental Health Officer or the Health or a Safety Executive representative.

7. The store has relevant & serviceable fire extinguishers.

It is a legal requirement to ensure that fire-fighting equipment is kept in good working order. An annual inspection should be carried out with each piece of equipment labelled as have been inspected.

8. Store has less than £700 (€1100) available cash.

Excessive losses in robbery can raise the store's profile, as a future target. DPII guidelines state that there should be less than £700/€1100 available cash in the store.

If monies are placed in the lower coffer of the safe, with the duty Manager not having access to it, then this is not classed as available cash.

Team Safety – Systems

9. Store has employer's liability certificate displayed.

It is a legal requirement to publicly display the Employer's Liability Insurance Certificate in the store.

10. Caller ID is activated.

Caller ID serves as a first line of defence for the CSR's to implement to reduce the possibility of hoax calls and driver robberies. Where available should be activated.

11. DPA compliant accident book & first aid kit available.

The store should have an accident book and first aid kit available. The accident book should have tear out pages to enable the page to be detached from the book and stored securely once it has been completed (This falls within the Data Protection Act as it will contain personal details). The first aid kit should not contain any pills, ointments or scissors, but should contain food compliant blue plasters.

12. CCTV is fully operational.

A CCTV system were fitted should be fully operational to protect both our staff and the public, therefore if any camera, monitor, video unit or hard drive is not working this safety is compromised. (If the item has been faulty, has it been reported to the Franchisee, have they chased it up).

13. Drop boxes are out of public view.

The drop box should not be publicly visible. Casual observers can be aware of where and when the money is located within the store, plus if the Drivers are using the boxes or not.

14. Intruder alarm including panic alarm in full working order.

The store should be fitted with a monitored alarm system. Barnett and Barnett have secured our current store insurance premium on that basis. There will be an external box on the wall, either front or back of the building, this box should look undamaged.

In the event of a robbery or a staff member being verbally or physically threatened or attacked, a panic alarm should be installed in the Office area (a second unit may be fitted near to the till point). Every staff member should be aware of the positioning and use of these units plus have the confidence to use it when they feel suitably at risk.

15. No knife policy in place in the store.

DPG operates a complete no Knife policy, this means knives or scissors should not be present in the store. If introduced they can be used against staff during a robbery staff dispute etc.

16. Completed Health & Safety poster displayed.

The HSE poster provides employees with contact information for the local HSE should they feel unable to discuss their working environment with the management.

It is a legal requirement to display this poster with the relevant details clearly displayed.

17. All Team members have NTO training records on file.

The Manager should be able to demonstrate that staff have received sufficient training complimentary to their Company position and service.

This can be in paper form or electronically (i.e MJL database).

Safe Delivery – Physical

18. Outside security lighting operational.

The pavement area outside the store should be clearly visible “illuminated” (during times of poor visibility or darkness). This is relevant to (1) The delivery door route (2) The final exit point when staff are leaving the store.

19. All delivery personnel carrying less than £15 / €50.

Our Safe Delivery Specialists must not carry more than £15. In the event of a robbery losses need to be kept to a minimum in order to deter repeat attacks. If a driver were robbed of £200 for example, the likelihood is that more robberies would follow.

Check Bum-bag are provided to all Drivers as this can minimise the duration of the encounter and reduce the risk of a driver being attacked physically during a robbery.

20. Riders wearing fully approved DPG uniform.

As a business we have a duty of care to implement control measures to reduce the risks presented to our team members. The Domino’s Pizza rider uniform makes our riders more visible and affords them protection from the weather and provides an extra layer between the rider and the road in the event of an accident. Riders must wear a complete Domino’s Pizza rider uniform, including gloves, every time they go on delivery.

From the 1st May 2003 the DPG approved motorcycle safety helmet standard was established as

“A properly fitting helmet with a clear visor, this should be secured using the chinstrap at all times. Helmets must comply with BS6658 (type A) or ECE 22-05 and carry an ACU Gold approval sticker.

Helmets should be plain in colour.”

21. Drivers / Riders mobile numbers are available to the shift Manager.

A list of driver's mobile phone numbers is necessary for emergency purposes, however, because this information is personal and therefore subject to the Data Protection Act, it must not be left on general display, i.e. on the office wall.

A small laminated sheet can be pocketed by the router and referred to when necessary.

The phone number list should not be solely accessible electronically, i.e. in the store computer. It will be of no use in the event of a power failure or computer crash.

22. Security call – backs are being conducted for all new customers.

Drivers must call back each new customer in order to establish the validity of the order. Failure to do so can result in drivers being put in to potentially life-threatening situations.

Establish from the Drivers who in the store conduct these call-backs & there understanding of why these are carried out.

Safe Delivery – Systems

23. The current motor vehicle & safe delivery policy is displayed.

A copy of the current motor vehicle policy should be available upon request in the store, (for a franchisee with multiple stores they will have an individual certificate for each store, it should therefore be in each store).

A copy of the DPG safe delivery policy should be displayed or available for all team members to read through at any time, (as this is what we are asking them to comply with).

24. Peephole installed in access door.

For Security reasons, a peephole should be installed into the back door, (monitor the store during the visit, if the “kick the door & shout who is it” method is used deduct the points, if reasonable steps are taken then award the points).

25. Vehicle checklists (Last 4 wks) are available in the store.

Vehicle checklists must be completed and signed by the driver daily, prior to the driver taking their first delivery. These forms which should be filled in store for a rolling four weeks are both DPG policy and a condition of the insurance policy with Barnett and Barnett.

26. Manager’s vehicle checklists are completed & kept in store.

To comply with our insurers you must keep current copies of driver’s documentation on file in the store. These documents should be updated every 3 months.

27. Driver's / Rider's documentation checked & copied every 3 months.

It is a Barnett & Barnett requirement of the insurance policy that current copies of driver's documentation are kept on file in the store. These documents should be updated every 3 months and available upon request. If a franchisee has multiple stores they are able to keep these records centrally, providing they are again available if requested.

28. All Driver's / Rider's are 18 years of age or older.

On the 1st March 2003, the minimum age for all Safe Delivery Specialists, regardless of the type of vehicle being used was set at 18 years old. This is a DPG policy, which is related to the Health & Safety Executives guidelines on lone-working and not related to insurance.

Food Safety - Physical

29. No apparent food hazard.

30. Food Safety Management System in use & all records up to date.

Cash Deposits

31. Banking being carried out as per DPG policy.

The safe should be positioned underneath the slap table, locked when not being immediately accessed; a time-delay system should be fitted and set between 7 – 10 minutes.

The safe code should be changed immediately following a Manager (who has had access to the safe or knowledge of the code) leaving the store.

Bank deposits should be placed at different times of the day and using at least two team members in two vehicles. Team members should not draw attention to themselves by displaying uniform items or other merchandise carrying our logo. The use of two team members offers 'safety in numbers' and means that there are two corroborating witnesses to any incident.

The till draw should be able to be locked when not serving a customer (check to see if it will push open or if the key is next to or in the draw). Most internal theft from non-management team members takes place through the till. Restricting access to the till and skimming it regularly can help to eliminate this problem.