



# Code OF CONDUCT

**FOR BUSINESS PARTNERS**

DOMINO'S PIZZA ENTERPRISES LTD



**AT DOMINO'S  
WE ARE  
*committed* TO  
LIVING OUR  
PURPOSE:  
OUR PIZZA  
BRINGS  
PEOPLE  
CLOSER.**





## We can MAKE A DIFFERENCE

This includes the people who work with us – our stakeholders and our business partners. Our values underpin our journey for supreme quality and our commitment to ensuring that fair and ethical standards are carried out through every channel of our value chain on a daily basis.

*“Our journey for supreme quality doesn’t just start and stop with our pizza. It’s a process that begins with the suppliers and partners that we work with. Those who provide us with fresh produce to make the best possible products, equipment to service our customers, stores and franchisees, and goods and services to support these efforts to name just a few. It’s your commitment to this journey that helps to set us apart from our competitors and become the very best we can be at a local and global level.”*

**Domino’s Group CEO & Managing Director**

*Don Meij*



# DOMINO'S *Values*

We strive to bring our customers the best every hour of every day. It is a continual journey because to be the best requires continuous change. With more than 200 million pizzas sold each year throughout our ten markets – Australia, New Zealand, Belgium, France, The Netherlands, Japan, Germany, Denmark, Taiwan and Luxembourg – it's vital we have partners who share the same high level of standards and values.



With these core values at the heart of our operations and forming the base of how we conduct business, we work with our stakeholders including our business partners, franchisees, customers and our employees to sell more pizza, have more fun. We make no apologies for demanding only the highest standards of social and environmental responsibility and ethical conduct from all of our business partners.

- ▶ *Be generous and provide joyful experiences*
- ▶ *Crush convention*
- ▶ *Do the right thing, because it's the right thing to do*
- ▶ *Invest to create devotion*
- ▶ *Help people grow and prosper*





*“To produce the best we expect the best. This means working with partners who understand our purpose and the values that drive our daily operations – both locally and globally. Partners and suppliers that understand our constant pursuit for high quality standards, ethical practices and a commitment to produce the best for our customers and the communities in which we operate.”*

**Domino’s Group Chief Partnerships Officer**  
*John Harney*



*“We want to do the right thing, because we believe it is the right thing to do. This includes a commitment to act ethically in all matters. We expect the same standards from our business partners. Together with our business partners we want to achieve continuous improvement in our business operations and value chain, in order to meet the needs of current and future generations.”*

**Domino’s Chief Environment, Social, Governance (ESG)**  
*Marika Stegmeijer*



# THE BUSINESS PARTNER CODE OF CONDUCT

The Business Partner Code of Conduct (Code) outlines Domino's Pizza Enterprises Limited's (DPE/Our/We) expectations of our business partners, and their supply chain, in providing any goods and services to DPE.

We seek to develop and strengthen our supplier partnerships. We want to collaborate with our partners based on mutual respect, transparency and trust. We respect that our suppliers are independent businesses and the exclusive employers to their employees.

However, we expect and require our business partners to hold their supply chain, including any subcontractors or third party labour agencies, to the same standards contained in this Code.

The provisions of this Code are in addition to, and not in lieu of, the provisions of any legal agreement or contract between a business partner and DPE. A business partner is required to sign the attached Certification.

## **These expectations include:**

- ▶ Human rights
- ▶ Diversity and non-discrimination
- ▶ Environmental management
- ▶ Workplace health and safety
- ▶ Risk management
- ▶ Business integrity
- ▶ Anti-bribery and corruption
- ▶ Animal welfare
- ▶ Audit
- ▶ Code compliance



# HUMAN *Rights*

DPE respects human rights as set out in the United Nations Universal Declaration of Human Rights. With our business partners, we have a commitment to provide employment with respect, reducing the risk of Modern Slavery throughout our supply chain. In partnership, we expect our business partners to:



- conduct their activities in a manner that are not complicit in human rights violations, but also respects human rights and labour standards as set out in The United Nations Universal Declaration of Human Rights and the International Labour Organization (ILO) Conventions;
- comply with all relevant local and national laws and regulations in relation to employment practices, human rights, discrimination, harassment and bullying;
- provide fair working conditions for their employees including adequate rest period, sufficient leave, freedom of association and collective bargaining;
- pay their workers lawful wages, including overtime, premium pay (where applicable), and equal pay for equal work without discrimination and not deduct any amount from a worker's pay as disciplinary action;
- ensure working time requirements are clearly outlined in workplace agreements and/or are defined by law, meeting the International Labour Standards including a maximum of 60 hours of work per week (48 regular hours of work per week and a maximum of 12 hours of voluntary overtime), a rest period of at least 24 hours every seven days, and no exceptions to these requirements;



- commit to regular employment to the greatest extent possible, including a commitment not to use non-standard forms of employment (fixed-term contracts, contracted labour) excessively and to provide regular (permanent and direct) employment to every extent possible;
- ensure that no child labour, forced labour, or involuntary labour is used – ensuring compliance with the ILO recommendations outlined in its Minimum Age convention;
- not engage in human trafficking or exploitation, or import goods tainted by slavery or human trafficking;
- not retain employees' government-issued identification, passports or work permits as a condition of employment;
- to seek free, prior and informed consent of stakeholders affected by resettlement, offer adequate compensation and avoid complicity in forced evictions;
- to respect neighbouring communities rights to water; the safety, sufficiency, acceptability, physical accessibility, and affordability, as key elements of this right;
- provide employees with sufficient training to be able to perform their role and comply with this Code.







**WE HELP** *our*  
*people* **GROW**  
**AND PROSPER –**  
**OUR DIVERSITY**  
**REFLECTS THE**  
**COMMUNITIES**  
**IN WHICH WE**  
**SERVE, AND OUR**  
*differences* **MAKE US**  
**STRONGER.**

DON MEIJ,  
GROUP CEO & MD



# *Diversity* **AND** **NON - DISCRIMINATION**

We do not tolerate any type of discrimination against any of our own employees, or of an employee, client or other contact of our business partners because of race, age, religion, gender, sexual orientation, disability, marital status, or any other basis protected by law. More specifically we expect our business partners to:

- treat their employees, clients and others with whom they interact with fairness, dignity and respect, and promote and maintain a workplace free from discrimination (including recruitment, promotion and remuneration);
- demonstrate gender equality in their workplace and comply with Workplace Gender Equality Agency reporting requirements as applicable;
- ensure that no form of bullying or physical, sexual, psychological, or verbal harassment or abuse is tolerated within their organisation;
- to respect the rights of indigenous peoples and their traditional livelihoods.



# ENVIRONMENTAL MANAGEMENT

DPE expects business partners to be responsible for managing, measuring and minimising the environmental impact of their facilities, with a specific focus on areas such as air emissions, waste reduction, recovery and management, water use and disposal, and greenhouse gas emissions.

DPE also expects business partners to be compliant with all relevant national and local laws and regulations relating to environmental performance, management and reporting.

Business partners should have a written environment policy statement and systems in place to measure, monitor and improve environmental performance.

# WORKPLACE HEALTH & SAFETY

DPE expects business partners to be compliant with all relevant national and local safety and health legislation, including but not limited to workplace and occupational health and safety and to take proactive measures to prevent workplace risks. This includes having a robust health and safety program in place.

# RISK MANAGEMENT

DPE expects business partners to have:

- a business continuity plan that is maintained and tested to minimise business impacts in the event of major disruption;
- appropriate information security policies and procedures in place to secure access to our information.



# BUSINESS *Integrity*

## **Compliance with law**

Business partners must comply at all times with all laws, rules and regulations applicable to their business operations.

DPE is committed to conducting business around the world with the highest ethics and values, and any non-compliance with any laws, particularly those in relation to corruption, will not be tolerated.



## **Confidentiality**

Information is one of DPE's most valuable assets. Often, it is proprietary information that gives DPE its competitive edge. Safeguarding our confidential information is of vital importance. Business partners must not disclose confidential or proprietary information, or trade secrets to other parties, except as specifically authorised by an officer of DPE or when disclosure is required by law.

Confidential information includes all non-public information that might be of use to competitors or harmful to DPE or the Domino's Pizza System. This requirement will continue even after the conclusion of a business partner's business relationship with DPE.

Additionally, to protect confidential information, suppliers that require access to Domino's systems or services that have access to personal data will need to demonstrate they meet Domino's high standards of security governance.



# ANTI-BRIBERY *and* CORRUPTION

We expect our business partners to meet the requirements of local laws, the OECD Convention on Combating Bribery and the US Foreign Corrupt Practices Act, which prohibit DPE or any business partners from making a payment to a foreign official with a corrupt motive in order to gain or keep business.

- Business partners are prohibited from: (a) profiting from opportunities that are discovered through the use of DPE information; and (b) using DPE's confidential information for personal gain. In general, business partners owe a duty to Domino's to advance the legitimate business interests of Domino's when dealing with DPE information.
- The supply of all goods and services to Domino's must be on an 'arm's length' basis and a business partner must declare any conflicts of interest that may impact upon commercial arrangements between the business partner and DPE.
- Business partners must not offer DPE representatives gifts or entertainment to be used to gain improper advantage or preferred treatment.
- Where meetings conducted by business partners include an aspect of entertainment, the nature of the meetings and entertainment must be in good taste and not conflict with DPE's core values.



# *Code* **COMPLIANCE**

Failure to comply or address non-compliance with this Code may result in termination of the business partner's relationship with DPE (which may include contract termination).

## **ANIMAL** *Welfare*

DPE expects business partners to ensure that any animals involved in the goods or services provided to DPE are treated humanely. This includes but is not limited to avoiding the use of animals in experiments that cause suffering or distress and avoiding cruel or inhumane use of animals in any industrial activity.

- Ensure that any animals involved in the goods/services provided to DPE are treated humanely.
- Avoid the use of animals in experiments that cause suffering or distress and are not essential to humans or animals.
- Avoid cruel or inhumane use of animals in any industrial activity.
- Avoid supporting cruel or inhumane use of animals in any sporting or entertainment event.



# AUDIT

DPE reserves the right to audit in compliance with this Code. Audits may involve requests for documentation demonstrating the business partner's compliance with the Code or facilitate inspections that include employee interviews and a review of business partner records and business practices. Such audits are conducted by DPE or a nominated external auditor.

DPE expects the business partner to provide open, honest and complete information as requested and support DPE (or a nominated auditor) in carrying out a site review where required.

As mentioned above, DPE expects and requires business partners to hold their supply chain, including any subcontractors or third party labour agencies, to the same standards contained in this Code. DPE expects business partners to audit their supply chain for compliance with this Code and DPE may, from time to time, require evidence of such compliance.

If an audit identifies a violation of this Code (whether by the business partner itself or a member of its supply chain), the business partner shall act promptly to correct the situation to DPE's satisfaction.

## WHISTLEBLOWER *hotline*



We encourage our staff and external partners who have knowledge of, or reasonable suspicions of, any incident or reportable conduct to report the matter through the appropriate channels at their earliest opportunity.

We recognise the importance of ensuring a safe, supportive and confidential environment where people feel confident about reporting wrongdoings without fear of retaliation and are supported and protected throughout the process. The purpose and details of our Whistleblower Policy is available on our website. Our whistleblowing Investigation Officer can be contacted at [disclosure@dominos.com.au](mailto:disclosure@dominos.com.au).



# Your INVOLVEMENT

To be the best, we need our partners to apply the same high standards to their compliance with this Code of Conduct as they do to providing world-class products and services to our business.

## Our Business Partners

- Read and acknowledge receipt of this Business Partner Code of Conduct.
- Share this Code to all of your facilities that serve the Domino's supply chain.
- Complete our self-assessment questionnaire, to verify your compliance with this Code of Conduct and identify any areas of potential concern.
- Regularly communicate this Code to all of your officers and employees.
- Make available the details of our Whistleblower hotline in a visible and accessible way in your business premises.

## Our Customers

If you become aware of a Domino's Business Partner who is not living up to this Code of Conduct please contact Domino's immediately at [disclosure@dominos.com.au](mailto:disclosure@dominos.com.au). This includes any violation by an employee or agent acting on behalf of either the business partner or Domino's directly.





**DOMINO'S PIZZA ENTERPRISES  
BUSINESS PARTNER CODE OF CONDUCT**

# ACKNOWLEDGEMENT AND AGREEMENT

To Domino's Pizza Enterprises Limited (DPE),

\_\_\_\_\_ (business partner company name)  
(the "Business Partner") acknowledges that it has received a copy of the DPE Business Partner Code of Conduct (the "Code"). The Business Partner hereby agrees to comply with the Code in all respects during the Business Partner's relationship with DPE. The Business Partner understands that its failure to comply with the Code may result in termination of the Business Partner's relationship with DPE.

**Business partner company name:**

Trading name: \_\_\_\_\_

Officer or Designated Agent: \_\_\_\_\_

Signature of Officer or Designated Agent: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

**Please complete this page and return to:**

Domino's Pizza Enterprises Limited  
Level 5, KSD1  
485 Kingsford Smith Drive  
Hamilton QLD 4007

✉ [disclosure@dominos.com.au](mailto:disclosure@dominos.com.au)

