

Press Release

Domino's Pizza introduces "Zero Contact Delivery" in India

Only Company Employees Deliver Domino's Pizza Enhanced hygiene and sanitation protocol across all its restaurants.

New Delhi, March 16, 2020: *Domino's Pizza*, the market leader in chained pizza segment in India, has introduced "**Zero Contact Delivery**" across all its 1,325 restaurants in the country. This service will allow customers to receive their order without coming in contact with the delivery staff. This feature has been introduced as an additional precautionary measure to ensure the safety of both customers and the delivery staff.

To avail the Zero Contact Delivery service, customers need to use the latest version of the Domino's app and select "Zero Contact Delivery" option while placing an order. Once the Safe Delivery Expert arrives with the order, (s)he will place it in front of the customer's door in a carry bag before moving back to a safe distance. The Safe Delivery Experts will wait to ensure that it has been collected. The new service is applicable for all prepaid orders made through the app. In addition to the new service, Domino's is ensuring that all its employees are complying with the hygiene & safety protocols in each of its restaurants.

Commenting on the initiative, Mr. Pratik Pota, Chief Executive Officer & Whole Time Director, Jubilant FoodWorks Limited said, *"In these difficult times, we have put in place even more stringent hygiene and sanitation protocols in our stores and for delivery. All delivery staff are company employees who have been hired after being health checked. In addition, we have today launched Zero Contact Delivery. Customers can place an online order through the Domino's app, ask for Zero Contact Delivery and pay digitally. We will then deliver the Domino's pizzas to customers without any physical contact with our guests. Customer and Employee safety is our No.1 priority and we are taking all measures towards that."*

Domino's Pizza India ensures:

- All Safe Delivery Experts are company employees and are required to undergo a mandatory health screening as per company policy
- Temperature screening is being carried out every day for every employee before they enter the restaurant. If temperature exceeds normal, (s)he is requested to go home and return once fully recovered
- All employees are following a 20 second hand wash and sanitation protocol every hour
- Safe Delivery Experts are wearing face masks as a precautionary measure
- All restaurants, delivery bikes, delivery bike boxes and pizza delivery hot bags are being sanitized every 4 hours
- All employees are adopting safe food handling practices as per FSSAI guidelines and best practices
- All Pizzas are baked at 245 degrees Celsius and are safe for consumption



About Jubilant FoodWorks Limited

Jubilant FoodWorks Limited (JFL/Company) is part of Jubilant Bhartia group and is one of India's largest food service Company, with a network of 1,325 Domino's Pizza restaurants across 282 cities (as of December 31, 2019). The Company has the exclusive rights to develop and operate Domino's Pizza brand in India, Sri Lanka, Bangladesh and Nepal. At present, it operates in India, and through its subsidiary companies' in Sri Lanka and Bangladesh. The Company also has exclusive rights for developing and operating Dunkin' Donuts restaurants for India and has 32 Dunkin' Donuts restaurants across 10 cities in India (as of December 31, 2019). JFL has entered into the Chinese cuisine segment with its first owned restaurant brand, 'Hong's Kitchen' and has 2 Hong's kitchen restaurant across 2 cities in India (as of December 31, 2019).

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