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## **Domino's Responds to Viral YouTube Videos**

**BLACKSBURG, Va., Sept. 2, 2013** -- Domino's has issued an apology following the release of viral videos displaying two employees contaminating Domino's food items.

"We are aware of the videos posted by two Domino's employees and we are extremely disappointed by their actions," said VP of Communications Tom Smith. "We sincerely apologize to all parties and we are taking action to prevent further discrepancies in Domino's regulations."

The two employees featured in the videos, Kristy Hammonds and Michael Setzer, have been immediately dismissed from the company. A statement has been issued to all stores reminding employees of Domino's health code standards.

The manager mentioned in the videos has also been dismissed for failing to properly supervise the employees. Domino's has reminded its managers of the company's supervision rules, specifying that failing to supervise employee food preparation is unacceptable.

Domino's officials closed the store in which the video was filmed Tuesday for inspection. Officials are investigating the store's health standards and ensuring that this was an isolated incident.

"At Domino's, the quality of our food is extremely important," said Smith. "It is crucial that each customer receives the highest quality products, and this incident is not a reflection of our company's goals or values."

As a safety precaution, Domino's will be implementing a new policy in which all kitchen areas will be visible to customers. As a temporary solution, cameras will be placed in all these areas for increased monitoring of food preparation.

All customers of the contaminated store that made a purchase within two weeks of the incident will be given the option to receive full reimbursement upon proof of purchase or to receive a \$50 gift card.

As a leader in the pizza pie industry, it is our duty to provide a world-class product to our valued customers. Although this was an isolated incident, Domino's is taking the necessary steps to ensure that each store and its employees are trained to prepare and deliver consistent and quality products.

In order to prevent future incidents, all current and future Domino's employees will be required to complete various online training programs. Topics include health regulations, food preparation and customer service. In order to maintain employment, all employees must complete the program with a passing grade.

To ensure customer satisfaction, an online forum has been created and is available at [www.dominos.com](http://www.dominos.com). The Domino's Customer Service Team will be monitoring the forum at all times to respond to any customer questions or concerns.

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## **About Domino's**

The first Domino's Pizza franchise store opened in Ypsilanti, Mich. in 1967, seven years after Tom and James Monaghan opened their own pizza store called "DomiNick's" in the same town.

Today, Domino's delivers more than one million pizzas a day in more than 70 countries worldwide. We currently operate in more than 10,000 stores around the globe and greatly value the contributions of every one of our customers, team members, suppliers and neighbors.