



## **Dunkin' Brands Statement on Food Safety**

Food safety and quality are of paramount importance to Dunkin' Brands. We have rigorous procedures in place to ensure to the best of our ability that we provide safe, high quality products to our guests. We maintain comprehensive Food Safety Systems, standards and requirements based on Hazard Analysis and Critical Control Point (HACCP) principles, as well as government regulations, global industry best practices, and our own high standards. Through our Food Safety System we work together with our suppliers, distributors, manufacturing facilities, franchisees and restaurant crews to ensure the safety of our products.

Dunkin' Brands reviews the health and safety impacts of our products throughout their life cycle, from concept and development through manufacturing and production, marketing, distribution, use and consumption, and we work with our suppliers, distributors, manufacturing facilities, and global franchisees to ensure the safety and quality of our products.

In the event that a specific product fails to meet our food safety standards at any point in its life cycle, our Quality Assurance team will take immediate steps to recall the product or withdraw it from our system. Since we started reporting publicly in 2010, we have had no outstanding food safety violations or product recalls through our supply chain.

**Suppliers:** Dunkin' Brands has strict quality and food safety standards and management systems for all suppliers. New suppliers are subject to our qualification process, required to comply with our standards, must register with Dunkin' Brands' Quality Assurance team and complete our supplier food safety survey, and are subject to risk assessment and our approval processes. We monitor the performance of key suppliers on an ongoing basis and require regular food safety audits and global food safety certifications by third parties for our suppliers. We require all suppliers to be compliant with global food safety requirements through audits or certification to an internationally accepted standard equivalent to the Global Food Safety Initiative (GFSI).

**Restaurants:** Dunkin' Brands franchisees must follow stringent quality and food safety protocols for handling food as it flows through our restaurants – from delivery, receiving and storage, to preparation, cooking, holding, and service. These protocols are defined in our Retail Food Safety Systems Manual, which is available to all franchisees and licensees. In addition, our franchisee and licensee agreements include protocols to follow and specifications for how food safety issues should be handled in the U.S. and internationally.

Franchisees and restaurant managers in the U.S. must successfully complete food safety training and achieve certification through a nationally recognized, American National Standards Institute (ANSI)-certified examination. Dunkin' Brands also provides franchisees and their employees with comprehensive training programs and support materials available 24/7 via Dunkin' Brands Online University.

Restaurant Managers are expected to conduct Monthly Food Safety Self Assessments to review the effectiveness of food safety practices, identify any gaps and take corrective actions if necessary. They also measure any imminent health risks along with sanitation processes, time and temperature



standards, documentation procedures, employee health and hygiene. Dunkin' Brands Operations Managers also assess restaurant-level food safety performance during regular Restaurant Operations Reviews.

In late 2014 we upgraded our pest management standards for franchisees and their pest management providers. In addition, we monitor guest impressions of cleanliness in our restaurants through ongoing surveys to help us identify opportunities for improvement.

**Auditing:** Dunkin' Brands implemented third-party assessment training and added a new auditing and compliance program in U.S. and Canadian Baskin-Robbins shops.

Dunkin' Brands' food safety team also implemented third-party assessment training and an auditing and compliance program in our international markets for Dunkin' Donuts and Baskin-Robbins restaurants. In addition, the team has conducted risk-based market assessments focused on maximizing internal resources and third party support to eliminate hazards quickly and effectively.

**Allergens:** We recognize that allergens are a serious concern for certain guests, and proper allergen protocols are a key component of our food safety system. In 2014, we implemented a national allergen awareness program in our U.S. & Canada restaurants. As part of the program, all restaurants now display menu board signs asking guests to inform their server if someone in their party has a food allergy. Restaurants are also required to prominently display educational allergen awareness posters in areas reserved for crew members, and franchisees must ensure all new and existing restaurant employees receive training, including which products the crew members work with that contain allergens. In the U.S., our Restaurant Managers and crew members are trained on major food allergens and the symptoms of an allergic reaction, along with proper storage, display, preparation, cleaning, and transport procedures to minimize the risk of cross-contamination. We also communicate allergen information to our guests on our brand websites, and through our Consumer Care team.