



Domino's Global Store Food Safety Standards

Domino's Quality Assurance
ISSUED (NOVEMBER/2023)

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Foreword

The Domino's Global Store Food Safety Standards may be updated and refined periodically to reflect more current information relating to global food safety laws and regulations and Domino's risk-management considerations.

As set forth in the Master Franchise Agreement, Domino's' Master Franchisees are required to comply with the Standards and are expected to stay informed and up to date as periodic changes are made to the information contained herein.

Revision History

Version No.	Issue Date	Description of Amendment	Reviewed By
1.0	January 2019	Created by Obeta Osolu, Joshua Giefer, QA teams from DPI/DPZ, Operations Support/Training and QA teams from Master Franchisee Organizations, benchmarked to global standards.	Obeta Osolu, NSF International, Charlotte Sanders, Josh Giefer, Kevin Morris, Adam Gacek
1.1	February 2019	Created by Obeta Osolu, Joshua Giefer, QA teams from DPI/DPZ, Operations Support/Training and QA teams from Master Franchisee Organizations, benchmarked to global standards.	Obeta Osolu, NSF International, Charlotte Sanders, Josh Giefer, Joe Devereaux
1.2	March 2019	Created by Obeta Osolu, Joshua Giefer, QA teams from DPI/DPZ, Operations Support/Training and QA teams from Master Franchisee Organizations, benchmarked to global standards.	Obeta Osolu, NSF International, Charlotte Sanders, Josh Giefer, Joe Devereaux
1.3	April 2019	Rating system adjusted to percentage score only	Obeta Osolu, NSF International, Charlotte Sanders, Josh Giefer, Joe Devereaux
2.0	January 2020	Language clarifications for standards 1.01, 1.06, 1.07, 1.09, 1.11, 1.14, 1.15, 2.09, 2.15, 3.10, 3.16, 4.04, 5.05, 6.02, and 6.04. Point values adjusted for standards 1.16, 4.02, 4.06, and 5.04.	Obeta Osolu, Josh Giefer, Brian Doerschuk, Jeff Musser, Ella Meier, Don Wray

Last reviewed:
Printed on: 11/20/2023

3.0	December 2020	Language clarification for standards 1.03, 1.04, 1.06, 1.09, 1.10, 1.17, 2.06, 2.13, 2.19, 3.06, 3.13, 3.15, 4.05, 4.06, 4.07, 5.06, 5.08, 6.01, 6.02, 6.03, 6.04 Standard 4.09 was changed to 5.12. Point values adjusted for 3.20 and 5.05.	Obeta Osolu, Josh Giefer, Brian Doerschuk, Don Wray, David Kurns
4.0	December 2021	Language clarification for standards 1.04, 1.06, 1.07, 1.10, 1.11, 1.17, 3.21, 5.06, 5.10, 5.11, 6.01, 6.03, 6.04 Standard 5.04 has been removed and the point value for 4.03 has been adjusted	Jason Jarrett, Josh Giefer, Brian Doerschuk, Pranav Thirumalai, Don Wray
5.0	December 2022	Language and standard clarifications for 1.07, 1.09, 1.16, 1.17, 2.01, 2.10, 2.14, 3.01, 3.14, 3.21, 4.03, and 6.04	Jason Jarrett, Brian Doerschuk, Kaylyn Brunskole, Pranav Thirumalai, Don Wray
6.0	November 2023	Update to FSQA standard formatting. Language and standard clarifications for sections.	Jason Jarrett, Brian Doerschuk, Kaylyn Brunskole, Pranav Thirumalai, Imen Zouid, Clarisse Vaury, Courtney Trueman, Cozette Halonen, Steve Min, Don Wray

The table below shows:

- New language in **Blue**
- ~~Strikethrough~~ language has been moved or deleted
- Yellow highlighting indicates changes to Criticals

Section Number	Description of Amendment	Reason for Change
45.01	<p>Expired</p> <ul style="list-style-type: none"> - US - There shall not be 1, 2, or 3 expired product types in the store - Intl - There shall not be 1, 2, 3, or 4 expired product types in the store <p>Unlabeled</p> <ul style="list-style-type: none"> - US - There shall not be 1, 2, or 3 unlabeled product types in the store - Intl - There shall not be 1, 2, 3, or 4 unlabeled product types in the store <p>NOTE - Products will not be scored as unlabeled if an approved process such as the Domino's Carryover Process or alternative system is posted in the store and being followed</p> <p>Dough</p> <ul style="list-style-type: none"> - US/Intl - There shall not be 1 or more trays of dough expired by 1 day 	<ul style="list-style-type: none"> - Formatted language to show requirements based on scenarios (unlabeled, expired, and/or dough) - NOTE added to clarify exception for carry over or other process. - Added US vs. Intl thresholds in alignment with section 10.4 thresholds. - Added dough expiration requirement in alignment with OA. Expired dough was a part of the 2023 FSE – this change results in a <i>differentiation</i> between 1 day and 2 day expired dough to determine if a critical is scored.
45.02	<ul style="list-style-type: none"> - The digital stem thermometer must be in good repair, functional, and properly calibrated to (+/-) 2°F/ 1°C. 	<ul style="list-style-type: none"> - Transparency in threshold.
45.04	<ul style="list-style-type: none"> - Beverage cooler temperatures shall be within (33°F-43°F/5°C-6.1°C) 	<ul style="list-style-type: none"> - Changed from 41F to 43F max threshold to align with the OA due to requirement added in 8.3 where only beverage product can be stored in coolers.
45.07	<ul style="list-style-type: none"> - The store must have a contracted and licensed Pest Control Operator (PCO) and proof of their liability insurance - A recent PCO report must be available for review. - Only approved pesticides must be present in the store. - SDS must be present for pest control devices/pesticides. - Appropriate pest control devices must be properly installed and detailed in a map showing their location. Homemade or residential traps or pesticides are not permitted 	<ul style="list-style-type: none"> - Ensures a licensed PCO is used to administer chemicals or devices properly and safely - Pest report is required to verify: 1) services are being rendered at an appropriate frequency and 2) identify any infestations or PCO visits needed

45.08	<ul style="list-style-type: none"> - The store must not show evidence of pests, including but not limited to: cockroaches, birds, running ants, bats, and beetles, rodents, and flies. 	<ul style="list-style-type: none"> - Addresses global scope of <i>common</i> pests
45.10	<ul style="list-style-type: none"> - All hand sinks must be properly stocked with liquid antibacterial/antimicrobial soap, single use towels, hot and cold running water, hand wash reminder signage, and must be fully operational. <ul style="list-style-type: none"> • In restrooms, an automatic hand dryer may be used in place of single-use paper towels so long as the following requirements are met: <ul style="list-style-type: none"> - non-hand operated handwash sink; and - if applicable, a non-hand operated door and lock - An automatic hand dryer may not be used in the production area or back of store. - Hot water in hand sinks must reach the required temperature per local regulations. be at least 100°F (38°C) if a local regulatory requirement necessitates, but not excessively hot. This is for all hand sinks in the store, not just back of house - Hand soap must be liquid, acceptable for restaurant use, and hand sink water temperature must meet any manufacturer directions required for use 	<ul style="list-style-type: none"> - Provides clarity around why paper towel & restroom design is important to mitigate recontamination of hands and situations in which hand dryers may be used. - Remove temperature for hot water as food safety research indicates temperature has less influence than the actual procedure.
45.10 / 26.19	<ul style="list-style-type: none"> 45.10 <ul style="list-style-type: none"> - There must be a covered trash can in the women's/unisex restroom. 26.19 <ul style="list-style-type: none"> - Trash bins must be covered and lined and present in the restroom. Trash bins must be present in all restrooms, fully enclosed, covered, and lined. They must be emptied regularly to prevent trash from overflowing. - Covered waste receptacle must be present in the women's/unisex restroom 	<ul style="list-style-type: none"> - Addressed redundant language. - Trash bin language now aligns with OA and simplifies requirement so all restrooms need a solid enclosed bin that is covered and lined for cleanliness.
45.13 / 26.16	<ul style="list-style-type: none"> 45.13 <ul style="list-style-type: none"> - Food storage containers must not have sticker residue. 26.16 <ul style="list-style-type: none"> - The outside of food storage containers must not have residual sticker residue and the exteriors must be clean. 	<ul style="list-style-type: none"> - Moved from non-food to food contact section because sticker residue finds its way to the food contact surface due to the stacking of containers in storage/drying.
45.14	<ul style="list-style-type: none"> - All items must be made of material that's smooth, durable, and easily cleanable and/or certified as restaurant grade. 	<ul style="list-style-type: none"> - Lack definition for term 'restaurant grade' so term was removed.
45.16	<ul style="list-style-type: none"> - All stores must have a minimum of one person who is reasonably available during store operating hours. the organization has nominated as the Food Safety Supervisor and who has 	<ul style="list-style-type: none"> - Streamlines language into a checklist format.

	<p>completed and passed the required course for their locality or Domino's policy required. There must be a minimum of one certified person on staff.</p> <ul style="list-style-type: none"> • It is not adequate to have the Franchisee or multi-unit manager (regional leader) listed as the Food Safety Supervisor of all stores if a multi-unit operation; they can be listed as the Food Safety Supervisor at one store only. <ul style="list-style-type: none"> - The Food Safety Supervisor must complete and pass: <ul style="list-style-type: none"> • ServSafe Food Safety Manager training; or • A food safety manager training course technically equivalent to ServSafe Food Safety Manager training (variance must be approved by DPI); or • The food safety course required by the local regulatory authority provided the training is, at minimum, a food safety manager level training OR technically equivalent to a ServSafe food safety manager level training (variance must be approved by DPI). - The Food Safety Manager training course shall include: <ul style="list-style-type: none"> • A training; and • An exam; and • A certificate granted by an accredited 3rd party body to the participant upon successful completion of the exam - Certificates shall be considered valid within 5 years from the date of certification unless the certificate expiration date is less than 5 years. - All stores must have the certificate or copy (paper/electronic) in the store for the Specialist to see. - The Food Safety Supervisor for a store must be reasonably available during store operating hours. - The certificate must be obtained from an ANSI accredited program or equivalent. - All stores must have the certificate, or any copy, in store for the Specialist to see. - The certification must be current and not expired. For approved equivalent certification programs that do not have an expiration date listed on the certificate, the validity of the certificate will be considered to be 5 years from the date of certification - It is not adequate to have the Franchisee or multi-unit manager (regional leader) listed as the Food Safety Supervisor of all stores if a multi-unit operation; they can be listed as the Food Safety Supervisor at one store only. - Local jurisdictions food safety training requirements must also be met. 	<ul style="list-style-type: none"> - Outlines what a course should include with flexibility on topics & length of training. - Removes the ANSI accreditation requirement which is US specific.
<p>37.21</p>	<ul style="list-style-type: none"> - Sprayers at the three-compartment sink must hang above the sink rim. 	<ul style="list-style-type: none"> - Remove "etc" which is ambiguous.

	<ul style="list-style-type: none"> - Air gaps/breaks or backflow devices, such as check valves or vacuum breakers, must be present for: any faucet with a hose attached. <ul style="list-style-type: none"> • any faucet with a hose attached • all visible hoses and pipes feeding into drains • grease traps, unless local regulatory has accepted the current design. Approval records must be made available on request during the evaluation. - Air gaps/breaks must be present for all hoses and pipes feeding into drains such as below the three compartment sink, cooler condenser spouts, etc. 	<ul style="list-style-type: none"> - Addition of “visible” ensures accountability for items which can be visually confirmed. - Grease trap language allows for local regulatory allowances.
<p>37.22 / 59.10</p> <p>37.22 Added</p> <p>Cleaning tools and equipment are in good repair</p> <ul style="list-style-type: none"> - All cleaning tools and equipment must be kept clean and in good condition, including mops, brooms, brushes, dust pans and mop buckets. - Sponges and steel wool are not to be used. - Mops must be hung to dry when not in use. - Stores must have a dedicated mop or utility sink <p>59.10</p> <p>Cleaning tools and equipment are in good repair</p> <ul style="list-style-type: none"> - All cleaning tools and equipment must be kept clean and in good condition, including mops, brooms, brushes, dust pans and mop buckets. - Sponges and steel wool are not to be used. - Mops must be hung to dry when not in use. - Stores must have a dedicated mop or utility sink 	<ul style="list-style-type: none"> - This requirement addresses maintenance so was moved to section 7.22. This reduces the total points under Section 5 from 17 to 15. This increases the total points under Section 3 from 26 to 28 	
48.03	<ul style="list-style-type: none"> - Food contact items (e.g., food containers, food utensils, product pizza boxes) should shall be stored inverted or otherwise protected. <p>NOTE - This requirement does not apply to product boxes in use on the cut table for those markets following Cutting Edge</p> <ul style="list-style-type: none"> - Beverage coolers cannot be used to store non-beverage products 	<ul style="list-style-type: none"> - Add requirement that non-beverage food cannot be stored in beverage coolers as they are not designed or intended to maintain food safety temperatures.
48.03	<p>During and after delivery, aAll food and food packaging, equipment, and/or food contact items shall be stored a minimum of:</p> <ul style="list-style-type: none"> - 6 inches (15cm) from the floor on racks or stored on two clean dough trays; or - at least 4 inches (10cm) from the floor on dollies or casters 	<ul style="list-style-type: none"> - Align with FDA Food Code 2022 storage of delivered product rules.

<p>48.03 / 48.04</p>	<p>Working thermometers in walk-in cooler, makeline, beverage cooler, or other refrigeration/freezer units</p> <ul style="list-style-type: none"> - A thermometer must be present in the walk-in cooler, makeline, beverage cooler and any other refrigeration/freezer unit. 	<ul style="list-style-type: none"> - Clarify requirement applies to freezer units. - Removed thermometer requirement for beverage coolers as only non-beverage product should be stored in beverage units. A permanent temperature measuring device is required in any unit storing time/temperature control for safety food because of the potential growth of pathogenic microorganisms. To facilitate routine monitoring of the unit, the device must be present and visible.
<p>59.01</p>	<ul style="list-style-type: none"> - Store personnel must know why their personal hygiene is important for food safety and be able to answer both either of these 2 questions: <ul style="list-style-type: none"> ▪ Question: Why is it your personal hygiene important to wash our hands and when should we do it? for food safety? 	<ul style="list-style-type: none"> - Change question to address a greater food safety risk behavior: handwashing.
<p>59.03</p>	<ul style="list-style-type: none"> - Example policy for use can be found on PieNet 	<ul style="list-style-type: none"> - Removed reference to PieNet
<p>59.04</p>	<ul style="list-style-type: none"> - Designated temperature logs must be properly completed with the following recorded: temperatures of equipment and food tested frequently and recorded. - Corrective action must be filled out if any recorded temperatures are not within tolerance prior to the evaluation. <ul style="list-style-type: none"> • Cook temperatures must be recorded for the first product ran through each oven • Air temperatures of all refrigeration/freezer equipment compartments recorded every 4 hours, starting at open • Internal product temperatures shall be recorded every 4 hours, for 1 product in each refrigeration/freezer unit, starting at open • Corrective action must be filled out if any recorded temperatures are not within tolerance prior to the evaluation. - Refrigerated temperatures must be recorded at a minimum of every 4 hours, starting at open. - Cook temperatures must be recorded for the first product ran through each oven 	<ul style="list-style-type: none"> - No change to what is measured (ambient & product temperatures) and no change to the number of products measured (minimum 1). <i>Example: Product temperatures in the rail are measured via a probe in the product and in storage by placing the probe between product bags, or in product that's in opened/clipped bags or prepped food bins.</i> - Language was reformatted to clearly identify what should be measured and sample number.
<p>59.05</p>	<ul style="list-style-type: none"> - The manager in charge must be able to provide written procedures for employees to follow when responding to 	<ul style="list-style-type: none"> - Remove the term kit to avoid confusion. Ensure key food safety tools and procedures

	<p>vomiting or diarrheal events that involve the discharge of vomit or fecal matter onto surfaces in the establishment.</p> <ul style="list-style-type: none"> - Manager in charge must have basic tools and kits available and labelled for such event. These kits must be fully stocked biohazard kits with all the appropriate components. - Kit must include a disinfectant with Norovirus or TB claims, chlorine bleach, or an approved alternative - Kit must also include, at a minimum, disposable mask, apron, bags, and gloves, absorbent material, shoe covers, and a disposable scoop (or equivalent) - The manager in charge must be able to provide written procedures for employees to follow in situations when responding to vomiting or diarrheal events that involve the discharge of vomit or fecal matter onto surfaces in the establishment (print or electronic are acceptable). - Manager in charge must have basic tools and kits available and labelled for such event. These tools include: These kits must be fully stocked biohazard kits with all the appropriate components. <ul style="list-style-type: none"> • Kit must include aA disinfectant with Norovirus or TB claims; or chlorine bleach, or an approved alternative Disposable mask, apron, bags, gloves, absorbent material, shoe covers, and a disposable scoop (or equivalent) 	<p>are present to enable the right behaviors from team members and avoid contamination should a situation arise.</p>
<p>59.07</p>	<ul style="list-style-type: none"> - The manager in charge must be able to adequately show a documented plan or process in place for sanitation. - The store must have a cleaning schedule. - Store must have last 7 days of documentation available - The store must have a cleaning log which shows cleaning has been completed for the past 7 days. - The cleaning log must show evidence that it has been reviewed by a designated reviewer. 	<ul style="list-style-type: none"> - Updated language to explain the difference between a schedule and a log. - New requirement whereby the log must be signed by someone who is dedicated to the review and sign-off (does not need be a manager).
<p>59.08</p>	<ul style="list-style-type: none"> - SDS must be available for pest control devices and pesticides applied by the PCO. 	<ul style="list-style-type: none"> - Provides chemical information in the event of product contamination.
<p>59.9</p>	<p>The manager in charge must be able to locate a copy of the current Domino's Store Food Safety Evaluation Reference Guide or the Global Store Food Safety Standards and it must be made available at the time of the evaluation.</p>	<ul style="list-style-type: none"> - Stores only need keep a copy of the standard.
<p>59.11</p>	<ul style="list-style-type: none"> - Stores must have the PCO liability insurance available. 	<ul style="list-style-type: none"> - Legal document which reduces risk to brand to prevent use of PCO that is not insured for any liability incurred in service. Will be tracked but not scored (worth 0-pts).

<p>59.05, 59.06, 59.07, 59.08, 59.09, 59.11, 59.12</p>	<p>(print or electronic are acceptable)</p>	<p>- Makes clear to all parties both methods are acceptable.</p>
<p>610.01</p>	<ul style="list-style-type: none"> • More than 105 live flying insects 	<p>- Alignment between OA and FSE (FSE referenced 10; OA referenced 20).</p>
<p>610.04</p>	<p>There must not be 4(US)/5(Intl) or more expired product types present in the store. Unlabeled products count as expired, unless a clear system is communicated and being followed</p> <p>Expired</p> <ul style="list-style-type: none"> - US - There shall not be 4 or more expired product types in the store - Intl - There shall not be 5 or more expired product types in the store <p>Unlabeled</p> <ul style="list-style-type: none"> - US - There shall not be 4 or more unlabeled product types in the store - Intl - There shall not be 5 or more unlabeled product types in the store <p>NOTE - Products will not be scored as unlabeled if an approved process such as the Domino's Carryover Process or alternative system is posted in the store and being followed</p> <p>Dough</p> <ul style="list-style-type: none"> - US/Intl - There shall not be 1 or more trays of dough expired by 2 days or more 	<p>- See rationale for 5.1 above.</p>

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1. Introduction

These Standards were developed and agreed upon through the joint effort of representatives of Domino's Pizza LLC, as Manager under the Domino's Asset-Backed Securitization ("MABS"), and Domino's Pizza franchisees. The objective was to develop both a jointly-established set of minimum guidelines (the "Global Store Food Safety Standards" or "Standards") under which all Domino's Pizza stores will operate in order to assure a uniform, high-quality customer experience, regardless of where the store is located, that promotes and protects the Domino's Pizza brand and trademarks for the mutual benefit of all stakeholders and, in other cases, suggested procedures which franchisees may choose to use in operating their stores. Because of this collaborative effort, the Standards are not unilaterally imposed upon franchisees. As independent business owners, franchisees have both the right and responsibility to establish policies and procedures that meet the Standards. Further, franchisees may choose, from time to time, to establish and follow procedures that are more strict than the Standards.

While all stores must comply with the Standards, the failure of other stores to do so shall not waive or impair the right of Domino's Pizza LLC, as MABS, to insist upon strict compliance with the Standards. By issuing the Standards, Domino's Pizza LLC, as MABS, does not undertake a duty or obligation to ensure compliance with each Standard by franchisees and/or their store personnel.

Global Store Food Safety Standards - Program Policies

The Global Store Food Safety Standard is supported by a conformity evaluation program – store audits – to verify compliance. The evaluation program determines the stores conformity with the relevant Global Store Food Safety Standards.

While the Global Store Food Safety Standards outline the requirements for the store being evaluated, the Global Store Food Safety Standards Program Policies are necessary to outline the operational requirements for maintaining the evaluation program. As part of compliance with the Global Store Food Safety Program, all stores agree to abide by the policies specified. These program policies are referenced in the following document, which may be amended from time to time: Global Store Food Safety Standards Program Policies.

Variances

It is understood that isolated circumstances may arise where compliance with the Standards may not be practical or even reasonably possible. In these instances, a Domino's Pizza store may seek a variance from complying with the Standards under specific, limited circumstances. To ensure Domino's Pizza uniformity and the adequate protection of the Domino's Pizza brand, requests for variances can only be approved in writing by Domino's Pizza LLC, as MABS. Any written approval of a variance shall be maintained in each store to which the variance applies.

"Domino's Pizza"

The term "Domino's Pizza" is used throughout the Standards. In some instances, the term is used as a registered trademark. In other instances, the term is used generally to describe all stores in the Domino's Pizza system, both corporate-owned and franchise-owned. In yet other instances, the term is used to describe the Domino's Pizza system itself. Regardless of how the term is used, it is never intended to imply that Domino's Pizza LLC, as MABS, controls the day-to-day operation of franchise-owned stores.

Franchisees are, and shall remain, independent business owners who have the responsibility for the management and decision-making pertaining to the day-to-day operation of their stores. The fact that all stores, absent an approved variance, are to comply with the Standards does not change that relationship, but instead reflects a common interest in promoting the Domino's Pizza brand by providing a uniform, high-quality customer experience for the benefit of the entire Domino's Pizza system.

“Franchisee”

The term “franchisee” is used throughout the Standards and encompasses both franchisees and licensees.

Compliance

Above and beyond the Standards, all stores shall comply with federal, state, and local laws, statutes, codes, ordinances, regulations, and rules applicable to the operation of a store at their locality (“applicable law”). Franchisees and the managers of corporate stores shall contact federal, state, and local health, building, and fire agencies that regulate such practices to determine the federal, state, and local requirements. Franchisees and the managers of corporate stores have the responsibility to understand and comply with applicable law related to health, safety, building, accessibility, and emergency management. Franchisees and the managers of corporate stores are expected to be familiar with and comply with the requirements of federal, state, and local health, building, law enforcement, fire, and other government entities that regulate practices related to the operation of a restaurant and delivery service.

In some instances, standards promulgated by other organizations, such as Underwriters Laboratories (“UL”) and NSF International (“NSF”), may be utilized by these agencies. In addition, federal, state, and local employment, occupational, and health and safety agencies have established applicable law regarding their area of authority. Whatever the source of the applicable law, franchisees and the managers of corporate stores must take all steps necessary to ensure conformity with such requirements.

In some instances, the Standards may be more strict or go beyond the requirements of applicable law. If the Standards are stricter than the requirements of applicable law, franchisees shall be obligated to satisfy the stricter requirements of the Standards. If the requirements of the Standards conflict with the requirements of applicable law, franchisees shall follow the requirements of applicable law instead of the Standards - but only to the extent of the conflict. For any legal issues affecting their businesses, franchisees should consult with their own legal counsel. Each franchisee should also consult with their own qualified payroll vendor, accounting service provider, and/or legal counsel to ensure compliance with applicable law related to taxation, payroll, and wage and hour issues in the jurisdiction in which their store is located. Further, each franchisee should consult with their own legal counsel to create and distribute a handbook to their employees that includes the franchisee's employment policies, including those related to discrimination, harassment, retaliation, pay practices, and any other policies that are required by applicable law or that the franchisee deems necessary or appropriate.

Domino's Pizza LLC, as MABS, reserves the right to amend the Standards as deemed necessary.

1.1 Commitment to Quality and Food Safety

As a global brand, Domino's and its network of independently owned and operated franchisees have built customer trust by establishing a reputation for delivering outstanding service, quality products, and

prioritizing cleanliness and safety in all stores. The Domino's Supply Chain is committed to the production and sale of safe products, that comply with all applicable laws and regulations, and to continuously improving processes and systems to assure customer satisfaction.

Domino's strives to consistently:

- Ensure food safety through compliance with policies, principles, and standards with full transparency to employees, customers, and regulatory agencies.
- Provide quality food and beverage products that meet or exceed expectations and provide customers with accurate, easy-to-understand product information.
- Engage all suppliers and cause them to understand and meet quality and food safety standards.
- Achieve the highest level of quality and food safety from farm to store by creating a culture of continuous improvement throughout the brand.
- Provide guidance, support, and direction for stores around quality and food safety and arm them with the resources necessary to improve their own food safety and quality globally.

1.2 Purpose

The Standards provide minimum food safety and quality assurance requirements intended to ensure that every store is maintaining high standards of food quality. The purpose is to achieve a higher level of food safety through great store operations and a sustained focus on food safety risk factors.

1.3 Scope

A point system has been created to emphasize the top Centers for Disease Control and Prevention (CDC) risk factors that most often are responsible for foodborne illness outbreaks such as:

- employee health and hygiene
- purchasing from unsafe sources
- dirty and/or contaminated utensils and equipment
- improper hot/cold holding temperatures of potentially hazardous food
- Improper cooking temperatures of food

The Standards will outline minimum guidelines requirements for stores to support stores assist stores in their effort to ability to:

- Produce safe food.
- Maintain clean stores.
- Understand roles and responsibilities related to food safety.
- Prepare for an inspection Food Safety Evaluation from the local health agency and/or other parties.

Points will be deducted unless the relevant Global Store Food Safety Standards requirements are otherwise superseded by local regulations. As a reminder, and as set forth in the franchise agreement, all Franchisees must follow their local laws. They have the responsibility to understand and comply with all applicable health, safety, building, and emergency management laws, statutes, codes, ordinances, regulations, and rules.

2. Definitions

- 2.1. **Bacteria:** Commonly known as germs. These are micro-organisms found in and on food, people, surfaces, untreated water, dirt, soil, plants, animals, and pests.
- 2.2. **Cleaning:** The action of making equipment, utensils, and food surfaces free from visible matter (such as food waste, dirt, and grease) and free from objectionable odor.
- 2.3. **Contaminant:** The introduction or occurrence of either a biological, chemical, or physical matter that may lead to a food safety risk (e.g., physical matter, such as glass in food).
- 2.4. **Contamination:** The introduction or occurrence of a contaminant in food.
- 2.5. **Corrective Action:** The steps to be taken by your store personnel when a breach of control occurs, (e.g., if the hazard is not controlled).
- 2.6. **Detergent:** Chemical used to assist the removal of grease and dirt (not bacteria) from utensils or equipment.
- 2.7. **Equipment:** A machine, instrument, apparatus, utensil, or appliance (other than a single-use item) used in connection with food handling or cleaning.
- 2.8. **FIFO:** This stands for First In, First Out. This is the process used in stock rotation and on the production line.
- 2.9. **Foodborne Illness:** Illness caused through eating contaminated food, such as chemical contamination, virus, or food poisoning bacteria, etc.
- 2.10. **Food Handlers:** Team members who are making, manufacturing, producing, collecting, extracting, processing, storing, transporting, delivering, preparing, treating, preserving, packing, cooking, thawing, serving, or displaying of food.
- 2.11. **Microbiological Contamination:** contamination with food poisoning bacteria or where the food has been improperly handled which has caused the bacteria to grow in large numbers.
- 2.12. **Physical Contamination:** Things found in food that should not be present such as stones, bandages, hair, glass, insects, wood, etc.
- 2.13. **Chemical Contamination:** Where cleaning agents, detergents, or fly sprays come in contact with the food.
- 2.14. **Food Safety Supervisor:** Person(s) within your business responsible for looking after food safety. The Food Safety Supervisor knows how to recognize, prevent, and alleviate the potential hazards associated with handling food. They have met the appropriate food safety training and certification for their type of premises and have the ability and authority supervise other people handling food, ensuring it is done safely.
- 2.15. **Food Supplier:** A person or company who provides food ingredients or prepared foods to the business.
- 2.16. **Frozen Products:** Foods made solid by refrigeration below freezing points.
- 2.17. **Grease Trap:** Used to capture food, grease, and solids before discharging wastewater to the sewer.
- 2.18. **Hazard:** A biological, chemical, or physical agent in food that has the potential to cause an adverse health effect in humans.
- 2.19. **SDS:** Safety Data Sheets outline important information about the chemicals in the-store: how they should be used, safety procedures and what to do in an emergency.
- 2.20. **Pest Control:** The elimination of pests from food premises and the prevention of pests from entering the premises.
- 2.21. **Pests:** Animals that should not be present on the food premises, e.g., birds, rodents, insects.

- 2.22. Pest Control Operator (PCO):** A service provided by licensed pest control specialists for pest elimination. Methods include bait boxes or other pesticides suitable for use in food premises.
- 2.23. Sanitize:** The process by which the number of micro-organisms on a surface is reduced by reducing it to a safe level.
- 2.24. Sanitizer:** A reasonable level of disinfectant that kills over 99.9% of target micro-organisms in applicable situations.
- 2.25. Shelf Life:** The life of the product before reaching its use by date or best before date.
- 2.26. Single Use Item:** A single-use item is defined as a utensil or instrument that was intended by the manufacturer to be used only once.
- 2.27. Thermometer:** An instrument used to measure temperature.
- 2.28. Wash:** Cleaning with liquid, specifically detergent and water.

3. Food Safety Evaluation Scoring Breakdown

For the 2024 Food Safety Evaluation, the following scoring system will be applied:

- Scores of less than 80% will result in a re-evaluation
- One or more Critical Violations will result in a re-evaluation

If any of the below requirements during the FS Evaluation are deviated, no points will be awarded for that question.

FOOD SAFETY RISK FACTORS	54 POINTS
CLEANLINESS	23 POINTS
MAINTENANCE AND FACILITY	28 POINTS
STORAGE	10 POINTS
KNOWLEDGE AND COMPLIANCE	15 POINTS
CRITICAL VIOLATIONS	20 POINTS
TOTAL	150 POINTS

4. Food Safety Evaluation Section Overview

Section 5: Food Safety Risk Factors		
5.1	All products dated as per Domino's shelf-life guide and product standards and not expired	3pts
5.2	Calibrated thermometers in use	3pts
5.3	All cooked product temperatures 165°F /74°C or above	3pts
5.4	All refrigerated product must be held at 41°F/ 5°C or lower	3pts
5.5	Frozen products are thawed under refrigeration	3pts
5.6	All food products are fully protected from cross-contamination and covered in prep, dry, and cold storage	3pts
5.7	Pest control services completed, report available for review and no unapproved pesticides present	3pts
5.8	No evidence of pests	3pts
5.9	Store personnel following hair and hygiene practices	3pts
5.10	All hand sinks properly stocked	3pts
5.11	Hand washing and sanitizing	3pts
5.12	Delivery bags clean and well maintained	3pts
5.13	All food-contact surfaces clean and sanitized	3pts
5.14	All food-contact surfaces in good repair	3pts
5.15	Sanitizer in-use and at proper concentration or temperature as applicable, including warewashing and sanitizer buckets/bottles	3pts
5.16	Current Food safety certification available as required	3pts
5.17	Products purchased from approved suppliers	3pts
5.18	Eating and drinking in back of house	3pts
Section 6: Cleanliness		
6.1	Makeline clean	2pts
6.2	Walk-in cooler clean	1pts
6.3	Other refrigeration and beverage units clean	1pts
6.4	Freezer units clean	1pts
6.5	Refrigeration gaskets maintained clean	1pts
6.6	Oven and oven hood clean	1pts
6.7	Hot rack and hot holding cabinets clean	1pts
6.8	Hand wash sinks clean and used only for hand washing	1pts
6.9	Dishwashing area clean	1pts
6.10	All interior trash cans and dumpster area clean	1pts
6.11	Floors and drains are clean	1pts
6.12	Baseboards clean	1pts

6.13	Walls clean	1pts
6.14	Ceiling tiles, vents, lights and light covers clean	1pts
6.15	Storage equipment clean	1pts
6.16	Other non-food contact surfaces clean	1pts
6.17	Dough equipment clean	1pts
6.18	Front counter clean	2pts
6.19	Restrooms clean and sanitary	3pts
Section 7: Maintenance and Facility		
7.1	Makeline in good repair	2pts
7.2	Walk-in cooler in good repair	1pts
7.3	Other refrigeration and beverage units in good repair	1pts
7.4	Freezer units in good repair	1pts
7.5	Refrigeration gaskets in good repair	1pts
7.6	Oven and oven hood in good repair	1pts
7.7	Hot holding equipment in good repair	1pts
7.8	Hand wash sink in good repair	1pts
7.9	Dishwashing area and equipment in good repair	1pts
7.10	All interior and exterior trash cans (including dumpster area) in good repair and pest proof	1pts
7.11	Floors and drains in good repair	1pts
7.12	Baseboards in good repair	1pts
7.13	Walls in good repair	1pts
7.14	Ceiling tiles, vents, lights and light covers in good repair	1pts
7.15	Storage equipment in good repair	1pts
7.16	Other non-food contact surfaces in good repair	1pts
7.17	Dough equipment in good repair	1pts
7.18	Front counter in good repair	2pts
7.19	Restroom and fixtures in good repair	3pts
7.20	No temporary repairs	1pts
7.21	Backflow devices and air gaps/breaks present	2pts
7.22	Cleaning tools and equipment are in good repair	2pts
Section 8: Storage		
8.1	All prepped food products stored in separate containers	1pts
8.2	Food must be fully thawed prior to use	1pts
8.3	All food, equipment, packaging, and food contact items are stored off the floor and protected from contamination	2pts
8.4	Working thermometers in walk-in cooler, makeline, or other refrigeration units	1pts
8.5	Chemicals properly labeled; correct use of sanitizer and detergent	2pts
8.6	Wiping cloths are properly stored and appropriate test strips are available	1pts
8.7	Proper storage of personal food and personal items	1pts

8.8	Frozen products are solid to the touch	1pts
Section 9: Knowledge and Compliance		
9.1	Knowledge of health of food handlers and personal hygiene	1pts
9.2	Regulatory or Local Health inspections: knowledge of procedure	1pts
9.3	Knowledge of employee health policy	1pts
9.4	Temperature logs are available and complete with corrective actions	1pts
9.5	Disease Control and Emetic Event Plan	1pts
9.6	Ceramic, glass, or glass breakage procedure in place	1pts
9.7	Sanitation schedule and plan in place	1pts
9.8	SDS available for all chemicals in the store	3pts
9.9	Food safety standards or reference guide available	3pts
9.10	Allergen policy available	2pts
9.11	Liability Insurance	0pts
Section 10: Critical Violations		
10.1	All practicable measures to eradicate and prevent the harborage of pests	5pts
10.2	Maintain the food premises, fixtures, fittings, and equipment to the required standard of operating	5pts
10.3	Ensure the public is adequately protected, such as ceasing operating during FBI outbreak, ill employees working, working without potable or drinkable water, a boil water advisory is in place, no electricity or sewage backup	5pts
10.4	Maintain the integrity of product quality and ensure safety	5pts

5. Food Safety Risk Factors

5.1 All products dated as per Domino's shelf-life guide and product standards and not expired

- All products – frozen, defrosting, prepped, ambient and dry stock – in the store must be dated and rotated (First In, First Out).
- Old date stickers must be removed from bins; no conflicting dates on bins.

NOTE - Two date stickers will be allowed if they are a correct prep date and in-use date

- Makeline bins must be dated correctly.
- Dough must be correctly tagged.

Expired

- US - There shall not be 1, 2, or 3 expired product types in the store
- Intl - There shall not be 1, 2, 3, or 4 expired product types in the store

Unlabeled

- US - There shall not be 1, 2, or 3 unlabeled product types in the store
- Intl - There shall not be 1, 2, 3, or 4 unlabeled product types in the store

NOTE - Products will not be scored as unlabeled if an approved process such as the Domino's Carryover Process or alternative system is posted in the store and being followed

Dough

- US/Intl - There shall not be 1 or more trays of dough expired by 1 day

5.2 Calibrated thermometers in use

- A digital stem thermometer must be available to take temperatures of cooked products, ingredients in the makeline and ingredients when delivered.
- The digital stem thermometer must be in good repair, functional, and properly calibrated to (+/-) 2°F/ 1°C.
- Digital stem thermometer must be easily accessible.

5.3 All cooked product temperatures 165°F /74°C or above

- All cooked product temperatures must be 165°F/ 74°C or above.
- Temperature Controlled for Safety (TCS) food held by time alone must be properly marked and within expiration
- When TCS food is held by time alone, the following requirements must be met:
 - Product must have a time mark indicating when it is placed into service and when it must be discarded
 - The product can be held for a maximum of 4 hours
 - The product must be discarded when the time expires
 - All regulatory requirements must be met

5.4 All refrigerated product must be held at 41°F/ 5°C or lower

- Refrigerated products must not be held at temperatures exceeding 41°F/ 5°C because of being left out of refrigeration or poor temperature control in cold holding units.
 - Beverage cooler temperatures shall be within (33°F-43°F/.5°C-6.1°C)
- If local regulation requires a stricter temperature standard, the local regulatory requirement must be met.
- Temperature Controlled for Safety (TCS) food held by time alone must be properly marked and within expiration.
- When TCS food is held by time alone, the following requirements must be met:
 - Product must have a time mark indicating when it is placed into service and when it must be discarded.
 - The product can be held for a maximum of 4 hours.
 - The product must be discarded when the time expires.
 - All regulatory requirements must be met.

5.5 Frozen products are thawed under refrigeration

- All frozen products are thawed in the walk-in cooler only.
- Frozen products must not be thawed by any other method.

5.6 All food products are fully protected from cross-contamination and covered in prep, dry and cold storage

- Food must not be directly contaminated.
- All lights in areas where food is stored or prepared are covered and in good repair.
- Bulletin boards with staples, thumbtacks and push pins should not be used in areas where they can fall into food.
- Food/food contact surfaces are prohibited from being stored in restrooms.
- Chemicals must not be stored above or next to (<12in/30cm) food or food contact surfaces.
- Chemicals should be covered/capped to prevent contamination (this does not include in-use sanitizer buckets).
- There should be no cans with leaks, rust, or dented seams.
- There should be separate wiping cloths for food contact and non-food contact surfaces.
- Pizza boxes must be free from any type of contamination.

5.7 Pest control services completed, report available for review and no unapproved pesticides present

- The store must have proof of licensed pest control services every 4-6 weeks and take all practicable measures to prevent pests entering the food premises.
- The store must have a licensed Pest Control Operator (PCO)
- A recent PCO report must be available for review.
- Homemade or residential traps or pesticides are not permitted
- Insect light traps shall not be installed above food contact surfaces
- There must be door sweeps on doors to the exterior, and there must not be a gap of ¼ in. (1 cm) or greater around doors.
- Doors or windows to the exterior shall not be propped open unless screens are present

5.8 No evidence of pests

- The store must not show evidence of pests, including but not limited to: cockroaches, birds, running ants, bats, beetles, rodents, and flies.
- There should be no rodent droppings and no flies in the store.
- Other animals must not be present in the store.

5.9 Store personnel following hair and hygiene practices

- Hair must be secured under a hat or be suitably restrained, such as with a hairnet or rubber band. Restrained hair that is not tucked under a hat must be restrained behind and off the shoulders.
- Facial hair must be neatly groomed at all times and be no longer than 1 inch in length. If the facial hair exceeds 1 inch, a beard guard must be worn.
- Jewelry (including medical bracelets) should not be worn on the arms or wrists during food preparation. Plain wedding bands (no stones) are permitted.
- Clean aprons and uniforms must be worn during food preparation.
- Clean aprons shall not be stored in restrooms
- Painted and/or artificial nails are not permitted on food handlers
- Gloves must be worn over bandages, finger cots, or stalls on hands

5.10 All hand sinks properly stocked

- All hand sinks must be properly stocked with liquid antibacterial/antimicrobial soap, single use towels, hot and cold running water, hand wash reminder signage, and must be fully operational.
 - In restrooms, an automatic hand dryer may be used in place of single-use paper towels so long as the following requirements are met:
 - non-hand operated handwash sink; and
 - if applicable, a non-hand operated door and lock
- An automatic hand dryer may not be used in the production area or back of store
- Hand sanitizer must be an approved product by management and local regulatory, if applicable.
- If required by jurisdiction, hand sinks must be properly stocked with hand sanitizer.
- Hot water in hand sinks must reach the required temperature per local regulations. This is for all hand sinks in the store, not just back of house.
- All hand sinks must be easily accessible and have handwashing reminder signage.
- Trash cans must be available at the hand sink.

5.11 Hand washing and sanitizing

- Store personnel must wash and sanitize (if required by local jurisdiction) hands at appropriate times.
- Appropriate times include but are not limited to: upon arrival at work, when changing tasks, before returning to food prep/service, after eating, drinking or smoking (including vaping), after using the restroom (if the employee is going to the food prep area, they must wash their hands

- a second time in the prep area before handling food), after handling money, after dishwashing or other cleaning tasks.
- Hands must be washed, dried and sanitized (if applicable) before putting on gloves (if applicable).
- No washing of gloves. Hands must be washed prior to donning gloves and a hand wash is required when changing tasks and before donning a new pair
- Hands must be properly washed using the following technique: use the liquid or foam hand soap with warm water and lather well, scrub hands and arms up the forearms and in between fingers for at least 20 seconds, rinse hands and arms thoroughly, properly dry hands using single-use clean paper towel.
- Ensure that the faucet is turned off with a paper towel.
- Hand sanitizer is not a replacement for hand washing.
- If hand sanitizer is required by local jurisdiction, it must be used after drying hands in the hand washing technique. It must be applied all over hands and must be completely absorbed into skin.
- No bare hand contact with post-bake food
- Hands must be washed in a designated hand sink

5.12 Delivery bags clean and well maintained

- All bags must be clean and free of debris inside and out.
- All corners must be free of mold and debris.
- Bags should not have visible holes, tears or cuts.

5.13 All food contact surfaces clean and sanitized

- All surfaces and food contact utensils must be cleaned and sanitized prior to use to reduce harmful bacteria levels. (e.g. pizza cut table, cut and make tools, and post-bake tools)
- Food containers, magnetic knife bars or knife holders, soda dispensers and other food contact surfaces (e.g. cutting boards, electric slicers, pizza cut table and prep tables) must be clean.
- Pizza cutters/peels, makeline bin(s) and cornmeal bins must be clean.
- Pizza pans and screens/disks must be free of excessive carbon.
- Food preparation equipment and utensils not in use must be clean.
- Items must be stored in clean containers or on clean surfaces away from sources of potential contamination.
- Food storage containers must not have sticker residue.

5.14 All food-contact surfaces in good repair

- All utensils and small wares must be in good repair and not broken, cracked or chipped.
- All storage containers must be in good repair and not broken, cracked or chipped.
- All utensils and food-contact equipment must not be rusted.
- Food-contact prep equipment must be in good repair and not broken, cracked or chipped.
- Cutting boards must be in good repair, without deep grooves, cracks, chips or other damage. Stains or other indications that they cannot be easily cleaned is unacceptable.
- Can openers must be sharp with no metal shavings present.
- All items must be made of material that's smooth, durable and easily cleanable
- In-use dough trays (outside of the walk-in) with food contact surfaces in poor repair must not be used

5.15 Sanitizer in-use, used properly, and at proper concentration or temperature as applicable, including warewashing and sanitizer buckets/bottles

- All sanitizer solutions (including those associated with dish machines, 3-compartment sinks, buckets and spray bottles) must be maintained at the proper concentration or temperature as applicable. Chlorine shall be at a concentration of 50-100 ppm and multi quaternary ammonium compound at 150 ppm-400 ppm, and old quaternary ammonium at 200 ppm. For other types of sanitizer, follow the manufacturer's recommendation.
- Proper processes must be followed for sanitizer including contact time
- A container (bucket, spray bottle, etc.) of sanitizer must be readily available for use during all times of operation
- Hot water in a high temperature dish machine must be at least 160°F (71°C).
- If local regulatory standards require a sanitizer concentration beyond what's specified in the Domino's standard, the local regulatory standard must be met.

5.16 Current Food safety certification available as required

- All stores must have a minimum of one Food Safety Supervisor who is reasonably available during store operating hours.
 - It is not adequate to have the Franchisee or multi-unit manager (regional leader) listed as the Food Safety Supervisor of all stores if a multi-unit operation; they can be listed as the Food Safety Supervisor at one store only.
- The Food Safety Supervisor must complete and pass:
 - ServSafe Food Safety Manager training; or
 - A food safety manager training course technically equivalent to ServSafe Food Safety Manager training (variance must be approved by DPI); or
 - The food safety course required by the local regulatory authority provided the training is, at minimum, a food safety manager level training **OR** technically equivalent to a ServSafe food safety manager level training (variance must be approved by DPI).
- The Food Safety Manager training course shall include:
 - A training; and
 - An exam; and
 - A certificate granted by an accredited 3rd party body to the participant upon successful completion of the exam
- Certificates shall be considered valid within 5 years from the date of certification unless the certificate expiration date is less than 5 years.
- All stores must have the certificate or copy (paper/electronic) in the store for the Specialist to see.
- Local jurisdictions food safety training requirements must also be met.

5.17 Products purchased from approved suppliers

- All ingredients must be purchased from Domino's approved suppliers unless a variance has been issued.
- Evidence of variance approval must be available at the time of the evaluation. (e.g. email/letter)

- Traceability documentation must be available.
- Ingredients or products from other brands not sold by Domino's are prohibited from being stored within the restaurant. This does not apply to units that have shared concepts within the same building as reflected and approved in the MFA.
- Non-municipal water supplies must be tested at a minimum of once per year for potability
- In-line water filters (if present) must not be expired

5.18 Eating and drinking in back of house

- Team members must not eat, drink, use toothpicks, chew gum or use tobacco products in the back of the house near any food prep or production. These activities must occur in a designated area away from food and food-contact surfaces and out of customer view.
- Beverages can be consumed in the production area as long as they are covered with a lid and a straw (or bottle with screw cap) and stored below or away from food and food contact surfaces.

6. Cleanliness

6.1 Makeline Clean

- The interior and exterior of the makeline and cabinet should be clean and free of debris. There should be no water laying in the makeline cabinet.
- Keyboard and bump bars at makeline must be in a sanitary condition to avoid cross contamination or potential allergen contamination. The monitor must also be clean.
- Fan guards must be clean.
- Door handles and shelves must be clean.
- There should be no mold or mildew present on the makeline or cabinet.

6.2 Walk-In Cooler Clean

- The walk-in cooler floors, walls, ceilings, shelves, strip curtains, condensers, fan guards, door/door handles, and light covers must be clean.
- No standing water should be present on the floors.
- Prevent condensation drips from accumulating.

6.3 Other refrigeration and beverage units clean

- All other refrigeration and beverage units should be maintained clean. They must be clean on the interior and exterior.
- There should be no standing water on the bottom of the interior of the unit.
- Condenser units, fan guards, and interior shelves must be clean.
- Door handles must be clean.
- Freestyle machine or other soda machine non-food contact surfaces must be clean.

6.4 Freezer units clean

- Freezer interiors and exteriors must be clean and free of mold, food waste, dirt, grease, and other visible matter.
- Door handles must be clean.
- There should be no standing water or ice buildup.

- Condenser units, fan guards, and interior shelves must be clean.

6.5 Refrigeration gaskets maintained clean

- Gaskets on refrigerator and freezer units, including the makeline, walk-in cooler, beverage cooler, and all other refrigeration and freezer units must be clean and free of accumulated build-up, mold, or other debris.

6.6 Oven and oven hood clean

- There should be no carbon buildup on the exterior of the oven, and the exterior of the oven should be cleaned nightly to remove dust, grease, or carbon buildup.
- Fan guards (both ends of oven), catch trays, window(s), and sides must be cleaned.
- Oven controls must be clean.
- The conveyor belt and oven fingers must be clean.
- The oven hood and vent should be cleaned so that it is free of excessive grease or dust build-up or heavy carbon build-up that would prevent it from ventilating properly.
- The grease collection cup should be emptied regularly so that it is not overflowing.
- Top of oven must be clean, free of dust and not used for storage of food or equipment.

6.7 Hot rack and hot holding cabinets clean

- The exterior and interior of hot holding units must be clean and free of mold, food waste, dirt, grease and other visible matter.
- Hot rack and hot holding cabinets must be clean on the interior and exterior. Shelving inside hot holding units must be kept clean.

6.8 Hand wash sinks clean and used only for hand washing

- The interior and exterior of hand washing sinks should be regularly cleaned to prevent food, dirt, grime, or mold build-up.
- The caulking, sink drain/drain cover, visible sink plumbing, and dispensers must be clean.
- Handwashing sinks must be only used for hand washing, not for any other washing, dumping or storage.

6.9 Dishwashing area clean

- Sink, dishwasher, and dishwashing area must be in a clean condition free of mold, grime build up or yellowing.
- No signs of mold or mildew around taps or nozzles. Sprayer nozzles should not be blocked or dirty.
- The interior of dishwashers must be clean.
- Clean walls around the sink to prevent the presence of mold.
- Caulking should be clean and free of yellowing or signs of mold.

6.10 All interior trash cans and dumpster area are clean

- The interior and exterior of trash cans must be maintained clean.
- Trash cans must have a liner.
- Areas around trash cans and dumpsters should be clean.

- Trash cans inside the store must have a lid available. While trash cans are not required to be covered during operation, stores must have lids available for use for each trash can
- Trash cans should be regularly emptied and not overflowing.
- Trash can handles must be clean.
- Dumpster pad must be free of excessive trash.

6.11 Floors and drains are clean

- Floors must be swept and mopped daily and as needed throughout the day.
- Floor cleaning equipment must be clean.
- Drains and grout must be kept clean.

6.12 Baseboards clean

- Baseboards and coving must be clean.

6.13 Walls and doors clean

- Walls and doors must be clean and free of visible dirt and debris.
- There must not be grease or yellowing on the walls.

6.14 Ceiling tiles, vents, lights and light covers clean

- Ceiling (including air vents) must be clean and free of dirt/debris and not have grease build up or yellowing.
- All light fixtures and light covers must be clean and free of insects.

6.15 Storage equipment clean

- Storage equipment, including racks, shelves, and worktables must be clean. The legs and wheels of storage equipment must also be clean. If storage containers are used, they must be maintained clean as well.

6.16 Other non-food contact surfaces clean

- Non-food contact items and surfaces of equipment and utensils must be clean.
- The outside of food storage container must be clean.

6.17 Dough equipment clean

- All dough dollies or carts must be clean and free of debris, including the legs.
- If applicable, dough mixers and other dough production equipment must be clean.

6.18 Front counter clean

- The front counter must be kept clean, neat, and organized, not cluttered.
- The interior of the counter must be kept clean and tidy.
- The register and POS, including visible cords, must be kept clean and free of dust and grease.
- No unnecessary items must be kept on the front counter, including trash and debris.
- Glass partitions must be clean.

6.19 Restrooms clean and sanitary

- Restrooms, including guest and employee restrooms (if present) must be kept clean.
- The floor, sinks, faucets, dispensers, and toilets in restrooms must be clean and sanitized.
- Walls, baseboards, stalls, and ceilings must also be kept clean.
- Light fixtures and fans must be kept clean.
- Air vents must also be kept clean.
- Toilet paper must be properly stocked and placed properly in the dispenser.
- There should be no graffiti present in the restroom.
- Toilets and urinals must be clean.
- Trash bins must be present in all restrooms, fully enclosed, covered, and lined. They must be emptied regularly to prevent trash from overflowing.
- Door/door handles must be clean.
- Changing tables must be clean.

7. Maintenance and Facility

7.1 Makeline in good repair

- The interior and exterior of the makeline and cabinet must be in good repair and working properly with no rust, cracks, holes, or other damage.
- Surfaces should be easily cleanable.
- Shelving inside the makeline must be in good repair and not broken.
- The keyboard, bump bar, and monitor must be in good repair and easily cleanable.
- Fan guards and doors/door handles must be in good repair.

7.2 Walk-in cooler in good repair

- The walk-in cooler must be in good repair.
- The door must not be damaged and must open and close properly. Door handles must be in good repair.
- Wood is not permitted in walk-in cooler units.
- Lights must be operational, covered with a protective shield, and in good repair.
- Shelves must be in good repair without rust.
- Walk-in cooler curtains must be in good repair, if present.
- Floors, walls, ceiling, condenser unit, and fan guards must be in good repair.
- There should be no rust on the interior or exterior.

7.3 Other refrigeration and beverage units in good repair

- Refrigeration unit exteriors and interiors must be in good repair and free of damage.
- Freestyle Machine or other soda machine non-food contact surfaces must be in good repair.
- Shelving and door handles must be in good repair and not broken.
- There should be no rust on the interior or exterior.
- Condenser units and fan guards must be in good repair.

7.4 Freezer units in good repair

- Freezer exteriors and interiors must be in good repair.
- Shelving and door handles must be in good repair and not broken.
- There should be no rust on the interior or exterior.
- Condenser units and fan guards must be in good repair.

7.5 Refrigeration gaskets in good repair

- Gaskets on refrigerators and freezer units (e.g. makeline, walk-in cooler, freezer) must not be damaged or torn.

7.6 Oven and oven hood in good repair

- All ovens must be functioning and in good repair.
- The exterior of ovens, hood vents and filters, and fan guards must be in good repair.
- Oven windows, oven controls, and conveyor belt/oven fingers must be in good repair.
- Chain guards must be in place and in good condition.
- Catch trays must be present and in good condition on all ovens.
- There should be no rust on the interior or exterior.
- Hood vent filters must be installed properly.

7.7 Hot holding equipment in good repair

- Hot rack interior and exterior must be in good repair.
- Hot holding cabinets and shelving must be in good repair.
- There should be no rust on the interior or exterior.

7.8 Hand wash sink in good repair

- Interiors and exteriors of hand sinks must be in good repair.
- Dispensers, sink drains, drain covers, caulking, and visible sink plumbing must be in good repair.
- Hand sinks must be operational.
- Hand sink or faucets should not be damaged in any way or leaking.
- There should be no rust.

7.9 Dishwashing area and equipment in good repair

- Sinks and caulking in dishwashing area must be in good repair.
- Faucets must work and not be damaged or leaking.
- The dish sprayer should not be leaking or damaged.
- Dishwashers must be in good condition.
- There should be no rust.
- Water temperature must reach a minimum of 110°F/ 43°C

7.10 All interior and exterior trash cans (including dumpster area) in good repair and pest proof

- All interior and exterior trash cans must be in good repair.
- Dumpsters must be in good repair.
- Dumpster areas must be in good repair with a bin large enough to hold all waste without overflowing.
- Dumpsters must have a closable lid which is always in use.
- Dumpsters must have a drain plug in place.
- Bins must be made of durable, easily cleanable material. Cardboard boxes are not allowed to be used as trash bins.

- Interiors, exteriors, and handles of trash cans must be in good repair.
- 7.11 Floors and drains in good repair
- Floors must be in good repair with no cracked or damaged tiles or drains.
 - Drain covers must be present.
 - The grout must be in good condition.
 - Any holes or damage to floor tiles or drains must be properly repaired by a professional and sealed with a water-resistant filler.
- 7.12 Baseboards in good repair
- Baseboards and coving including grout must be in good condition.
 - There must not be cracked, damaged, or missing tiles.
 - Any cracked tiles with holes or other damage must be, at a minimum, repaired by a professional and sealed with a water-resistant filler.
- 7.13 Walls and Doors in good repair
- Where tiled, grout must be in good condition.
 - No cracked or damaged tiles or other damage to walls.
 - Any cracks or tiles with holes must be, at a minimum, sealed with a water-resistant filler.
 - Walls and doors must be free of holes.
 - Any holes must be, at a minimum, professionally sealed to ensure no access to the store for pests.
 - There should be no rust.
- 7.14 Ceiling tiles, vents, lights, and light covers in good repair
- All ceiling tiles must be in place and in good repair.
 - All lights must be functional and in good repair. Lights should not be burnt out.
 - Ceiling tiles must not be missing or damaged or show signs of water damage. Ceiling grids must not be damaged.
 - Vents and light covers must be in good repair.
 - There must be no exposed insulation or roof cavity.
 - Any holes must be, at a minimum, sealed to ensure no access to the store for pests.
 - Paint must not be flaking or peeling in any areas.
 - There should not be rust on the interior or exterior.
- 7.15 Storage equipment in good repair
- All racks, shelving, carts, and worktables must be in good repair with no missing, broken, or loose parts. The legs and wheels of storage equipment must be in good repair.
 - Surfaces should be smooth and easily cleanable.
 - There should be no rust present.
 - The makeline must be able to maintain temperature at or below 41°F (5°C).
- 7.16 Other non-food contact surfaces in good repair

- All non-food contact surfaces and items (including exteriors of food containers, utensil handles, and non-food storage containers) must be in good repair with no rust.
- All items must be made of material that's smooth, durable, and easily cleanable and/or certified as restaurant grade.
- Beverage crates and racks are only to be used for their intended purpose of beverage storage. No other products can be stored on these racks.

7.17 Dough equipment in good repair

- Dough dollies and carts must be in good repair, durable, easily cleanable, and not rusted.
- All other dough equipment must be in good repair with no rust.

7.18 Front counter in good repair

- The front counter must not have holes, dents, chips, or damage.
- The front counter must not have rust, peeling laminate, or excessive scratches.
- The front counter, POS/register/cords, interior of counter cabinets, and glass partitions must be in good repair.

7.19 Restroom and fixtures in good repair

- Restroom doors/door handles, walls, floors, ceilings, stalls, baseboards, light fixtures/fans, air vents, mirrors, sinks, faucets, and toilets/urinals must be in good repair.
- There should be no rust present.
- Lights should not be burnt out.
- There shall be no graffiti present and all fixtures and faucets shall be in good repair.
- Dispensers and receptacles must be in good repair.
- Doors to the restroom must be self-closing.
- If a changing table is present, it must be in good condition, including the straps properly buckling.

7.20 No temporary repairs

- No repairs to be made with cardboard, tape, rubber-bands, cable ties, sticky tape, wood, or other items that could contaminate food.

7.21 Backflow devices and air gaps/breaks present

- Sprayers at the three-compartment sink must hang above the sink rim.
- Air gaps/breaks or backflow devices, such as check valves or vacuum breakers, must be present for:
 - any faucet with a hose attached.
 - all visible hoses and pipes feeding into drains.
 - grease traps, unless local regulatory has accepted the current design. Approval records must be made available on request during the evaluation.

7.22 Cleaning tools and equipment are in good repair

- All cleaning tools and equipment must be kept clean and in good condition, including mops, brooms, brushes, dust pans and mop buckets.

- Sponges and steel wool are not to be used.
- Mops must be hung to dry when not in use.
- Stores must have a dedicated mop or utility sink.

8. Storage

8.1 All prepped food products stored in separate containers

- Food products and ingredients must be stored in separate containers.

8.2 Food must be fully thawed prior to use

- All ingredients must be fully thawed prior to use.
- No frozen products should be in-use on the makeline, dough table, etc.

8.3 All food, equipment, food packaging and food contact items are stored off the floor and protected from contamination

- During and after delivery, all food and food packaging, equipment, and/or food contact items shall be stored a minimum of:
 - 6 inches (15cm) from the floor on racks or stored on two clean dough trays; or
 - at least 4 inches (10cm) from the floor on dollies or casters
- Food contact items (e.g., food containers, food utensils, product boxes) shall be stored inverted or otherwise protected.

NOTE - This requirement does not apply to product boxes in use on the cut table for those markets following Cutting Edge

- Containers with packaged food or utensils must be kept clean.
- Clean dishes must be dried prior to stacking.
- Makeline bins must be covered when not in use.
- Unwrapped food in a container must have a lid.
- Beverage coolers cannot be used to store non-beverage products.

8.4 Working thermometers in walk-in cooler, makeline, or other refrigeration/freezer units

- At a minimum, one properly functioning thermometer must be available to take temperatures of each appliance.
- A thermometer must be present in the walk-in cooler, makeline, and any other refrigeration/freezer unit.
- If an appliance has multiple temperature-controlled zones, a thermometer must be present in each zone (e.g., makeline cabinet has a different temperature set point than the makeline rail)

8.5 Chemicals properly labeled; correct use of sanitizer and detergent

- Chemicals should be covered or capped to prevent contamination of food or food-contact surfaces or equipment.
- Sanitizers, detergents and other chemicals must be used correctly according to guidelines provided by the manufacturer.

- Chemicals must be in the correctly labelled bottle for the chemical inside.
- Original packaging and working containers for chemicals must be clearly and properly labeled.
- Chemicals must not be beyond the expiration date if there is one present.

8.6 Wiping cloths are properly stored, and appropriate test strips are available

- Wiping cloths must be stored submerged in sanitizer solution in buckets when not in use.
- If sanitizer bottles are used instead of buckets, reusable wiping cloths must be placed in a laundry bin after each separate cleaning task. Additionally, disposable wiping cloths must be discarded after each cleaning task if they are not submerged in sanitizer after use.
- Containers of chemical sanitizing solution must not be stored on the floor.
- Sanitizer solution and wiping cloths should be free of food debris and visible soil.
- Test strips must be easily accessible and available. They must not be expired or damaged and must be the correct type for the type of sanitizer being used.

8.7 Proper storage of personal food and personal items

- Personal food and medication must be stored below or away from food and food contact surfaces.
- Personal items must be stored in a designated area away from all food and food contact surfaces.

8.8 Frozen products are solid to the touch

- Frozen food products stored as frozen must be solid to the touch.
- There should be no evidence of frozen food thawing and refreezing.

9. Knowledge and Compliance

9.1 Knowledge of health of food handlers and personal hygiene

- Store personnel must have an awareness of safe handling of food and why they shouldn't handle food if they have diarrhea, vomiting, fever, or jaundice.
- Store personnel must know why their personal hygiene is important for food safety and be able to answer both of the following 2 questions:
 - Question: Why should you not handle food if you have vomiting, diarrhea, fever, or jaundice?
 - Answer: *To prevent contaminating food and spreading illness*
 - Question: Why is it important to wash our hands and when should we do it?
 - Answer: *To prevent contaminating food and spreading illness*

9.2 Regulatory or Local Health inspections: knowledge of procedure

- Store personnel in charge of the shift must be able to adequately explain or provide a procedure that must be followed when a Health Inspector or Environmental Health Officer visits the store.

Correct Procedure:

- *Introduce yourself and be helpful and professional.*
- *Ask them why they have visited, where/what they want to see and if there is anything you can do to help facilitate the visit.*
- *Accompany the officer throughout the visit unless they specifically request otherwise.*

9.3 Knowledge of employee health policy

- Manager in charge must be able to adequately demonstrate and provide a health and/or illness policy.

9.4 Temperature logs are available and complete with corrective actions (print or electronic are acceptable)

- Designated temperature logs must be properly completed with the following recorded:
 - Cook temperatures must be recorded for the first product ran through each oven.
 - Air temperatures of all refrigeration/freezer equipment compartments recorded every 4 hours, starting at open.
 - Internal product temperatures shall be recorded every 4 hours, for 1 product in each refrigeration/freezer unit, starting at open.
 - Corrective action must be filled out if any recorded temperatures are not within tolerance prior to the evaluation.
- Variance records and appropriate forms must be made available on request during the evaluation; there must be no evidence of falsifying records.
- Temperature logs must be in-use, complete, and records from past 90 days must be available.

9.5 Disease Control and Emetic Event Plan

- The manager in charge must be able to provide written procedures for employees to follow in situations that involve the discharge of vomit or fecal matter onto surfaces in the establishment (print or electronic are acceptable).
- Manager in charge must have basic tools available for such event. These tools include:
 - A disinfectant with Norovirus or TB claims, or chlorine bleach

9.6 Ceramic, glass, or glass breakage procedure in place (print or electronic are acceptable)

- The manager in charge must be able to adequately show or provide a procedure to clean up broken ceramic or glass if applicable (ex. light bulbs, windows, sneeze guards, etc.).

9.7 Cleaning schedule and plan in place (print or electronic are acceptable)

- The store must have a cleaning schedule.
- The store must have a cleaning log which shows cleaning has been completed for the past 7 days.
- The cleaning log must show evidence that it has been reviewed by a designated reviewer.

NOTE - a two-hour sanitizing schedule does not suffice as a cleaning schedule.

- 9.8 SDS available for all chemicals in the store (print or electronic are acceptable)
- SDS must be available for all chemicals in the store.
 - SDS must be available for pest control devices and pesticides applied by the PCO.
 - All team members must have access to SDS.
- 9.9 Global Store Food Safety Standards available (print or electronic are acceptable)
- The manager in charge must be able to locate a copy of the current Domino's Global Store Food Safety Standards and it must be made available at the time of the evaluation.
- 9.10 Allergen Policy Available (print or electronic are acceptable)
- The manager in charge must be able to locate a copy of an allergen policy that includes proper storage of allergens within the store.
- 9.11 Liability Insurance (print or electronic are acceptable)
- Stores must have the PCO liability insurance available.

10. Critical Violations

If any of the below requirements during the FS Evaluation are deviated, the evaluation will immediately default to a fail result regardless of overall score.

- 10.1 All practicable measures to eradicate and prevent the harborage of pests
- Stores must take all practicable measures to eliminate pests and prevent them from growing, spreading, or living in the store.
 - There must be no infestation of rodents, cockroaches, flying insects or other pests.
 - More than 1 live cockroach
 - Any live or dead rodents found outside of traps.
 - More than 25 rodent droppings
 - Evidence of rodent activity such as gnawed product/packing, nesting, and breeding
 - More than 15 live flying insects
 - Any insects or other pests in food
 - Any number of droppings found on exposed food or food contact surfaces.
- 10.2 Maintain the food premises, fixtures, fittings and equipment to the required standard of operating
- Stores must not have multiple fixtures, fittings and equipment in significant disrepair or uncleanliness (5 or more).
 - When there is significant damage to the food premises, store structure and facility, the store must close, and operations must stop.
 - Stores must not have multiple food contact surfaces of equipment in significant disrepair and in conditions of uncleanliness (5 or more).
 - Store must have all fixtures or equipment required by regulatory code
 - Store must have at least one functioning and dedicated hand sink

- 10.3 Ensure the public is adequately protected, such as ceasing operating during Food borne illness outbreak, ill employees working, working without potable or drinkable water, a boil water advisory is in place, no electricity or sewage backup
- Stores must ensure the public and employees are adequately protected by stopping operations when drinkable or potable water is not available to wash, rinse and sanitize utensils and equipment, wash hands, and for consumption.
 - Stores must stop operation when an active boil water order is in effect by local regulatory authorities or when there is no electricity.
 - Stores must stop operation during an active foodborne illness outbreak.
 - Stores must stop operation when there is a sewage back up.
 - Stores must not allow employees with symptoms of foodborne illness to work in the store.
 - Store must have a supply of surface sanitizer, hand soap, and dish soap present in the store at all times.
 - Non-municipal water supplies must be tested for potability annually.
 - In-line water filters must not be expired (critical if more than 6 months expired)
- 10.4 Maintain the integrity of product quality and ensure safety
- Products must not be directly contaminated with any physical, chemical, or microbiological contaminants. This includes pests.
 - Cold food must not be held at or above 50°F/ 10°C.
 - Temperature/Time Controlled for Safety (TCS) Foods held by time alone must be properly marked and not expired.
 - There must not be 4 or more cooked products found below 165°F/74°C after exiting the oven.

Expired

- US - There shall not be 4 or more expired product types in the store.
- Intl - There shall not be 5 or more expired product types in the store.

Unlabeled

- US - There shall not be 4 or more unlabeled product types in the store.
- Intl - There shall not be 5 or more unlabeled product types in the store.

NOTE - Products will not be scored as unlabeled if an approved process such as the Domino's Carryover Process or alternative system is posted in the store and being followed.

Dough

- US/Intl - There shall not be 1 or more trays of dough expired by 2 days or more.

11. Steering Committee

Department	Committee Member Name
Global QA & Safety	Kaylyn Brunskole
Global QA & Safety	Brian Doerschuk
Global QA & Safety	Pranav Thirumalai
Global QA & Safety	Jason Jarrett
Global QA & Safety	Steve Min
DPI FSQA	Imen Zouid
DPI FSQA	Clarisse Vaury
Operations Assessment	Courtney Trueman
Operations Assessment	Cozette Halonen
Legal	Don Wray