



DOMINO'S OPERATING STANDARDS

Proprietary and Confidential

Issued February 2024

Issuance Date	<p style="text-align: center;">Description of Material Updates</p> <p style="text-align: center;"><u>Carefully review the full Standards to familiarize yourself with all updates.</u></p>
Feb. 2024	<ul style="list-style-type: none"> • Page 11-13: Update to 'Store Computer' – updating required and recommended computer hardware • Page 13 - 14: Update to 'Connectivity' and 'In-Store Guest Wi-Fi Network' standards - updating required connectivity speeds • Page 15: Update to 'Third Party Order Aggregators' standard – requiring stores to accept orders from Uber Eats • Page 26: New 'DJ Dough Spinner' standard
Jan. 2023	<ul style="list-style-type: none"> • Page 4: Update to 'Hand-Held Menus' – allowing for use of QR codes • Page 5: New 'Cleaning and Sanitizing' standard • Page 13: New 'Bump Bars' standard • Page 16: Update to 'Cash Control Tools' standard – updating the location of the safe • Page 22: Update to 'Cutting Edge' standard – allowing for the use of pizza wheels/cutters • Page 24: Update to 'Load & Go' standard – requiring all stores to comply with the standard and making the refrigeration unit optional • Page 25: New 'Electric Vehicle Charging Stations' standard
Apr. 2023	<ul style="list-style-type: none"> • Page 18: Update to 'Operating a Motor Vehicle' – changing the minimum frequency for MVR evaluations • Page 18: Update to 'Driving History' – changing the minimum years of driving history for individuals who are 18 years of age

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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 Pizza Asset-Backed Securitization ("DPL"), and Domino's franchisees. The objective was to develop both a jointly-established set of minimum guidelines (the "Operating Standards" or "Standards") under which all Domino's 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 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 located in the United States must comply with the Standards, the failure of one or more stores to do so shall not waive or impair the right of DPL to insist upon strict compliance with the Standards. By issuing the Standards, DPL does not undertake a duty or obligation to ensure compliance with each Standard by franchisees and/or their store personnel.

Variations

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 store may seek a variance from complying with the Standards under specific, limited circumstances. In order to assure Domino's uniformity and the adequate protection of the Domino's brand, requests for variances can only be approved in writing by DPL. Any written approval of a variance shall be maintained in each store to which the variance applies.

"Domino's"

The term "Domino's" 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 system, both corporate-owned and franchisee-owned. In yet other instances, the term is used to describe the Domino's system itself. Regardless of how the term is used, it is never intended to imply that DPL controls the day-to-day operation of franchisee-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 brand by providing a uniform, high-quality customer experience for the benefit of the entire Domino's 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 shall contact federal, state, and local health, building, and fire agencies that regulate such practices to determine the federal, state, and local requirements. Franchisees have the responsibility to understand and comply with applicable law related to health, safety, building, accessibility, and emergency management. Franchisees 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 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 actually 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 sexual and other forms of harassment, discrimination, retaliation, pay practices, and any other policies that are required by applicable law or that the franchisee deems necessary or appropriate. Each franchisee should consult with their own legal counsel to create and provide training to their employees on their employment policies.

DPL reserves the right to amend the Standards as deemed necessary.

Food and Beverage Items Not For Resale

- A. Food and beverage items intended for store personnel consumption must be stored outside of customer view and in accordance with the federal Occupational Safety and Health Act and other applicable law.
- B. Store personnel consumption of food and beverage items must be outside of the food production area and outside of customer view.

Vending Machines

- A. Vending machines must be located outside of the customer area, preferably outside of customer view, and cannot be accessible by customers.
- B. Beverages must be served at 33 to 43°F (1 to 6.1°C).

Accessibility Posting

A clear posting must be placed at the front of the store within customer view indicating that the store is accessible to disabled individuals.

Tobacco

- A. Store personnel may not consume tobacco of any kind, including electronic and vapor cigarettes, in the store or while wearing Domino's logo apparel.
- B. A clear posting must be placed at the front of the store within customer view prohibiting tobacco consumption on store premises.

Emergency Protocols

In the event of an emergency situation including, but not limited to, natural disaster, pandemic, acts of war or terrorism, and/or failure of critical services, DPL may mandate appropriate equipment and food handling protocols to respond to such an emergency situation.

Gambling and Gaming Machines

Gambling and gaming machines are not permitted on store premises. Competitions based upon store performance are considered incentives rather than gambling.

Credit Cards

- A. The store must accept credit cards (which include debit cards) as a payment option. A minimum of MasterCard, Visa, and American Express must be accepted.
- B. A clear posting must be placed at the front of the store within customer view listing the credit cards accepted.
- C. The store must not impose additional charges to customers paying with a credit card.
- D. The store must abide by the Payment Card Industry Data Security Standards enacted by applicable credit card associations.

Gift Cards

- A. The store must accept gift cards approved by DPL as a payment option.
- B. A sufficient supply of approved gift cards must be available in the store at all times.
- C. The store must not impose additional charges to customers paying with an approved gift card.

Menus

- A. An approved menu must be accessible to customers in the store via a QR code, menu board, or print menu. If disposable print menus are used, menu changes must be updated on the menus within six months, unless a different implementation period is specified by DPL.
- B. Nutritional information must be available to in-store customers in accordance with applicable law.
- C. If any format other than the Domino's-approved menu is used, the normal print approval process must be followed.

Literature and Temporary Holiday Decorations

- A. Due to limited space, personal magazines, periodicals, and/or newspapers are not permitted in the store. Only

work-related literature is permitted in the store.

- B. Work-related literature should not be displayed or read in view of the customer area. Material containing obscenities, sexual references, or disparagement of race, national origin, religion, gender, age, or any other characteristic protected by applicable law is not permitted.
- C. Temporary holiday decorations may only be displayed in the customer area.

Store Hours

- A. The store must be open for business daily according to these minimum standard store hours:
Sunday–Thursday: 10:30 a.m. to 12:00 a.m.
Friday–Saturday: 10:30 a.m. to 1:00 a.m.
- B. A clear posting must be placed at the front of the store within customer view listing the store hours.
- C. A store with average royalty sales of \$60 USD or more during its last hour of business over a 90-day period may be required to extend the hours in which it will be open for business.
- D. The store is not required to be open for business on Thanksgiving, Christmas Eve, or Christmas Day.
- E. During all store hours, at least one management store personnel (or franchisee) and at least one additional store personnel who is able to make deliveries must be present. Franchisees or their designee must log into the Domino's Pulse system to confirm that the store is open for business in compliance with this Standard.

Ambient Store Temperature

Food production, preparation, lobby, and food storage areas (excluding cooler units) must be maintained at 60 to 90°F (15.5 to 32.2°C).

Cleaning and Sanitizing

The store must clean and sanitize food contact surfaces, production area equipment, in-use utensils, and other heavily used touchpoints within the production area at least every two hours (or sooner to preclude the accumulation of food particles) and at the end of each day. Other heavily used touchpoints within the production area include, but are not limited to, walk-in door handles, makeline cabinets, sink faucets, bump bars, keyboards, computer screens, telephones, or other surfaces prone to the accumulation of food build-up during a store's operation.

Domino's Carside Delivery™

- A. The store must offer Domino's Carside Delivery between 4 p.m. to 9 p.m. Franchisees seeking a variance must obtain the prior written approval of the Domino's Vice President of Operations for the region in which the store is located.
- B. The in-store monitor that is used to communicate Domino's Carside Delivery must have audio enabled to provide notice of a Domino's Carside Delivery customer's arrival.

Domino's Pinpoint Delivery™

- A. The store must offer Domino's Pinpoint Delivery from 10:30 a.m. to 9 p.m. Franchisees seeking a variance must obtain the prior written approval of the Domino's Vice President of Operations for the region in which that store is located.
- B. Delivery personnel should use the Domino's GPS Driver App to facilitate a Domino's Pinpoint Delivery.
- C. Unless a safety concern arises, delivery personnel should wait for the customer in or by their delivery vehicle for a minimum of 4 minutes from arrival at the Domino's Pinpoint Delivery location.

Operating Standards

- A. The most current Operating Standards must be readily accessible in the store. Access to the Operating Standards on the pienet.dominos.com site is permissible.
- B. Any approved variances to the Standards must be readily accessible in the store and filed with the Operating Standards. Access to digital copies of any approved variances is permissible.

Franchisee Corporate Name

- A. A clear posting must be placed at the front of the store within customer view indicating that the store is owned and operated by the corporate name of the franchise entity.

- B. A franchisee must provide adequate written notice to its employees and applicants for employment that: (1) identifies the corporate name of the franchise entity that employs them or that will employ them if hired; and (2) affirms that the entity that employs them or that will employ them if hired is not Domino's Pizza, Inc., Domino's Pizza LLC, Domino's Pizza Franchising LLC, or any affiliates or subsidiaries of those entities.
- C. The corporate name of a franchise entity must not include "Domino's", "DPZ", or "DP".
- D. A franchisee must not include "Domino's", "DPZ", "DP", or the Domino's logo on its paychecks or wage statements.

Delivery Charge

Franchisees must determine whether to implement a delivery charge and the amount of any delivery charge. Franchisees are responsible for complying with any applicable law in the jurisdiction in which their store is located regarding the delivery charge including, but not limited to, notice to customers. Franchisees must determine whether the delivery charge, in whole or in part, is taxable in their jurisdiction and should consult with their tax advisor and/or legal counsel in making that determination. To the extent consistent with applicable law, franchisees electing to implement a delivery charge must meet the following minimum requirements:

- A. Marketing and advertising materials must disclose "Delivery charge may apply." In print marketing and advertising materials, this language must also be included in the address panel and be of a type size and format sufficient to put a reasonable customer on notice of the charge.
- B. The amount and description of the delivery charge must be clearly disclosed to the customer when placing their order, including:
 - 1. At the close of the order by store personnel; and
 - 2. On any on-hold opening message prior to any opt-out instruction.
- C. Product labels and customer receipts must clearly disclose the delivery charge to the customer with wording that includes "delivery charge" and the amount charged.
- D. Royalties and advertising are applicable to delivery charges.
- E. Delivery charges must be reported as royalty sales and reported separately in the weekly keys report.

Customer Care

- A. Store personnel must be trained on, understand, and implement WOW the Concern – "Apologize, give them what they want, give them something extra."
- B. The store must honor the Customer Satisfaction Guarantee.
- C. Customers must be treated in a professional, courteous, and friendly manner.
- D. Customer Care cases must be closed within two calendar days of receipt from the DPL Customer Care Center. Franchisees and the managers of corporate stores must reply in writing (e-mail is acceptable) to the Customer Care Center within two calendar days of receipt with an explanation of how and when the case was resolved with the customer or, if the case has not been resolved, the plan for resolution with the customer.

Store Profit and Loss Statements

- A. Within 30 days of the end of each month or period, franchisees are required to submit an unaudited profit and loss ("P&L") statements for each store prepared on an accrual basis.
- B. Stores following a monthly calendar will submit P&L statements 12 times per year (one per month). Stores following a period calendar will submit P&L statements 13 times per year (one per period).
- C. P&L statements must be uploaded and submitted via Pulse Web Reporting ("PWR"). P&L statements can be uploaded and submitted to PWR by the franchisee or the accounting service provider designated by the franchisee.
- D. P&L classifications will follow the guidelines set forth in the P&L section of PWR.

Apparel and Appearance

The value and integrity of the Domino's brand is extremely important and as such, Domino's has adopted Standards to be followed by and enforced under the supervision of franchisees and the managers of corporate stores to the extent permitted by applicable law. The Standards are critical to Domino's brand image. Franchisees may grant an exception to these apparel and appearance Standards as an accommodation based on religious, cultural, medical, or other reasons required by applicable law. Health standards are governed by federal, state,

county, and city governments and store personnel must adhere to any applicable law, and requirements in excess of the Standards.

Apparel

- A. Approved Domino's logo apparel may be discontinued and new approved apparel added from time to time.
- B. Store personnel must only wear apparel with the Domino's logo while working or while going directly to and from work at the store.
- C. Store personnel must not enter any quick service restaurant establishment of a direct competitor while wearing apparel with the Domino's logo except while making a delivery for the store.
- D. Franchisees must determine if their store personnel are standardized in a single approved apparel style or if they allow a variety of approved apparel styles within their store. Franchisees may also seek a variance for use of their own apparel style, including shirts.

Shirts

- A. Domino's-approved shirts that are properly fitted and in good condition must be worn.
- B. Shirts may be worn tucked into the waistband or untucked.
- C. Women's style shirts for store personnel must be offered.
- D. Approved shirt options for store personnel include:
 - 1. The management polo, store personnel polo, and crewneck
 - 2. Approved special promotional shirts until otherwise specified.
- E. Any undershirt visible under the logo shirt must be plain white or black. An approved crewneck shirt may also be worn under any logo shirt. The undershirt or crewneck shirt must be tucked into the waistband.
- F. If long sleeves are worn while on the makeline, the sleeves should be rolled or folded up to the elbow.

Pants, Shorts, Skirts, Capris, and Belts

- A. Pants, shorts, skirts, cargos, and capris must be black and may be of a permanent press or cotton-type material or other similar material and in good condition. Black jean pants in good condition without rips, tears, patches, distressing, or embellishments are permitted. Corduroy, stretch, yoga, spandex, lycra, or sweat pant material are not permitted. Jean shorts are not permitted. Approved Domino's logo joggers are also permitted.
- B. Shorts should have a minimum inseam of 6" (15.2 cm) and be no longer than 2" (5 cm) below the knee. Skirts should be no shorter than 2" (5 cm) above the knee.
- C. The waistband of pants, shorts, skirts, and capris must sit at the natural waistline.
- D. Store personnel wearing pants, shorts, skirts, or capris with belt loops must wear a plain black belt if the shirt is tucked into the waistband. Suspenders are not permitted.

Hats, Head Coverings, Visors, and Gloves

- A. Store personnel must wear a Domino's-approved baseball style hat or visor worn forward while working.
 - 1. Store personnel wearing a visor while preparing food products may be required to wear a hairnet.
 - 2. A hat or visor is not required to be worn during meetings or classroom training sessions.
 - 3. If a Domino's logo manager shirt is worn, a logo manager hat must be worn.
- B. Domino's-approved knit hats may be worn by store personnel during cold weather.
- C. A hairnet or du-rag may be worn under a hat. The du-rag must be solid black, have no visible markings, patterns or logos, and cannot have a tie that extends below the neck.
- D. Any gloves that are worn must be of a solid color and must be in good condition.
- E. Hijabs and turbans may be worn without a hat or visor.

Nametags

- A. Any nametags that are worn must be located on the right side of the shirt, vest, jacket, or apron.
- B. Nametags must not have fictitious or humorous names and the name must be printed or engraved on the nametag rather than handwritten.

Pins and Hat Clips

Any pins that are worn must be located on the hat or visor. Any hat clips that are worn must be located on the brim of the hat or visor.

Shoes and Socks

- A. Shoes must cover the entire foot, be in good condition, and have non-slip soles (franchise store minimum requirement) or slip-resistant soles (corporate store requirement). Any laces must be tied.
- B. Socks or hose must be worn and shoes displaying toes or the shapes of toes are not permitted.

Aprons and Jackets

- A. Store personnel involved in preparing or handling food products (including prepping and unpackaging ingredients and making, cutting, and boxing food products) must wear an approved black apron that is clean, worn full-length, and tied. Aprons may not be worn outside the store.
- B. Only approved Domino's logo jackets may be worn.

Non-Store Personnel

- A. Non-store personnel visiting a store may wear store personnel apparel or appropriate business casual attire.
 - 1. Appropriate business casual includes logo shirts or slacks and a dress shirt. A nametag or current business card must be available to identify the individual to store personnel.
 - 2. If the Domino's in-store apparel shirt is worn, the non-store personnel must adhere to the Apparel and Appearance Standards sections covering Pants, Shorts, Skirts, Capris, and Belts and Hats, Visors, and Gloves.
- B. When preparing product, non-store personnel must wear an apron and a Domino's-approved hat or visor.
- C. Non-store personnel must not enter any quick service restaurant establishment of a direct competitor while wearing apparel with the Domino's logo.
- D. Personnel performing local store marketing may wear store personnel apparel or an appropriate costume.

Embroidery Guidelines

The recommended thread color for embroidering on logo apparel items is as follows:

Item	Recommended Thread Color
Polo Shirts	White (Madeira 1001) or Yellow (Madeira 1171)
Crewneck Shirts	White (Madeira 1001) or Yellow (Madeira 1171)
Hats and Visors	Any Color
Aprons	White (Madiera 1001) or Yellow (Madiera 1171)
Jackets	White (Madiera 1001) or Yellow (Madiera 1171)
Logo Embroidery	Red (Madiera 1147), Blue (Madiera 1297), and White

The recommended embroidery font, font size, and placement are as follows:

Item	Recommended Font, Font Size, and Placement
Shirts	Name, title, and/or award in Futura or Arial font family .31" (0.8 cm) in size on the right chest area; Award, event, organization, or service time in Futura, Arial, or Helvetica font family .31" (0.8 cm) in size on the right sleeve area.
Jackets	Name, title, and/or award in Futura or Arial font family .39" (1 cm) in size on the right chest area; Award, event, organization, or service time in Futura, Arial, or Helvetica font family .39" (1 cm) in size on the right sleeve area.
Hats and Visors	Name, title, organization, and/or award in Futura, Arial, or Helvetica font family .31" (0.8 cm) in size on the on the side or back panels.
Aprons	Name, title, organization, and/or award in Futura or Arial font family .31" (0.8 cm) in size on the right chest area.
Logo Embroidery	Must be between 1.73" (4.4 cm) and 2.24" (5.7 cm) from point to opposite point.

Hygiene

- A. Due to the close personal contact with other store personnel and the public, personal cleanliness is of primary importance. Store personnel and their apparel must be clean and proper precautions must be taken to ensure that body odor is kept at a minimum. Store personnel must use perfumes and lotions with restraint given that working conditions call for close personal contact. Store personnel preparing food products should not wear lotions, creams, oils, etc., on their hands.
- B. Fingernails must be neatly trimmed, clean, and not extend $\frac{1}{4}$ " (.6 cm) or more beyond the end of the fingertips. Nail polish and false fingernails are not permitted unless food grade gloves are worn.
- C. Store personnel must exercise reasonable personal hygiene so that exposed parts of the body (face, neck, arms, and hands) do not constitute a threat to exposed food products.

Hair

- A. 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. Visible dyed hair color must be permanent or semi-permanent; temporary sprays, glitter, chalks, or similar products that might flake, peel, or break off of the hair on food or food contact surfaces are not permitted.
- B. Hair should be worn in a manner that is appropriate for working at the store.

Facial Hair

- A. Store personnel are permitted to maintain facial hair up to 1" (2.5 cm) in length that is clean and neatly trimmed. Store personnel must appear neatly groomed.
- B. Store personnel may be required to wear a beard net or beard snood while preparing food products.

Jewelry

- A. Non-food preparation store personnel are permitted to wear: stud or hoop earrings under $\frac{3}{4}$ " (1.9 cm) (limit of two earrings per ear), an inexpensive or DPL incentive watch, a simple necklace, a medical alert necklace, and a wedding ring.
- B. Food preparation store personnel are permitted to wear: stud or hoop earrings under $\frac{3}{4}$ " (1.9 cm) (limit of two earrings per ear), a simple necklace, a medical alert necklace, and a wedding ring.
- C. Plain ear grommets or gauges not exceeding $\frac{3}{4}$ " (1.9 cm) and a small plain nose, lip, or eyebrow stud or nose ring are allowed. Septum and dermal piercings are not allowed.

Tattoos

Visible tattoos must not contain any images or words that are offensive in nature, including nudity, profanity, or any offensive references to race, national origin, religion, gender, age, or any other characteristic protected by applicable law. Tattoos on the face are not allowed.

Body Modification or Alteration

- A. Store personnel must make every reasonable effort to cover visible intentional body modification or alteration undertaken for the purpose of achieving a physical effect that disfigures, deforms, or detracts from a professional image. Examples include, but are not limited to, decorative skin implants, unnatural contact lens colors, brands or scarification, tongue splitting, and decorative tooth filing, plating, or engraving. Body modification or alteration resulting from traditional elective medical procedures (such as teeth straightening, hair replacement, cosmetic plastic surgery, gender transition surgery, etc.) is not included.
- B. Intentional body modification or alteration should not be on the face, neck, or hands, as these areas cannot be covered with apparel.

Criminal Background Checks

In order to protect the integrity, public perception, and reputation of the Domino's brand, trademarks, and goodwill, the following minimum Standard on conducting criminal background checks is expected to be followed by and enforced under the supervision of franchisees and incorporated into the franchisee's independent criminal background check process.

- A. To the extent permitted by applicable law, franchisees must conduct reasonably comprehensive criminal

background checks on all of their applicants for employment and store personnel by obtaining a criminal history report:

1. At the start of employment.
 2. When a reasonable basis exists for a report during their employment.
 3. Every third anniversary of their hire date.
- B. Franchisees are solely responsible for making hiring and other employment decisions for their stores and should consider all relevant factors prior to making an employment decision based upon a criminal history report including, but not limited to, the nature, gravity, and timing of any conviction, the nature of the job at issue, and any other individual circumstances that may be relevant. All employment decisions should be made in accordance with applicable law.
- C. Franchisees must maintain copies of criminal history reports for three years unless a longer retention period is required by applicable law.
- D. Criminal background checks must be performed by a reputable, approved Credit Reporting Agency. Franchisees must consult their own legal counsel to review their criminal background check processes, materials, and forms to ensure their compliance with all requirements regarding criminal background checks such as the Fair Credit Reporting Act and any other applicable laws. Requirements imposed by federal, state, and/or local laws, statutes, codes, ordinances, regulations, and rules include, but are not limited to, the timing of the background check, disclosures to the applicant or store personnel regarding the background check, authorization from the applicant or store personnel to perform the background check, and the issuance of pre-adverse and adverse action notices to applicants or store personnel who have action taken against them based in whole or in part upon the results of a background check.

Applicant Tracking System

In order to protect the integrity, public perception, and reputation of the Domino's brand, trademarks, and goodwill, the following minimum Standard for accepting and processing applications for store-level positions through an online platform as part of the Computer System is expected to be followed by and enforced under the supervision of franchisees.

- A. Franchisees must accept and process applications for store-level positions through an online platform provided by an approved vendor.
- B. The online platform required under this Standard must be provided pursuant to a contractual agreement entered into between the franchisee and the approved vendor.
- C. Franchisees shall not have access to the content (including applicant information) of Domino's Pizza LLC maintained on the online platform and Domino's Pizza LLC shall not have access to the content (including applicant information) of franchisees maintained on the online platform.
- D. Franchisees have full discretion to determine and control the content of the online platform and are solely responsible for making hiring and other employment decisions for their stores.
- E. Franchisees are solely responsible for ensuring compliance with applicable law. Franchisees may also accept applications for store-level positions through other methods as an accommodation of an applicant's disability or as otherwise required by applicable law.

Training

- A. Franchisees are independent business owners who remain solely responsible for the operation of their store, including, without limitation, all employment practices and policies, all safety and security issues, and all other workplace issues. Those persons employed by the franchisee are the franchisee's employees and not employees of Domino's Pizza, Inc., Domino's Pizza LLC, Domino's Pizza Franchising LLC, or any affiliates or subsidiaries of those entities. Franchisees agree to implement a training program for their employees and to be solely responsible for training those persons. Any training program developed and/or implemented by franchisees must include certain minimum topics comparable to the following training available to franchisees on the pienet.dominos.com site:
1. New Team Member Orientation
 2. Safety and Robbery Prevention
 3. Cleaning, Sanitation, and Food Safety
 4. Delivery Safety and Loss Prevention

- B. Corporate store General Managers must be trained using the DPL Training Systems.
- C. Corporate store personnel must successfully complete the Domino's Learning Hub onboarding program at the start of their employment and before any job duties are performed.
- D. Corporate store personnel must successfully complete the Delivery Safety and Loss Prevention training prior to making any deliveries or otherwise operating a motor vehicle for business purposes (such as bank deposit runs, Supply Chain Center trips, etc.).
- E. When corporate store personnel on non-driving status become eligible to operate a motor vehicle for delivery purposes, the following tasks must be completed before they can operate a motor vehicle:
 1. Void the Non-Driving Agreement;
 2. Complete all required delivery and safety documents; and
 3. Complete the Delivery Safety and Loss Prevention training.

Store Computers

- A. The store is required to install and use the point-of-sale, order entry and tracking, and online ordering functions of the Domino's Pulse system and must accurately and timely record all orders in the Domino's Pulse system. The Domino's Pulse system also includes additional optional functions and reports that franchisees may elect to use in their sole discretion. Franchisees should determine the policies, procedures, and settings to be implemented in their store regarding the use of optional Pulse functions and reports and must ensure that the functions and reports and their use are compliant with applicable law.
- B. The Domino's Pulse system is neither intended nor able to be utilized as a payroll system or human resources information system. Franchisees should utilize a qualified third-party payroll vendor solution and/or an accounting service provider to perform such services.
- C. Franchisees and the managers of corporate stores must maintain the security of the Computer System, including the Domino's Pulse system, in their store and must ensure that any individuals who access the Domino's Pulse system on their behalf refrain from the following:
 1. Sharing their unique Computer System login/password with others;
 2. Accessing the Computer System with a unique login/password other than their own;
 3. Allowing others to access the Computer System with their unique login/password; and
 4. Taking any other action that might jeopardize the security of the unique Computer System login/password or the Computer System.
- D. Users of the Domino's Pulse system must receive, install, and use all updates, patches, and fixes designated by DPL. The Domino's Pulse system must include:
 1. The Domino's Pulse system software and integrated software, as the same may from time to time be upgraded and modified by DPL including an appropriate maintenance and support agreement with an approved vendor; and
 2. Compatible hardware that must have received prior certification by DPL and which must be purchased from an approved vendor. A minimum of 2 physical servers (Host1 & Host2) are required to maintain optimal store operations and data security. The minimum and recommended specifications for the Domino's Pulse system hardware are set forth below. Additional hardware may be designated by DPL in the future to take advantage of advances in technology and business efficiencies.

Server (*Hardware specifications do not include required cabling*)

Hardware Specifications	Minimum Requirements In Store (Two Servers)	Recommended (Two Servers)
Suggested Model	HP Z4 Gen 4	HP Z2 Gen 5
Memory	32 GB ECC	32GB (2x16GB) DDR4 2666 ECC
Hard Disk	512 GB SSD	1 TB SSD
Keyboard	USB	USB
Mouse	USB	USB
Processor	Intel® Xeon W-2123	CPU Xeon W-1250P

Processor Speed	3.6 GHz	4.10GHz
Ports	8 USB, 1 Serial	4 USB, 1 Serial
Network Interface Card	Gigabit Ethernet Adapter	Gigabit Ethernet Adapter
Operating System	Windows Server 2016	Windows Server 2022

Thin Client Workstations: (Hardware specifications do not include required cabling)

Hardware Specifications	Minimum Requirements In Store	Recommended
Suggested Model	HP T530	See Flex Client Workstations
Memory	4 GB	
Hard Disk	8 GB	
Display	15" ELO Resistive Touch Flat Panel	
Keyboard	USB	
Mouse	USB	
Processor Speed	1 GHz	
Ports	5 USB, 2 Display Ports, VGA, Audio Output	
Network Interface Card	Gigabit Ethernet	

Flex Client Workstations: (Hardware specifications do not include required cabling)

Hardware Specifications	Minimum Requirements In Store	Recommended
Suggested Model	Acer CXI3 / HP G2 Chromebox	Acer CXI4 / HP G3 Chromebox
Memory	4 GB	4 GB
Hard Disk	32 GB SSD	32 GB SSD
Display	15" ELO Resistive Touch Flat Panel	22" ELO Capacitive Touch Flat Panel
Keyboard	USB	USB
Mouse	USB	USB
Processor Speed	1.80 GHz Dual Core	1.90 GHz Dual Core
Ports	6 USB, 2 Display Ports, Audio output	6 USB, 2HDMI Ports, Audio output
Network Interface Card	Gigabit Ethernet	Gigabit Ethernet

Carryout Display and Digital Menu Boards (Hardware specifications do not include required cabling)

Hardware Specifications	Minimum Requirements In Store	Recommended
Suggested Model	Acer CXI3 / HP G2 Chromebox	Acer CXI4 / HP G3 Chromebox
Memory	4 GB	4 GB
Hard Disk	32 GB SSD	32 GB SSD
Display	1080p TV with HDMI	1080p TV with HDMI
Keyboard	USB	USB

Mouse	USB	USB
Processor Speed	1.80 GHz Dual Core	1.90 GHz Dual Core
Ports	6 USB, 2 Display Ports, Audio output	6 USB, 2 HDMI Ports, Audio output
Network Interface Card	Gigabit Ethernet	Gigabit Ethernet
Operating System	Chrome OS	Chrome OS

Other Hardware (*Hardware specifications do not include required cabling*)

Hardware Specifications	Minimum Requirements In Store	Recommended
Router	Cisco Meraki MX64	Cisco Meraki MX68
Wireless Access Point	Cisco Meraki MR32	Cisco Meraki MR36
Office Printer	Windows2016Compatible	Lexmark MX431 adn/Epson ST-M3000
Receipt Printer	Epson TM-T88VI	
Switch	Netgear 16 port Gigabit	Netgear 24 Port Gigabit
Credit Card Swipe	Ingenico EMV Reader	Ingenico EMV Reader
Bump Bar	USB Wired or Wireless Bump Bar	
Caller ID Device	Whozz Calling 8 POS	Whozz Calling 8 POS
UPS Backup	1 Required	1 Required

- E. The store must install and have in continuous use an Internet Service Provider connection (except for temporary outages that are not the fault of the store):
1. Broadband high-speed connectivity with a minimum upstream data transmission bandwidth and a minimum downstream data transmission bandwidth based on the 'Store Network Broadband Connectivity' table below.
 2. A Cisco Meraki MX64 router (or its successor, as designated by DPL) and network monitoring services provided by Global Linking Solutions (or another service provider designated by DPL).

Store Network Broadband Connectivity

Store Network Connection	Minimum Requirements In Store	Recommended
Primary Internet Service Provider (ISP)	25Mbps Down / 10Mbps Up	100Mbps Down / 25Mbps Up
Secondary ISP / Cell Backup	4G cell connection	5G cell connection
Monthly data plan /month	300 GB /month	Unlimited

- F. The store must have a contingency plan in the event of a computer system or printer failure. It is recommended that store personnel be periodically trained on manual paperwork related to processing customer orders and similar operational actions.

Telephone Equipment

There must be a minimum of three telephones within the food production area dedicated to order-taking.

Bump Bars

The store must have at least one approved, functioning bump bar located at (or near) the makeline.

Connectivity

- A. There must be a minimum of three lines dedicated to receiving incoming customer orders via telephone.

- B. The store is required to have a live broadband connection (Cable Modem, Cellular Broadband, Fiber connection, satellite, or other approved technology) to the Domino's Pulse system. The broadband connection must be available 24 hours per day and must be secured using an approved device managed by an approved network management vendor.
- C. The Domino's Pulse system must have a dedicated connection with nothing else accessing the connection.

In-Store Guest Wi-Fi Network

If the store elects to offer an in-store guest Wi-Fi network, it must utilize a Meraki router approved and supported by DPL which is certified as compliant with Payment Card Industry Data Security Standards. The store must have internet service that meets the minimum requirements set forth in the 'Store Network Broadband Connectivity' table above and cannot allow the Wi-Fi network to interfere with the other functions of the Meraki router such as online ordering and credit card payment processing. Individuals are required to accept "Terms of Use" approved by DPL prior to using an in-store guest Wi-Fi network.

Call Catcher/Sequencer Systems

If the store elects to use a call catcher/sequencer system, it must be programmed to answer a call in two rings or less and its messages must be recorded in a professional manner. The system must also include the following minimum components in the order set forth below:

- A. The system must play the store's greeting message for no more than approximately 20 seconds similar to: "Thank you for calling/choosing Domino's..."
- B. If the system provides an opt-out option, it must play a message similar to: "Please dial 'X' at any time to be routed to the next available store personnel or stay on the line to hear about other great specials."
 - 1. The system must play additional messages (such as store offers, menu, etc.) until store personnel answer the call.
 - 2. The system must repeat a message approximately every 20 seconds similar to: "Please hold, and the next available store personnel will be right with you."
- C. If the system does not provide an opt-out option:
 - 1. The system must transfer the call automatically to store personnel.
 - 2. If there are no store personnel available to answer the call, the system must repeat a message approximately every 20 seconds similar to: "Please hold and the next available Customer Service Representative will be right with you."
 - 3. The system must play additional messages until store personnel answer the telephone.

Spanish Language Call Center

In order to service the needs of Spanish-speaking customers and to protect the integrity, public perception, and reputation of the Domino's brand, trademarks, and goodwill, a toll-free number has been established that Spanish-speaking customers can call to place their orders. In order to defray the cost of operating the call center, each store must make a payment to Domino's Pizza Distribution LLC of \$3.00 USD for each order completed using that call center. Stores will be invoiced on a quarterly basis for those orders completed using the call center in the previous quarter.

Marketing and Advertising

Marketing and advertising are critically important parts of building the Domino's brand. Marketing and advertising must reinforce product and service quality and reflect positively on Domino's as a brand.

- A. Marketing and advertising on behalf of Domino's must:
 - 1. Be truthful.
 - 2. Represent Domino's product according to current Domino's Product Standards.
 - 3. Represent facets of Domino's operations, such as the logo, store personnel, vehicles, and packaging according to current approved Standards related to image and identity.
 - 4. Represent product guarantees according to approved policies.
 - 5. Contain necessary and appropriate intellectual property protection of the Domino's logo and other protected symbols, words, and phrases.
 - 6. Comply with all applicable law.

B. Marketing and advertising on behalf of Domino's must not:

1. Contain offensive references to race, religion, gender, disability, national origin, sexual orientation, political affiliation, or any other characteristic protected by applicable law.
2. Contain misleading product or pricing information.
3. Utilize sexually explicit content or content with sexual implications.
4. Contain violent content (such as suggesting physical harm or damage to property).

Free Delivery

The store may not advertise or promote "free delivery" or a similar concept in any form of marketing or advertising including, but not limited to, interior or exterior store signage, yellow page listings, coupons, door hangers, boxtoppers, and all other marketing or advertising, whether conducted in print or on radio, television, online, or other digital media.

Digital Communication to Customers

Local outbound digital communication to customers including text messaging, emailing, and robocalling is prohibited. This ban includes any digital communication distributed directly to customers on behalf of a Domino's franchisee. For those looking to utilize text messaging and email to advertise and market to customers, those forms of digital communication are available through the national text messaging and emailing programs by virtue of the electronic marketing system ("EMS") tool. The EMS tool is managed at the corporate level by the DPL Build the Brand Team and ensures that only those individuals who have opted in to receive these forms of messaging from the Domino's brand are contacted. Please contact your DPL Build the Brand Marketing Leader with any questions.

Third-Party Order Aggregators

Stores must accept delivery orders received from Uber Eats/Postmates pursuant to a contractual agreement entered into between the franchisee and Uber Eats/Postmates. DPL reserves the right to limit a store's ability to accept Uber Eats/Postmates delivery orders when the store is not in compliance with any Domino's Standard, including the eADT standard, or provision of the Standard Franchise Agreement.

Franchisees shall be prohibited from using the services of third-party websites, apps, or other digital ordering means (commonly referred to as "order aggregators") to take orders from customers on the franchisee's behalf. Franchisees seeking a variance must obtain the prior written approval of the respective Domino's Regional Vice President for such Domino's store. Such a variance request will only be approved in exceptional cases, and then only for a limited duration. Variance requests will not be approved in instances in which the aggregator: (1) seeks to own for itself the customer order data (e.g., customer name, customer contact details, customer delivery address, food ordered, etc.) collected during the ordering process; (2) limits the ability of the franchisee or DPL to access and use such customer order data to market directly to such customers; (3) limits the ability of the franchisee or DPL to make differentiated offers on the Domino's websites, apps, or other digital ordering means; (4) provides customers who order Domino's food and beverage products the opportunity to participate in a loyalty program that in any way competes with Domino's Piece of the Pie Rewards® loyalty program or (5) causes the franchisee to be in violation of any Domino's Standard or provision in the Standard Franchise Agreement.

Marketing and Advertising Alerts to Customers

Contact your DPL Build the Brand Marketing Leader for guidance and/or approval of any of the following areas as they relate to marketing and advertising:

- A. Local outbound digital communication to customers
- B. Child-focused images and messages, which must meet specific standards
- C. Use of images of currency in any marketing or advertising copy
- D. Use of flags or government symbols
- E. Mention of guarantees or warranties
- F. Use of animals
- G. Use of the words "free," "best," or "new"
- H. Contracts

- I. Partnership opportunities
- J. Local print marketing and advertising initiatives
- K. Design of wrapped vehicles, which must meet certain standards

Limited Delivery Service

- A. All deliveries must be made in strict compliance with all applicable law, rules of the road, and due care and caution in the operation of delivery vehicles. The store will at all times during approved hours of operation offer delivery service to all customers located within the store's delivery and service area. However, the store is not required to offer delivery service to areas that might present a danger to store personnel. Franchisees are solely responsible for determining the deliveries that will be made by their stores. The managers of corporate stores should consult with their corporate regional management and their corporate safety and loss prevention representative when considering limited delivery service. If delivery service is limited, the limitations should only be in place for as long as the danger persists. Any extended alteration to a store's delivery service should only be undertaken in accordance with the provisions of this Standard.
- B. No store personnel in any store will ever refuse or limit delivery service because of factors such as race, national origin, religion, gender, age, or any other characteristic protected by applicable law.
- C. If the store has limited delivery service, a Limited Delivery Service Policy will be implemented and communicated to all store personnel. The Limited Delivery Service Policy will include, at a minimum, all of the following:
 - 1. A conspicuous statement that "No store personnel in any store will ever refuse or limit delivery service because of factors such as race, national origin, religion, gender, age, or any other characteristic protected by applicable law."
 - 2. A procedure for the evaluation of the delivery and service area. This will include obtaining objective information about the possibility that an area may not be reasonably safe at all times, and that an area that was once considered unsafe needs to be re-evaluated.
 - 3. A procedure for the orderly and systematic investigation of an area that is suspected of being unsafe for deliveries at all times. Such a procedure may include directions for:
 - a. Collecting documents that establish the reason for limiting delivery service including, but not limited, to workers' compensation claim information, law enforcement reports, any internal reports or letters, any other information involving any incident in the delivery area, newspaper articles, computer records, and any other relevant information.
 - b. Documenting discussions with local law enforcement personnel about safety and security incidents in an area.
 - c. Preserving records of meetings with local business or community leaders about safety and security in an area.
 - d. Consulting with legal counsel to ensure compliance with applicable law.
 - e. Obtaining information about the delivery business practice of other local businesses.
 - f. Collecting any other information that may support the decision to limit delivery service.
 - g. Training store personnel to courteously, politely and efficiently handle concerns from customers.
 - h. A procedure for periodically reviewing any decision to limit delivery service to determine if the situation has changed so as to permit offering service to all customers.
 - i. An emergency response procedure that provides for the immediate, but temporary, limitation or suspension of delivery service in an area if the situation warrants.
 - j. An outline of disciplinary actions that may be taken against store personnel who willfully violate the policy.

Safety and Loss Prevention

As independent business owners, franchisees must establish their own policies and procedures concerning safety and loss prevention. The following minimum guidelines must be incorporated into the franchisee's safety and loss prevention policies and procedures and must be followed by and enforced under the supervision of franchisees.

Cash Control Tools

- A. The store must use one or more of the following:
 - 1. A time-delay safe;

2. A dual-key controlled safe; and/or
 3. A smart safe.
- B. The safe must be fully functional, permanently mounted toward the front of the store (outside of customer view), and have cash drop capabilities.
 - C. The manager in charge must have the ability to access those portions of the safe that are designated for his/her use at all times.
 - D. A clear posting must be placed at the front of the store within customer view and at the safe location stating that the store is equipped with a time-delay, dual-key controlled, and/or smart safe and that store personnel cannot access the safe.
 - E. Cash must be properly deposited into the secure portion of the safe. However, cash necessary to cover delivery personnel tips, reimbursements, and the next day's operating till(s)/cash drawer(s) may be secured separately.

Time-Delay Safe

A time-delay safe must be equipped with a minimum nine-minute delay.

Dual-Key Controlled Safe/Smart Safe

- A. A dual-key controlled safe must be used in conjunction with the collection of deposits by an armored car/courier service in which a set of keys to the safe is in the possession of store personnel and a set of keys to the safe is in the possession of the armored car/courier service.
- B. A smart safe must be used in conjunction with the collection of deposits by an armored car/courier service in which the keys to the safe are in the possession of the armored car/courier service.

Conversations about Cash or Sales Volumes

For security purposes, store personnel should not discuss cash, sales volumes, or any other information that would indicate the financial performance of Domino's Pizza, Inc. in general or the store in front of customers or other non-employees.

Delivery Personnel Cash and Drops

- A. Delivery personnel must carry less than \$20 USD, including personal cash, on their person or in their delivery vehicle when leaving the store to make deliveries.
- B. Cash drops must be made outside of customer view and must be deposited after each delivery into a secure delivery personnel drop box or the secure portion of the store's safe.
- C. Any delivery personnel drop boxes that are used should be permanently mounted outside of customer view and there should be a secure individual drop box for each delivery personnel working in the store.

Till/Cash Drawer

- A. If the store has a single till/cash drawer, a maximum of \$150 USD may be kept in the till/cash drawer. If the store has multiple tills/cash drawers, a maximum of \$75 USD may be kept in each till/cash drawer.
- B. The location of each till/cash drawer must be such that view from the customer area is minimized.
- C. Each till/cash drawer must be locked but accessible at all times.

Receipts and Bulk Cash

- A. Nightly receipts and bulk cash must be kept outside the customer area.
- B. No more than one day of cash receipts must be kept in the store at any time unless a contractual agreement has been established with an armored car service, security service, courier service, or local law enforcement.

Door Security

- A. Back and side doors not used as a customer entrance must be kept locked at all times.
- B. Back doors must be equipped with a peephole and panic hardware. The panic hardware must consist of a latching assembly that releases upon single application of force in the direction of egress.
- C. Doors with outside access must not be propped open.

Store Closing

- A. Customer orders must be taken through the close of the store. The makeline must be stocked and operational until the close of the store. At the end of each day, the store must be in a ready-to-open status (with the exception of food products) for the following day.
- B. At closing, exterior access doors must be locked and there must be at least two store personnel in the store until the store is secured and vacated.
- C. Cash must be counted in an area that is not visible from the exterior of the store.
- D. Multiple deposits must be made throughout the sales day when operationally feasible. At no time must more than one day of sales receipts be allowed to accumulate in the store unless a contractual agreement has been established with an armored car service, security service, courier service, or local law enforcement. This deposit must be made as soon as operationally feasible.
- E. Bank deposits must be made by at least two individuals from the store traveling in separate vehicles or at least one individual from the store with a security escort from local law enforcement or a hired security vendor.

Fire Extinguishers and Flammable Liquids

- A. The store must have fire extinguishers that conform to applicable fire prevention laws, statutes, codes, ordinances, regulations, and rules.
- B. Flammable liquids, other than those canned fuels approved by DPL must not be stored or used in the store.

Weapons and Weapon Paraphernalia

In order to protect the integrity, public perception, and reputation of the Domino's brand, trademarks, and goodwill, the following minimum Standards on weapons and weapon paraphernalia are expected to be followed by and enforced under the supervision of franchisees and the managers of corporate stores to the extent permitted by applicable law.

- A. Store personnel cannot carry or possess on their person, in their vehicle, or on store premises any weapons or weapon paraphernalia either while working or after work if wearing Domino's logo apparel, regardless of whether a concealed weapons permit is obtained.
- B. Weapons and weapon paraphernalia include, but are not limited to, the following:
 - 1. Firearms, handguns, rifles, and shotguns as well as ammunition;
 - 2. Mace, pepper spray, stun guns, and similar items intended to be used against others for self-protection; and
 - 3. Knives including, but not limited to, double-edged blades, fixed blades, knives with spring-assisted opening features, switch blades, folding pocketknives, keychain knives, and utility knives without safety features to retract the blade. Knives approved for use on food products and/or packaging may only be used while on store premises.

Caller Identification

Incoming telephone lines in the store must be equipped with caller identification ("Caller ID") where available.

Security Callbacks

In order to protect the integrity, public perception, and reputation of the Domino's brand, trademarks, and goodwill, the following minimum Standards on security callbacks are provided and expected to be followed by and enforced under the supervision of franchisees and the managers of corporate stores.

- A. A security callback must be completed prior to delivery personnel leaving the store to confirm orders by first time customers and orders that are suspicious in nature.
- B. A security callback must be completed prior to delivery personnel leaving the store to confirm all orders for which Caller ID is not available.

Children and Animals

For their own safety, children and animals must not be allowed beyond the customer area except as follows:

- A. Children who are immediate family members of the store owner may be allowed beyond the customer area if directly supervised by an adult.
- B. Children who are part of a school store tour may be allowed beyond the customer area if directly supervised by

an adult.

- C. Service animals that may be required under the Americans with Disabilities Act or other applicable law are permitted in the store.

Alcohol, Marijuana, and Illegal Controlled Substances

Alcohol, marijuana (in all forms), illegal controlled substances and related paraphernalia, and prescription drugs for which there is no valid prescription must not be (or attempt to be) used, distributed, possessed, purchased, or sold on store premises, in a delivery vehicle, while at work, or after work while wearing Domino's logo apparel.

Operating a Motor Vehicle

In order to protect the integrity, public perception, and reputation of the Domino's brand, trademarks, and goodwill, the following minimum motor vehicle record ("MVR") Standards are expected to be followed by and enforced under the supervision of franchisees and the managers of corporate stores to the extent permitted by applicable law.

A person must meet the following minimum criteria in order to operate a motor vehicle for business purposes including, but not limited to, making deliveries:

- A. The person possesses a valid state driver's license.
1. A "suspended," "court restricted", "revoked," "learner's permit," or "junior" license is insufficient. A "probationary" or "provisional" license is sufficient if the person meets the other minimum criteria. Additional endorsements to a license may be acceptable.
 2. An expired state license is sufficient if the person is an active member of the military and possesses a valid military identification card and proof of active military status.
- B. If using a personal motor vehicle, the person must possess valid proof of automobile liability insurance that at least meets the state minimum requirements. The proof of insurance must be validated at the start of employment and a minimum of every six months thereafter.
- C. The person has their MVR evaluated at the start of employment and a minimum of every twelve months thereafter to confirm that the person meets the minimum criteria for driving history and driving record. Copies of MVRs should be maintained for a minimum of three years.
- D. A person who does not meet the minimum delivery criteria may perform duties that do not involve operating a motor vehicle for business purposes.

Driving History

A person must meet the following minimum criteria for driving history in order to operate a motor vehicle for business purposes including, but not limited to, making deliveries:

- A. Be 18 years of age or older and possess proof of at least one year of driving history immediately preceding the date of the MVR evaluation.
- B. Driving history must be confirmed by an official MVR provided by an appropriate governmental authority.
- C. If a person has not been licensed in the state for the applicable minimum time period, an MVR or proof of license must be obtained from the person's previous state(s) or country of residence.
- D. A learner's permit period documented by an appropriate governmental authority may only be used to confirm driving history.
- E. A reasonable break in driving history of less than six months in total length may be allowed as long as the break does not occur at the beginning of the applicable minimum time period or otherwise shorten the applicable minimum time period.

Driving Record

- A. A person must meet the following minimum driving record criteria in order to operate a motor vehicle for business purposes including, but not limited to, making deliveries:
1. No more than two driving-related violations (such as speeding, failure to yield, failure to obey traffic signal/device, failure to stop, improper turn, improper lane change, careless driving, following too close, failure to wear a seat belt) in the two years immediately preceding the date of the MVR evaluation.
 2. No more than three driving-related violations in the three years immediately preceding the date of the MVR

- evaluation.
3. No more than one at-fault accident in the three years immediately preceding the date of the MVR evaluation.
 4. No more than one at-fault accident plus two other driving-related violations in the three years immediately preceding the date of the MVR evaluation, with at least one incident occurring in the earliest year.
- B. A person with any of the following violations in the three years immediately preceding the date of the MVR evaluation cannot operate a motor vehicle for business purposes including, but not limited to, making deliveries:
1. Leaving the scene of an accident
 2. Reckless driving
 3. Any driving-related violations involving alcohol or drugs
 4. Hit and run
 5. Vehicular homicide or assault
 6. Participation in an unlawful speed contest (such as racing or exhibition driving)
 7. Eluding or attempting to elude a law enforcement officer
 8. Any other driving-related violations which could present a danger to the public (excluding equipment or regulation violations)
- C. A person charged with any of these violations should not operate a motor vehicle for business purposes including, but not limited to, making deliveries, until the charge has been dismissed or a judgment or verdict is entered in the person's favor.

Periodic Delivery Vehicle Inspection

- A. Motor vehicles used for business purposes including, but not limited to, making deliveries, must have the following items inspected under the supervision of franchisees and the managers of corporate stores at the start of employment and thereafter on a periodic basis:

Headlights	Turn signals	Tires	Rear-view mirror	Taillights	Brake pressure
Windshield wipers	Doors	Backup lights	Exhaust system	Horn	Safety belt

- B. Any motor vehicle that does not pass the inspection must not be used to operate a motor vehicle for business purposes including, but not limited to, making deliveries.
- C. These inspections are not intended to replace extensive mechanical inspections by a professional and the vehicle operator is responsible for the safe operating condition of his/her vehicle.

Delivery Vehicle Appearance

- A. Delivery vehicles must not show excessive exterior damage or wear and tear.
- B. The interior of delivery vehicles must be reasonably clean and free of excessive debris.
- C. Any delivery vehicle signage that is used must only contain advertising approved by DPL.
- D. If a car top sign is used, it must be a car top sign approved by DPL and be lit unless prohibited by applicable law.
- E. While making deliveries, delivery vehicles must be free of third-party advertising, offensive or controversial bumper stickers, painted or spray-painted messages, signs, or similar messages.
- F. Any delivery vehicle branding, such as exterior graphics, must not show excessive wear and tear and any branding must be removed when the store discontinues its use of the vehicle.
- G. For DXP vehicles, up-fit components, such as the front fascia, oven door, and internal storage modules, must be maintained in proper working order. Given the extensive branding and custom features of DXP vehicles, any DXP vehicle whose use by the store is permanently discontinued must be crushed. DPL will provide assistance to ensure proper disposal and to avoid any additional costs to franchisees for disposal of a DXP vehicle.

Radar Detectors and Keys

- A. Radar detectors must not be used in any motor vehicle used for business purposes including, but not limited to,

making deliveries.

- B. The keys to a motor vehicle used for business purposes should not be left in the vehicle when unoccupied.

Seat Belts

- A. When operating a motor vehicle for business purposes, store personnel must at all times wear seat belts and comply with all applicable law.
- B. No person may be transported in an area of a motor vehicle used for business purposes where seat belts are not available, such as a truck bed.

Mobile Device Use

- A. Store personnel must not operate a motor vehicle for business purposes while using a mobile device, including texting and using other digital applications. To the extent permitted by applicable law, a "hands-free mobile telephone" may be allowed, provided the store personnel uses the highest degree of care while doing so.
- B. In all other circumstances, store personnel must pull over in a legal, safe location to use a mobile device.

Delivery Vehicle Passengers

No persons other than approved on-the-job store personnel, authorized safety and loss prevention personnel, and/or franchisees or their designee may ride as a passenger in a motor vehicle making deliveries.

Estimated Average Delivery Time

- A. Estimated Average Delivery Time ("eADT") is a method used to estimate average delivery times to customers. The components of eADT include: (1) the time between when the order is received and when the delivery personnel leaves the store with the order; (2) a fixed estimate of the delivery personnel's "prep time" and, for multiple order deliveries, a fixed estimate of the time spent at a customer's door; and (3) a third-party web mapping service estimates travel time to a customer's location. Actual time on the road has no impact on eADT. Delivery personnel should always operate a vehicle/bicycle safely and observe all applicable traffic laws when on the road.
- B. In order to service the needs of customers and to protect the integrity, public perception, and reputation of the Domino's brand, trademarks, and goodwill, the store must maintain an eADT of less than 45 minutes per period.
- C. The store must accurately and timely record order information in the Domino's Pulse system and franchisees and the managers of corporate stores must ensure that any individuals who access the Domino's Pulse system on their behalf refrain from improper manipulation of order information to comply with this Standard including, but not limited to, reassigning orders, dispatching orders early, and/or changing order times.

Bicycles and eBikes

In order to protect the integrity, public perception, and reputation of the Domino's brand, trademarks, and goodwill, the following minimum Standards regarding the use of bicycles or eBikes for business purposes including, but not limited to, making deliveries, are expected to be followed by and enforced under the supervision of franchisees and the managers of corporate stores to the extent permitted by applicable law. Franchisees are responsible for complying with any applicable law in the jurisdiction in which their store is located regarding the use of bicycles or eBikes for business purposes.

- A. A person must be at least 18 years of age to operate a bicycle or eBike.
- B. Bicycles and eBikes must be equipped with a working front headlamp that emits a white light visible from a distance of at least 500' (152 m) to the front.
- C. Bicycles and eBikes must be equipped with side reflectors that are visible from both sides of the bicycle/eBike from a distance of at least 600' (183 m) when directly in front of a motor vehicle's low-beam headlights.
1. Bicycles and eBikes must be equipped with a rear red reflector visible from a distance of at least 600' (183 m) behind the bicycle/eBike when directly in front of a motor vehicle's low-beam headlights.
 2. Franchisees should consider requiring that bicycles and eBikes be equipped with lights and/or reflectors in addition to those on the front, back, and sides of the bicycle/eBike.
- D. Bicycles and eBikes must have a braking system that enables the operator to stop the bicycle/eBike within 25' (8 m) at a speed of 10 mph (16 kph).
- E. Earplugs and headsets covering both ears are not allowed to be used by bicycle or eBike operators.

- F. Bicycle and eBike operators must wear a helmet certified by the Consumer Product Safety Commission ("CPSC") and/or American Society for Testing and Materials ("ASTM").
 - 1. For durability purposes, a hard-shell helmet is recommended over foam helmets.
 - 2. Helmets must be white in color or be covered with a royal blue knit logo cover.
- G. Bicycles and eBikes equipped with a throttle are not recommended.
- H. Bicycles and eBikes must be inspected under the supervision of the franchisees and managers of corporate stores prior to being used for business purposes and thereafter on an appropriate periodic basis. Items that should be inspected include, but are not limited to: brakes, tires (tread and pressure), chains, cables, reflectors, headlamps, and lights.
- I. Bicycle and eBike operators must wear an approved Domino's logo shirt and vest, an appropriate amount of reflective material, and may wear the following:
 - 1. Black pants or shorts, spandex-type bicycle shorts under shorts, or full-length running or bicycle tights in navy blue or black.
 - 2. Any gloves used must be black, brown, blue, or red.
 - 3. Approved Domino's logo jackets.

Mopeds and Scooters

As independent business owners, franchisees must establish their own policies for the conditions and operation of mopeds and/or scooters used for making deliveries. While it is recommended that franchisees follow these suggestions, franchisees may choose the measures they elect to implement.

- A. A moped is defined as a motor-driven cycle with pedals that permit propulsion by human power and with a motor that produces a maximum of two brake horsepower and is not capable of speeds in excess of 30 mph (48 kph) on level ground. If a moped uses an internal combustion engine, the displacement should not exceed 50 cubic centimeters ("cc"), and the moped should have a power drive system that functions directly or automatically without clutching or shifting by the operator after the drive system is engaged.
- B. A scooter is defined as an automatic, motor-driven cycle with an engine displacement less than 90 cc.
- C. Store personnel who make deliveries by moped or scooter should wear a white or royal blue helmet certified by the federal Department of Transportation.
- D. Food and beverage items should be secured to a fixed, rack-style device.
- E. Store personnel who make deliveries by moped or scooter should adhere to the same appearance Standards that apply to bicyclists who make deliveries.

Motorcycles

Motorcycles are not approved as delivery vehicles.

Delivery

In order to protect the integrity, public perception and reputation of the Domino's brand, all deliveries of food and beverage products to customers must be made by store personnel who are in full compliance with the apparel and appearance Standards as well as other Standards related to deliveries. All stores are prohibited from outsourcing deliveries to third parties or making deliveries for third-parties.

While DPL is continuously studying and experimenting with alternative forms of delivery, all stores are prohibited from using drones, robots or autonomous vehicles of any kind to make deliveries to customers without first seeking a variance from DPL. Franchisees seeking a variance must obtain the prior written approval of the respective Domino's Regional Vice President for such store. Such a variance request will not be approved in the absence of the franchisee providing whatever assurances that DPL may require (both at the time of the initial variance request and on an ongoing basis) that: (1) such delivery mechanisms: (a) comply with all applicable laws; (b) are capable of safely and reliably delivering food and beverage products to customers in a way that maintains the quality of the delivered products and is in full compliance with product Standards; (c) will only be used for the delivery of Domino's food and beverage products, and will not be used for any other purpose; and (d) will have approved Domino's branding; (2) that the operation of such delivery mechanisms will be covered by property and bodily injury insurance in a form and subject to minimum limits specified by DPL, issued by an insurance carrier that meets the minimum rating specified by DPL; and (3) the franchisee will remain responsible for any violations of Standards

or the Standard Franchise Agreement caused by or involving such delivery mechanisms.

Cutting Edge

The Cutting Edge refers to an operational process that includes modifications to a store's physical layout and operational procedures such as the use of a rocker blade and flat boxing. In order to protect the integrity, public perception, and reputation of the Domino's brand, trademarks, and goodwill, the following minimum Standards are expected to be followed by and enforced under the supervision of franchisees and the managers of corporate stores.

- A. The store must use a rocker blade that is NSF or UL approved, and the rocker blade should be sharpened regularly and used with two hands when cutting pizzas.
- B. The store must use an approved cut table or centerpiece.
- C. The store must use an approved catcher to catch disks/screens exiting the oven.
- D. The store must use a receipt printer at the cut table and avoid placing dipping cups and other computer equipment on the cut table.
- E. The store must calibrate its ovens to a single oven time and temperature to achieve end-bake characteristics as defined by the Product Standards. Refer to the Oven Standards and Oven Calibration Guide for oven specifications and guidance.

Domino's Global Positioning System and Digital Shoulder Surfing Technology Platforms

- A. The store must have the approved Domino's Global Positioning System ("GPS") and Digital Shoulder Surfing ("DSS") technology platforms operational and active during store hours. The store must use the tracking functionality of the Domino's GPS Driver App with at least 75% of the store's delivery orders each period.
- B. Franchisees must determine the practices, policies, procedures, and optional settings to be implemented in their store regarding the Domino's GPS and DSS technology platforms including, but not limited to, the mobile devices that are used for the Domino's GPS Driver App. Franchisees are responsible for ensuring compliance with applicable law related to the use of the Domino's GPS and DSS technology platforms including, but not limited to, those related to privacy, necessary notices and authorizations, the use, monitoring, collection, and retention of GPS location and other information, the safe use of the technology platforms, any reimbursement or payment obligations to their store personnel, and the tax treatment of any reimbursements or payments to their store personnel. Franchisees should consult their own legal counsel to ensure compliance with applicable law.

Pick-Up Windows

- A. Stores using a pick-up window must activate the pick-up window as a service method in Domino's Pulse and online ordering ("OLO") systems.
- B. Pick-up windows must be available for customer use during store hours.

Pie Pass® Pickup Units

In order to protect the integrity, public perception, and reputation of the Domino's brand, trademarks, and goodwill, the following minimum Standards are expected to be followed by and enforced under the supervision of franchisees and the managers of corporate stores for those stores that have elected to implement Pie Pass® Pickup Units:

- A. The store must use an approved Pie Pass Pickup Unit and approved signage.
- B. Food product boxes placed in a Pie Pass Pickup Unit must be closed and sealed using an approved Pie Protector sticker.
- C. Pie Pass Pickup Units must only be used for eligible prepaid Pie Pass Pickup carryout orders and food items cannot be made in advance of an order being placed by a customer. Orders cannot be split between multiple slots. Orders that include a salad are ineligible for Pie Pass Pick Up Units.
- D. Pie Pass Pickup Units may only be plugged into a fixed electrical outlet without the use of a power or extension cord and the unit's electrical cord must be hidden from customer view. Verify with your certified electrician or engineer to ensure that the Pie Pass Pickup Unit is plugged into a properly grounded electrical outlet that can handle the electrical current needed. Refer to the Pie Pass Pickup Unit manufacturer instructions for full installation and operation details.
 1. Countertop Pie Pass Pickup Units must be mounted on the customer counter and secured to the

- countertop with clear silicone.
2. Standalone Pie Pass Pickup Units must be mounted on their base and can only be placed next to the customer counter, in the customer lobby, or in any other in-store facing application.
 3. Pie Pass Pickup Units may only be installed and used inside the store.
- E. The exterior of the Pie Pass Pickup Unit must be cleaned at least every 2 hours. The interior of the Pie Pass Pickup Unit should be cleaned as needed but only when unplugged, cool, and empty of food items.
- F. Shelves of the Pie Pass Pickup Unit within 48" (122 cm) of the floor must be designated and labeled with the International Symbol of Accessibility (ISA) graphic on both the customer-facing and store personnel-facing sides of the unit. An assistance placard must also be prominently posted on the customer-facing side of the Pie Pass Pickup Unit.

Third-Party Order Takers

Franchisees shall be prohibited from using the services of third-parties to take telephone orders from customers on the franchisee's behalf (collectively, "Order Taker" or "Order Takers") unless the Order Taker has first been approved by DPL after having submitted to an initial security audit (and any subsequent security audit requested by DPL from time to time) by DPL's Information Security Team to ensure that the Order Taker meets the physical and logical security requirements established by DPL from time to time. DPL reserves the right to charge each Order Taker its then current fee for performing such Information Security audits to account for the time and resources of the Information Security Team. Upon notification that the Order Taker has not passed DPL's security audit, Franchisee shall immediately cease doing business with such Order Taker.

Franchisees who use the services of Order Takers must first provide DPL with a copy of the written agreement they have entered into with the Order Taker. The written agreement must incorporate the provisions of Domino's then-current standard form of Rider to Services Agreement that includes the following provisions, that must remain in full force and effect throughout the duration of the agreement between the franchisee and the Order Taker: (1) an obligation by the Order Taker to comply with all applicable laws, rules and regulations; (2) a representation and warranty that the Order Taker is and will remain in compliance with the applicable Payment Card Industry Standards ("PCI"), including but not limited to, the Payment Card Industry Data Security Standard ("PCI-DSS"), throughout the term of the agreement; (3) an obligation by the Order Taker to provide written notice to the franchisee and DPL within twenty-four (24) hours of becoming aware of any facts or circumstances that cause Order Taker to suspect that any data collected from customers may have been wrongfully accessed, which notification shall include a description of the volume and types of the data it suspects may have been wrongfully accessed, in addition to the facts and circumstances that has lead the Order Taker to suspect the existence of a breach; (4) an indemnification of Franchisee and DPL by the Order Taker for breach of the agreement or for any third-party claim that the data collected by the Order Taker was used for any purpose other than the processing of the order, or that any part of that data was wrongfully accessed by another third-party, including any failure to comply with laws or to remain PCI and/or PCI-DSS compliant; (5) a requirement to maintain commercial general liability, professional liability and cyber-liability insurance policies with industry appropriate limits that meet DPL's then-current standards for Order Takers that name Franchisee, DPL and their respective affiliates as additional insureds and that requires the Order Takers to provide a certificate evidencing the same; and (6) a provision that prohibits the Order Taker from using the customer order data (e.g., customer name, customer contact details, customer delivery address, order details, etc.) collected during the order taking process and summaries thereof for themselves or selling or otherwise providing it to any third-party.

Retention and Sharing of Customer Data and Confidential or Proprietary Information with Third Parties

Franchisees who share customer order data (e.g., customer name, customer contact details, customer delivery address, order details, etc.) and summaries thereof or any confidential or proprietary business information of the Domino's brand or franchisee's business that franchisee is contractually obligated to maintain in confidence to DPL ("Confidential Information") with a third party must first provide DPL with a copy of the written agreement they have entered into with the third party. The written agreement must incorporate the provisions of Domino's then-current standard form of Rider to Services Agreement that includes the following provisions, that must remain in full force and effect throughout the duration of the agreement between the franchisee and the third party: (1) a contractual requirement that the third party maintain commercially reasonable administrative, technical, and physical safeguards designed to protect the customer order data and Confidential Information from unauthorized disclosure ("Information Security Program") and upon request, share the results with Franchisee and DPL's

Information Security Team ; (2) an obligation to provide written notice to the franchisee and DPL within twenty-four (24) hours of becoming aware of any facts or circumstances that cause the third party to suspect that any data collected from customers or Confidential Information may have been wrongfully accessed, which notification shall include a description of the volume and types of the data and Confidential Information it suspects may have been wrongfully accessed, in addition to the facts and circumstances that has lead the third party to suspect the existence of a breach; (3) a commitment not to retain and use the customer order data or Confidential Information for itself or share it with any third party unless authorized to do so in writing by Franchisee; (4) an indemnification of Franchisee and DPL for breach of the agreement or for any third-party claim that the customer data or Confidential Information shared with the third party was used for any purpose other than the services specifically set forth in the written agreement, or that any part of the customer data or Confidential Information was wrongfully accessed by another third-party, including any failure to comply with laws; (5) a requirement to maintain commercial general liability, professional liability and cyber-liability insurance policies with industry appropriate limits that meet DPL's then-current standards and that name Franchisee, DPL and their respective affiliates as additional insureds and that requires the third party to provide a certificate evidencing the same; and (6) a commitment that upon the conclusion or termination of the relationship with Franchisee, the third party will return any customer order data or Confidential Information in their possession to Franchisee (or purge and destroy the customer order data or Confidential Information if requested by Franchisee or DPL and provide certification of such destruction).

In its sole and absolute discretion, DPL's Information Security Team reserves the right to require the third party to submit to an internal security audit (and any subsequent security audit requested by DPL from time to time) that evaluates the effectiveness of their Information Security Program to ensure that they meet the administrative, technical, and physical security requirements established by DPL from time to time. DPL reserves the right to charge each third party its then current a fee for performing such Information Security audits to account for the time and resources of the Information Security Team. Upon notification that the third party has not passed DPL's security audit, Franchisee shall immediately cease doing business with such third party.

Load & Go

Load & Go refers to an optional operational process that includes modifications to a store's physical layout and operational procedures. In order to protect the integrity, public perception, and reputation of the Domino's brand, trademarks, and goodwill, the following minimum Standards are expected to be followed by and enforced under the supervision of franchisees and the managers of corporate stores for those stores that have elected to implement Load & Go.

- A. The store must meet the Cutting Edge minimum Standards.
- B. The store must designate Ready, Set, and Go stations that are made of food-grade material that can be cleaned and sanitized regularly.
 1. The Ready station must be dedicated space on or adjacent to the Cut Table and must accommodate at least two hot bags.
 2. The Set station must be positioned in the vicinity of the Ready station and be capable of supporting the required computer equipment to dispatch delivery personnel and house all available extras needed to assemble an order.
 3. The Go station(s) must accommodate all non-delivery and delivery orders.
 - a. For non-delivery orders, the store must use an approved warming unit. If the capacity of the warming unit is met, orders may be placed in a clean and sanitized hot bag.
 - b. For completed delivery orders, the store must place the order in a clean and sanitized hot bag at the Go station and use an approved racking system.
- C. If the store elects to use a single or double door refrigerator, it must be certified by UL, Intertek, or NSF to NSF sanitation standards for holding food to Time/temperature Control for Safety ("TCS") food standards. The refrigerator must be located within the Go Zone to store Domino's approved products and extras and must maintain a temperature of 33°F – 38°F (0.5°C – 3.3°C). The refrigerator must be at least 4" (10.1cm) from the floor, situated on casters or a shelf.
- D. The store must use an approved receipt rail and mounting device for receipt management at the cut table.

Electric Vehicle Charging Stations

If the store elects to install an electric charging station on store premises for Electric Vehicles ("EVs"), these minimum standards must be met:

- A. The charging stations must be Level 2 or greater.
- B. The charging station must be permanently mounted or installed and the charging cable should not obstruct any pedestrian areas or walkways.
- C. The charging station must be installed by a licensed electrician and comply with applicable law.

DJ Dough Spinner

- A. The only approved mechanical stretching equipment that may be used in a Domino's store is the Domino's custom DJ Dough Spinner unit (SPZ4 Pizza Spinner).
- B. Any DJ unit used by the store must be installed in accordance with manufacturer specifications.
- C. A tabletop cornmeal bin must be used to apply cornmeal to the dough stretched using the DJ unit. The cornmeal bin must be located directly adjacent to the DJ unit and cornmeal from the bin must be discarded and replaced at least daily.
- D. A clear posting indicating the store's cornmeal bin process must be posted in a readily accessible location on the store's walk-in-cooler door.
- E. The DJ unit may only be used to prepare Hand-Tossed and Brooklyn Pizzas or Stuffed Cheesy Breads.
- F. The exterior of the DJ unit, the table underneath the DJ unit, and the top and bottom drum surfaces must be cleaned in accordance with the Cleaning and Sanitizing standard.
- G. The exterior of the DJ unit and drum material must be in good condition and free of visual damage or wear and tear