



# **DOMINO'S GLOBAL STORE FOOD SAFETY STANDARDS**

**ISSUED DECEMBER 2020**

**Proprietary and Confidential**

**DOMINO'S QUALITY ASSURANCE**

## VERSION CONTROL

Over time the Domino's Global Store Food Safety Standards Document (the "Standards") may be updated and refined periodically to reflect more current information relating to global food safety laws and regulations.

Partners in the Domino's system are expected to adhere to the Standards and are expected to stay informed and up to date as periodic changes are made to the information contained herein.

VERSION NO	ISSUE DATE	DESCRIPTION OF AMENDMENT	REVIEWED BY
1.0	7/18/2017	Creation of the Global Store Food Safety Standards	Obeta Osolu, Charlotte Sanders, Daniel Murray, Jeff Leever, Sandrine Hemour, Tomotaka Asaka, Irma Gabriela Tiburcio, Devendra Yadav, Isil Karabacak, Alison Shepherd
1.0	10/03/2017	Final Global Store Food Safety Standards - Document Review	Obeta Osolu, Peter Trundley, Charlotte Sanders, Ryan Mulally, Adam Gacek, NSF International
2.0	03/01/2019	Final Global Store Food Safety Standards Document Review – Update and Revisions	Obeta Osolu, Joshua Giefer, Peter Trundley, Charlotte Sanders, Ryan Mulally, Joe Devereaux, NSF International
2.1	03/28/2019	Added Governance Provision Adjusted "Audit" term to "Evaluation"	Obeta Osolu, Joshua Giefer, Ryan Mulally, Joe Devereaux, Steve Lutes
3.0	12/2020	Adjusted the pest control standard around ILT's, changed the requirements for emetic kits to have a disinfectant with TB/Norovirus claims	Obeta Osolu, Joshua Giefer, Brian Doerschuk, Don Wray

## TABLE OF CONTENTS

TABLE OF CONTENTS .....	3
INTRODUCTION.....	4
COMMITMENT TO FOOD SAFETY .....	6
1 THE DOMINO'S GLOBAL STORE FOOD SAFETY STANDARDS .....	7
2 FOOD SAFETY SUPERVISORS .....	8
3 FOOD HANDLING SKILLS, KNOWLEDGE AND TRAINING .....	9
4 APPROVED SUPPLIERS.....	10
5 FOOD STORAGE .....	11
6 TEMPERATURE CONTROL .....	12
7 THERMOMETERS.....	14
8 FOOD TRANSPORTATION .....	15
9 WASTE MANAGEMENT AND FOOD DISPOSAL .....	16
10 FOOD RECALL.....	17
11 HEALTH AND HYGIENE CONTROLS .....	18
12 DISEASE CONTROL EMETIC EVENTS (VOMIT AND DIARRHEA) .....	22
13 CLEANING, SANITIZING AND MAINTENANCE .....	22
14 CUSTOMER COMPLAINT PROCEDURES.....	34
15 ENFORCEMENT/REGULATORY/HEALTH INSPECTION PROCEDURES .....	36
16 PEST CONTROL PROGRAM.....	39
17 CROSS CONTAMINATION .....	42
18 FOOD ALLERGENS .....	43
19 FOOD BUSINESS LICENSES .....	44
20 OFF SITE CATERING .....	45
21 THE FOOD SAFETY (FS) EVALUATIONS.....	46
22 FOOD SAFETY MANAGEMENT AND HACCP PLAN .....	47
23 APPENDIX .....	50
24 GLOSSARY OF TERMS .....	54

## 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.

### **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. In order to assure 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 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 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.

## COMMITMENT TO FOOD SAFETY

Stores must be committed to preparing consistently safe and high-quality food products, delivered in a clean environment to customers.

The Standards provide minimum guidelines intended to ensure that every store is maintaining high standards of food quality.

**Food safety cannot be guaranteed by a simple standards-based approach. A strong food safety culture will ensure that good practice is not only understood but, more importantly, being followed.**

The Standards will provide minimum guidelines to assist stores in their effort to:

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

**The Domino's Global Store Food Safety Standards are a part of a strategy that starts from the farm or supplier. The brand has adopted a farm-to-store approach, holding suppliers and supply chain centers to a high standard of food safety.**

### How were these Standards created?

The Domino's Global Store Food Safety Standards are a collaborative work with Quality Assurance, franchisees, operations teams, and other food safety experts.

**Above and beyond the Standards, all stores must follow all applicable laws and regulations, including, but not limited to compliance with all applicable health, safety, building, and emergency management laws, statutes, codes, ordinances, regulations, and rules.**



# 1 THE DOMINO'S GLOBAL STORE FOOD SAFETY STANDARDS

The Domino's Global Store Food Safety Standards are minimum guidelines that provide:

- A structure to allow stores to notify store personnel about food safety risks when handling food.
- An intuitive approach to managing food safety in your store.
- Additional information for managing the safety and quality of food.

## **Best Practices for Implementing your Store Food Safety Standards**

Thoroughly read these Standards to ensure you are clear on important food safety processes, food safety checks, why the checks are important and information you can provide to store personnel.

Ensure that your store personnel understand which food safety checks need to be completed and how often these checks must be completed.

Help your store personnel become familiar with your expectations for maintaining food safety.

## **Where can I get help?**

**For any legal issues affecting their businesses, including those related to food safety, franchisees should consult with their own legal counsel.**

For help with any part of the Standards, you can contact your QA Department or Domino's QA - contacts can be found via Domino's dLive website. You can also speak with your Domino's Franchise Consultant.

## 2 FOOD SAFETY SUPERVISORS

Each store shall identify a Food Safety Supervisor (FSS). The store's FSS can be anyone including, but not limited to, the franchisee, store manager or assistant manager, provided that they have completed a recognized Food Safety Supervisor course and are reasonably available during store operating hours (**refer to applicable law**).

The FSS should be responsible for ensuring that the store follows applicable food safety standards, procedures, guidelines, policies and/or checklists.

It is the franchisee's responsibility to ensure the store has a qualified FSS.

**Note:**

A multi-unit franchisee cannot serve as the FSS for all of their stores. Each store should have a unique FSS.



### 3 FOOD HANDLING SKILLS, KNOWLEDGE AND TRAINING

Franchisees shall ensure all store personnel undertaking food handling have the skills and knowledge of food safety to produce safe food for customers. Store personnel who directly handle food or who handle surfaces likely to come into contact with food are considered “food handlers.”

The skills and knowledge the food handler shall have include, but are not limited to, the following:

- Skills to check that cooling or heating equipment is set at the right temperature.
- Skills to determine the temperature of the cooked product.
- Skills to maintain a clean and sanitized work area.
- Skills to wash hands or equipment to reduce potential for microbial cross-contamination.
- Knowledge that raw foods may be contaminated with pathogenic bacteria.
- Knowledge of high risk ingredients and products e.g. raw foods and uncooked bakery items.
- Knowledge that consumption of an undercooked chicken can cause foodborne illness.
- Knowledge of the time and temperature required to ensure all foods are thoroughly cooked.
- Knowledge of correct storage temperatures for raw and cooked foods.
- Knowledge that hand/gloves or equipment used to handle raw food may be a potential source of microbial cross contamination for cooked foods.
- Knowledge of other potential sources of contamination for cooked products, such as dirty apparel, utensils, storage containers and work benches.
- Knowledge on how to calibrate a thermometer.
- Knowledge on how to use and read a thermometer correctly.
- Knowledge that sick store personnel should not handle food.
- Knowledge that sick store personnel should tell their store manager.
- Knowledge of the importance of wearing hairnets and gloves.
- Knowledge of allergens and gluten free range of products.
- Knowledge of where to find allergen, additive and nutritional information for Domino's products.



## 4 APPROVED SUPPLIERS

Stores must have a comprehensive approved supplier program. The SCC/Purchasing Department may be responsible in assuring that all suppliers are certified to applicable food safety standards, such as Global Food Safety Initiative (GFSI) and HACCP accreditation at a minimum and adhere to agreed upon product specifications.

Stores must only use ingredients from approved suppliers. If a store needs to use an alternative product or ingredient, they must obtain advance written approval from their Quality Assurance, Supply Chain, Purchasing or Management.

### Receiving Food Products

Approved suppliers should be able to provide your store with the following:

- Food where there are no visible ice crystals, signs of discoloration or drying out.
- Food packaged in a way that protects it from contamination and the packaging should be free of water, mold, rust, dents, leaks and bulges.
- Food under correct temperature control.
- A batch code or **USE BY DATE** must be visible and easily understood.

All foods delivered should meet these temperatures:

- Refrigerated food must be delivered between 33 – 41°F / 1 – 5°C (**refer to applicable law for specific requirements**)
- Frozen food should remain hard frozen when delivered. For example, it should be hard when squeezed ≤ 5°F / - 15°C.

### Contaminated, Damaged or Out-of-Temperature Delivery

If any ingredient or food product is found to be contaminated, damaged, not at correct temperature or not protected from the likelihood of contamination, it should be rejected.



## 5 FOOD STORAGE

### Food Storage

To prevent food from being contaminated, the following steps should be followed:

- Store all food in food-grade containers.
- Do not use any storage containers or bins that are chipped, cracked or broken.
- All food in the walk-in cooler and freezer must be fully covered at all times.
- Use separate thawing trays when defrosting chicken, beef, seafood, pork or lamb.
- Keep storage areas clean.
- Keep storage areas free of pests.
- Food must be stored on shelving and not on floors.
- Keep shelving areas clean and tidy to discourage pests.
- Do not use packaging that is damaged or has mold or dampness.
- Where possible store packaging in sealed plastic storage tubs.
- Do not overload refrigerators, cool rooms or freezers. Store items in a way that allows airflow between containers and food items.
- Regularly check and clean walls, doors, shelving, and floors of walk-in cooler, drinks fridge and freezer.
- Regularly check to ensure that walk-in cooler seals and condensers are in good order and are free from food residue, dust or mold.
- Record temperature readings of the walk-in cooler and make line regularly.
- Store any product that is defrosting on the bottom shelf below all vegetables, raw bakery items, ready-to-eat and cooked products.
- Display a visible thermometer on the inside of the drinks fridge, make line, and walk-in cooler.
- When a product is opened, a label with secondary shelf life must be put on the container not to exceed 7 days. If the expiry on the unopened package is less than 7 days away, the secondary label cannot exceed the package shelf life after opening.

## 6 TEMPERATURE CONTROL

### Foods Received at Proper Temperatures

Every store must follow the minimum temperature requirements of applicable law. All refrigerated foods shall be received at 41°F / 5°C or below. All frozen foods shall be received at 32°F / 0°C or below.

- While receiving food, store personnel should determine if temperatures are appropriate.
- Reject foods with unacceptable temperatures and file a product complaint.

### Temperature Control (Cold or Hot Holding)

Food needs to be stored under correct conditions.

Equipment	Temperature Range
Walk-in cooler	33 – 38°F / 1 – 3.3°C
Reach-In Cooler	33 – 41°F / 1 – 5°C
Make Line – Cabinet	33 – 41°F / 1 – 5°C
Make Line – Bins	33 – 41°F / 1 – 5°C
Freezer	≤ 5°F / - 15°C
Hot Hold	≥ 140°F / 60°C

All hot foods, must be held at ≥ 140°F / 60°C. **Always refer to applicable food safety laws and regulatory requirements. For example, regulations in Europe are 0 – 4°C for fresh products and -18°C for frozen products, and 63°C for hot hold.**

- If the equipment is not keeping temperature, a service call is required to calibrate the equipment.

### Thawing Products

There are some steps which you must follow when thawing food:

- Use separate thawing trays when defrosting chicken, beef, seafood, pork or lamb.
- Place the thawing trays on the bottom shelf in the walk-in cooler away from other food.
- Thaw food completely before use, unless the product can be cooked from a frozen state.
- Never re-freeze food that is thawed or partially thawed.
- Never leave food at room temperature to thaw.

## The Danger Zone

The following table indicates how food should be dealt with if it reaches the temperature Danger Zone. The Danger Zone is the set of temperatures between 41 – 140°F / 5 – 60°C that harmful bacteria can grow.

Total Time in Danger Zone	Action Required
Less than 2 hours	Refrigerate immediately
Between 2 hours and 4 hours	Use immediately
More than 4 hours	Throw out

## Cooking Products

All foods must be cooked to the proper minimum internal temperature. There are some steps which you must follow when cooking food:

- The employee in charge is to use a clean and sanitized calibrated thermometer to check the core temperature of the food product.
- The core temperature must reach minimum 165°F / 74°C to kill bacteria.

**Microbiological validations to support lower cooking temperatures from this manual, the codex, food code or other local regulations MUST be done in an accredited or certified laboratory. The results MUST be validated by your local health agency and/or a variance must be submitted to be kept on file.**

- If the oven isn't keeping temperature or if the core temperature does not reach 165°F / 74°C, a service call is required. Discard food that does not reach 165°F / 74°C.

## Proper Use of Time as a Public Health Control or Monitoring Ambient Temperature Products

If the local health agency or jurisdictions have allowed time rather than temperature alone as a means to help ensure food safety, conditions set by the regulatory body must be followed.

These conditions have included limiting the display of potentially hazardous foods at ambient room temperature to less than four hours, time-labelling the product while on display, and discarding the food product at the end of that period.

Each product is to be dated upon prepping with the use-by date and time that indicates the maximum allowable shelf life regardless of walk-in cooler or ambient temperature.

**Microbiological validations to support ambient temperature products MUST be done in an accredited or certified laboratory. The results MUST be validated by your local health agency and/or a variance submitted to be kept on file by your QA Department or Domino's QA.**

## 7 THERMOMETERS

Many of the parts of a Food Safety Standard involve having to measure and record the temperatures of food. Monitoring temperatures of food is necessary to show that food being prepared is safe.

### **Calibration of Thermometers**

The food code specifies that the temperature probe must be accurate to (+/-) 1 degree which means that the thermometer can measure to within 2°F (1°C) degree.

To check the temperatures of cold storage units, labeled water bottles can be stored in each unit and used to take readings. Water bottles should be changed regularly.

### **Using and Maintaining a Thermometer**

A store must have a digital probe thermometer that can be inserted into the middle of food to measure its core temperature.

### **Cleaning and Sanitizing**

Before taking temperature readings of food, the probe of the thermometer should be cleaned with warm water and detergent then sanitized with sanitizer solution and dried with clean paper towel.

### **How to Take Readings**

#### ***Ingredients***

Opened products require a core temperature reading by inserting the probe into the center of the food or thickest point and waiting approximately 10-30 seconds until the temperature reading has stabilized before reading the temperature.

Sanitize the probe between checking all foods to prevent the foods from becoming contaminated with a dirty thermometer.

Unopened product should be measured by placing the probe between two bags or frozen items until the thermometer has stabilized before taking the surface temperature reading. It is critical that you do not pierce unopened bags to take this reading. Any pierced bags need to be prepared and labelled with the appropriate use-by date.

#### ***Cooked Products***

Place sanitized probe into thickest part close to center of product and wait for 10 seconds or more before reading.

## 8 FOOD TRANSPORTATION

Products should be transported in a safe manner and in accordance with applicable regulations and laws. Stores should have effective Food Safety Standards in place to ensure safe food is delivered.

- During all phases of food transportation, temperatures will be controlled and monitored to maintain the food at the proper temperature to ensure safety and quality.
- Food should be handled in a manner that eliminates any possibility of cross-contamination.
- Appropriate measures should be in place to maintain the security of the food during all phases of transport and to eliminate the possibility of intentional adulteration.
- All transporters shall use best practices to maintain the sanitation of food, including, but not limited to:
  - Sanitation program
  - Strong record keeping
- No chemicals or non-food grade items shall be transported in a manner that will contaminate food products.
- Any vehicle utilized to haul solid waste or toxic material must not be used to transport food products.
- All records and traceability information must be kept on file at the store for at least 60 days (applicable law may require longer retention periods).



## 9 WASTE MANAGEMENT AND FOOD DISPOSAL

Stores must not accumulate garbage or recycled matter except in appropriate containers (**refer to applicable law**). Adhere to the following points for correct waste management:

- Place waste disposal bins conveniently around the working area of the premises.
- Bins located near the designated hand washing basin must be able to be opened with a foot pedal.
- Use plastic liners in waste disposal bins.
- Empty waste disposal bins on a regular basis to avoid over-filling or spillages.
- Tie all garbage bags before placing into garbage removal bin.
- Clean and sanitize waste disposal bins daily.
- Ensure that waste is removed regularly and stored well away from the premises.
- Ensure grease traps or waste pits are cleaned regularly of any build-up.
- It is recommended that industrial waste bins are closed to prevent pests from entering and locked to prevent unauthorized access.

All food products for disposal must be:

- Discarded so they cannot be used for human consumption.
- Returned to supplier when possible.
- Thrown away if they are not safe or suspected of not being safe for human consumption.
- Destroyed to prevent possible consumption.

Do not use food containers for any other use apart from storage of food. For example, do not use food containers for the storage of stationery.





## 10 FOOD RECALL

A food recall may be necessary for potentially unsafe products. Contaminations that may result in a recall could include:

- Microbiological contamination e.g. Salmonella.
- Physical contamination e.g. glass, rubber, plastic, metal.
- Chemical contamination e.g. cleaning chemicals.
- Allergen or labeling issues.

Depending on the severity of the matter and the requirements of applicable law, the supplier and/or any Quality Assurance Department will typically communicate with the stakeholders immediately.

All relevant possible actions must be considered. These may include, but are not limited to:

- Tracing all suspect products.
- Stopping shipments.
- Communicating issue to stores, franchisees and operations teams involved.
- Coordinating placing 'products on hold' in stores.
- Freezing, impounding and segregating suspect products at all stages of distribution.
- Establishing collection points and avoiding possible mix-ups between good and suspect products.
- Receiving and holding suspect products from outside locations.
- Ensuring rapid and reliable communication with all relevant managers to facilitate recovery of suspect products.
- Maintaining an account of all costs and claims.
- Communicating as appropriate.
- Ensuring that suppliers and distribution centers, as well as franchisees and others, have the right information.

All stores will need to appropriately document how they resolved their recall.

For more information contact your QA Department or management/franchisee.

## 11 HEALTH AND HYGIENE CONTROLS

### Health of Food Handlers

Stores should take all reasonable steps to ensure that everyone handling food does not handle food if they are suffering from a foodborne illness or condition. If a staff member knows that they are suffering from a foodborne disease, he or she should inform the employee in charge of the store.

A foodborne illness can be transmitted through the consumption of contaminated food. Symptoms that may indicate a foodborne illness include:

- **Diarrhea**
- **Vomiting**
- **Sore throat with fever**
- **Fever**
- **Jaundice (yellowing of the skin)**

When determining what duties an affected food handler should be excluded from, the following factors need to be considered along with compliance with applicable law:

- A food handler who is suffering from an active foodborne illness caused by any one of the following five pathogens, *Salmonella typhi*, *Shigella* spp., enterohaemorrhagic *Escherichia coli*, hepatitis A and Norovirus, is considered to pose the highest risk due to the high level of infectiousness and virulence of these pathogens.
- The duties the handler undertakes, for example, whether they have direct contact with food or they deliver closed packaging.
- The type of condition, as it may include an infected skin lesion or discharges from the ear, nose or eyes due to an infection or an allergy. Other examples of conditions which need to be considered are infected skin sores, boils, bad acne or cuts and abrasions.

Any open sore must be covered with a waterproof dressing (colored preferably) and disposable glove where possible.

The employee in charge of the store must make sure that store personnel suffering from foodborne illness do not handle food. To the extent consistent with applicable law, a food handler who has been excluded from handling food due to having a foodborne disease must not return to handling food until they have received a medical release from a doctor stating they are fit to handle food.

**Above and beyond these Standards, all stores must follow all applicable 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.**

## Personal Hygiene

Personal hygiene is very important to prevent the contamination of food. A high standard of personal hygiene and cleanliness must be required at all times. In addition to the Domino's operating standards, the following basic key points are contained in almost all food regulations and need to be adhered to:

- Fingernails are to be trimmed, clean and free of nail polish.
- False nails are NOT permitted.
- The wearing of any jewelry is not permitted in food preparation areas, except for wedding bands, and where allowed per the local regulations
- Earrings are not permitted except where allowed by local regulation
- Facial piercings are not permitted except where allowed by local regulation.
- Body piercings are not permitted except where allowed by local regulation.
- Clean and neatly groomed hair
- Wash hands after touching the nose, mouth, hair and skin during food preparation.
- Chewing gum and putty products are not allowed.
- Smoking is not permitted while in logo apparel.
- Avoid coughing or sneezing directly onto food.
- Cover cuts or sores with a waterproof bandage and a glove.
- Always properly wash hands after going to the toilet.
- Always properly wash hands after exiting the restroom

**For more information, please refer to the operating standards or contact your QA, your regional Domino's consultant or Domino's QA.**

## Hand Washing

### Hand washing procedure:

- Hands are to be washed using the hand washing station provided.
- Use the liquid hand soap with warm water and lather well.
- Scrub hands and arms up the elbows and in between fingers for at least 20 seconds.
- Rinse hands and arms thoroughly.
- Properly dry hands using single-use clean paper towel.
- Apply sanitizer gel to dry hand if provided.
- Rub all over hands including palms, back of hands and between fingers until hands feel dry.

### Store personnel must wash their hands before:

- Commencing or recommencing work.
- Handling food and utensils.
- Whenever hands are likely to be a source of contamination to food.
- Wearing disposable gloves.

**Store personnel should wash their hands frequently and always after:**

- Using the toilet.
- Exiting the restroom
- Handling raw ingredients and cooked food.
- Handling anything else other than food e.g. money, cleaning cloths and cleaning equipment.
- Eating or drinking.
- Returning from a smoking break.
- Coughing or sneezing.
- Using a disposable tissue or handkerchief.
- Habits that may cause contamination such as licking fingers, biting nails, or touching hair, scalp, pimples or sores.
- Disposing or handling waste.
- Entering the building
- Cleaning.

**Hand sanitizing procedure (Note: Hand sanitizing does not replace effective hand washing):**

- Apply sanitizer gel to dry hands.
- Rub all over hands including palms, back of hands and between fingers until hands feel dry.
- Air dry your hands only
- If hands become soiled or contaminated, wash with liquid hand soap, warm water and dry before applying instant hand sanitizer.

**If required by your local health agency, store personnel should sanitize their hands with instant hand sanitizer:**

- In between hand washes.
- After handling money.
- After touching keyboards or telephones.
- Before commencement of pizza making.
- Before handling any food.

**Store management should ensure that the following are available at all times:**

- Clean designated hand washing basins.
- Warm running water.
- Single-use clean paper towel.
- Liquid hand soap.
- Hand sanitizer.



## Wearing Gloves

Stores should take all possible precautions to prevent cross-contamination of food prepared and served to customers. **When wearing gloves is required by your local health agency and/or management**, the following basic guidelines must be followed:

- Hands must be washed, dried before putting on gloves (if applicable).
- Gloves should be used for one task only.
- Gloves must always be worn over a bandage.
- Gloves should not be used as a replacement for hand washing.
- Gloves should be changed frequently or when:
  - They are dirty.
  - Changing stations in the store (e.g. make line, front counter, and cutter).
  - Using the toilet, coughing, sneezing, using a tissue, taking a break, etc.
  - After touching human body parts (e.g. hair, face, open wounds, pimples).
  - Between handling raw food and handling cooked food.
  - Between handling food and handling money and any other payment types.
  - After handling anything else apart from food (e.g. cleaning cloths, hair, and equipment).
  - If gloves become torn or contaminated for any reason.
- Do not reuse disposable gloves.
- Gloves used when cleaning and handling chemicals must not be used for food preparation.

**Above and beyond these Standards, all stores must follow all applicable 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.**



## 12 DISEASE CONTROL EMETIC EVENTS (VOMIT AND DIARRHEA)

In certain situations, an emetic event, the expulsion of bodily fluids like vomit and/or diarrhea, may occur in a store. To prevent the spread of disease causing pathogens such as norovirus, proper precautions should be taken to clean the fluids.

Proper cleaning and sanitizing of restrooms, table tops, chairs, screens and any customer and store personnel touch points in the store is a key component to reducing the risk of disease spreading.

### What to Do When It Happens?

#### ISOLATE EVENT AREA

- If customers are sitting, move them to a separate area.
- If possible, do not leave the event unattended to ensure that customers and store personnel do not track through the spill. One store personnel should remain at the spill while another notifies a manager. In rare cases when this is not feasible, at minimum one store personnel must immediately notify the manager on duty.
- The area must be sectioned off using wet floor signs, chairs, etc.

#### CLEAN-UP STEPS

- The manager or clean-up store personnel under manager supervision must accomplish these clean-up steps. Affected area should be attended at all times during the clean-up and disposal process.
- Wear a disposable apron, pair of disposable gloves, and mask (if possible).
- Spray the spill liberally with a disinfectant that has Norovirus or TB claims, chlorine bleach, or an approved alternative provided by your chemical company from a hand-held spray bottle.
- If available, apply coagulant (do not bring sand into the store) to the spill. Note: If spill occurs on tabletop, dispose of all food and single service items including condiments. Multi-use items can be placed in a bus tub and washed in the dish machine.
- Scoop solidified spill using a disposable scoop and paper towels. Place solidified material, disposable scoop, and paper towels into a separate trash liner.
- Spray area again with disinfectant and allow to sit for ten minutes. **This time is critical for complete disinfection.**
- Following the 10-minute contact time, mop spill area. If the spill area is a counter or tabletop, wipe the spill area using wet paper towels to rinse.
- Remove gloves, mask, and apron, and place them in a clean garbage bag. Place sealed garbage bag of spill material in the same bag. Seal the bag and dispose of in dumpster.
- Take clean-up equipment to the mop sink area. If mops are used, bag and discard mop head. Spray mop bucket, mop handle, and scoop, if used, with disinfectant, and allow 10 minutes of contact time with disinfectant.

## 13 Cleaning, Sanitizing and Maintenance

All stores are required to meet the sanitation standards set forth by both regulatory agencies and these Standards, and to demonstrate that they can maintain their food premises and food transport vehicles to a high standard of cleanliness. This reduces the chance of food becoming contaminated and discourages pests. There should not be any build-up of rubbish, recycling material, food waste, dirt or grease.

Cleaning requires you to remove unwanted visible material such as food scraps, grease, food splashes, dust, stains, etc. By sanitizing, you kill food poisoning bacteria or reduce them to a minimum possible level.

Food utensils and equipment must be cleaned and sanitized before each use. The surfaces that food may come in contact with must also be cleaned and sanitized. **Records of daily and weekly cleaning should be recorded appropriately.** It is recommended to color code cleaning equipment.

The following areas need to be kept clean and sanitized:

- Floors, walls and ceilings
- Benches
- Shelves
- Utensils
- Small wares, food storage
- Sinks
- Hand wash basins
- Light fittings
- Ventilation ducts
- Pipes
- Condenser coils
- Dough equipment (if applicable)
- Walk-in cooler doors, walls, shelves, floors and seals.



**Use and Storage of Chemicals:**



Chemicals can be dangerous to customers and store employees, even a small quantity. When using or storing chemicals the following guidelines should be followed:

- Ensure Safety Data Sheet (SDS) is accessible for employees (hard copy or soft copy).
- Ensure handling method outlined in SDS is followed, including the use of any personal protective equipment (PPE).
- Ensure your first aid kit contains appropriate resources to treat any injuries that may occur from chemical usage.
- Ensure employees are trained in chemical handling method.
- Keep an up to date chemical register (i.e. detailed list of chemicals in use).
- All chemicals must be fit for the appropriate purpose.
- Store chemicals away from food in a designated area separate from food preparation and storage areas.
- Label chemicals clearly, especially if they are not in their original containers.
- All stores must have up-to-date copies of all Safety Data Sheets available for all chemicals used in store.
- Do not store chemicals in food or drink containers.

### **13.1 Cleaning and Sanitizing Schedule**

A cleaning and sanitizing schedule should be created for every store.

Store personnel should be reminded about proper cleaning procedures. Utensils should be cleaned throughout the day to prevent build-up and to be presentable to customers.



Equipment	Process	Frequency	Products Used
<b>Food Contact Surfaces, Cut Table, Make Bench, Sauce Bench, Customer counter, Make Line, Pit Trays</b>	Remove all items off the surface. Wipe counter with clean cloth to remove food and rubbish. Spray surface with a mist of the cleaner and wipe off with a clean damp cloth. Repeat on the lower shelf. Spray surfaces evenly with sanitizer. Allow to air dry. Replace items.	Two hours and at the end of the day.	<ul style="list-style-type: none"> <li>• Clean Cloths</li> <li>• Detergent</li> <li>• Sanitizer</li> </ul>
<b>Utensils Make Rings Tomato Dicer/Slicer Storage Containers Defrost Trays Pizza Pans</b>	Remove food particles. Wash, rinse and sanitize (for 1 minute) in three compartment sink. Allow to air dry. Alternatively, wash in Dishwasher.	Set timer on cutting bench for two hours. Replace with clean sanitized utensils.  Daily (after use)	<ul style="list-style-type: none"> <li>• Detergent</li> <li>• Sanitizer</li> <li>• Dishwasher</li> <li>• Detergent</li> </ul>
<b>Floors</b>	Sweep all areas including under counters and equipment.	As required	Broom
<b>Floors</b>	Sweep/Scrub. Mop/Squeegee. <ul style="list-style-type: none"> <li>• Sweep before you scrub the floor to get all the waste off the floor. Make sure you sweep under all counters and equipment, and pick up the equipment off the floor in preparation for scrubbing.</li> <li>• Fill the buckets up with two squirts of general floor cleaner and pour the buckets on the floor so the floor is completely covered with water.</li> <li>• With a broom or deck scrubber scrub the floor including under benches, freezers and the make line.</li> <li>• Once the floor has been scrubbed, squeegee the water off the floor into the drains.</li> <li>• Fill the mop bucket with water and a squirt of sanitizer. Pour it onto floor spreading with squeegee.</li> <li>• Squeegee the entire floor until any excess water is gone.</li> <li>• Once the floor has dried, walk around the store picking up any dirt or waste that still remains on the floor.</li> <li>• Clean the drains and then mop around them.</li> </ul>	At close	General floor cleaner or all-purpose cleaner

Equipment	Process	Frequency	Products Used
<b>Lids, Cheesy Bread Tins</b>	Remove food particles. Wash, rinse and sanitize (for 1 minute) in three compartment sink. (Or put through the dishwasher.) Air dry or put through the oven.	Weekly	<ul style="list-style-type: none"> <li>• Detergent</li> <li>• Sanitizer</li> <li>• Dishwasher</li> <li>• Detergent</li> </ul>
<b>Thin Screens</b>	Remove food particles. Soak if necessary. Wash, rinse and sanitize (for 1 minute) in three compartment sink. (Or put through the dishwasher.) To Remove Carbon Build-Up: Put through the oven. Watch for excessive smoke.	Weekly	<ul style="list-style-type: none"> <li>• Detergent</li> <li>• Sanitizer</li> <li>• Dishwasher</li> <li>• Detergent</li> </ul>
<b>Can Opener</b>	Take apart. Wash, rinse and sanitize (for 1 minute) in the three compartment sink. Use a small brush to get into cogs. Do a general clean on non-removable parts. Put back together.	Daily (after use)	<ul style="list-style-type: none"> <li>• Detergent</li> <li>• Sanitizer</li> </ul>
<b>Thick shake Mixer (With variance)</b>	Clean and sanitize the mixer.	<ul style="list-style-type: none"> <li>• After each use</li> <li>• Daily (after use)</li> </ul>	<ul style="list-style-type: none"> <li>• Detergent</li> <li>• Sanitizer</li> </ul>
<b>Ice Cream Machine</b>	Clean and sanitize the dispensing nozzle before replacing with a new tub of ice cream. Clean and sanitize the machine.	<ul style="list-style-type: none"> <li>• After each use</li> <li>• Daily (after use)</li> </ul>	<ul style="list-style-type: none"> <li>• Detergent</li> <li>• Sanitizer</li> </ul>
<b>Phones Computer Screens Keyboards, etc.</b>	Spray surface with a mist of the cleaner and wipe off with a clean damp cloth. Spray surface evenly with sanitizer	At close	<ul style="list-style-type: none"> <li>• Clean Cloths</li> <li>• Detergent</li> <li>• Sanitizer</li> </ul>
<b>Wash Basins, Wash Up Sinks, Soap Dispenser, Exterior/Interior of Dishwasher</b>	Spray surface with a mist of the cleaner and wipe off with a clean damp cloth. Spray surface evenly with sanitizer. Allow to air dry. Restock with liquid soaps, sanitizer and paper towel.	At close (or more frequently as required)	<ul style="list-style-type: none"> <li>• Clean Cloths</li> <li>• Detergent</li> <li>• Sanitizer</li> </ul>
<b>Phone Counter Serving Counter</b>	Remove all items from the table. Wipe counter with clean cloth to remove food and rubbish. Spray surface with a mist of the cleaner and wipe off with a clean damp cloth. Repeat on the lower shelf. Spray surfaces evenly with sanitizer.	At close (or more frequently as required)	<ul style="list-style-type: none"> <li>• Clean Cloths</li> <li>• Detergent</li> <li>• Sanitizer</li> </ul>

Allow to air dry. Replace items.

Equipment	Process	Frequency	Products Used
<b>Dough Mixer, Dough Sheeter, Dough Rounder</b>	Turn off and unplug electrical equipment. Spray surface with a mist of the cleaner and wipe off with a clean damp cloth. Spray surface evenly with sanitizer. Allow to air dry.	Cleaned after each dough shift	<ul style="list-style-type: none"> <li>• Clean Cloths</li> <li>• Detergent</li> <li>• Sanitizer</li> </ul>
<b>Dough Area Surfaces, Dough Dolly</b>	Spray surface with a mist of the cleaner and wipe off with a clean damp cloth. Spray surface evenly with sanitizer. Allow to air dry.	<ul style="list-style-type: none"> <li>• Sanitize before use.</li> <li>• After Use</li> <li>• Weekly</li> </ul>	<ul style="list-style-type: none"> <li>• Clean Cloths</li> <li>• Detergent</li> <li>• Sanitizer</li> </ul>
<b>Windows - Customer area, Door Tracks</b>	Use glass cleaner on windows. Wipe with paper towel. Spray surface evenly with sanitizer. Allow to air dry.	At close (or more frequently as required)	<ul style="list-style-type: none"> <li>• Window cleaner</li> <li>• Paper towel</li> <li>• Sanitizer</li> </ul>
<b>Store Exterior</b>	Sweep and pick up any litter.	At close (or more frequently as required)	Broom
<b>Make Line</b>	Turn off and unplug. Take apart make line. Wash all removable parts in hot water and detergent. Spray surface with a mist of the cleaner and wipe off with a clean damp cloth. Spray surface evenly with sanitizer. Allow to air dry.	At close	<ul style="list-style-type: none"> <li>• Clean Cloths</li> <li>• Detergent</li> <li>• Sanitizer</li> </ul>
<b>Oven, Fan Grills, Catch Trays, Side Windows, All exterior surfaces, Oven Hood</b>	Allow oven to cool. Polish exterior with clean cloth. Use glass cleaner on window. Remove food particles. Remove detachable catch trays. Wash with detergent. Rinse with clean water. Spray evenly with sanitizer if it cannot be submerged in the sink with sanitizer. Allow to air dry.	Nightly	<ul style="list-style-type: none"> <li>• Clean Cloths</li> <li>• Detergent</li> <li>• Sanitizer</li> <li>• Glass cleaner</li> </ul>
	Spray the hood with non-caustic oven cleaner and wipe with a damp cloth. Polish the hood.	Weekly	<ul style="list-style-type: none"> <li>• Non-Caustic Oven Cleaner</li> <li>• Stainless Steel Polish</li> </ul>

<b>Professional break down and service of oven</b>	Organize a professional oven cleaner.	3 Monthly	N/A
Equipment	Process	Frequency	Products Used
<b>Hot Cell Bags, Hot Cell Charger-Vents, Hot Boxes, Scooter Boxes</b>	Free corners of debris. Spray surface with a mist of the cleaner and wipe off with a clean damp cloth. Spray surface evenly with sanitizer. Leave open to air dry.	At close	<ul style="list-style-type: none"> <li>• Clean Cloths</li> <li>• Detergent</li> <li>• Sanitizer</li> </ul>
<b>Drains</b>	Half fill a bucket with warm water and general cleaner. Remove the drain grate. Submerge into the bucket and wipe clean. Remove the sifting cup/tray and put waste in bin. Clean the cup/tray in bucket. Wipe the drain area clean. Put drain back together. 1/4 fill bucket with sanitizer and pour solution down drains.	At close	<ul style="list-style-type: none"> <li>• Clean Cloths</li> <li>• Detergent</li> <li>• Sanitizer</li> </ul>
<b>Garbage Bins and Lids</b>	Empty. Place detergent and 3 liters of water into bin. Scrub with long handled brush. Empty into drain. Spray sanitizer into the inside of the bin. Allow to air dry.	At close	<ul style="list-style-type: none"> <li>• Detergent</li> <li>• Long handled brush</li> <li>• Sanitizer</li> </ul>
<b>Ceilings, Vents, Light Fixtures</b>	Cover food prep and storage areas or remove food before cleaning. Wipe surfaces with detergent to remove grease, dust and insects.	Weekly	<ul style="list-style-type: none"> <li>• Brush</li> <li>• Clean cloths</li> <li>• Detergent</li> </ul>
<b>Walls</b>	Turn off all electrical appliances. Apply detergent and wash and wipe off with a clean damp cloth. Apply sanitizer. Air dry.	<ul style="list-style-type: none"> <li>• Clean as you go.</li> <li>• Weekly (depending on surface)</li> </ul>	<ul style="list-style-type: none"> <li>• Clean Cloths</li> <li>• Brush</li> <li>• Detergent</li> <li>• Sanitizer</li> </ul>
<b>Shelving -Dry Storage, Walk-in cooler and Underneath Shelving, Managers Desk</b>	Remove items. Remove any dirt and dust. Apply detergent and wipe off with a clean damp cloth. Spray surface evenly with sanitizer. Air dry.	Weekly	<ul style="list-style-type: none"> <li>• Broom</li> <li>• Bucket</li> <li>• Detergent</li> <li>• Sanitizer</li> </ul>
<b>Coke Fridge</b>	Internal: Remove items. Apply detergent and wipe off with a clean damp cloth. Spray surfaces, shelves and handle evenly with sanitizer. Air dry or paper towel. External: Clean glass.	Weekly	<ul style="list-style-type: none"> <li>• Window Cleaner</li> <li>• Paper Towel</li> <li>• Detergent</li> <li>• Sanitizer</li> </ul>

<b>Drop Box</b>	To be cleaned inside and out. Remove any dirt and dust. Apply detergent and wash. Rinse with clean water. Air dry.	Weekly	<ul style="list-style-type: none"> <li>• Bucket</li> <li>• Detergent</li> </ul>
<b>Equipment</b>	<b>Process</b>	<b>Frequency</b>	<b>Products Used</b>
<b>Customer Area</b>	General clean the menu boards, counters, seats and any promotional displays. Sweep and mop using a broom and then mop the floor using a general floor cleaner.	At close	General floor cleaner or all-purpose cleaner
<b>Freezer</b>	Pull freezer away from wall. Sweep behind. General clean with and clean cloth.	At close	<ul style="list-style-type: none"> <li>• Clean Cloths</li> <li>• Detergent</li> </ul>
<b>Walk-in cooler – Shelves, Walls</b>	Move items to another shelf in walk-in cooler. General clean using detergent and wipe off with a clean damp cloth. Apply sanitizer. Air dry.	Weekly	<ul style="list-style-type: none"> <li>• Clean Cloths</li> <li>• Detergent</li> <li>• Sanitizer</li> <li>• General floor cleaner or all-purpose cleaner</li> </ul>
<b>Walk-in cooler Floor</b>	Sweep and mop/squeegee the floor with general floor cleaner or 1/2 fill a bucket with sanitizer and pour over the floor. Leave for a couple of minutes. squeegee dry.	Daily	
<b>Door Handles and Seal</b>	General clean using detergent and wipe off with a clean damp cloth. Apply sanitizer. Air dry.	Daily	
<b>Mops</b>	Fill a bucket with hot water and sanitizer solution. Soak mop for 30 minutes and hang out to dry.	At close	Sanitizer
<b>Cloths</b>	Fill a bucket or sink with hot water and sanitizer solution. Soak cloths for 30 minutes and hang out to dry.	At close (or more frequently as required)	Sanitizer
<b>Aprons, Dishwasher and Power Soaker – External Surfaces, Delivery Vehicles – Interior</b>	General clean using detergent and wipe off with a clean damp cloth. Apply sanitizer. Air dry or paper towel.	Weekly	<ul style="list-style-type: none"> <li>• Clean Cloths</li> <li>• Detergent</li> <li>• Sanitizer</li> </ul>

Equipment	Process	Frequency	Products Used
Bathroom	<p>Use a pair of disposable gloves.</p> <p>Sweep floor.</p> <p>Empty bin.</p> <p>Fill dispensers with toilet paper, anti-bacterial hand soap and paper towels.</p> <p>Dispense one squirt of general cleaner or sanitizer into the toilet.</p> <p>Use the toilet brush to scrub inside the toilet thoroughly.</p> <p>Rinse by flushing the toilet.</p> <p>Clean the outside of the toilet at the end of the bathroom cleaning process.</p> <p>Spot clean the walls with general cleaner, spray and sponge.</p> <p>Rinse the dirty sponge in a bucket of clean water to remove the dirt from the sponge. Wring the sponge dry.</p> <p>Continue in this manner, cleaning the walls, sinks, door handles and all other surfaces as needed.</p> <p>Except for the mirrors, sanitize the surfaces just cleaned by spraying with sanitizer and allowing to air dry.</p> <p>Clean mirrors with glass cleaner spray and wipe clean with paper towel.</p> <p>Mop the bathroom floor and then sanitize it.</p> <p>Empty and clean the buckets, sponges and mop.</p>	Daily	<ul style="list-style-type: none"> <li>• Clean Cloths</li> <li>• Detergent</li> <li>• Sanitizer</li> <li>• Broom</li> <li>• Bucket</li> <li>• Window Cleaner</li> <li>• Paper Towel</li> </ul>

### 13.2 Maintenance of Facility and Equipment

Maintenance of your equipment and facility on a regular basis helps ensure quality of product, work place safety, and protection of capital investment. Damaged equipment can contaminate food directly. Holes in walls and broken tiles allow entry of pests – these must be fixed to reduce the possibility of pests (e.g. mice or cockroaches) entering the store.

Visually inspect the following Items:

- Floors, tiles, walls and ceilings must be sealed to prevent the entry of pests, be in good repair with no cracks and be easy to clean.
- Doors, windows and other structures must be fly-proof, in good repair and easy to clean.
- Maintain all fixtures, fittings and equipment in a good state of repair to prevent contamination.
- Keep all fittings and equipment clean and in working order.
- Use appropriate signs on walls to remind store personnel about safe food practices.
- Throw away or replace all chipped, broken, or cracked kitchen utensils and containers.
- Toilets must have hand washing facilities: soap, disposable paper towel (or air hand dryers), waste receptacles and auto door closures.
- Store managers are to inspect fittings and equipment monthly.
- All light fittings in open food areas must be enclosed (covered) or have shatter-proof glass, and be free of insects.
- Ensure the following items are not used in store: staples and stapler, thumbtacks, Blu-tack, drawing pins, cork board pins, pens with springs, wire brushes and metal scourers.

All in-store equipment should be checked weekly to ensure all equipment is maintained in good operating order. This will help eliminate equipment breakdowns and foreign matter contamination.

If equipment breaks down (for example: ovens, walk-in cooler, make lines), an authorized contractor should be contracted to fix the equipment.

Equipment should be inspected after a repair or maintenance activity to verify the state of cleanliness. The equipment should be thoroughly cleaned and sanitized before use.



### **Contracted Beverage, Water or Soda Dispenser**

Your licensed soda or beverage provider should be responsible to ensure compliance with safety and legal requirements at all times. The written results of each visit should be given to the store manager.

It is the store manager's responsibility to ensure the soda provider is maintaining their equipment adequately, and the beverage dispenser is cleaned and sanitized at all times. Where cleaning is not present in your contract with your water or soda dispensing equipment, it is the store managers responsibility to ensure all equipment are cleaned and sanitized properly.

### **Service and Calibration Program**

Stores must service and calibrate equipment on a regular basis to ensure safe and reliable equipment.

### **Ovens**

Calibration of ovens must be carried out according to the manufacturer's recommendation, or a validated routine by authorized service technicians or franchisee-designated maintenance personnel.

- Ovens are to be serviced regularly.
- Core temperature and quality of product will be checked by your QA team, Operation Evaluation Report (OER) Evaluation Team, or designated third party.

**All equipment designed for food products and approved for purchase must meet minimum sanitary design standards and will go through a qualification process determined by a globally recognized certification body such as UL, NSF, or other international standards recognized by Domino's QA.**

### **Walk-in coolers and Make Lines**

Service and calibration of walk-in coolers and make lines are carried out according to the manufacturer's recommendation, or a validated routine by authorized service technicians or franchisee-designated maintenance personnel.

- Refrigerators are to be serviced regularly.
- Air conditioners are to be serviced regularly.
- Hot Box should be serviced and inspected regularly.
- Dough mixer (if applicable) should be serviced regularly.

### **Glass**

Stores should ensure that all glass, ceramic and hard plastics utilized within the store, including the foyer area, will be recorded or accounted for appropriately, and inspected regularly to prevent food contamination.

The following guidelines can be followed:

- The store must appropriately record and account for all glass, ceramic and hard plastic in store.
- All breakable items must be inspected regularly (weekly inspections recommended).



In the case of glass breakage, the following procedures are required:

- All activities and operations should cease in the affected area immediately.
- Do not leave the area (to prevent broken glass from spreading) and do not enter the area (with exception of the employee in charge of the store).
- The employee in charge of the store must be informed and assess the situation. Depending on how bad the breakage is, the following is done:
- Any product or food materials including packaging that may be contaminated will be dumped (if in doubt, throw it out).
- The affected area shall be cleaned thoroughly and any glass remains shall be disposed of in a safe manner.
- A full inspection by the employee in charge of the store must take place and operations cannot recommence until everything is clean.

If you have any queries about what action to take in the event of a glass breakage, please contact your QA Department, regional Domino's consultant or Domino's QA.

### **Water, Ice and Steam Supply**

All water used in the store or used as ingredients must be of potable quality, and a provision must be made for temperature control, storage and distribution of water. Water filtration systems must be validated regularly, and, at the minimum, annual water-testing results must be conducted by an accredited 3rd party laboratory for above ground tanks, private wells or cistern situations.

- All water must meet the minimum World Health Organization Guidelines for Drinking Water Quality.
- All ice must be made from potable water and ice machines must be designed to protect contents from contamination.
- Any steam used directly in contact with food must not contain any substance that could present a health hazard or contaminate the product.
- If water is not potable or filtered, the purification process must achieve potable quality. The process must be monitored and appropriately documented to demonstrate its effectiveness.
- Planning must contemplate water source contamination and implementation of boil water notice vs. store shutdown.



## 14 CUSTOMER COMPLAINT PROCEDURES

All alleged food poisoning, foreign object complaints, allergic reactions and choking should be immediately reported to the employee in charge of the store.

All cases should be taken seriously and the associated customers treated with courtesy and respect. Below are basic elements to help develop a customer complaint procedure.

### Foreign Body Complaints

- Listen carefully to the customer's concerns.
- Never become defensive.
- Advise the customer that you need all the details so that you can investigate.
- Make clear and concise notes to outline what the foreign body is, where it was found, when this took place and what happened as a result.

Ensure you obtain all the information you need to complete a complaint. Establish if the customer still has the foreign body and any associated food. If so, arrange to collect it if possible, and explain the importance of this for the investigation to the customer. Store it appropriately in a sealed and labelled container. Do not throw it away!

- Make a note if the product is not available or if the customer refuses to give it to you.
- Follow the procedures established by management. If the customer is unhappy with this, refer them to your supervisor or franchisee.

### In-store Investigation

- Use the object (if available) to perform a thorough investigation in-store to try to identify where it may have come from. If it is not available, you will have to do this as best you can from the description given by the customer.
- Talk to store personnel and show them the object (if possible) to see if they have seen anything similar in-store.

### Insects

- Seek the advice of your pest control contractor. Can they come in and help with the investigation?
- Try and answer questions such as: What product was the insect found in? If pizza, what toppings were on the pizza? Was the insect dead or alive?
- Check your box storage area, inside hot bags and vehicles used for deliveries for any evidence of pest activity.
- If this is a product related incident, contact your management, supply chain and QA to ensure they can investigate with suppliers.

### Bone

- Ensure you have accurate details of the product the bone was found in and document it appropriately.

- If this is a product related incident, contact your management, supply chain and QA to ensure they can investigate with suppliers.

#### **Metal**

- Follow the instructions established by your management. You will need to check all metal items in store (e.g. containers, screens, make-line bars) for signs of damage and to see if they could be the source of the foreign body
- Determine if the metal was found in what was initially a canned topping.
- Check your can opener. Replace the blade as a precaution.

Most suppliers apply sensitive metal detection to their products during its production/distribution, so doing a thorough check at the store is advisable before contacting your SCC/QA.

#### **Plastic**

- Examine the nature and color of the plastic.
- Compare against the packaging that the product/toppings would have come in.
- Check if any of the store's containers or lids are damaged.
- Does the plastic look melted? This may be a clue as to whether or not it has been through the oven. Beware: not all plastic will melt in the oven, so do not make any assumptions if it is not melted.

#### **Allegations of Food Poisoning**

- Listen carefully to the customer's concerns.
- Never become defensive.
- Advise the customer that you need all the details so you can investigate.
- Make clear and concise notes to explain what the foreign body is, where it was found, when this occurred and what happened as a result.
- Ensure you obtain and document all the information appropriately.

Establish if the customer still has a sample of the food. If so, follow procedures established by the employee in charge of the store. Arrange to collect it if possible.

To do this, make calls to several customers who ordered the same product. A few should be customers who ordered before the order with the complaint, and the rest should be customers who ordered after the complaint.

#### **The following is an example of this type of call to customers:**

"Hello, this is (name) from your local Domino's Pizza store. Thank you for your business tonight. I would like to ask you a few questions about your order."

- Was your order delivered to you within the time you were quoted?
- Was your order hot and fresh?
- Was your order made correctly?
- Were our store personnel friendly and courteous?
- Is there any way we can improve our service for the next time you call?
- Thank you for taking the time to talk to me. Have a nice evening.

## 15 ENFORCEMENT/REGULATORY/HEALTH INSPECTION PROCEDURES

Stores should attempt to work with every Regulatory Agency or Health Department in a co-operative and professional manner.

Enforcement Officers, generally Environmental Health Officers (EHOs), Food Safety Officers or Standards Officers may make visits to stores at any time. This may be to perform a routine inspection or to investigate a complaint.

These officers have a wide range of powers and are committed to ensuring high standards of hygiene and food safety.

They may question store personnel; look at and remove any records they require as part of an investigation; seize any food they suspect to be unsafe or contaminated; take photographs to provide a record of standards; or, if conditions warrant it, issue hygiene improvement and hygiene emergency prohibition notices.

Best practices for such a visit (consult with your business owner/franchisee to determine the specific procedures applicable to your store):

### Store Personnel

- Refer the officer to the employee in charge of the store.
- Check the officer's identification card before permitting them to access the store
  - it should clearly state their name and the local authority they are from. It should also have their photo on it.

### Employee in Charge of the Store

- Introduce yourself and be helpful and professional. Invite them to the office and give them a place to put their bag, etc.
- 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.



## KEEP IN MIND

- Answer questions truthfully and directly.
- Ensure you wash your hands when you enter the food area and are wearing your hat and apron.
- Do not obstruct the officer.
- Make a note of any documents the officer takes and keep copies. If they take any photographs, make a comprehensive note of these and take your own photo of the same issue/area before any changes are made.

## Samples

If samples are taken, check whether these have been taken as part of a routine sampling program or formally as a result of specific concerns at your store. Always obtain a receipt for them. Check when the officer expects to get the sampling results and when you will be told of the outcome.

- Ask what they intend to test the sample for (e.g. micro-bacteria or nutrition) so that you can arrange for the same tests to be carried out.
- Ensure you inform your management and/or QA.

During the course of the visit, offer to take any unfit food or damaged equipment out of use immediately for disposal or repair. The officer may ask for food to be voluntarily surrendered to them for disposal.

Make notes of what the officer identifies and any requests they make for action.

If the officer says they would like to speak to the company owner/franchisee, give the details of your management.

Before the officer leaves the store, ensure that you are clear on the outcome of the visit:

- Find out if they are going to come back – if so, when?
- Ask if they are going to take any other action – if so, what?
- Ask what happens next? Document the answers appropriately and note how the officer can be contacted.
- If applicable, ask what your Food Hygiene Rating will be.
- If applicable, ask what the appeal process will be if you don't agree with the given rating.
- Ask if you don't understand something.
- Thank the enforcement officer for their visit, help and advice.

### Threat of Formal Action?

Contact your supervisor immediately if the officer takes any of the following actions:

- They caution you of regulatory action.
- They request you to make a voluntary witness statement.
- They issue an 'enforcement' notice/s e.g. Imminent Hazard Notice, or a Hygiene Emergency Prohibition Notice.
- They remove documents or samples.
- They take photographs.
- If the officer wishes to take a statement or interview you 'under caution,' you have the 'right to remain silent.' Consider politely informing the officer that you wish to remain silent at this stage until you have sought further advice.
- If the officer asks you to provide a voluntary witness statement, ensure you sign it and obtain a copy.
- If the officer states they're seizing food, this generally means they intend to take formal action (prosecution) because the food is unfit. Check that you understand why they have seized the food and what they intend to do with it.

### After the Visit

The officer will usually leave you with a copy of their report. Some council EHOs will wait and write to you later.

It is important that you:

- Check the report against your visit notes to ensure they are accurate.
- Scan, fax or email the report to your management. Do not mail it as this would take time.
- Forward a copy of any further correspondence received from the officer, e.g. follow up letters, results etc.
- Action any points raised by the officer and document this on your copy of their report/correspondence for reference. If they have requested a response, ensure this is completed within the timeframe stated.



## 16 PEST CONTROL PROGRAM

### Food Premises Must Be Kept Free of Animals and Pests

Animals and pests can carry bacteria that can contaminate food. They may also contaminate food physically with hair, urine and feces.

Cockroaches have adapted very well to built-up environments, e.g. in dwellings. Climate control, shelter and hygiene play a main role in controlling the reproduction of these pests. Cockroaches carry human disease inside and outside their body and must be controlled around food. This is why they are regarded as a very high-status pest.

Pests can gain access to food premises on food and packaging material, and through doors and other openings. The food business is therefore not permitted (except in certain circumstances) to have live animals on the premises. It's also required to take steps to prevent the entry of pests and to eradicate them on the food business premises.

Stores should not permit animals/pets (cats, dogs, birds, rodents, etc.) into any area of the store. The only exception to this is service animals required by applicable law.

### Preventing Pests from Entering the Store

All practical measures must be taken to eradicate and prevent pests from entering the store. Preventing pests (rats, mice, insects, birds, etc.) from entering the store is an important part of controlling pests. Stores shall ensure that all floors, walls, ceilings, doors and windows are adequately sealed to prevent the entry of pests. Possible control measures include, but are not limited to:

- Screens on the back doors.
- Repairing any screen that is damaged.
- Self-closing/automatic doors at customer entry points.
- Air curtains at entry points.
- Door strips on front and back doors.

### Harborage

To prevent harboring pests in the store, practical measures stores must take include:

- Cleanliness is a key function to minimize pest infestation. Both the internal and external store environment must be maintained in accordance with the requirements outlined in the Standards.
- Do not store food and other items on the floor.
- Do not store any unnecessary equipment on the floor.
- Store ingredients/food products as per Standards.
- Stores must not accumulate waste and rubbish, and must remove waste from the premises daily and place into industrial bins.
- Industrial bins and surrounding areas must be kept clean and tidy.
- Grease traps must be cleaned out on a regular basis.

## **Pest Control Service Requirements**

All stores must have an externally managed pest control program. Domino's Quality Assurance, Operations and Supply Chain departments can provide a scope of service to be provided by the licensed pest control vendor. This includes an explanation of pests that are covered in the service, the allowed frequency of treatment/inspections, equipment costs and any additional information on your National Pest Control Management Procedure.

### **Pest Control Vendor**

All stores are required to set up an agreement with a licensed pest control provider. Pest control services should only be undertaken by a qualified/certified pest control technician using approved products and should not be undertaken by store personnel.

The use of supermarket/retail products for pest control in stores is not recommended as these may not be suitable for a food environment.

### **Pests to be Covered, Service Frequency and Service Requirements.**

- Create a Pest Control Service Agreement which details the basic requirement to be covered by your pest control vendor.
- Establish the frequency of service with your pest control vendor.
- A monthly or 4 to 6 week frequency should be discussed with your pest control vendor. It provides a preventative approach to pest management. The frequency is based on the breeding cycles of the pests (e.g. cockroaches: 2-4 weeks and rodents: 6 weeks) and is typically recommended by pest control providers (consult your licensed pest control provider).
- The specific numbers of bait stations, fly units and their location is not specified – this should be up to the advice of the pest control provider for each individual store.

### **Pest Control Contract Requirements for Stores Located Within Shopping Complexes or Sporting Venues.**

- Many shopping precincts will have their own pest management program in place.
- Regardless of whether the center management organizes pest control for the area, it is the responsibility of the store to ensure that the pest control program in their store meets the minimum requirements outlined in these Standards.

Pest control services should be scheduled outside of stores' open hours so that food is in sealed containers and protected from contamination. Before opening the store for trade after the treatment, all exposed food contact surfaces must be cleaned and sanitized prior to any food preparation, as chemical contamination can cause illness.

Any pest control issues should be escalated to your management, operations team or QA.



### **Flying Insect Control**

It is recommended that all stores install a UV sticky insect light (not a zapper) to assist in controlling flying insects.

The basic specifications for the UV insects light are as follows:

- Must contain a minimum of two UV lights.
- UV lights must be shatter proof.
- Must contain a sticky glue board.
- Must NOT be an electric zapper.
- Glue boards are to be changed monthly during summer months and bimonthly in other seasons.
- UV light must be installed a minimum of three meters away from food prep areas unless otherwise proposed by the approved pest control vendor to address an active infestation.

The licensed pest controller is responsible for ensuring compliance with safety and legal requirements at all times. The written results of each visit should be given to the employee in charge of the store and, when dealing with any pest problem, the appropriate course of action should be discussed.

The result of every pest inspection/treatment should be recorded appropriately.

## 17 CROSS CONTAMINATION

Cross contamination refers to indirect contamination of food, which has been caused by contact with chemicals and or bacteria on raw food or a non-food source such as clothes, hands, equipment, cutting boards, knives, etc. Humans must take care not to contaminate food as they are one of the largest sources of cross contamination as they handle many different items, work at various stations and handle various food items.

Raw ingredients can also contaminate other ingredients. Bacteria in thawing juices from potentially hazardous food can drip on ready-to-eat food (e.g. brownies, cooked chicken) and contaminate it.

To ensure this cross contamination does not occur, the following procedures should be followed:

- Thaw frozen food on the shelf **below** ready-to-eat food in the walk-in cooler at <41°F / 5°C.
- Always wash your hands when changing work stations.
- Always wash your hands after handling money.
- Always follow personal hygiene rules.
- Keep all food protected, covered, wrapped or in a plastic food grade container while thawing.
- Ensure all ready-to-eat foods are protected from cross contamination from thawing foods.
- Ensure all potential allergenic foods are stored in separate food grade containers or individually wrapped (e.g. garlic bread wrapped in foil).
- Ensure temperature probes are clean and sanitized prior to testing products.
- Refer to the allergen section for further details on allergen control.

If cross contamination occurs, discard the affected food immediately.

### SINGLE-USE ITEMS

A single-use item is defined as a utensil or instrument that was intended by the manufacturer to be used only once.

Single-use items could include disposable gloves, drinking straws, plastic forks, cups, spoons, napkins or sides boxes.

These items can't be cleaned and sanitized to enable them to be reused. It is important that these items are not contaminated before they are used.

Please ensure that:

- The items are enclosed in protective, clean, plastic, sealed storage containers.
- Store away from chemicals.
- Store in a food storage area, and ensure there are no insects or rodents present.

## 18 FOOD ALLERGENS

A food allergy is an immune system response to a food that the body mistakenly believes is harmful. Affected people will have various symptoms, from a tingling mouth to death, within two minutes to two hours after that person has eaten the food to which he or she is allergic (**refer to applicable law**).

The common food allergens include, but are not limited to:

- Milk/Dairy
- Egg
- Peanut/Ground Nut
- Tree Nut
- Sesame
- Fish
- Shellfish
- Soy
- Wheat/Gluten
- Sulfites

These allergens are found in various ingredients.

Note: This is not limited to the list above. For example, European regulations include: celery, mustard and lupin.

**Severe reactions**, including death, can result when people with food allergies eat foods containing allergens. It is therefore very important that all stores are aware of the ingredients contained in the food they serve.

**Many people are also sensitive to preservatives, artificial colors and flavors, but the symptoms are typically not as serious as being allergic to an ingredient.**

Avoid Cross-Contact: **Cross-contact** occurs when an allergen is inadvertently transferred from a food containing an allergen to a food that does not contain the allergen. Cooking does not reduce or eliminate the chances of a person with a food allergy having a reaction to the food eaten.

**Example of Cross-Contact:** Say a knife that has been used to spread peanut butter is only wiped off before being used to spread jelly. There could be enough peanut protein remaining on the knife to cause a reaction in a person who has a peanut allergy. All equipment and utensils must be cleaned with hot, soapy water before being used to prepare allergen-free food.

Store personnel should know all ingredients used on site that contain common allergens and should know where to access information regarding preservatives, colors and flavors.

Store personnel should know how to deal with allergen inquiries from customers.

## 19 FOOD BUSINESS LICENSES

All stores should have a food business license from their local regulatory agency before they can operate. Ensure you have applied for a food license with your local regulatory agency or council prior to opening a new store. Ensure food safety requirements, such as water quality, are checked and confirmed before starting operations in a new store. Some regulatory agencies or councils also need to be notified if your store changes ownership. Most councils charge an annual fee for food licenses or permits. This fee usually includes at least one annual inspection by a health officer to ensure that your store is meeting all the required food standards set out in your local regulations.

Food licenses must be displayed and visible to the public in states that require a license.

### FOOD PREMISES, DESIGN AND EQUIPMENT

All stores must be designed and constructed following local regulations that govern the design and construction of a food premises.

For more information about store build specifications, please consult your store development department.

## 20 OFF SITE CATERING

If your food premises caters for local events, school parties, festivals or any food event away from your store, you need to be diligent to ensure that the food you provide is safe.

### Hazards

- Poor storage facilities may cause food to spoil or become contaminated.
- If equipment is unclean, it could contaminate the food at the event and cause a foodborne illness.
- Untrained staff may unknowingly contaminate food.
- Food waste may contaminate the food being prepared or served.
- Lack of temperature control in off-site events may result in the growth of bacteria and lead to foodborne illness.

### Controls and Measures

- You should determine what food handling activities will happen at the event.
- Check what facilities will be available at the site for food storage, preparation, cooking, etc. If facilities are not available at the site, you will need to make arrangements for appropriate equipment to be available.
- Check that all equipment is clean.
- Review what food will be prepared/served at the event and decide what transport arrangements need to be made to get the food to the venue - particularly for freshly cooked, hot food.
- Check what staff will be working at this event to ensure they have all been trained to follow the Standards and that they have the appropriate skills and knowledge to prepare safe food.
- You may need to make arrangements to collect any food waste at the end of the event and make provisions for the removal of waste during the event.
- Check what hand washing facilities, cleaning facilities and cleaning materials are available at the event venue.
- A food business must provide hand washing facilities within the areas where food handlers work and where the hands of food handlers are likely to become a source of contamination.



## 21 THE FOOD SAFETY EVALUATIONS OR CHECKLIST

The Food Safety Evaluation focuses on store food safety and cleanliness. The goal is to achieve a higher level of food safety through great store operations, and to continuously ensure food safety.

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

Other factors such as Pest issues that may affect the Domino's brand have also been emphasized. Points will be deducted unless otherwise determined by local food law.

For more information about the food safety evaluation process, please refer to the current **Store Food Safety Evaluation Document**

### KEEP IN MIND

A **governance system** has been created to address Critical food safety risks that impact the Domino's brand. If a store exceeds the level of food safety risk established in the **Store Food Safety Reference Guide (Issued: January 2019)**, they will have a follow-up evaluation by a third-party vendor.

If the store exceeds the level of food safety risk during the follow-up visit, they will receive an additional evaluation from the third-party vendor, until resolved. Additional action may be required up to and including default. Domino's reserves all of its rights to take steps it deems necessary and appropriate based upon the particular facts and circumstances, including those actions set forth in the applicable Master Franchise Agreement.

## 22 FOOD SAFETY MANAGEMENT AND HACCP PLAN

In many jurisdictions, it is a legal requirement for food businesses to implement and maintain permanent procedures based on HACCP principles.

Your food safety standards, sanitation and other policies contain prerequisite programs that will ensure your HACCP plan will work adequately. In some localities, you may have no CCP's (Critical Control Points) for stores but only prerequisite programs such as hygiene and sanitation.

**At a minimum, all stores 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.**

Quality Assurance and/or management can make changes to the Standards or HACCP plan based on any changes to the range of products, the results of internal inspections, input from store personnel and regulators, and the results of any evaluations or reviews.

### KEEP IN MIND

Enforcement officers may ask you about the store's HACCP. Management should ensure a workable HACCP plan is in place. This section has examples of a HACCP program you can elect to use to help you create and implement one. Work with your QA and/or management.

The law may require food businesses to:

1. Assemble a HACCP team.
2. Describe product.
3. Identify intended use.
4. Construct a flow diagram.
5. Confirm the flow diagram on-site.
6. Identify hazards that must be prevented, eliminated or reduced to acceptable levels.
7. Identify critical control points at which control is essential to prevent or eliminate a hazard, or reduce it to acceptable levels.
8. Establish critical limits at critical control points which separate acceptability from unacceptability, e.g. 41°F / 5°C is the critical limit for the temperature of refrigerated foods (excluding dough) during storage. Below this temperature is acceptable – above it is unacceptable.
9. Establish and implement effective monitoring procedures at critical control points.
10. Establish corrective actions to use when monitoring.
11. Establish regular procedures to check that all the above is working effectively.
12. Establish and keep documents and records on all of the above.

## What are Food Safety Hazards?

A hazard is anything that may cause harm to the customer through eating the food. These can be put into three different types:

- **Microbiological Hazards** – these include harmful bacteria that can cause food poisoning such as Salmonella, E. Coli, Bacillus cereus, along with spores and toxins which some harmful bacteria produce. Viruses such as norovirus are also in this category.

Microbiological hazards can present a problem by:

- Being present in/on food – for example through cross contamination or poor hand hygiene.
- Not being held at a hot enough temperature for long enough time.
- Multiplying to harmful levels because they have been given the right conditions due to poor temperature control.
- **Chemical Hazards** – may be present on foods or introduced due to cross Contamination, e.g. from cleaning chemicals in store.
- **Physical Hazards** – may be present in food or get into food from contamination by materials such as glass, plastic, wood, metal, carbon, hair or pests.

## How Should the HACCP be Carried Out?

It is very important you validate your HACCP process to ensure it aligns with the risks in your store.

### The HACCP Team

This should be made up of representatives from your organization's operations and the food safety team. Expertise from other departments and external subject matter specialists is used as required.

### The Product

A current list of all products should be maintained in a core product list. Products generally include:

- a) Freshly assembled and baked hot products with a carbohydrate base and a mixture of toppings including pre-cooked meats and raw prepared vegetables. e.g. Stuffed Cheesy Bread.
- b) Hot side orders and desserts prepared (some products are cooked) at third party suppliers and re-heated through the oven in store. e.g. Boneless Chicken, Potato Wedges, Cookies.
- c) Cold/ambient side orders, desserts and drinks supplied by third parties that are fully enclosed in packaging and supplied to the customer with no further treatment. e.g. soft drinks, salads, ice cream, dips.



**Efforts have been made to develop menus and associated food processes for stores to remove a number of food safety risks at store level.** These include:

- Products (except for drinks and ice cream which are delivered to stores directly from approved suppliers) are generally supplied from Domino's supply chain centers. The supply chain center receives supplies from Domino's approved suppliers.
- No raw meat or fish is allowed to ever be handled at stores. All meat and fish are supplied to stores ready to eat and meet strict microbiological standards.
- All vegetables and salad items should be supplied washed and ready-to-use. Limit the handling of unwashed vegetables or salad items at the stores.
- All products are ready-to-use and only require portioning prior to use.
- Products are designed to be used with minimal preparation and handling.

Recognizing that it may not be practical to complete individual analyses for every item/ pizza produced, the standard process steps in the store operation can be used as a basis for the generic HACCP and identification of critical control points.

The store process steps listed below can be considered critical to food safety as detailed in the sheets that follow. The other process steps, while not considered critical, are still important and subject to a high number of controls to ensure the top quality of products and customer satisfaction.

- **CCP1 Receipt of Deliveries**
- **CCP2 Temperature Controlled Storage (refrigerated and frozen)**
- **CCP3 Cooking**
- **CCP4 Hot Holding \*\*\*AUTHORIZED STORES ONLY – Variance Required\*\*\***

The HACCP sheets in the appendix detail microbiological hazards only. Physical and chemical hazards should be controlled by the pre-requisites for food safety and the supporting sanitation programs.

In the event of an allegation of food poisoning, complaint or threat of formal action by the local authority regarding food safety, you will need to retain relevant documentation until the case is concluded.

#### **Where Should Stores Record Their HACCP Information?**

Where applicable, each store should have a Food Safety Management System (HACCP) board which is where active monitoring information should be kept to show you are complying with the necessary food safety controls.

#### **How should stores ensure compliance and verify that the Food Safety Standard remains effective?**

- Operational Evaluation Reports (OERs) are conducted in all stores regularly to check compliance with Domino's standards.
- Coaching should take place.
- Food safety evaluations may be carried out in stores covering some or all aspects of food safety. These are generally conducted by a third party.
- Food safety-related customer complaints should be monitored and investigated.
- Food safety records are checked as part of any food safety complaint or investigation.
- Food Safety scores should be monitored, and local regulatory visit reports should be checked.

## 23 APPENDIX

### EXAMPLE: 1

#### STEP 1: RECEIPT AND EMERGENCY COLLECTION OF DELIVERIES (STORES) CCP1

<b>HAZARDS:</b> What can go wrong?	<b>CONTROLS AND LIMITS:</b> What must I do about hazards and what is acceptable?	<b>MONITORING:</b> How must I check that the controls are in place?	<b>CORRECTIVE ACTION:</b> What action must I take if it is not right?	<b>RECORD:</b> Where must I write down my checks and actions?
<ul style="list-style-type: none"> <li>● Introduction of harmful bacteria/viruses.</li> <li>● Multiplication of bacteria/viruses or spore germination, and outgrowth and formation of heat resistant toxins in food if held at too high a temperature.</li> </ul>	<ul style="list-style-type: none"> <li>• Refrigerated foods should remain in the critical limit</li> <li>• Food must be labelled and dated.</li> <li>• Food and packaging must be clean, dry, in good condition, not damaged and show no evidence of pests or tampering.</li> <li>• All emergency food collections must be transported in a way that ensures all the above controls and critical limits are met.</li> <li>• Refrigerated and frozen items must be put into storage immediately.</li> </ul>	<p>Check the packaging and physical condition of products and their labels to ensure they're acceptable.</p> <p><b>Deliveries:</b> Check the dough and vehicle delivery temperature recorded by the driver on each delivery note, and make sure they are within the CRITICAL LIMITS.</p>	<p><b>Deliveries:</b> Clearly label and set aside if already left in store by driver or agent. If the delivery is received by store personnel, reject any deliveries failing to meet CRITICAL LIMITS. Raise any issues with Supply Chain Center Ordering Team.</p>	<p>Appropriate Food Safety Log</p> <p>Appropriate Delivery Sheet</p>

**EXAMPLE: 2**  
**STEP 1: TEMPERATURE CONTROLLED STORAGE**

<b>HAZARDS:</b> What can go wrong?	<b>CONTROLS AND LIMITS:</b> What must I do about hazards and what is acceptable?	<b>MONITORING:</b> How must I check that the controls are in place?	<b>CORRECTIVE ACTION:</b> What action must I take if it is not right?	<b>RECORD:</b> Where must I write down my checks and actions?
<ul style="list-style-type: none"> <li>● <b>Introduction of harmful bacteria/viruses from poor storage practices, lack of cleaning, or pests.</b></li> <li>● <b>Multiplication of bacteria/ viruses or spore germination and formation of heat resistant toxins in food if held at too high a temperature.</b></li> </ul>	<ul style="list-style-type: none"> <li>• Foods in refrigerated storage must be at standard temperature.</li> <li>• Ice cream in frozen storage must be at standard temperature.</li> <li>• All foods must be in closed packs/covered/in containers with clean lids.</li> <li>• Food stored up off the floor.</li> <li>• Foods must be dated as per the shelf life guide and not be expired.</li> <li>• Apply good stock rotation – first in first out (FIFO).</li> <li>• Maintain clean and pest free storage areas including fridges and freezers.</li> <li>• Maintain space around products to allow air circulation.</li> <li>• Where present, ensure door curtains are in place over the chiller entrance.</li> </ul>	<ul style="list-style-type: none"> <li>• Check food temperatures regularly.</li> <li>• Open and close checks on product dates and storage conditions.</li> </ul>	<ul style="list-style-type: none"> <li>• Dispose of refrigerated food that may have been in the danger zone; use within 2 hours any food that has been above critical limit for less than 2 hours; dispose of any frozen food out of this critical limit.</li> <li>• Discard any out-of-date food and record as waste.</li> <li>• Discard any food that has been exposed to a risk of contamination and record it as waste.</li> </ul>	<p>Appropriate Food Safety Log</p> <p>Appropriate Temperature Monitoring Sheet</p>

**EXAMPLE: 3**  
**STEP 1: COOKING**

<b>HAZARDS:</b> What can go wrong?	<b>CONTROLS AND LIMITS:</b> What must I do about hazards and what is acceptable?	<b>MONITORING:</b> How must I check that the controls are in place?	<b>CORRECTIVE ACTION:</b> What action must I take if it is not right?	<b>RECORD:</b> Where must I write down my checks and actions?
<ul style="list-style-type: none"> <li>● <b>Multiplication of harmful bacteria/ viruses or spore germination and outgrowth and formation of toxins in food if optimal high temperature is not reached.</b></li> <li>● <b>Survival in food of harmful bacteria/ viruses and heat resistant spores.</b></li> </ul>	<ul style="list-style-type: none"> <li>• Any previously frozen food products must be fully defrosted before cooking/reheating.</li> <li>• Pizzas to be fully baked.</li> <li>• Other products to food safety standards or according to regulatory requirements.</li> <li>• Variance must be validated and documented appropriately.</li> </ul>	<ul style="list-style-type: none"> <li>• Check the oven temperatures regularly.</li> <li>• First check to be performed before a customer's pizza is cooked.</li> <li>• Perform visual checks on pizzas leaving the oven.</li> </ul>	<ul style="list-style-type: none"> <li>• Discard any food not reaching CRITICAL TEMPERATURE and pizzas that are not fully baked.</li> <li>• Check that products are fully defrosted before loading into oven.</li> <li>• Ensure that oven temperature has reached the set point on the oven display. If not, suspend cooking until set point is reached.</li> <li>• If set point cannot be reached STOP using the affected deck/s until it's fixed and call an engineer.</li> <li>• Retrain store personnel in oven loading/tending.</li> </ul>	

**EXAMPLE: 4**

**STEP 1: HOT CABINET CCP2 \*\*\*AUTHORIZED STORES ONLY\*\*\***

<b>HAZARDS:</b>  What can go wrong?	<b>CONTROLS AND LIMITS:</b>  What must I do about hazards and what is acceptable?	<b>MONITORING:</b>  How must I check that the controls are in place?	<b>CORRECTIVE ACTION:</b>  What action must I take if it is not right?	<b>RECORD:</b>  Where must I write down my checks and actions?
<ul style="list-style-type: none"> <li>• <b>Multiplication of harmful bacteria/ viruses or spore germination and formation of harmful toxins in food if food temperature falls below 140°F / 60°C or local regulatory level.</b></li> </ul>	<ul style="list-style-type: none"> <li>• Hot hold cabinets are preheated and up to temperature before use.</li> <li>• Sufficient cabinets are operating for the level of trade.</li> <li>• Cabinets should NEVER be used to reheat products – only to keep products hot.</li> <li>• Cabinets are maintained in good condition and subject to routine servicing and maintenance.</li> <li>• Humidified cabinets should be checked for adequate water levels before use. Fresh water to be used daily.</li> <li>• Food temperatures should be set according to food safety standards or according to regulatory requirements.</li> </ul>	<ul style="list-style-type: none"> <li>• Check and record the temperature of food in the cabinet after the first 30 minutes of use, and then frequently after.</li> <li>• Check that the hot hold cabinet is working correctly and any necessary repairs are carried out and recorded.</li> </ul>	<ul style="list-style-type: none"> <li>• Discard food found to be stored at less than acceptable limits (critical temperature) and record as waste.</li> <li>• Discard pizzas held for more than acceptable limits and record as waste.</li> <li>• Suspend use of any cabinet not operating to standard and use a different cabinet until the problem has been fixed.</li> </ul>	<p>Appropriate Temperature Monitoring Sheet (Hot Hold)</p> <p>Appropriate Food Safety Log</p>

## 24 GLOSSARY OF TERMS

Term	Definition
<b>Bacteria</b>	Commonly known as germs. These are micro-organisms found in and on food, people, surfaces, untreated water, dirt, soil, plants, animals and pests.
<b>Calibrations</b>	To test and adjust the accuracy of a measuring instrument or process, e.g. thermometer.
<b>Capital Investment</b>	The outlay of money to purchase the business and equipment.
<b>Clean</b>	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.
<b>Cleaning Schedule</b>	A 'to-do-list' of the required cleaning activities throughout the premises and equipment: how often cleaning is to be done and how the cleaning is carried out (for example: chemicals and equipment required).
<b>CCP</b>	<b>Critical Control Point (CCP)</b> is a point, step or procedure at which controls can be applied and a food safety hazard can be prevented, eliminated or reduced to acceptable (critical) levels.
<b>Codex Alimentarius or Food Code</b>	The Codex Alimentarius is a collection of internationally recognized standards, codes of practice, guidelines, and other recommendations relating to foods, food production and food safety.
<b>Contaminant</b>	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).
<b>Contamination</b>	The introduction or occurrence of a contaminant in food.
<b>Control Measures</b>	Outlines the procedure you follow to prevent a problem from occurring.
<b>Cool</b>	To lower the temperature.
<b>Corrective Action</b>	The steps to be taken by your store personnel when a breach of a control measure occurs, i.e. if the hazard is not controlled.
<b>Critical Limits</b>	These guidelines assist you in the required limits for food safety.
<b>Cumulative</b>	A measure of the total number of hours irrespective to when something occurred.
<b>Danger Zone</b>	This is the temperature range where bacteria can grow and multiply between 41 – 135°F / 5 – 60°C.
<b>Defrost</b>	Process of food changing from a frozen state < 5°F / < -15°C to a refrigerated state 33 – 41°F / 1 – 5°C prior to preparation, cooking, etc.

Term	Definition
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<b>Detergent</b>	Chemical used to assist the removal of grease and dirt from utensils or equipment. Detergents do not kill bacteria. Detergents work best in clean, hot water.
<b>Domino's System</b>	The Domino's Brand.
<b>Delivery</b>	The receipt of goods from a supplier where a proprietor then takes responsibility for the food.
<b>Dry Goods</b>	Food ingredients that can be stored at room temperature (not refrigerated or frozen) without being a risk to food safety (e.g. flour, unopened sauce and pineapple).
<b>Dry Storage</b>	Storing dry goods at room temperature.
<b>Equipment</b>	A machine, instrument, apparatus, utensil or appliance (other than a single-use item) used in connection with food handling or cleaning.
<b>FIFO</b>	This stands for First In, First Out. This is the process used in stock rotation and on the production line.
<b>Flow Chart</b>	A diagram that shows a step-by-step progression through a procedure or system.
<b>Foodborne Illness</b>	Illness caused though eating contaminated food, such as chemical contamination, virus or food poisoning bacteria, etc.
<b>Food Grade</b>	Container, covering or wrap that will not contaminate food products, especially by leaching chemicals into the food.
<b>Food Handling</b>	The making, manufacturing, producing, collecting, extracting, processing, storing, transporting, delivering, preparing, treating, preserving, packing, cooking, thawing, serving or displaying of food.
<b>Food Handling Skills</b>	Knowledge of food handling, hygiene of personnel, equipment cleaning and monitoring of these practices to ensure the safe production of food.
<b>Food poisoning</b>	<p>When an individual is sick from eating food which has been contaminated by any of the following:</p> <ul style="list-style-type: none"> <li>• Biological Contamination of a food with food poisoning bacteria or where the food has been badly handled which has caused the bacteria to grow to large numbers.</li> <li>• Physical Contamination: Things found in food that should not be present such as stones, bandages, hair, glass, insects, wood, etc.</li> <li>• Chemical Contamination: Where cleaning agents, detergents or fly sprays come in contact with the food.</li> </ul>
<b>Food Recall</b>	An action taken to remove a food that poses a safety hazard to consumers from sale, distribution and consumption. This includes product retrieval and disposal.
<b>Food Safety Supervisor</b>	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 must have met the appropriate food safety competency standards for their type of premises and have the ability and authority (of the proprietor) to supervise other people handling food, ensuring it is done safely.
<b>Term</b>	<b>Definition</b>

<b>Food Supplier</b>	A person or company who provides food ingredients or prepared foods to your business and can clearly demonstrate safe food management practices and procedures.
<b>Franchise Consultant</b>	The support person for master franchisees. They are responsible for the communication of Standards and to ensure these Standards are met in the franchise community.
<b>Freeze</b>	Preserve food by refrigerating below freezing point.
<b>Frozen Products</b>	Foods made solid by refrigeration below freezing points. Food must not be partially thawed and are to remain frozen solid.
<b>Frozen Storage</b>	Controlled storage conditions that maintain frozen products until it is required for use.
<b>Grease Trap</b>	Used to capture food, grease and solids before discharging wastewater to the sewer.
<b>Hazard</b>	A biological, chemical or physical agent in food that has the potential to cause an adverse health effect in humans.
<b>Hazard Analysis</b>	A process used to assess and identify unacceptable risks and select the means to control or eliminate them.
<b>High Risk Food</b>	Meat, seafood, poultry, eggs, vegetables, dairy, products, small goods or any food product that contains these foods.
<b>Hold</b>	Keep or reserve; keep in a specified condition.
<b>Hot-Hold</b>	Appropriate equipment such as hot cell bags, hotboxes or heat racks which can keep food at or above 140°F / 60°C.
<b>Hot Box</b>	Equipment containing heat racks which can keep food at or above 140°F / 60°C.
<b>Micro-organisms</b>	Any living organism that can survive as a single cell. This includes bacteria, viruses, yeasts and molds.
<b>Monitoring Procedures</b>	A method followed by store personnel to check and record food handling activity.
<b>SDS</b>	<u>S</u> afety <u>D</u> ata <u>S</u> heets will outline important information about the chemicals in your store: How they should be used, safety procedures and what to do in an emergency. By law, one data sheet is required for each chemical you stock.
<b>Oven Tender</b>	The person who cuts and boxes pizzas.
<b>Ordering</b>	A direction or instruction to buy, sell or supply food.
<b>Pest Control</b>	The elimination of pests from a food premises and the prevention of pests from entering the premises.
<b>Pests</b>	Animals that should not be present on the food premise, e.g. birds, rodents, insects.



Term	Definition
<b>Pest Controller, Pest Control Company, PCO</b>	A service provided by specialists for pest elimination. Methods include bait boxes or other pesticides suitable for use in a food premises.
<b>Potential Hazard</b>	An action/item that could make food unsafe, but has <u>not</u> yet done so.
<b>Preventative Measures</b>	Actions that you can take to stop problems from arising.
<b>Process</b>	Any activity that involves preparation of food for sale.
<b>Quality Control Point</b>	A point in a specific food system where loss of control does <u>not</u> lead to an unacceptable health risk but the quality <u>could</u> be compromised.
<b>Raw Materials</b>	Ingredients before being processed.
<b>Refrigerated Storage</b>	The storage of potentially hazardous foods at a temperature between 33 – 41°F / 1 – 5°C.
<b>Sanitize</b>	The process by which the number of micro-organisms on a surface is reduced by disinfecting or reducing it to a safe level.
<b>Sanitizer</b>	A reasonable level of disinfectant that kills over 99.9% of target micro-organisms in applicable situations.
<b>Shelf Life</b>	The life of the product before reaching its use by date or best before date
<b>Stock Rotation</b>	Storage of food so that the most recent stock is placed behind existing stock. This good practice ensures oldest stock will be used first and food is used before it passes its “best before” date.
Term	Definition
<b>Store Manager</b>	The person who is responsible and accountable for the day-to-day operations within the store.
<b>Temperature Control</b>	The methods used to maintain the temperature of food between 33 – 41°F / 1 – 5°C for refrigerated foods, cooked food above 165°F / 74°C and hot held foods higher than 140°F / 60°C.
<b>Thawing</b>	thawing food(s) from frozen storage 5°F / -15°C and bringing them to a refrigerated state 33 – 41°F / 1 – 5°C prior to preparation, cooking, etc.
<b>Transport</b>	Taking or carrying goods from one place to another.
<b>Thermometer</b>	An instrument used to measure the temperature.
<b>Validation</b>	The process of checking if something satisfies a certain criteria.
<b>Verification</b>	Determination that the product/process is fulfilling the established requirements.
<b>Wash</b>	Cleaning with liquid, specifically detergent and water.