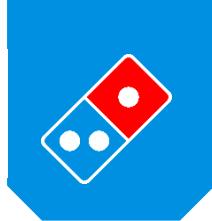


# OPERATIONS ASSESSMENT GUIDELINES

Updated for 2026



Each store will receive up to two unannounced visits per year. After the assessment takes place, the Operations Specialist will review the results with the Manager-in-Charge and/or the Franchisee and/or any above-store leader designated by the Franchisee if present.

This assessment form only covers certain specific Domino's brand Operating, Product, Food Safety, and Pizza Theater Standards and does not alter the store's ongoing obligation to comply with all other applicable Standards, including Operating Standards, Standard Franchise Agreement terms, and/or other operational or product requirements. Any deviation from the Operating Standards requires a written variance approved by Domino's Pizza LLC. Any approved variances must be readily accessible in the store and filed with the store's Operating Standards. Access to digital copies of any approved variances is permissible.

## REFERENCE GUIDE

This guide has been produced to assist with the Operations Assessment form but should not be regarded as all-inclusive.

Scoring Breakdown	Points	Rating
Product.....	37	5 Star 90+
Product Procedures.....	22	4 Star 80-89
Cleanliness & Food Safety.....	22	3 Star 70-79
Brand Image .....	15	2 Star 60-69
Brand Safety.....	4	1 Star 50-59
		0 Star <50 points

## ESCALATION PROGRAM

Any visit scoring a 2 Star rating or below (<70) will be deemed a substandard Operations Assessment visit and be subject to a revisit to address missed opportunities within the next 60 days. Franchisees will be charged \$1,000 for the revisit and will have the option to complete an action plan. Any visit that receives 0 points in the product section will be subjected to an additional \$1,000 fee.

## **AWARDS**

Stores receiving a 5 Star (90% or higher) will receive 5 Star pins. More information can be found in the US Awards brochure.

## **SELF OPERATIONS ASSESSMENTS**

Completing self-operations assessments can improve awareness of operational performance. Consider accessing self-operations assessments through Links >Self OA.

## **COMMENTS SECTION**

The Comments section of the assessment is very important and does not need to focus exclusively on standards. The comments may also fall into the category of recommended best practices or general advice and guidance.

## **NON-TRADITIONAL STORES**

Non-traditional stores with limited delivery have an alternative scoring scale. See PieNet > Store Support or check with your Business Consultant for details.

# **CRITICAL OPERATIONS ELEMENTS**

Each Critical results in a total deduction of 10 points on the assessment score. The lowest score possible is a zero. The Critical Operations Elements are as follows:

## **Product**

- Dough management procedures neglected. One or more trays of:
  - Sheeted dough (dough that has flattened and spread beyond circular recognition)
  - Extremely under proofed dough in use
  - Dough that is in use before first day of use
  - Dough that is expired for two (2) or more days
  - Out of usable required dough sizes
  - Out of required crust type
- Excessive Remakes
  - Five (5) pizzas evaluated as a remake

## **Cleanliness & Food Safety**

- Four (4) or more sizes/types of expired or eight (8) or more sizes/types of unlabeled products/ingredients (non-dough)
  - Certain products will be treated as groups of one (e.g., dipping cups, salad dressings, beverages, sauces/squeeze bottles, seasonings, and prepped bread sides)
  - Expired and unlabeled products/ingredients are not combined towards the critical threshold
- Lack of available cleaning supplies, potable water, and/or no functioning hand sink
  - Store does not use water from a safe, potable source
  - Store does not stop operation when drinkable or potable water is not available to wash, rinse, and sanitize utensils and equipment, wash hands, and for consumption
  - Store does not have soap, single use towels, approved dishwashing sanitizer, or dishwashing solution accessible for store personnel use
  - Store does not have at least one functioning hand sink. A functioning hand sink is defined as:
    - Having water, hot or cold, available
    - Water draining from the basin
  - Store does not stop operation during an active foodborne illness outbreak
  - Store does not stop operation when there is a sewage back up

- Store allows store personnel with symptoms of foodborne illness, including, but not limited to, fever, vomiting, diarrhea, jaundice, sore throat and fever, and open sores and wounds on hands and arms, to work in the store
- Hazardous Temps
  - Any refrigerated product, or refrigeration unit, at or above 50°F/10°C due to refrigeration unit malfunction or other error
  - There must not be 4 or more baked products found below 165°F/74°C after exiting the oven (unless a product is deemed “Ready to Eat” by Domino’s in which case it must be at least 135°F/57°C)
- Pest control standards past critical thresholds
  - There must be no infestation of rodents, cockroaches, flying insects, or other pests as defined below:
    - More than one live cockroach
    - Any live or dead rodents found outside of traps
    - More than 25 rodent droppings (or any number of rodent droppings found in food equipment, utensils, or on food contact surfaces)
    - More than 15 live flying insects
    - Any insects or other pests in food
    - Any number of droppings or pests found on exposed food or food contact surfaces
- Mold found on food products and/or on food contact surfaces
  - Stores must not have mold found on food contact surfaces that are directly exposed to food

## Brand Image

- Five (5) or more core apparel, appearance, and/or hygiene violations
  - Core apparel violations include:
    - Hat, shirt, jacket, or black pants, shorts, skirts, cargos, or capris excessively dirty, faded, or worn in disrepair
    - Hat, shirt, jacket, or black pants, shorts, skirts, cargos, or capris are incorrectly worn or not worn to standard
  - Core appearance and/or hygiene violations include:
    - Facial hair beyond 1" (2.5cm)
    - Smoking while wearing store personnel logo apparel in customer view
- Mature content, including profanity, found on store premises
  - Content includes, but is not limited to, any extremely offensive visible tattoo, music (including profanity), car decal(s), signage, television(s), and clothing
  - Extremely offensive includes, but is not limited to, nudity, vulgar language, or scary/graphic imagery
  - Any holiday decorations that contain blood, gore, or scary/graphic imagery

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

## Brand Safety

- Firearms, knives, illegal drugs, marijuana (in all forms), or alcohol found on store premises
  - Store personnel cannot carry or possess on their person, in their vehicle, or on store premises any weapons and weapon paraphernalia either while working or after work if wearing Domino's brand logo apparel, regardless of whether a concealed weapons permit is obtained
  - Weapons and weapon paraphernalia include, but are not limited to, the following:
    - Firearms, handguns, rifles, and shotguns as well as ammunition
    - Knives with blades that are equal to or greater than three (3) inches in length
    - Knives, including, but not limited to, double-edged blades, fixed blades, knives with spring-assisted opening features, switch blades, utility knives without safety features to retract the blade.
- Store personnel cannot carry or possess on their person, in their vehicle, or on store premises alcohol, marijuana in any form, illegal controlled substances and related paraphernalia, and prescription drugs for which there is no valid prescription must not be (or attempt to be) used, distributed, possessed, purchased, or sold on store premises, in a delivery vehicle, while at work, or after work while wearing Domino's Brand logo apparel.

# PRODUCT SECTION ..... 37 POINTS

## Great / Remake Pizza Criteria.....28 points

- Evaluate 7 pizzas
  - Evaluated pizzas will include at minimum 1 cut test pizza

### Rim

- Correct crust
- Parmesan Stuffed Crust pizzas have rim unsealed <25%
- **Hand Tossed**
  - Width:  $\frac{3}{4}$ " ( $\frac{1}{2}$  – 1") or 1.9cm (1.2cm – 2.5cm) (2 slice variance allowed)
  - Height:  $\frac{3}{4}$ " ( $\frac{1}{2}$  – 1") or 1.9cm (1.2cm – 2.5cm) (2 slice variance allowed)
- **New York Style**
  - Width:  $\frac{3}{4}$ " ( $\frac{1}{2}$  – 1") or 1.9cm (1.2cm – 2.5cm) (2 slice variance allowed)
  - Height:  $\frac{1}{2}$ " ( $\frac{1}{4}$  –  $\frac{3}{4}$ ") or 1.2cm (0.6cm – 1.9cm) (2 slice variance allowed)
- **Parmesan Stuffed Crust**
  - Width:  $1\frac{1}{4}$ " (1-  $1\frac{1}{2}$ ) or 3.2 cm (2.5 – 3.8 cm) (2 slice variance allowed)
  - Height:  $1\frac{1}{4}$ " (1-  $1\frac{1}{2}$ ) or 3.2 cm (2.5 – 3.8 cm) (2 slice variance allowed)
- **Pan**
  - No visible rim (1 Slice variance allowed)

### Size

- Correct dough size/type in use
- Cannot be  $>\frac{3}{4}$ " (1.9cm) smaller or bigger than inside of box
- Consistent center rise:
  - **Handtossed**
    - $\frac{1}{2}$ " (3/8"-5/8") or 1.2cm (0.9cm – 1.5cm) (2 Slice variance allowed)
  - **New York Style**
    - $\frac{1}{4}$ " (1/8" – 3/8") or 0.6 cm (0.3 cm – 0.9 cm) (2 slice variance allowed)
  - **Parmesan Stuffed Crust**
    - $\frac{3}{8}$ " (0.9 cm) minimum (2 slice variance allowed)
  - **Pan**
    - $\frac{1}{2}$ " (1.2 cm) minimum (1 Slice variance allowed)

### Portion

- Correct toppings, including crust applications
- Proper portioning of sauce, cheese, toppings and garlic oil

## Placement

- Sauce, cheese, toppings and garlic oil evenly distributed (<25% incorrect)
- Toppings out to the edge (wall of pan) and not dislodged after cut (<25% incorrect)
- Correct sauce border: (<25% incorrect)
  - **Handtossed and New York Style**
    - $\frac{3}{4}$ " ( $\frac{1}{2}$  – 1") or 1.9cm (1.2cm – 2.5cm)
  - **Pan**
    - To the wall of pan/edge
  - **Thin Crust and Gluten Free**
    - $\frac{1}{8}$ " (edge –  $\frac{1}{4}$ ") or 0.3cm (edge to 0.6cm)
  - **Parmesan Stuffed Crust**
    - $1\frac{1}{4}$ " (1 –  $1\frac{1}{2}$  ") or 3.2 cm (2.5 – 3.8 cm)

## Bake

- Bubbles smaller than  $1\frac{3}{4}$ " in diameter and  $7/8$ " tall (4.5 cm and 2.2 cm)
- Golden brown bake (2 Slice variance allowed)
- Cheese evenly melted on pizzas
- Handmade Pan pizza golden brown with light spots less than 1/3 of pizza
- No gel layer (1 Slice variance allowed)
- No carbon residue on product

## Great / Remake Side Item Criteria.....9 points

- Evaluate 3 side items
  - A minimum of 3 different side items

## Size

- Stuffed Cheesy Bread should measure 4" x 10" (10.16cm x 25.4cm)
- Only approved order sizes of chicken wings are allowed: 8, 16, and 32 pieces
- Only approved order sizes of boneless chicken are allowed: 8, 16, and 32 pieces
- Boneless Chicken Sizing - only use pieces that meet at least one of the size criteria:
  - Larger than a pepperoni
  - Smaller than a pepperoni, but larger than  $\frac{1}{2}$  a pepperoni in thickness
  - Do not use extra pieces that are too small or use crumbs
- Boneless Chicken used for Loaded Chicken should be cut in quarters if larger than a pepperoni. If a piece is about the same size as a pepperoni, cut in half. If a piece is half the size of a pepperoni, use whole piece. Do not use crumbs.
- Correct dough size/type in use
- Loaded Tots and Loaded Chicken must fit in box, without folding over the product

## Portion

- Correct toppings in use
- Correct portions in use

## Placement

- Loaded Chicken and Potato Tots should touch with minimal gaps
- Toppings evenly distributed
- Post-bake applications evenly distributed
- Post-bake sauces must be applied with a squeeze bottle

## Bake

- Stuffed Cheesy Bread is golden brown on bottom
- Bread Bites are golden brown
- Cheese evenly melted on side items
- Sandwich bread golden brown and toasted
- No excessive burnt cheese on (or around) the product
- All Oven Baked Sandwiches, Bread Bites, and Marbled Cookie Brownie must be baked using an approved baking mat
- Marbled Cookie Brownie and Chocolate Lava Crunch Cakes not burnt
- No carbon residue on product

## **PRODUCT PROCEDURES SECTION ..... 22 POINTS**

Dough in-use properly proofed.....4 points

- Dough in use is properly proofed and not expired
- All offered sizes of dough are available at the stretch table
- Dough must not be used directly from walk in cooler

Dough systems evident and in-use.....3 points

- Store shows evidence of system to determine the amount of properly proofed dough needed for the daily sales
- All offered sizes of dough are available in walk-in
- Next in-use dough is properly proofed or actively being proofed and not expired
- All dough in walk-in is properly covered and labeled
- Dough that is actively being proofed is properly labeled with time removed from walk-in

Proper pizza procedures in-use.....3 points

- Garlic Oil Blend applied to all Hand Tossed Pizzas
- Pizzas may not be systematically over portioned on pizza sauce, cheese, and toppings
- Prepped skins, pans, or “floats” may not be cheesed, sauced, dried out, over-proofed, or stored under refrigeration
- Dough dockers or rolling pins are prohibited
- Only approved pizza packaging can be used
- Pizzas must be cut and packaged according to Product Standards
- Pan pizzas must be built properly
  - The store must use the silicone brush to spread Butter Flavored Oil in the pan and use the tri-tip squeeze bottle to apply pizza sauce
- Parmesan Stuffed Crust pizzas must be built according to Product Standards
  - Parmesan Stuffed Crust pizzas may not be pre-prepped
  - Only string cheese may be used in the crust and may not be modified in any form
  - Parmesan Stuffed Crust pizzas must be made using approved smallwares
- Pizzas must not be baked on parchment paper
- Pit cheese that has not been thoroughly picked cannot be used on product
- All pre-bake seasonings and post-bake sauces properly applied to pizzas

**Proper side item procedures in use.....3 points**

- All side items must be prepared and baked according to the Product Standard
- Side items must be packaged according to Product Standard
- All sandwich bread must be stored at room temperature
- Stuffed Cheesy Bread and Bread Bites must be held at room temperature and may not be held under refrigeration at any time
- If prepped in a pan, prepped Bread Bites must be covered with a pan lid to avoid drying out
- Marble Cookie Brownie and Stuffed Cheesy Bread cannot be cut post-bake
- Prepped bread sides must be properly proofed and within proper window of use
- Loaded Chicken smallware may only be used for preparation and cannot be used for baking any product

**Dating procedures upheld.....2 points**

- Current Domino's Brand Shelf Life Guide is posted in store
- Store uses an approved dating system
- All products must be properly dated with an expiration date per the Domino's Brand Shelf Life Chart, no more than 4 unlabeled products in the store
- When dating opened food product, Day 1 must be counted as the preparation date regardless of the time of day
- All products must be dated correctly at the current stage of shelf life (Unopened, Prepped, In Use)
- If the carryover process is in use, an approved poster indicating carry-over bin color must be present on the walk-in door
- If the DJ is in use, an approved poster indicating the cornmeal tub process must be present on the walk-in door

**Product handling procedures upheld.....2 points**

- Carryover procedures properly followed
- Product bins in makeline rail must not be overstocked
- All open products must be stored in a clean and sanitized container with an airtight lid
- If carry-over process is in use, any open product left in original packaging must be closed with a food-grade clip without metal springs
- All frozen products must be thawed using an approved method
- Toppings on the side procedures are followed properly
- All surfaces and utensils that come in contact with a finished product are cleaned and sanitized at least every two (2) hours
- Pizza sauce prepped in squeeze bottles must be prepped from a new unopened bag of sauce

- Raw meat and/or raw eggs are not permitted in stores
- Beverage coolers may only be used to store Coke products
- Food safe gloves must be readily available
- Ready to Eat food prep procedures must be followed
  - Store personnel must wash hands, properly wear gloves, and portion ready to eat product into approved bags
  - No bare hand contact with Ready to Eat foods

**Pizza Cheese & Pizza Sauce systems evident and in-use.....2 points**

- Pizza cheese is thawed under refrigeration between 33F-41F.
- Store shows evidence of food-safe system for tempering cheese
- Pizza cheese in-use and for expected daily sales is thawed and a minimum of 33<sup>0</sup>F
- Store has adequate pizza sauce prepped for all crust types
- Pizza Sauce used at makeline must be minimum of 50<sup>0</sup>F (10°C)

**Store is set up and has PRP for expected sales volume.....2 points**

- Makeline rail and all beverage coolers stocked for expected sales volume
- Products must be prepped for expected sales volume
- All stores must carry all required product
- Sauces used at makeline must be minimum of 50<sup>0</sup>F (10°C) (non-refrigerated only)
- Stores must not be out of any products on their menu
- All in use products must be properly thawed
- Only approved products listed in the current Approved Supplier List are in use
- At least one oven must be turned on
- During all store hours, at least one management store personnel (or franchisee) and at least one additional store personnel who is able to make deliveries must be present.
- At least one operational heat rack (or warming unit) must be available for use and turned on
- Customer entrance door is unlocked and customer area is fully set up

**Store has required tools for producing Domino's product .....1 point**

- A digital stem thermometer must be available and easily accessible to take temperatures of cooked products and ingredients under refrigeration
  - The digital stem thermometer must be in good repair, functional, and properly calibrated to (+/-) 2°F/ 1°C.
- Calibrated and working scale(s) operational and available for use
- Most recent product build job aids are available for team members
- Approved Domino's Pizza Grading Tool is available and in good repair

## **CLEANLINESS & FOOD SAFETY SECTION ..... 22 POINTS**

Store interior is clean and in good repair ..... 1 – 3 points

Each bullet point deducts 1 point towards the total- except for ambient store temperature. issues under different bullet points may be combined to deduct a full point. Only a total of 3 points can be deducted in this question

- Ceiling tiles, T-bars, and vents, light fixtures and covers must be clean, in good repair, and fully operational (1 point)
- Walls are clean and in good repair (1 point)
- Floors and Baseboards are clean and in good repair (1 point)
- Store personnel restrooms are clean, in good repair, and fully stocked (1 point)
- Ambient store temperatures must be maintained between 60°F and 90°F (15.5°C and 32.2°C) in all areas of the store (3 points)

All products not expired..... 2 points

- All products within shelf life on store premises

All refrigerated products held within specified temperature range..... 2 points

- Walk-in temperature within specification (33°F-38°F/.5°C-3.3°C)
- Makeline bin and cabinet temperature within specification (33°F-41°F/.5°C-5°C)
- Additional refrigeration units temperature within specification (33°F-41°F/.5°C-5°C)
- Beverage cooler temperature within specification (33°F-43°F/.5°C-6.1°C)
- Refrigerated products must not be held at temperatures exceeding 41°F/ 5°C

All cooked product meet required end bake temperatures..... 2 points

- All product temperatures out of the oven must be at least 165°F (74°C)
- Any product deemed “Ready to Eat” by Domino’s must be at least 135°F (57°C)

Pest control standards maintained..... 2 points

- The store must not show evidence of pests, including but not limited to: cockroaches, birds, running ants, bats, beetles, rodents, and flies
- There cannot be rodent droppings, or more than 10 flying insects found in the store
- Other animals must not be present in the store
- The store must have proof of licensed pest control services at least every 4-6 weeks and take all practicable measure to prevent pests entering the food premises. A recent PCO report must be available for review

- Doors or Windows to the exterior shall not be propped open unless screens are present

Ovens, hood, and all components are operational, free from excessive grease buildup or Yellowing, and clean.....2 points

- All components of the Oven and Hood should be present and installed properly
- Store must have two approved working ovens
- Oven fingers, oven conveyor belt and hood must be kept clean and in good condition and working properly
- Oven exterior, oven catch trays, heat racks, and disk catcher (if available) must be kept clean and free of excessive carbon build up and/or debris
- Oven finger arrangements must be set up according to current Standards
- Oven time set in accordance with Oven Standards

Walk-in is fully operational, clean, and in good repair.....2 points

- The walk-in floors, walls, ceilings, shelves, curtains, condensers, fan guards, door/door handles/door gasket, and light covers must be clean, free of mold, mildew, dirt, rust, and buildup.
- All components of the walk-in must be in good repair and not damaged or missing
- Walk-in condenser must be free of ice buildup. There should be no standing water in the walk-in.
- Walk-in lights must be covered with a protective shield unless the light bulb is non-breakable

Makeline and additional refrigeration units are operational, clean, and in good repair.....2 points

- The makeline rail, cabinet, catch trays, rail covers, grates, door handles, gaskets, condenser fan, and shelves must be clean, free of mold, mildew, dirt, rust, and buildup.
- All components of the makeline must be in good repair and not damaged or missing.
- The makeline condenser must be free of ice buildup. There should be no standing water in the makeline.
- Additional refrigerated equipment is are fully operational, clean, free of mold, mildew, dirt, rust, and buildup.
- All components of additional refrigeration units must be in good repair and not damaged or missing.
- Additional refrigeration units must be free of ice buildup. There should be no standing water in the additional refrigeration units.

**Store personnel maintain proper appearance and hygiene standards.....2 points**

\* Franchisees and corporate store management may grant an exception to apparel and appearance standards as an accommodation based on religious, cultural, medical, or other reasons as required by applicable law.

- Store personnel may not consume tobacco of any kind, including the use of e-cigarettes, smokeless tobacco, and vapor cigarettes, in the store or while wearing Domino's Brand logo apparel
- Store personnel reporting to work clean and taking the proper precautions to ensure body odor will be kept at a minimum
- Facial hair must be neatly trimmed at all times and be no longer than 1 inch (2.5cm) in length.
  - If an exception has been granted as an accommodation and the facial hair exceeds 1 inch, a beard guard must be worn while preparing food
- Hair that exceeds the top of the shirt collar must be properly restrained, either tucked under hat or tied back
- Visible dyed hair color must be permanent or semi-permanent; temporary sprays, glitter, chalks, or similar products that might flake, peel, or break off of the hair on food or food contact surfaces are not permitted.
- Store personnel are permitted to wear a limit of two stud or hoop earrings under  $\frac{3}{4}$ " (1.9 cm) per ear, a simple necklace, and a wedding ring.
- Store personnel engaging in food preparation may not wear jewelry (e.g. watches, bracelets, rubber bands, etc.) on the arms or wrists. Plain wedding bands (no stones) are permitted.
- Plain ear grommets or gauges not exceeding  $\frac{3}{4}$ " (1.9 cm) and one facial piercing is allowed (e.g. a small plain nose, lip, or eyebrow stud or ring). Septum or dermal piercings are not allowed.
- Fingernails cleaned and neatly trimmed within  $\frac{1}{4}$ " (.6 cm) beyond the end of the fingertips
- Painted and/or artificial nails are not permitted while handling food unless food-grade gloves are worn properly
- Store personnel following proper hand washing Standards
  - Hands washed, dried, and sanitized (if applicable) before putting on gloves
  - Hand sanitizer is not used as a replacement for handwashing
- No bare hand contact with post-bake food
- Only clean gloves in contact with post-bake food
- Adequate supply of approved Domino's Brand logo or solid black aprons available and worn in-store only
- Any store personnel involved in food preparation must wear a clean, approved apron

- Food preparation includes prepping product from original packaging to container and preparing at the dough table, makeline, and cut table

**Food prep surfaces and storage areas are clean and in good repair...1 point**

- Prep tables, prep carts, shelves, dunnage racks are clean, free of rust and in good repair
- Food packaging, food contact surfaces, and equipment in all areas of the store must be stored at least 6" (15.2cm) from the floor on racks or at least 4" (10.1cm) from the floor on dollies or casters
- Dough trays and roll cages may not be stored outside the store unless secured in a covered, enclosed storage area that is durable, cleanable, pest-resistant, and non-absorbent
- Food, beverages, food contact surfaces (including dough trays, roll cages, and other similar surfaces) are prohibited from being stored in restrooms
- A container (bucket, spray bottle, etc.) of sanitizer must be readily available for use during all times of operation

**Hand sinks and 3 compartment sinks are operational, clean, and stocked.....1 point**

- Hot and cold water are functional
- Hand sink(s) must be operational, clean, not damaged or in disrepair and stocked
- Three-compartment sink must be operational, not damaged or in disrepair and free of visible dirt, debris, and mold
- All sanitizer solutions (including those for dish machines, three-compartment sinks, buckets, and spray bottles) must be maintained at the proper level of sanitizing agent following the manufacturer's recommendation
- Sanitizer strips must be available for use at all times and must not be expired nor damaged

**Store has sufficient supply of Domino's Brand approved smallwares and bakewares that are clean and in good repair.....1 point**

- Only approved smallwares, utensils, and bakewares are in use
- A sufficient supply of smallwares, utensils, and bakewares are available for use
- All utensils, bakewares, and smallwares are clean and in good repair
- Pans, baking mats, and screens/disks must be clean and free of excessive carbon build-up
- Dough trays and dough tray covers used for food storage purposes are clean, free of mold, mildew, dirt, rust, and buildup.

## **BRAND IMAGE SECTION ..... 15 POINTS**

**Domino's Brand uniform worn properly and represents a positive brand image.....3 points**

\* Franchisees and corporate store management may grant an exception to apparel and appearance standards as an accommodation based on religious, cultural, medical, or other reasons as required by applicable law.

- All store and non-store personnel must adhere to the current Domino's Brand apparel Standards
- All uniform apparel must be worn properly, clean, and in good condition
- Pants, shorts, skirts, cargos, and capris must be black and may be of a permanent press or cotton-type material or other similar material and in good condition.
  - Black jeans in good condition without rips, tears, patches, distressing, or embellishments are permitted.
  - Only Domino's Brand logo joggers are permitted.
  - Corduroy, stretch, yoga, spandex, lycra, or sweat pant material are not permitted.
- Pants, capris, shorts, skirts must be worn at natural waistline.
- Shorts must have a minimum inseam of 6" (15.2cm) and be no longer than 2" (5cm) below the knee
- Any undershirt visible under the logo shirt must be plain white or black. The undershirt must be tucked into the waistband.
- A Domino's Brand approved knit cap may be worn only by delivery personnel and may only be worn during cold weather
- A solid black hair net, or du-rag, may be worn under the Domino's logo or incentive hat. Hijabs and turbans may be worn without a hat or visor.
- Shoes must be worn and must completely cover the entire foot

**Customer area is clean, in good repair, and set to make a great first impression.....1-3 points**

Each bullet point deducts 1 point towards the total. Issues under different bullet points may be combined to deduct a full point. Only a total of 3 points can be deducted in this question.

- Ceiling tiles, T-bars, and vents, light fixtures and covers must be clean, in good repair, and fully operational
- Walls are clean and in good repair
- Floors and Baseboards are clean and in good repair
- Counters, tables, seating and all installed equipment are clean and in good repair
- No general storage in customer area

- Restrooms for customers are clean, in good repair, and fully stocked

**Store exterior is clean, in good repair, and presents a positive brand image.....1-3 points**

Each bullet point deducts 1 point towards the total. Issues under different bullet points may be combined to deduct a full point. Only a total of 3 points can be deducted in this question.

- Parking spaces and parking lot must be free of trash and debris, not have excessive oil stains, potholes, or cracks
- Sidewalk must be free of trash, debris, excessive weeds and not significantly discolored
- Windows and windowsills are clean and are in good repair
- Store exterior must be clean, in good repair and not significantly discolored
- Graffiti should not be present in or outside of store

**Domino's Technology is fully operational and clean.....2 points**

- Bump bar must be present, near the makeline, and fully functioning.
- Cut Table Tech is fully setup and functional including an approved Bump Bar and Cut Table Tech mount
- Carryout Tracker and Menu Boards are fully setup and functional
- Computer terminals, keyboards, bump bar(s), and monitors must be clean and free of dirt and debris

**Customer Greeting.....1 point**

- All customers entering the store are greeted/acknowledged within 15 seconds of entering the building
- All customers arriving at the pick-up window are greeted/acknowledged within 30 seconds of arriving at the pick-up window
- Music playing in the store cannot interfere with customer conversation.

**Delivery vehicles and experts represent a positive brand image.....1 point**

- Delivery vehicles should not show excessive exterior damage or wear and tear
- The interior of delivery vehicles should be reasonably clean and free of alcohol, marijuana (in all forms), illegal drugs, or excessive debris
- Delivery vehicles should be free of offensive or controversial bumper stickers, painted or spray-painted messages, signs, or similar messages

- Safety equipment is required to be worn/used at all times once the delivery vehicle is in motion Any bicycle and eBikes used to make deliveries are equipped with all safety equipment required by local law and ordinances, including but not limited to, a helmet with a secured chinstrap and safety vest. Earplugs and headsets covering both ears are not allowed to be used by bicycle or eBike operators

**Signage is clean, properly illuminated, and not damaged.....1 point**

- All approved interior and exterior signage must be properly displayed, clean, in good repair, and fully illuminated
- Including but not limited to Open Sign, Building Sign, Pole Sign, Domino's Carside Delivery (DCD) and Pie Pass Pickup Unit
- All posted items must be typewritten or professionally printed
- Any car top signs, if used, in use must be be approved by Domino's, clean, and in good repair
- An approved open sign is required in all stores and must be illuminated from open to close
- All stores must have an approved menu that is accessible to customers in the store at all times
- Store hours decal must be displayed, accurate, and in good repair
- Temporary advertisements/non-Domino's materials must meet Standards

**Sufficient number of hot bags should be clean, free of debris and mold, and in good repair.....1 point**

- Interior and exterior of hot bags must be clean, free of debris and in good repair
- Only approved hot bags in use
- All stores are required to carry a minimum of twelve (12) hot bags
- Every order must be delivered in a separate hot bag
- Cold bags in use must be clean, free of debris and in good repair

## **BRAND SAFETY SECTION ..... 4 POINTS**

**Store follows safe cash procedures.....2 points**

- A time-delay safe, a dual-key controlled safe, and/or a smart safe must be fully functional, in use, and operational to standards
- Stores must have fewer than three days' worth of deposits in the safe
- Any time delay safe in use must be equipped with a minimum 9-minute delay
- Manager-in-Charge must have access to those portions of the safe that are designated for his/her use at all times.
- The till/cash drawer must be fully operational and locked at all times
- If the store has a single till/cash drawer, a maximum of \$150 USD (or international equivalent) may be kept in the till/cash drawer. If the store has multiple tills/cash drawers, a maximum of \$75 USD (or international equivalent) may be kept in each till/cash drawer.
- Delivery personnel must carry less than \$20 USD (or international equivalent), including personal cash, on their person when leaving the store to make deliveries
- Delivery Experts must make drops after every delivery, cash should not be left in delivery vehicles

**No weapons, including pocketknives, mace, pepper spray, and similar items.....1 point**

- Store personnel cannot carry or possess on their person, in their vehicle, or on store premises any weapons while working or after work if wearing Domino's logo apparel
- Any other knives, including pocketknives (or knives with blades less than three (3) inches in length) are not permitted on store premises

**Security callbacks are completed.....1 point**

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