

FOOD SAFETY REVIEW

User Manual

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Overview

The Food Safety Review (FSR) is focused on food safety standards that drive the production of safe, quality food. The results of the FSR provide clear and actionable information that can be used to accurately rate a restaurant against Dunkin' & Baskin-Robbins Food Safety Standards.

The Food Safety Review assesses the following:

IMMINENT HEALTH RISK:

- 9 risks where, when present, put the restaurant's guests at risk and cause immediate harm

FOOD SAFETY SYSTEMS:

- Sanitation
- Employee Health
- Temperature
- Good Retail Practices
- Documentation

Conducting a Food Safety Review

Franchisees are responsible for conducting Food Safety Self Assessments at least monthly. Business Consultants will conduct FSRs on a periodic basis and based on the needs of the business and brand protection. A third-party Food Safety specialist will also conduct periodic Food Safety Reviews.

The results of completed FSRs are emailed to the Franchisee and the Restaurant Manager, if the Restaurant Manager's email address is provided. (Please note that completed FSRs are automatically sent to Franchisees via the e-mail address provided by the Franchisee on the Franchisee Portal.)

Photographs within the Food Safety Review

The use of photographs within the FSR are an important component to assist in adding clarity to the evaluation and its final report. Photographs must be used in areas where the topic that is being described is subjective and may require a different level of clarity in its explanation. Photographs should represent both positive findings as well as opportunities that are noted during the visit.

TOOLS NEEDED:

- Approved Calibrated Thermometer
- Flashlight
- Chlorine Sanitizer Test Strips (within shelf life)
- Quaternary Sanitizer Test Strips (within shelf life)
- Phone or tablet to conduct the FSR (must be connected and updated prior to assessment)

Scoring

Point Values

Most questions within a Food Safety System are worth either 3, 5, or 7 points depending on the severity of the question's content. Point values are based on criticality. The 7-point questions (Critical items) are those that contribute to the elimination, prevention, or reduction of a hazard directly related to foodborne illness or are the most brand damaging. The 5-point questions (Major items) are those that contribute to or can easily lead to a high-priority item. The 3-point questions (Minor items) are those that reflect general sanitation, maintenance, and operational controls that are the basis of a sound Food Safety System.

The exception to this point methodology is cold & hot holding in the Temperature System. In previous versions of the Food Safety Review, "Refrigerated food held at 41 °F or below and hot food held at 140 °F or above" was one 7-point (Critical) question. In this version of the Food Safety Review, we have split the 7-point question, allowing for 5 points to be given for refrigerated food being held at proper temperature and an additional 2 points if hot holding temperatures are correct. If hot holding is not in use, the points are not applicable, and the assessment score is based on a total of 98 available points.

Ratings

Imminent Health Risk (IHR): If an IHR is present at the time of the assessment, then the FSR receives 0% (Fail). This is the score whether or not the IHR was cured in the moment, or the restaurant had to close to address the IHR. *The review will continue and be completed in full to assist with the discovery of the IHR's root cause.* NOTE: When conducting any other type of assessment (e.g., Window Readiness Visit, Restaurant Experience Review, etc.), if an IHR is found, stop and delete that assessment to perform a Food Safety Review and only document the IHR in the FSR.

Pass: Overall score 70% – 100%. Restaurant meets most or some food safety standards. Items found not meeting brand standard may require follow-up documentation or revisit if not corrected in the moment.

Fail: Overall score < 70%. Restaurant does not meet food safety standards. Items found not meeting brand standard must be noted for correction during the review. Revisit within 1 to 2 weeks with a passing Food Safety Review is required.

When a Business Consultant Will Conduct a Food Safety Review

In all the following situations, a Food Safety Review must be conducted to document restaurant compliance with brand standards:

- Within 30 days of a new restaurant opening to the public, a Food Safety Review must be conducted and passed.
- Before a remodeled restaurant opens to the public, a Food Safety Review must be conducted, and passed, before reopening is allowed.
- If an IHR is present and the restaurant is closed, the Business Consultant will alert their Director of Franchise Operations and Market Counsel. Before the restaurant can reopen, a Food Safety Review must be conducted and passed.
- If an IHR is present but is cured in the moment, a Food Safety Review must be conducted, and passed, within 1 to 2 weeks.
 - If 2 or more consecutive failures are recorded, then the Business Consultant will work with their Director of Franchise Operations and Market Counsel to determine next steps.
- If a restaurant fails a Food Safety Review, another Food Safety Review must be conducted, and passed, within 1 to 2 weeks.
 - If 2 or more consecutive failures are recorded, then the Business Consultant will work with their Director of Franchise Operations and Market Counsel to determine next steps.
- If an IHR is present during a third-party assessment but is cured in the moment, a Food Safety Review must be conducted, and passed, within 1 to 2 weeks.
- If an IHR is present during a third-party assessment that cannot be cured in the moment, the third-party vendor will stop the assessment and alert the Food Safety Team to then inform the Business Consultant, who will take steps to close the restaurant and alert their Director of Franchise Operations and Market Counsel. A Food Safety Review must be conducted by a Brand representative immediately to document the IHR. Before the restaurant can reopen, another Food Safety Review must be conducted and passed.
- If the restaurant is closed by the health department or other regulatory authority, clearance from the health department/regulatory authority must be obtained and a Food Safety Review must be conducted, and passed, before the location is allowed to reopen.
- During a Restaurant Experience Review, if conditions in the restaurant are not meeting food safety standards, the Restaurant Experience Review is stopped, and a Food Safety Review must be conducted in the moment.
- When the conditions of the restaurant do not reflect current conditions as documented in the restaurant's most recent Food Safety Self-Assessment, a Food Safety Review must be conducted, and passed, within 1 to 2 weeks.
- Any other time at the discretion of Dunkin'/Baskin-Robbins.

*Recommended Travel Path**

With tools available, we recommend conducting the assessment from the outside of the building, working your way inward. Assess all exterior components first, including dumpsters and any outbuildings, followed by the restroom(s) and front of house (FOH)/dining area. As soon as you go behind the line, wash your hands at a hand washing sink. Your travel path behind the line will be dictated by the business, working to avoid being in busy areas that may impact speed of service. If there is a rush, it may be best to assess the back of house (BOH) first, followed by FOH. Watch the VDUs at each station to determine if it is appropriate to be in that area.

The BOH consists of everywhere within the restaurant from the Front Counter to the back door, including the service areas, prep tables, walk-in coolers/freezers, and offices. The majority of the Food Safety Review will be conducted in the BOH with some exception, including, date codes on food, temperatures of FOH coolers/freezers, restrooms, etc.

**Given the various footprints in our restaurants, it may not be possible to follow the recommended Travel Path during every Food Safety Review.*

NOTE: Unless you are following health & hygiene standards for someone working with food, the Restaurant Manager or team member must conduct all assessments of food and beverages, including the ice machine.

Continuous Improvement

The output from a productive Food Safety Review is the Action Plan. Action Plans support continuous improvement by helping the restaurant team learn from the successes and opportunities identified by the FSR to create a plan that increases effectiveness.

SMART Action Plans

An Action Plan is a summary of SMART (Specific, Measurable, Attainable, Realistic and Timely) objectives to drive lasting results. It is not a task list of “To Do’s.” An Action Plan is used to improve performance, quality, and results. The Action Plan is put in place to improve areas of opportunity, to prevent re-occurrence of deficiencies, and to maintain brand standards and areas of excellence.

- Execute SMART Action Plans to drive lasting operational execution improvements. OPS Source and the “U” are valuable resources for conducting an FSR.
- For Action Plans resulting from third-party assessments, an external, web-based Corrective Action Management program will be used to document the SMART Action Plan.

Imminent Health Risk

Imminent Health Risk: Yes, No, Cured in the Moment

- ▶ Running hot and cold water is available..... **P/F**
- ▶ Manager and team members are free of illnesses and symptoms..... **P/F**
- ▶ Free of adulterated/contaminated products..... **P/F**
- ▶ Free of sewer backups..... **P/F**
- ▶ Free of pest infestation leading to food/contact surface contamination..... **P/F**
- ▶ Restaurant has sanitizer..... **P/F**
- ▶ Free of flood..... **P/F**
- ▶ Hand washing sinks are provided..... **P/F**
- ▶ Time and Temperature Controlled for Safety (TCS) Food are held at the proper temperature and documentation proves that the product has been held at the proper temperature for the last 4 hours or more..... **P/F**

Scoring

Pass: All FSR points/ratings available

Fail (No/Cured in the Moment): IHR Rating is achieved and 0% score is applied to the review

IMMINENT HEALTH RISK ITEM	YES	NO	CURED IN THE MOMENT
Running hot and cold water is available			
Manager and team members are free of illnesses and symptoms			
Free of adulterated/contaminated products			
Free of sewer backups			
Free of pest infestation leading to food/contact surface contamination			
Restaurant has sanitizer			
Free of flood			
Hand washing sinks are provided			
Time and Temperature Controlled for Safety (TCS) Food are held at the proper temperature and documentation proves that the product has been held at the proper temperature for the last 4 hours or more			
IMMINENT HEALTH RISK: PASS: ALL FSR POINTS/RATINGS AVAILABLE FAIL (NO/CURED IN THE MOMENT): IHR RATING AND 0% SCORE IS APPLIED TO THE REVIEW	PASS	FAIL	

YES

- Running water must be available at all locations throughout the restaurant.
- The hot water heater must be fully functioning with the ability to supply the restaurant 100 °F (38 °C) water.

Examples of an IHR:

- No running water in building.
- Water heater not delivering 100 °F (38 °C) water at any sink throughout the building.
 - *A single hand washing sink without 100 °F (38 °C) water would not be an IHR but would be documented under Sanitation Questions.*
 - *If water is available at some faucets (this is not an example of an IHR).*
 - *Hot water for the ware washing sink is addressed in the Sanitation Questions (this is not an example of an IHR).*

Running hot and cold water is available

YES

- Observe restaurant team members working with food. No one is displaying or disclosing:
 - *Runny Nose*
 - *Diarrhea*
 - *Fever*
 - *Vomiting*
 - *Jaundice (yellowing of the skin and/or pupils)*
 - *Sore throat with fever*
 - *Persistent coughing and sneezing*
 - *Lesions containing pus on the hand, wrist, or an exposed body part*
- Restaurant team member diagnosed with a reportable illness and working with food:
 - *Salmonella (NTS & typhoidal fever)*
 - *Shigella*
 - *Hepatitis A*
 - *E. Coli (shiga toxin producing)*
 - *Norovirus*
 - *Etmamoeba Histolytica (CA ONLY)*

Manager and team members are free of illness and symptoms

YES

- Verify that all food and beverages are wholesome and not contaminated by items such as debris, foreign objects, condensation, mold, etc. (e.g., mold in ice is an IHR).
 - *Mold or biofilm (pink slime) within the ice machine that comes into contact with water or ice in the machine/bin is an IHR.*

**Free of adulterated/
contaminated
products****YES**

- All drains throughout the restaurant must not back up in any manner and sewage must not back up into the restaurant.
- When assessing restrooms, flush the toilets to see if water comes up through the restroom drain.

**Free of sewer
backups****YES**

- Verify that all food and food contact surfaces are free of contamination, such as gnawed food/packaging, active pests in or on food, etc.
 - *The presence of 1 live cockroach, rodent, or bird anywhere inside the restaurant automatically constitutes an IHR unless observed entering the facility during the assessment (as described below).*
 - *The presence of pests not impacting food or food contact surfaces, would not be an IHR, but would be documented under Good Retail Practices (this is not an example of an IHR).*
 - *A pest observed entering the facility via a third party (e.g., delivery, guest, etc.) during the assessment would not be an IHR but would be documented under Good Retail Practices.*

**Free of pest
infestation
leading to food/
contact surface
contamination****YES**

- Restaurant must have a means to sanitize surfaces at all times of operation; sanitizers may be chlorine or quaternary based solutions. There must be physical sanitizer in the restaurant.
 - *If sanitizer is present in the restaurant but is not hooked up to the sink (this is not an IHR).*
 - *Approved cleaner/sanitizer used for the Taylor machines, ice machines, etc., can be used as an emergency ware washing sink sanitizer, so if the cleaner/sanitizer is present in the restaurant, this is not an IHR.*

**Restaurant has
sanitizer**

YES

- Restaurant must not have any flooding or large standing water due to a water issue or storm.
 - *If flooding is due to a backup of a floor drain or toilet facilities, this would be categorized as a sewer backup, which automatically constitutes an IHR*

Free of flood**YES**

- There must be a hand washing sink for restaurant team members to wash their hands when handling food.
- The hand washing sink located in the restroom must not be the only means to wash hands.
- The hand washing sink is not blocked and is easily accessible to restaurant team members.
 - *If item blocking sink can be easily moved (e.g., trash can on wheels, rolling rack) this would not constitute an IHR.*

Hand washing sinks are provided**YES**

- All TCS food in refrigeration must be held at 41 °F (5 °C) or below.
- All TCS food in hot holding must be held at 140 °F (60 °C) or higher.
- If any of this food is held outside of the appropriate temperature, the cold and hot holding temperature logs for the day must be reviewed to confirm that the food items have not been at that unsafe temperature for longer than 4 hours.
 - *If the documentation cannot prove that the food has been safely held, then the food must be discarded.*
 - *If only out of range temperature, it will not be an IHR, but would be documented under Time and Temperature.*
 - *If only missing documentation, it will not be an IHR. However, it would be documented under the Documentation Question.*

Time and Temperature Controlled for Safety (TCS) Food are held at the proper temperature and documentation proves that the product has been held at the proper temperature for the last 4 hours or more

Food Safety Systems

Sanitation: 35 pts

- ◆ Hot water reaches a minimum of 100 °F at all sinks, 110 °F at 3-compartment sink, and 160 °F surface temperature in all dish washing machines..... 5 pts
- ◆ Sanitizer is at proper concentration at all sinks, buckets, and cups 5 pts
- ◆ Chemicals are all approved, properly labeled, and stored correctly..... 5 pts
- ◆ Premises of exterior & interior (back of house) are clean and maintained..... 3 pts
- ◆ All components of the 3-compartment sink are set up correctly and used properly..... 3 pts
- ◆ In-use equipment and prep tables are clean and sanitized at proper frequency..... 7 pts
- ◆ In-use utensils and smallwares are clean and sanitized at proper frequency..... 7 pts

Employee Health: 20 pts

- ◆ Person in charge understands Dunkin’/Baskin-Robbins standards for employee health..... 3 pts
- ◆ Hand washing sinks are fully stocked and used properly..... 5 pts
- ◆ No bare hand contact with ready-to-eat (RTE) food..... 7 pts
- ◆ Franchisee’s employees are washing hands at proper frequency and hygienic practices are followed..... 5 pts

Temperature: 12 pts

- ◆ Refrigerated food held at 41 °F or below..... 5 pts
- ◆ Hot food held at 140 °F or above..... 2 pts
- ◆ Foods cooked to the correct temperature..... 5 pts

Good Retail Practices: 18 pts

- ◆ Food is approved, within date code, and labeled properly..... 3 pts
- ◆ Food and packaging are protected from contamination and allergen cross-contact..... 5 pts
- ◆ Packaging is used in an approved manner..... 3 pts
- ◆ Restaurant meets Dunkin’/Baskin-Robbins Pest Management standards..... 7 pts

Documentation: 15 pts

- ◆ Monthly Food Safety Self Assessments are complete, accurate, and with corrective actions..... 3 pts
- ◆ Cold and hot holding temperature documents are complete, accurate, and with corrective actions..... 3 pts
- ◆ Cooking temperature documents are complete, accurate, and with corrective actions..... 3 pts
- ◆ Receiving documents are complete, accurate, and with corrective actions..... 3 pts
- ◆ Additional required Food Safety documentation and resources are present and accessible as required..... 3 pts

Sanitation

SANITATION ITEM	POSSIBLE POINTS	POINTS EARNED
Hot water reaches a minimum of 100 °F at all sinks, 110 °F at 3-compartment sink, and 160 °F surface temperature in all dish washing machines	5	
Sanitizer is at proper concentration at all sinks, buckets, and cups	5	
Chemicals are all approved, properly labeled, and stored correctly	5	
Premises of exterior & interior (back of house) are clean and maintained	3	
All components of the 3-compartment sink are set up correctly and used properly	3	
In-use equipment and prep tables are clean and sanitized at proper frequency	7	
In-use utensils and smallwares are clean and sanitized at proper frequency	7	
FOOD SAFETY – SANITATION TOTAL	35	

YES

- Hot water reaches a minimum of 100 °F (38 °C) at all sinks, within 1 minute (including restrooms).
- 110 °F (43 °C) within 1 minute at ware washing sink.
- Hot water reaches 160 °F surface temperature in all dish washing machines.
 - Refer to “Additional required Food Safety documentation and resources” question to assess the “Temperature Log for Dish Washers.”

Hot water reaches a minimum of 100 °F at all sinks, 110 °F at 3-compartment sink, and 160 °F surface temperature in all dish washing machines

YES

- The correct test strips are available. Confirm that the test strips are not damaged as this may cause an inaccurate reading of the sanitizer solution. Sanitizer test strips are within date code and the appropriate test strips for the type of sanitizer are used (broad range quat and chlorine).
- Check the sinks, buckets, and COOLATTA cups (for Taylor machine spindle; in DD COOLATTA only) for cleanliness and to confirm the sanitizer solutions are at the correct concentration.
- When in use, sanitizer cloths must be stored in red sanitizer buckets.

Sanitizer is at proper concentration at all sinks, buckets, and cups

YES

- Refer to the Approved Chemical List; all the chemicals in the facility must be approved.
- All required chemicals are present
- There are no maintenance chemicals stored at the restaurant, with the exception of paint that is stored in the restaurant manager's office or a locked storage cabinet.
- Every approved chemical must be used in accordance with the manufacturer's instructions. This includes chemicals dispensed out of a manufacturer's automated chemical dispensing unit.
- All chemicals must be clearly labeled as to their contents, including spray bottles, buckets, and sanitizer cups. The common name of the chemical, written on the bottle in ink, is acceptable.
- Food Grade Chemicals, like espresso machine cleaning tablets, must be stored on a shelf below the corresponding equipment.
- Chemicals must be stored below or away from food, food packaging, and food contact surfaces, and must be stored below team member eye level to prevent splash or powder from getting into a team member's eyes.

Chemicals are all approved, properly labeled, and stored correctly

YES

- Review the condition of the floors, baseboards, fan guards, sinks, lighting, walls, ceilings, hoods, and air vents in back of house. These surfaces must be smooth, non-absorbent, easy to clean, and free of damage or holes, and excessive soils. Pay special attention to floors under equipment.
- Shelves must not be lined with cardboard or any other material that prevents proper cleaning or restricts airflow. Walk-in cooler shelving may be coated or uncoated as long as it is NSF-approved, clean, and free of rust.
- No clutter in areas where dirt could collect or pests could harbor.
- Inspect for any voids or openings within the restaurant that may allow pests access. Focus on holes, cracks, and gaps underneath doors where pests may enter.
- Check for potential harborage areas where pests could hide, such as around equipment, under shelving, undisturbed areas of the restaurant, along walls, near sources of heat and moisture.
- Outbuildings are free of openings that allow pest access and must be inspected for pest evidence (droppings, chew marks, etc.).
- Delivery vehicles must be inspected for potentially unsanitary conditions, such as broken glass, leaking walls or doors, evidence of cross-contamination, or unpleasant odors, as well as pest evidence (droppings, chew marks, etc.).
- Dumpster area is free of overflowing trash. Dumpster lids are present, undamaged, tight-fitting, and closed when not in use. Dumpster is on concrete pad and drain plugs are in place.
- Employee lockers are clean and maintained.
- Mops, mop buckets, and mop sinks are clean and maintained. Mops are hung to dry in a dedicated mop area and are stored with handle up and mop head down. Mop buckets are empty and inverted to air-dry when not in use.
- Delivery racks are stored indoors to not become a pest attractant.

Premises of exterior & interior (back of house) are clean and maintained

YES

If only water is not to temp, score in the hot water question.

Refer to the ware washing sink planogram.

- The sink must be clean and in good working condition.
- No dirty/soiled items are stored on the clean drain board.
- No sponges or steel wool used within the restaurant.
- Wiping cloths are clean and properly maintained (i.e., dry or drying when not in use).
- The clean drain board and storage shelving over the sink must be clean and in good repair; there must be no visible signs of rust or chipping/broken material.
- Chemicals must not be stored over sanitized area. Approved cleaning tools may only be stored over wash sink, if at all.
- Items are fully air-dried prior to being stacked/stored. There is no condensation between items.
- Only Dunkin'/Baskin-Robbins approved/commercial-grade brushes may be used in restaurants. All tools and brushes must be clean, in good working condition, and stored separately from cleaned sanitized wares, including utensils.
- If sink is not set up, ask a restaurant team member how to set up the sink and award points if they can properly describe the brand standard for ware washing sink setup.

All components of the 3-compartment sink are set up correctly and used properly

YES

In-use is defined as anything currently being used or ready to be used to prepare food for a guest (e.g., equipment is turned on and filled with food, portioning is being conducted on a prep table, dipper well is running, etc.). Equipment in storage is not considered in-use. When in doubt, ask the PIC if an item is in-use or not.

- Inspect all in-use food contact equipment for signs of food, mold, or debris buildup.
- Clean-in-place equipment that cannot be brought to the ware washing sink, must be washed, rinsed, sanitized, and air-dried in place using the approved cleaning procedure.
- Inspect for signs of buildup on clean-in-place equipment.
- Gaskets on coolers/freezers/ovens are clean.

In-use equipment and prep tables are clean and sanitized at proper frequency

YES

In-use is defined as anything currently being used or ready to be used to prepare food for a guest (e.g., spoons are ready to stir a swirl, scoops are in the dipper well, etc.). Items in storage are not considered in-use. When in doubt, ask the PIC if an item is in-use or not.

Items that are stacked or on drying racks are not considered in-use. If these items are found dirty, coach to the item needing to be washed, rinsed, and sanitized before being used with food.

- Inspect all in-use utensils such as cutting boards, knives, tongs, blender pitchers, stir spoons, wet topping pumps, pastry bags, decorating tips, food containers, etc.

In-use utensils and smallwares are clean and sanitized at proper frequency

Employee Health

EMPLOYEE HEALTH ITEM	POSSIBLE POINTS	POINTS EARNED
Person in charge understands Dunkin'/Baskin-Robbins standards for employee health	3	
Hand washing sinks are fully stocked and used properly	5	
No bare hand contact with ready-to-eat (RTE) food	7	
Franchisee's employees are washing hands at proper frequency and hygienic practices are followed	5	
FOOD SAFETY – EMPLOYEE HEALTH TOTAL	20	

YES

- Ask the person in charge (PIC) about reportable illness and symptoms.
- The PIC must be able to explain at least 5 out of 8 symptoms and all 6 (or 7) illnesses or know where to obtain the information (*placard*).

Person in charge understands Dunkin'/Baskin-Robbins standards for employee health

YES

The assessment of hand washing sinks includes the restroom(s), if within the control of the franchisee.

- Hot water must be 100 °F (38 °C) within 1 minute.
 - *If only water is not to temp, score in the hot water question.*
- Running water is available.
- There must be approved hand soap, single-use disposable paper towels and trash receptacle, or working air dryer.
- The hand washing sinks must be working properly and supplied with hot and cold running water.
- The hand washing station must be dedicated for the washing of hands only (i.e., no ware washing, food preparation, or disposal).
- The Dunkin'/Baskin-Robbins approved Hand Washing Sign that notifies team members to wash their hands shall be clearly visible at all hand washing sinks used by restaurant team members.
- “Employees Must Wash Hands” or locally mandated signs must be present at any guest-facing sinks.

Hand washing sinks are fully stocked and used properly

YES

- Manager and team members must use food safe single-use gloves, wax paper, or utensils when handling food and must never use their bare hands when handling food.
- Pay special attention to team members building cakes and desserts, handling cones, cutting bananas, and during waffle cone production.

No bare hand contact with ready-to-eat (RTE) food

YES

- Hands must be washed before starting a shift, when interrupted from work, and before putting on single-use gloves.
- Restaurant team members must wash their hands per brand standard using soap and hot water for at least 20 seconds.
- Observe if there is hand washing in sinks other than the dedicated hand washing sinks.
- All cuts, burns, or scratches must be covered with a bandage and a single-use glove.
- Bandages and single-use gloves must always be available in the restaurant.
- Managers and team members must not eat, drink, chew gum, or use tobacco while working with food.
- Managers and team members food and beverages must be consumed in a designated area away from production and service areas of the restaurant.
- Select a team member to explain the illness and symptoms that are listed on the placard.
 - *The team member must be able to explain at least 5 out of 8 illness symptoms or know where to obtain the information (placard).*
- All clothing components must be clean and well fitting. Clothing and jewelry must not include rhinestones, gems, inset stones, or any other items that could pose a contamination risk to food.
 - *Approved, effective hair restraint (visor, hat, hair net, Hijab)*
 - *Clean & neatly groomed hair*
 - *Earrings or facial piercings with a screw closure and silicone gauges are allowed*
 - *Only plain ring/wedding band on hands*
 - *No watches or bracelets (this includes medical alert and religious bracelets)*
 - *No exposed necklaces*
 - *Closed toe, closed heel, non-skid shoes*
 - *Clean hands and fingernails kept short, clean & smooth (no long/ fake fingernails or nail polish unless covered with single-use gloves)*
 - *Facial hair must be tightly trimmed; if facial hair is longer than 1/2", it must be covered by a facial hair restraint*

Franchisee's employees are washing hands at proper frequency and hygienic practices are followed

Temperature

TEMPERATURE ITEM	POSSIBLE POINTS		POINTS EARNED
	DD/ Combo	BR	
Refrigerated food held at 41 °F or below	5		
Hot food held at 140 °F or above	2	0	
Food cooked to the correct temperature	5	0	
FOOD SAFETY –TEMPERATURE TOTAL	12	5	

In this version of the Food Safety Review, we have split the 7-point question, “Refrigerated food held at 41 °F or below and hot food held at 140 °F or above,” allowing for 5 points to be given for refrigerated food being held at proper temperature and an additional 2 points if hot holding temperatures are correct. If hot holding is not in use, the points are not applicable, and the assessment score is based on a total of 98 available points. For Baskin-Robbins, the questions and points for hot holding, cooked food, and cooking temperature documentation are not applicable, so the assessment score is based on a total of 90 available points.

YES

- Use an approved, calibrated, and sanitized food probe thermometer.
- All food items in cold holding units must be held at 41 °F (5 °C) or below.
- Take temperatures of at least 1 food item in each refrigerator and freezer unit.
- Check that all in-use cold holding units are able to hold food at 41 °F (5 °C) or below and all food (except Hash Browns) in the sandwich station are completely thawed (35–41 °F, 2–5 °C).
 - *Check each tank within every dairy dispenser by dispensing and then taking the temperature of the dispensed item*
- Food must be thawed under refrigeration at 41 °F (5 °C) or below.
- In the walk-in cooler, do not temp product being thawed. Only temp product in storage
- Food must never be thawed in standing water, at room temperature, or in microwave unit.
- TCS food must be stored below food storage pan fill line.
- If food is stored above fill line but is still within temperature, coach in the moment but do not mark as “No.”
- NOTE: All refrigeration units must have ambient air indicating thermometers.

Refrigerated food held at 41 °F or below

YES

- Use an approved, calibrated, and sanitized food probe thermometer.
- Check in-use hot holding units are able to hold hot food at 140 °F (60 °C) or above.
- If in a Dunkin' or Combo, if hot holding is not in use at the time of the assessment, select "N/A."

Hot food held at 140 °F or above**YES**

- Check that food items are cooked according to their food safety temperature requirement.
 - *Cook 1 serving of Hash Browns in an oven and 1 egg in the other oven and take internal temperatures after cooking.*
 1. Cook food in the oven using the appropriate product button.
 2. Once cooked, remove food from the oven and place on sandwich station counter. Wrap or lay an oven liner on top and let stand for 1 min to allow food to equilibrate.
 3. After 1 min, use an approved, sanitized, and calibrated thermometer. Insert thermometer probe in all points of the product (see Temperature Taking Guide job aid). Insert the tip of the probe halfway into the food.
 4. Coach to record the lowest temperature when documenting.
 - *Eggs must be 140 °F or above, Hash Browns must be 165 °F or above.*

Food cooked to the correct temperature

Good Retail Practices

GOOD RETAIL PRACTICES ITEM	POSSIBLE POINTS	POINTS EARNED
Food is all approved, within date code, and labeled properly	3	
Food and packaging are protected from contamination and allergen cross-contact	5	
Packaging is used in an approved manner	3	
Restaurant meets Dunkin’/Baskin-Robbins Pest Management standards	7	
FOOD SAFETY – GOOD RETAIL PRACTICES TOTAL	18	

YES

- All food products are approved
- All food must be within date code; refer to the most current Shelf-Life Grid.
- All food must be labeled and dated with their appropriate product name if outside of their original container.
- Food removed from the freezer and portioned out to thaw must be marked with both the thaw date and the final “use by” date.
- Dry goods must be within the manufacturers date code or, if opened, within the open shelf life of the product.
- Iced coffee/tea shuttle liners must be dated.

Food is all approved, within date code, and labeled properly

YES

- All food and packaging must be stored on shelving or an approved, food storage container .
- All items must be stored on shelving 6” (15.2 com) above the floor (12” [30.5 cm] if a hose is used to wash the floors).
 - *Milk in milk crates and bottled beverages in beverage crates may be stored directly on the floor as long as they are rotated, and the floor underneath is regularly cleaned.*

Food and packaging are protected from contamination and allergen cross-contact

(Continued on next page)

YES**(Continued from previous page)**

- Food/supplies stored in appropriate locations.
 - *Outbuildings must not contain any food and must be locked when not in use.*
- All food and packaging must be covered to protect from overhead contaminants such as dust, debris, leaking pipes, etc.
- Packaging must be inverted and not stored directly on counters.
- All delivery racks must be clean and protected on the top and bottom (only assess in Full Producer locations).
- Ready-to-cook (RTC) food must always be stored on the lowest possible shelf or drawer and always underneath ready-to-eat food.
- All food and food contact surfaces must be shielded from contamination. This includes hand washing sinks and all its components (i.e., wash water, chemical dispensers, excess water from hands, leaking pipes, and condensation).
 - *Ice scoop handle is not touching ice.*
- Personal belongings must not be stored on food or food contact surfaces.
- All unprocessed produce must be rinsed in the appropriate lemon strainer pan.
- Light bulbs above food prep and food store service areas are shatterproof or properly shielded.
- Lighting in food service and storage areas must be shatterproof (safety coated) or have shields, and be free from cracks, dust, and insects.
- The current brand-approved Allergen Statement Decal must be posted on or near the front door and drive-thru, if applicable.
- National Allergen Awareness signs must be posted on or adjacent to the interior or exterior menuboards.
- Store any opened packages of nut-based food or food with nut toppings on the lowest possible shelf and under all non-nut food to prevent cross-contact. This includes nut milks/waters in storage and in-use.
- Food with loose allergens must be displayed on lowest shelf.
- Ice cream flavors containing nut allergens must be placed in the row closest to the team member. Alternately, they may be grouped together so that the flavor containing nuts closest to the guest is always in front of another flavor containing nuts to avoid the possibility of allergen cross-contact into a non-nut tub.
- Food allergen risks must be controlled by properly labeling all food containers.
- Latex gloves are not to be used in our restaurants.

Food and packaging are protected from contamination and allergen cross-contact

YES

- There must never be any items stored in single-use packaging (e.g., packaging cannot be reused to store another product).
- All food storage containers must be at least commercial grade and, in many jurisdictions, NSF certified.
- All containers and utensils must be in good working condition and enable effective sanitation and food protection.
- In some instances, for products in regional tests, the brand may approve commercial grade containers that are not NSF certified during the testing period.
- Single-use food packaging and service items (spoons, straws, etc.) must not be used for purposes other than that which they were designed.

Packaging is used in an approved manner

YES

- No active pests or evidence of pests, including pests observed entering the facility via a third party (e.g., delivery, guest, etc.) during the assessment.
- Franchisee has a PMP who complies with the Pest Management Brand Standards.
- Franchisee (or Franchisee's authorized representative) has accepted Pest Management Brand Standards in writing and documentation is available.
- Pesticides are not stored in restaurant.
- Franchisee and their employees do not apply pesticides in the restaurant.

Restaurant meets Dunkin'/Baskin-Robbins Pest Management Brand Standards

Documentation

DOCUMENTATION ITEM	POSSIBLE POINTS		POINTS EARNED
	DD/ Combo	BR	
Monthly Food Safety Self Assessments are complete, accurate, and with corrective actions	3		
Cold and hot holding temperature documents are complete, accurate, and with corrective actions	3		
Cooking temperature documents are complete, accurate, and with corrective actions	3	0	
Receiving documents are complete, accurate, and with corrective actions	3		
Additional required Food Safety documentation and resources are present and accessible as required	3		
FOOD SAFETY – DOCUMENTATION TOTAL	15	12	

YES

- Monthly Food Safety Self Assessments must be completed, accurate (reflect today's conditions), and corrective actions documented properly.
- These documents must remain accessible in the restaurant for a minimum of 3 months (90 days).
 - *If a restaurant has less than 3 months of documentation due to extenuating circumstances (e.g., restaurant has only been open 2 months), assess the system and consistent use of the tool.*

Monthly Food Safety Self Assessments are complete, accurate, and with corrective actions

YES

- Cold storage temperatures must be documented before opening the restaurant (or 2 AM for 24-hour locations) and then every 4 hours for all refrigerated units in back of house storage (walk-in coolers, back-room storage units, dairy dispensers, etc.).
- Cold holding and hot holding temperatures must be documented every 4 hours.
- All documentation must be complete, accurate, and have any corrective actions properly documented for any temperature out of its appropriate range.
 - *Inaccurate documentation includes prefilling for future times/days, completing entire day by same individual, etc.*
- These documents must remain accessible in the restaurant for a minimum of 3 months (90 days).
 - *If a restaurant has less than 3 months of documentation due to extenuating circumstances (e.g., restaurant has only been open 2 months), assess the system and consistent use of the tool.*

Cold and hot holding temperature documents are complete, accurate, and with corrective actions

YES

- Cooking temperatures for each TurboChef oven must be documented daily for any ready-to-cook (RTC) items (Hash Browns and RTC LTOs) and any food being hot held.
- These documents must remain accessible in the restaurant for a minimum of 3 months (90 days).
 - *If a restaurant has less than 3 months of documentation due to extenuating circumstances (e.g., restaurant has only been open 2 months), assess the system and consistent use of the tool.*

Cooking temperature documents are complete, accurate, and with corrective actions

YES

- Receiving temperatures, observations, and corrective actions must be documented for each delivery including inter-restaurant deliveries or transfers.
- Restaurant must take at least 2 refrigerated and 1 frozen temperature per delivery.
- These documents must remain accessible in the restaurant for a minimum of 3 months (90 days).
 - *If a restaurant has less than 3 months of documentation due to extenuating circumstances (e.g., restaurant has only been open 2 months), assess the system and consistent use of the tool.*

Receiving documents are complete, accurate, and with corrective actions

YES

- Food Safety Documentation and Resources are present (i.e., HazCom Training is available and current [within year] and SDS).
- At least one Food Protection Manager Certification from a nationally accredited program (e.g., ServSafe®, Prometrics, National Registry of Food Safety Professionals, Learn 2 Serve, Above Training) and, where required by law, Food Handler certifications.
- Crisis Recovery Center is available, current, and complete.
- Well Water Documentation, Bodily Fluid Cleanup Kit and Training, BOH Inspection results, etc.

Refer to the [Appendix of the Documentation list in the Food Safety System Manual](#) for a full list of required documentation and resources and what items must be visible and accessible to restaurant team members at all times. If a person has access to electronic versions of the documentation, it is acceptable so long as they have access to the office and passwords to the computer.

- Bodily Fluid Cleanup Kit must contain 2 refill packs or 1 pack and proof of 1 on order.
- Bodily Fluid Cleanup training must be completed and documented for all restaurant team members.
- Temperature Log for Ware Washing Machine is available and complete with temperatures recorded a minimum of 2 times per day.
- Cleaning Procedures Manuals, including the Emergency Cleanup Procedures, must be available.
- Employee Health Placard is in full view of team (not covered).
- CA Restaurants must display the CA Placard.
- HAZCOM/SDS must be provided in paper form from Cleaning & Sanitation Provider.
- Most current Health Department permits must be available/posted as required by law.
- Most recent Health Department inspections available for review per brand standard.

Additional required Food Safety documentation and resources are present and accessible as required

INSPIRE

